

Hardware Requirements

This guide details the critical points of installing the Patterson EagleSoft software and CAESY from specific technology requirements to explicit hardware recommendations. **Please note Patterson does not support multiple offices or locations running on a single EagleSoft database over a wide area network.**

	Minimum Requirements	Recommended Requirements
Server	<ul style="list-style-type: none"> Intel Pentium® IV 2.0 GHz Processor 2 GB RAM 80 GB Hard Drive¹ 20X CD-ROM Drive Ethernet 10/100 Network Card Sound Card 15" CRT/LCD Monitor 32 bit, 1024 X 768 Resolution Capable Video Card Intel USB Chipset with at least 2 powered USB 2.0 Ports² Additional AGP, PCI or USB 2.0 expansion Slots May Be Required <p>Supported Operating Systems: Must be 32-bit</p> <ul style="list-style-type: none"> Windows® Server 2003 – SP2 Windows® Server 2003 – R2 Windows® XP Professional – SP3 Windows Vista Business – SP1 Windows Vista Ultimate – SP1 Windows Vista Enterprise – SP1 Windows 7 Professional – (Not supported with Canada EagleSoft) <p>Note: Server 2008 is currently being tested, more information coming soon. Windows 7 is not supported with CAESY A Dedicated EagleSoft Server is recommended for 6 or more workstations</p>	<ul style="list-style-type: none"> Intel Pentium D or Intel Core2Duo Processor 2-4 GB RAM 250 GB Hard Drive Raid Level 1or 5¹ DVD-ROM Drive Gigabit Network Card Sound Card 17" LCD Monitor 32 bit, 1024 X 768 Capable Video Resolution Intel USB Chipset with at least 2 powered USB 2.0 Ports² Additional AGP, PCI or USB 2.0 expansion Slots May Be Required <p>Supported Operating Systems: Must be 32-bit</p> <ul style="list-style-type: none"> Windows® Server 2003 – SP2 Windows® Server 2003 – R2 Windows® XP Professional – SP3 Windows Vista Business – SP1 Windows Vista Ultimate – SP1 Windows Vista Enterprise – SP1 Windows 7 Professional – (Not supported with Canada EagleSoft) <p>Note: Server 2008 is currently being tested, more information coming soon. Windows 7 is not supported with CAESY A Dedicated EagleSoft Server is recommended for 6 or more workstations</p>
Workstation	<ul style="list-style-type: none"> Intel Pentium® IV 1.5 GHz Processor 1 GB RAM 40 GB Hard Drive¹ 20X CD-ROM Drive Ethernet 10/100 Network Card Sound Card 15" CRT/LCD Monitor 32 bit, 1024 X 768 Resolution Capable Video Card Intel USB Chipset with at least 2 powered USB 2.0 Ports² Additional AGP, PCI or USB 2.0 expansion Slots May Be Required <p>Supported Operating Systems: Must be 32-bit</p> <ul style="list-style-type: none"> Windows® XP Professional – SP3 Windows Tablet PC Edition (EagleSoft 10.0 or Higher Only) Windows Vista Business – SP1 Windows Vista Ultimate – SP1 Windows Vista Enterprise – SP1 Windows 7 Professional – (Not supported with Canada EagleSoft) <p>Note: Please refer to the EagleSoft Video Capture Requirements and Digital Integrations Requirements for limitations with Windows Vista. Windows 7 is not supported with CAESY</p>	<ul style="list-style-type: none"> Intel Pentium D or Intel Core2Duo Processor 2 GB RAM 160 GB Hard Drive¹ DVD-ROM Drive Gigabit Network Card Sound Card 17" LCD Monitor 32 bit, 1024 X 768 Capable Video Resolution Intel USB Chipset with at least 2 powered USB 2.0 Ports² Additional AGP, PCI or USB 2.0 expansion Slots May Be Required <p>Supported Operating Systems: Must be-32 bit</p> <ul style="list-style-type: none"> Windows® XP Professional – SP3 Windows Tablet PC Edition (EagleSoft 10.0 or Higher Only) Windows Vista Business – SP1 Windows Vista Ultimate – SP1 Windows Vista Enterprise – SP1 Windows 7 Professional – (Not supported with Canada EagleSoft) <p>Note: Please refer to the EagleSoft Video Capture Requirements and Digital Integrations Requirements for limitations with Windows Vista. Windows 7 is not supported with CAESY</p>

¹Storage of images may require larger capacity hard drive

²Intel USB Chipsets are recommended for Schick digital x-ray devices. ScanX will not work with the SIS chipset.

Operating Systems Notes

Note: 64-bit operating systems are not supported with EagleSoft.

Windows 2000 Professional & Windows Server 2000	<ul style="list-style-type: none"> - Is not supported with EagleSoft version 16.00 or higher. - Clinical Note: ScanX USB – Must have Service Pack 4 installed on 2000 products. - Clinical Note: See Video Capture Requirements for approved capture cards. - CAESY is not supported on server operating systems.
Windows XP Professional & Windows XP Tablet Edition	<ul style="list-style-type: none"> - Clinical Note: See Video Capture Requirements for approved capture cards. - Clinical Note: ScanX USB – Must have Service Pack 1a with update KB 822603 or later installed. - Wireless networks are supported on Version 11.10 or higher. - On the Tablet PC EagleSoft is not supported for server use. - Tablet PC supported in landscape mode only. - Tablet PC Edition has the capability to add patient signature in EagleSoft on version 13 or higher.
Windows 2003 Server/SP2	<ul style="list-style-type: none"> - Supported on EagleSoft Version 11.00 or higher. - Server operating system only, not recommended as workstation or single user mode. - Must be wired to the network, cannot use a wireless connection. - For networks of more than 10 computers Windows Server 2003 is required. - CAESY is not supported on Server Operating Systems.
Windows Vista	<ul style="list-style-type: none"> - <u>ONLY supported on ES version 14 or higher</u> - CAESY 7.0 will be supported - Please refer to the Digital Integration Requirements and Video Capture Requirements for limitations with Windows Vista.
Windows 7 Professional	<ul style="list-style-type: none"> - <u>Only supported with ES version 15.00 and higher.</u> - Currently voice will not install on this operating system. - A mapi compliant email program is required to be installed if email use is needed. - User Account Control (UAC) must be turned off. - Trojan monthly updates require a different method of installation. Contact Eaglesoft support. - Has not been tested in a terminal services wide area network configuration. (nSite) - CAESY is not supported on Windows 7 - 1 GB of RAM is required for this operating system to be installed. - Not supported with Canada EagleSoft

Network Components

Network Component	802.11G Wireless Technology	100base T Technology	Gigabit Technology	Laptop Solution
NIC – Network Interface Card	3Com – PCI 3Com – PCMCIA or Intel Integrated wireless	3Com Intel Pro Realtek	3Com Intel Pro Realtek	3Com Megahertz series PC cards
Network switch/Access Point	3Com Wireless AP	3Com	3Com	

Printers

Printer	Utilization	Notes
HP LaserJet 4015n mono laser	Office printer	HP LaserJet 4015N PCL 5e driver. This printer is not supported for use with preprinted insurance forms; the forms do not align properly.
HP LaserJet P3015 mono laser	Office printer	HP LaserJet P3015 PCL 5 driver This printer is not supported for use with preprinted insurance forms; the forms do not align properly.
HP LaserJet P2035 mono laser	Office printer	HP LaserJet P2035 driver. This printer is not supported for use with preprinted insurance forms; the forms do not align properly.
HP PhotoSmart B209A All in one	Clinical image printer	Wireless is not supported, Scanner is a Document only
Dymo Label Writer 450	Label printer	
Dymo Label Writer 450 Twin Turbo	Label printer	
HP M2727nf Multifunction Printer	Office Printer	This printer is not supported for use with preprinted insurance forms; the forms do not align properly. Copier, scanner, fax and printer. Document only scanner.
Xerox 8560 Phaser Color Printer	Office Printer	Xerox 8560DN PS Driver. This printer is not supported for use with preprinted insurance forms; the forms do not align properly. When printing an envelope this printer prints 2 envelopes. In Version 15.0 it will not print the Florida RX form. Not recommended for printing images.

Xerox 6280 Color Laser	Office Printer	Xerox 6280DN PS Driver. This printer is not supported for use with preprinted insurance forms; the forms do not align properly. Not recommended for printing images.
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Note: Locally installed printers are not supported on server operating systems. The Patterson Support department will only support print servers or jet direct technology that has been purchased from and installed by Patterson.

Multipage (ADF equipped) Scanners

Scanner	Utilization	Notes
HP ScanJet 8270	Office Scanner	Tested for use in EagleSoft scanning multipage documents.
HP ScanJet 5590	Office Scanner	Tested for use in EagleSoft scanning multipage documents.
HP M2727nf	Office Scanner	Tested for use in EagleSoft scanning multipage documents.

Note: Scanners are not supported on server operating systems.

General Use Scanners

For general purpose single document scanning any TWAIN compliant scanner is supported.

Transparency Scanners

Scanner	Utilization	Notes
Epson 10000 XL Scanner *Note: TMA adapter lid required	Office Scanner	Recommended for pans, full mouth x-rays, bitewings, and documents.
Epson Scanner v700	Office Scanner	Recommended for documents and bitewings only.

DVD Players

Only applicable for CAESY Smilechannel and CAESY DVD

DVD player	- compatible interactive DVD player with remote control - computer with dvd-rom drive and compatible MPEG 2 decoder
DVD software	- Cyberlink PowerDVD

Note: DVD/TV combos are not supported.

Note: Deviation from this list may result in technical problems, errors and malfunctions. Please consult the EagleSoft Installation Guide prior to configuring your hardware, network and software.

Patterson computer requirements are determined excluding any peripheral hardware that may be added to machine (i.e. video cards, sound cards, and digital imaging machines). When using non-supported hardware, please ensure that the minimum requirements of that device are met as well.

All hardware purchased from Patterson Dental Supply, Inc. is fully compliant for use with EagleSoft, CAESY Patient Education System.

Additional Items

CAESY Smile Channel TV	Any TV with a DVI, VGA or HDMI connection can be used with Smile Channel TV. CAESY requires your output device (monitors, TV'S) to support a 640X480 screen resolution.
Virtual Machines	The use of a virtual machine to run any Patterson Companies software is not supported.
Signature Pad	Patterson Item 07-5695788
Foot Pedal	Patterson Item 07-2698827. Computer must have available game port or USB to game port adapter Patterson Item 07-5708854
Voice Headset	Andrea Anti-Noise NC-91 Logitech Extreme Headset – Patterson Item 07-5696646
Modem	Do not send claims from a modem on a dedicated server. Verify that the modem is working properly. *** US Robotics Modems are not supported. ***
Backup Device	To be supported by a hardware provider.
Tablet PC	Motion Tablet PC Patterson item 07-5703434
Anti-Virus Software	McAfee Virus Scan is not compatible with Version 10.00 or higher. Symantec Endpoint is recommended.
Spyware	Windows Defender or Malware Bytes Anti-Malware Consumer Version (Full Version)
Firewall	Recommend Hardware Firewall. We do not recommend 3 rd Party Software
Internet	EagleSoft Version 16.0 and higher will require high speed internet access. While your software will still install and function normally, users without high speed internet will not have access to User's Guide, FAQ, Live Help, Remote Support, or any eServices offered by Patterson EagleSoft.*
Battery Backups	Industry Standard

***Note:** Internet Explorer 7.0 is required with CAESY version 6 and higher, Internet Explorer 8.0 is only supported with CAESY version 9.0 and higher.

Office Suites

Several of the advanced options in Smart Doc require Microsoft Office 2000, 2003, or 2007.

Microsoft Office 2000	Supported on EagleSoft
Microsoft Office 2003	Supported on EagleSoft
Microsoft Office 2007	Not supported on EagleSoft Version 13.10 or lower

* Use of email feature requires MAPI compliant software like outlook feature in Microsoft Office Suites.

EagleSoft	
Must have Power User rights to use EagleSoft in a Workgroup	User must have power user group membership on local workstation in a Domain.
DUAL DATABASE	
<p>Please note that Voice Activation is supported on both the primary and secondary databases with EagleSoft 10.00 or higher. Integration with Trojan Professional Services, Inc. is still only supported on the primary database. Trojan Managed Care is supported on primary and secondary database on EagleSoft version 13 or higher. Not supported with any WAN solution.</p>	
<p>Multiple locations (or offices) running on a single EagleSoft database is not supported over a wide area network.</p>	

Please consult your Patterson technology representative or the Patterson Technology Center if you have any questions or concerns prior to purchasing or installing hardware or software.

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