

LiveDDM Hardware Minimum Requirements

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For questions, please email: support@liveddm.com subject: Attention Sheldon

Server / File Server Requirements for hardware vendors:

Hardware Vendors, please note: Please ensure these requirements are met prior to LiveDDM starting the install to avoid any delays or reschedules. LiveDDM data is stored by default in c:\ProgramData\The Doctor Company\ --if you wish the data stored elsewhere, please notify us in advance

Hardware

- Modern intel processor i5, i7 or better Recommended
- AMD processors not recommended
- 64-BIT Operating Systems only
- Xeon processors supported
- Motherboard that supports Hyper-V
- 8GB of RAM, 16GB Recommended
- 10 gb Free Space
- VMs (VMWare, Hyper-V) supported, but please notify us
- Mirrors/RAIDS supported
- SSDs supported

File Server - O/S - 8.1 / 10 Pro - 64bit (up to 19 workstations)

- Note: Windows 7 is NOT supported for servers (SQL 2016 requires windows 8.1 or better)
- 64-bit only
- All windows updates & latest service packs installed
- .NET 3.5 & .NET 4.6.2 installed
- User Account Control (UAC) turned OFF
- TeamViewer w/ Unattended access setup
- TeamViewer Note: PC can not be locked or minimized, this will pause the session
- Computer freshly rebooted right before install to ensure all updates are installed
- Must be installed under administrator account with full permissions
- Ensure network (firewall) is set to **private** and not public
- Workstations: authenticated to the server & UAC is turned off

Account must be an administrator account

Full Server - Windows Server 2012 / 2016 - 64bit (20+ workstations)

Note: Windows Server 2008 is NOT supported (SQL 2016 requires 2012 or better)

64-bit only

All windows updates & latest service packs installed

.NET 3.5 & .NET 4.6.2 installed / Enabled

User Account Control (UAC) turned OFF

TeamViewer w/ Unattended access setup

TeamViewer Note: PC can not be locked or minimized, this will pause the session

Computer freshly rebooted right before install to ensure all updates are installed

Must be installed under administrator account with full permissions

Ensure network (firewall) is set to **private** and not public

Workstations: authenticated to the server & UAC is turned off

Account must be an administrator account

Workstation Requirements

Hardware

Operating System: Windows 7, 8.1 or 10 Home/Professional (recommended)

32-bit or 64-bit supported, 64-bit recommended

Modern intel processor, i3 processor or better recommended, AMD not recommended

4GB of RAM, 8GB recommended

Software

All windows updates installed

.NET 3.5 & .NET 4.6.2 installed / Enabled

Authenticated to the server (to test, click start, type \\SERVERNAME and press enter -- if a login / password box appears, fill it in and check box to remember)

Environment Requirements

User Accounts

LiveDDM & ITrans requires the user account LiveDDM is installed on needs to be an administrator account. If multiple user accounts exist on a single PC, LiveDDM needs to be installed and configured under each one and all of them must have administrative rights.

Network

100MB network required, Gigabit network recommended

Wireless Networks

Not recommended, use at own risk. LiveDDM will not be responsible for dropped connections if wireless is being used.

High-Speed Internet

High-speed internet is required for both installation of server and workstations as well as on-going support. "Light" versions of high-speed internet are not supported.

Windows firewall & Third party firewalls

If using a third-party firewall, the hardware vendor must add two exceptions to the firewall and ensure the firewall is set to private and not public:

C:\Program Files (x86)\Microsoft SQL Server\90\Shared\sqlbrowser.exe
C:\Program Files\Microsoft SQL
Server\MSSQL11.LIVEDDM\MSSQL\Binn\sqlservr.exe

Note: These paths may not be able to be added prior to the installation, in which case please add these paths after

Third-Party Antivirus

LiveDDM recommends Microsoft Security Essentials for anti-virus. If a third-party antivirus is being used, ensure that the LiveDDM program files directory is added to the list of exceptions and that The Doctor Company share on the server has also been added to the exception list.

Signature Pads

Only Topaz Signature Pads supported at this time: Models T-S261, or T-S460
Alternatively, touch screen computers such as the Microsoft Surface Pro can have a Topaz driver installed so patients can sign on the screen. Microsoft Word is required on any PC taking or viewing electronic signatures. Hardware vendors are responsible for installing signature pads. Please request the quick installation guide for installing signature pads if required. Please contact us for more information regarding this at support@liveddm.com

Microsoft Office

Microsoft office is required for taking or viewing signatures. Office 2010 or better required.