

# System Requirements for Mediasuite<sup>sql</sup>

Revised: 07/12/2015

(Valid for 60 Days from Last Revision)

## Base Specification for v2.5 – v3.0 (previous versions are not Supported)

This document is intended as a guide when integrating Mediasuite<sup>sql</sup> into your practice. If you intend to integrate other business applications into your practice it is suggested that you obtain the requirements for the respective software from the vendor and consider their requirements as well.

### Server

COMPONENT	1-4 USERS	5-12 USERS	13+ USERS
CPU	Dual Core 2.0GHz +	Dual Core 2.6GHz +	Call Us
RAM	2 GB	2 - 3 GB	Call Us
HDD	500 GB 7200 RPM	1 TB 7200 RPM	Call Us
Optical Drive	DVD+/-RW		
Network Card	100/1000 Onboard		Call Us
Graphics Adaptor	Capable of 1024x768 or higher resolution		
Operating System*	Windows 7 ® (32/64 Bit) Windows 8/8.1 ® (32/64 Bit) Windows 10 ® (32/64 Bit)* Windows Server 2008 ® R1 & R2 (32/64 Bit) Windows Home Server/SBS 2008/2011 ® (32/64 Bit) Windows Server 2012 ® R1 & R2 (32/64 Bit)		

### CLIENT

MINIMUM REQUIREMENTS
Dual Core 2.0GHz +
2 GB
80 GB 7200 RPM
CD-ROM
100 Onboard
Capable of 1024x768 or higher resolution
Windows 7 ® (32/64 Bit) Windows 8/8.1 ® (32/64 Bit) Windows 10 ® (32/64 Bit)*

\* Only Supported when using V3.0 build 3078 of Media Suite<sup>sql</sup> and above.

The above recommendations are based on the assumption that a single workstation takes up to 24-30 intra oral X-Ray images per day, and the whole practice takes up to 25 panoramic images per day.

### Operating Systems and Device Drivers

Please note that each device has its own Hardware Driver which needs to be certified by the hardware manufacturer to work with each Operating System. Unless such certification is obtained your Device may not work.

### 64-bit

Please be aware that not all dental acquisition devices currently have 64-bit drivers. This means hardware devices that do not have 64-bit drivers cannot be used with 64-bit Operating Systems. Please check carefully with each devices vendor/seller and also your IT Technician prior to changing to a 64-bit Operating System.

### DirectX

Please note that all acquisition devices require DirectX 9.0C or higher.

# Best Practices Guide for Mediasuite<sup>sql</sup>

This refers to Mediasuite<sup>sql</sup> V2.5 and V3.0 (previous versions are not supported).

## 1. Practice Requirements

ITEM	STRONGLY RECOMMENDED	MINIMUM REQUIREMENTS
Remote Access	ADSL2+ Broadband Modem/Router	Serial Dial-Up Modem (NOTE: Internet Connection is not required. Please note that if a Serial Dial-Up Modem is used SLA timings do not apply).
Printer	Modern Printer with Support from Manufacturer NOTE: Some printing problems can be resolved by installing the latest printer drivers. Ensure that your technician installs the latest drivers for your particular printer, now and in the future.	
Network	Fast Ethernet or Gigabit Switch with 1 port per computer (additional ports may be needed for other Network Devices (ie. Network Printer, ADSL2 Modem/Router and future expandability)	

## 2. Additional Notes

### 2.1. Motherboard/CPU

- While Mediasuite<sup>sql</sup> should work on non-Intel processors, they are not tested or certified.
- Ensure that your computer is certified for your operating system (refer to the Operating System section for details).
- We recommend the use of Desktop and Server grade CPU's. While Netbook grade CPU's (ie: Intel's Atom CPU) will run Mediasuite<sup>sql</sup> you may notice slow performance using Netbook grade CPU's.

### 2.2. DVD/CD-ROM

- DVD or CD-ROM's are required on all computers to perform upgrades.

### 2.3. Display Adaptor

- Centaur Media Suite requires a 1024\*768 or higher resolution.

### 2.4. Hard Drive

- The hard drive is the most commonly overlooked specification, but is a very important component of a computer (particularly the speed of the hard drive).
- Note that the specified free space is only for Mediasuite<sup>sql</sup>. If you intend to install any other software you should contact the respective software vendor for their requirements.
- Large network users (6 user and above) should consider SCSI hard drives on the Server for added performance.
- RAID technology is not necessary, but may be desirable for added data redundancy and throughput. Note that the RAID solution should never be the only backup solution. RAID is not a replacement for a good backup solution that involves the rotated use of separate removable media. Please contact a Network Technician if you wish to utilise this service. In case of RAID failure, Centaur Software can only offer limited support.

### 2.5. RAM

- Dynamic RAM is not supported when using "Mediasuite<sup>sql</sup>"

### 2.6. Backup Device

- Please see the "Backup Guide for Centaur Media Suite"
- Note that Centaur Software does not setup or configure or support the various types of backup methods. Please refer to your IT Technician .

### 2.7. UPS

- Uninterruptable Power Supplies are recommended for all Server computers. 400VA/240W or higher Delta Online UPS with Shutdown software are recommended.



- \* Centaur will continue to provide Support to our customers running these discontinued Operating Systems, however we are unable to guarantee a resolution where the Operating System is the root cause of the issue.
- ^ Refer to "2.14.3 - Compatibility Issues".

- The latest Service Packs must be installed on all supported Operating Systems and any Windows updates may be required when appropriate (now and in the future).

### 2.11.1. Other Operating Systems

- Examples: Non-Microsoft Operating Systems or Emulated versions of the above Microsoft Operating Systems (e.g. Running Windows 7 within Parallels Desktop under Mac OS X)
- Centaur will continue to provide Support to our customers, however we are unable to guarantee a resolution where dental4windows is running on any Operating System other than those listed in 2.1 and that Operating System/Environment is the root cause of the issue.

### 2.11.2. Expiry of Free Support for Microsoft Operating Systems

Windows XP ® SP1, SP2 & SP3	Already discontinued*
Windows Server 2003 ® Release 1, 2 & SBS 2003	Already discontinued*
Windows Vista ® SP1 & SP2	Already discontinued*
Windows 7 ®	Already discontinued*
Windows Server 2008 ® SP2 & Release 2 & SBS 2008/2011	Already discontinued*
Windows 8 ®	09/01/2018
Windows 8.1 ®	09/01/2018
Windows Server 2012 ®	09/01/2018
Windows Server 2012 ® R2	09/01/2018
Windows 10 ®	13/10/2020

\*Please see 2.11.1

For a complete list see: <http://support.microsoft.com/gp/lifeselectindex>

### 2.11.3. Compatibility Issues

- Windows 8/8.1 ® and Windows Server 2012 R1 & R2 ® (inc Home Server and SBS) are only supported on "Mediasuite<sup>sql</sup>" v3 and above

## 2.12. Microsoft Office

- The "Click-To-Run" versions of Office are not supported. There are no plans to support this version.
- 64-bit versions of Office are not supported at this time.

### 2.12.1. Outlook

- The "Mediasuite<sup>sql</sup>" emailing feature is compatible with 2010/2013/2016.
- Office 2013 is not compatible with Windows XP and Windows Vista.

## 2.13. Computer Systems

When purchasing computer systems the variance in pricing and components can be overwhelming. Be assured that you do get what you pay for. Some lower priced systems may be lacking in the following areas:

Proprietary	Only the manufacturer or specified service centre can make repairs or expand the system. This can be more expensive in the longer term.
Expandability	Some systems don't have adequate expansion slots/and or other connection ports for any extra components you may require in the future.
All-in-One	Some "all-in-one" motherboards will not allow you to disable the onboard components. With these motherboards if one onboard component fails you may need to replace the entire motherboard to fix the problem.

Practices should be aware that good computer consultants tend to offer high-end systems. They work on the principle that reliable systems will produce fewer problems, promoting repeat business.

## 2.14. Equipment Replacement

All practices should be aware of the "reliable business life" of computer systems. Due to the following factors you can expect between 2.5 – 3 years reliable use of a computer system:

- (a) Component failure      (b) Inability to meet future software & Operating System requirements

Network users should consider a structured equipment replacement plan so that costs of computing equipment can be absorbed into the business effectively and maximum tax advantages are achieved.

## 2.15. Warranties

All practices should understand the implications of any warranties offered and judge them on how they impact the business:

Response Times	Are the response times adequate for your business?
Support Types	Is the warranty on-site or phone support?
System Restoration	<ul style="list-style-type: none"> <li>- Is the warranty only for the replacement of the hardware component?</li> <li>- Will the Windows operating system be reinstalled if the replaced component requires it?</li> <li>- Will your system be reinstalled to its current state (i.e. all business software reinstalled, networked, printers reinstalled and other configuration restored)?</li> </ul>
Loaner Systems	Are "loaner systems" on offer if the problem is critical?

Considering the above services you can clearly see that **some lower-end system providers will not be able to provide these types of guarantees.**

## 2.16. Hardware & Windows Support

All practices at some stage will need the services of an on-site computer technician. Larger users should consider the following services that some computer consultants can provide:

- Maintenance Programs – ensure that your computing environment is maintained before problems arise.
- Block Support – some companies offer the choice of purchasing "block hours" of support (normally cheaper than ad-hoc on-site rates).

## 2.17. Training

Practices should consider some sort of training in the Windows Operating System and the management of related peripherals (e.g. Printers).

Over time your original investment should pay off in the fact that having staff that can solve minor problems will help avoid having to pay on-site technicians. Trained computer users also solve issues faster so it will ensure that your staff will have more time to spend on tasks that are relevant to the practice generating income.

## 2.18. Customised Setups

Before attempting a customised setup of a Centaur Application, please contact Centaur Support as certain setups are not supported. Centaur Software only supports setups that are supported by the Sybase Platform Certification.

If you want to run Windows® under a Virtual Environment, please contact Centaur Support as some configurations are not supported.

- Sybase will support Sybase products running on VMware as long as the OS running in the virtual machine is certified by Sybase (<http://www.sybase.com/detail?id=1032794>).
- Sybase does not support accessing a database file via a standard network share (i.e. database on a different physical device than the Sybase engine  
(<http://wiki.scn.sap.com/wiki/display/SQLANY/Running+a+SQL+Anywhere+Database+File+that+is+Stored+Remotely+from+the+Server+Machine>)).

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