Hardware Requirements

This guide details the critical points of installing the Patterson Eaglesoft software and CAESY Enterprise from specific technology requirements to explicit hardware recommendations. **If you will be utilizing Eaglesoft in multiple locations please contact our Multi-Location Technology Specialist at 800.294.8504 to discuss solutions.**

**Please refer to the digital hardware requirements to verify if your digital X-ray device will be supported on the new Operating Systems.**

### Recommended Requirements

<table>
<thead>
<tr>
<th>Server</th>
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</table>
| • Intel Xeon Processor (4th Generation or higher)  
• 8 GB RAM  
• 1 TB 7200 RPM Hard Drive Raid Level 1 or 5¹  
• Gigabit Ethernet Adapter  
• LCD Monitor (Capable of 1024x768)  
• Intel USB Chipset with at least 4 powered USB 2.0 Ports²  
• Additional AGP, PCI or USB 2.0 expansion slots may be required  

Supported Operating Systems: 64-bit  
• Windows® Server 2016 Standard (ES V18.0 or higher)  
• Windows® Server 2012 Standard – R1 or R2 (ES V17.0 or higher)  
• Windows® Server 2012 Foundation – R1 or R2 (ES V17.0 or higher)  
• Windows® Server 2008 – R2  
• Windows® 8.1 Professional (ES V17.0-19.10)  
• Windows® 7 Ultimate  
• Windows® 7 Professional |

<table>
<thead>
<tr>
<th>Workstation</th>
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</table>
| • Intel Core i5 Processor (4th Generation or higher)  
• 4 GB RAM  
• 500 GB Hard Drive  
• DVD-ROM Drive  
• Gigabit Ethernet Adapter  
• Integrated Sound or Dedicated Sound Card  
• LCD Monitor (Capable of 1024x768)  
• Intel USB Chipset with at least 6 powered USB 2.0 Ports²  
• Additional AGP, PCI or USB 2.0 expansion slots may be required  

Supported Operating Systems: 64-bit  
• Windows® 10/10.1 Professional (ES V18.0 or higher)  
• Windows® 8.1 Professional (ES V17.0-19.10)  
• Windows® 7 Ultimate  
• Windows® 7 Professional |

**Note:** To be able to utilize more than 4 GB of RAM in your server you will need to use a 64-bit OS. A Dedicated Eaglesoft Server is recommended for 6 or more workstations, a Server OS is recommended for 10 or more workstations.

**Note:** Please refer to the Eaglesoft Video Capture Requirements and Digital Integrations Requirements for limitations with 64-bit Oss.

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.  
³Windows 7 and Server 2008 default to SMB (Server Message Block) V1 Networking Protocol, while Windows 10 (V1803 and after) and Server 2016 default to SMB V2. When V2 is introduced into a network that primarily uses V1 or V1 is introduced into a network that primarily uses V2; frequent network disconnects, connection aborts and Faulted State Errors can occur.

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# Operating Systems Notes

## Microsoft Non-Supported Operating Systems
- Per Microsoft, Windows XP, Server 2003 and older operating systems have reached end-of-life, meaning security risks are no longer being addressed for these platforms. Therefore, Patterson no longer recommends its continued use.
- Eaglesoft Support will provide best effort support to resolve customer issues.
- Though Eaglesoft may still operate on non-supported OSs it is not suggested.
- Eaglesoft V18 is an exception to this, it will not install on Windows XP and is not supported.

## Windows Server 2012
- Due to driver incapability, pin pad usage on Server 2012 is not supported.
- Only supported with Eaglesoft V17 and higher.
- CAESY Enterprise is not supported on Server Operating Systems.
- Must be wired to the network, cannot use a wireless connection.

## Windows 2008 Server
- User Account Control (UAC) must be turned off.
- CAESY Enterprise is not supported on Server Operating Systems.
- Must be wired to the network, cannot use a wireless connection.

## Windows 8.1 Professional
- Only supported with Eaglesoft V17 – 19.10
- Eaglesoft SDK Service requires Windows 7 or newer Operating Systems.

## Windows 7 Professional
- Only supported with ES version 15.00 and higher.
- A MAPI compliant email program is required to be installed if email use is needed.
- User Account Control (UAC) must be turned off.
- Eaglesoft SDK Service requires Windows 7 or newer Operating Systems.
- 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).

## Versions of Windows Home
- No version of Windows Home is supported for use with Eaglesoft.
- This includes Windows 8 and 8.1 Standard and With Bing versions.

## Windows Server OSs
- All versions of Windows Server OSs specified above as part of the Hardware Requirements are only supported on a Dedicated Server.
- Not recommended for workstation or single user mode installs
- Recommended to perform weekly reboots of your physical dataserver to allow Windows updates to install and for the OS to be freshly loaded each week.

## Small Business Server
- No version of Small Business Server is supported for use with Eaglesoft.

## 64-Bit Operating Systems
- Not supported with Eaglesoft 15.00, 15.50 for Canada Eaglesoft, or below, except as a dedicated server.
- SmartDoc will not work on a 64-bit OS in Eaglesoft 15.00, 15.50 for Canada Eaglesoft or previous versions.
- Digital Products subject to change. Please refer to FAQ 12733 for 32 and 64-bit device compatibility.
- It is also recommended you check with the manufacturer’s website for the most up-to-date specifications for digital devices.
- CAESY Enterprise is not supported on Windows XP Professional 64-bit.
- VeriFone pin pad USB model will not work with 64-bit OS. Need to use VeriFone serial pin pad with a 9-Pin Serial to USB adapter - PN: 07-5697321.

## Network Configuration
- It is recommended to have all computers on the network be part of the same Workgroup/Domain.
- Recommended that all machines be on the same IP Address Scheme.

## Domain\Workgroup Permissions Configuration
- Local Administrator rights are required to install Eaglesoft onto a computer.
- User must have Administrator rights on local workstation in a workgroup.
- User must have Administrator Group membership on local workstation in a domain.
- Standard industry best practices recommend that servers providing a domain controller function remain sole purposed and that you refrain from installing other applications on them.

## Mac OS X
- Eaglesoft Version 16 and above is supported with the use of Parallels 7 Desktop for Mac and Boot Camp 3.0 on iMac 27 and iMac 21.5 with the minimum of Mac OS X 10.6, Windows 7 SP1 (32 or 64-bit), Intel Core i5 Processor and 4 GB of RAM.
- Due to the many different modes/configurations of Parallels 7/Boot Camp and lack of adequate driver support, no peripheral hardware can be guaranteed 100% functional.
- See FAQ #16000 for setup help, settings and known issues with Eaglesoft.

## ES V18 and Above Fast CheckIn
- Will no longer install on a Server Operating System.

## Eaglesoft Voice
- Not supported on Windows 10/10.1 and Server 2016.

## Supported Windows Tablet For Use in Fast CheckIn and Eaglesoft
- Microsoft Surface Pro 4 and Microsoft Surface Pro (2017)
  - For suggested settings and tips for best experience, please visit FAQ 26084 for more information.
  - For Surface Pro (2017 Model) Core i5 variant is required.
Please refer to the Digital Integration Requirements and Video Capture Requirements for Digital limitations with Operating Systems

Printers

<table>
<thead>
<tr>
<th>Printer</th>
<th>Utilization</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet Pro M402N</td>
<td>Office Printer</td>
<td>Driver Tested: Universal Printer Driver PCL5. FAQ 18153 has margin settings that may allow preprinted insurance forms to print properly, though this cannot be guaranteed. <strong>Note:</strong> Postcard printing not supported due to bleed through on cards.</td>
</tr>
<tr>
<td>HP LaserJet Pro MFP M426FDN</td>
<td>Office Printer</td>
<td>Driver Tested: HP PCL6 Driver. FAQ 18153 has margin settings that may allow preprinted insurance forms to print properly, though this cannot be guaranteed. <strong>Note:</strong> Postcard printing not supported due to bleed through on cards. Functions: Copier, scanner, fax and printer. Document only scanner.</td>
</tr>
<tr>
<td>HP Color LaserJet Pro MFP M477FDW</td>
<td>Office Printer</td>
<td>Driver Tested: HP PCL6 Driver. FAQ 18153 has margin settings that may allow preprinted insurance forms to print properly, though this cannot be guaranteed. Functions: Copier, scanner, fax and printer. Document only scanner.</td>
</tr>
<tr>
<td>HP Envy 5660 All-In-One</td>
<td>Clinical Image Printer</td>
<td>Wireless is not supported. Scanner is document only.</td>
</tr>
<tr>
<td>DYMO Label Writer 450</td>
<td>Label Printer</td>
<td>Requires USB 2.0 Port to be used vs 3.0</td>
</tr>
<tr>
<td>DYMO Label Writer 450 Twin Turbo</td>
<td>Label Printer</td>
<td>Requires USB 2.0 Port to be used vs 3.0</td>
</tr>
</tbody>
</table>

**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.

**Note:** Deviation from this list may result in technical problems, errors and malfunctions.

### Suggested Printer Configuration

- We recommend that printers be installed via the Local Port Method for the best reliability. FAQ 21672 has easy to follow steps on how to do this.
- For printers that are Network capable, for the most reliability, we suggest that these printers be installed using this network capability vs installing on a workstation and sharing it out from there. FAQ 8186 has easy to follow steps on how to do this.

### Known Incompatible Scanners

All Epson ADF Scanners

### Multipage (ADF equipped) Scanners

- Eaglesoft versions 15 and above are supported with the use of the iTap RDP (Discont.) and the Microsoft Remote Desktop applications.
- When accessing Eaglesoft using the iTap RDP App, Microsoft Remote Desktop App, or using the default browser to access CAESY Enterprise Cloud, Performance of either of these softwares outside of an office’s WIFI connection (3G/4G Data Connections) is limited to the performance of the wireless provider and the signal strength in your area.
  - See FAQ #14785 for setup instructions using iTap RDP with Eaglesoft.
- *Note: iTap RDP has been removed from the Apple Store and Google Play Store. It is no longer available for purchase but can still be used by customers who have previously purchased the application.
- *Note: Postcard printing not supported due to bleed through on cards.
- *This is the only option for Android and iOS integration at this time unless iTap was purchased prior to its discontinuation.
- *Note: X-ray acquisition is not recommended on tablet pcs due to possible power consumption issues and wireless transmission of image data over a wireless network.
- See FAQ #19225 for setup instructions using the Microsoft Remote Desktop App with Eaglesoft.
- *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.
Kodak Scanmate i940  Office Scanner  Tested for use in Eaglesoft scanning multipage documents.  
**Note:** The i940 will also do double sided scanning in Eaglesoft when configured properly. See FAQ 22222 for more details.

HP ScanJet Enterprise Flow 7500  Office Scanner  Tested for use in Eaglesoft scanning multipage documents.  
**Note:** The 7500 will also do double sided scanning in Eaglesoft with duplex setting enabled.  
**Special Note:** The 7500 is designed for 3000 scanned pages per day (Duty Cycle).


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**Note:** Scanners are not supported on server operating systems.  
**Note:** Network Scanning is not supported.

### General Use and Insurance Card Scanners

<table>
<thead>
<tr>
<th>Scanner</th>
<th>Utilization</th>
<th>Notes</th>
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</thead>
</table>

### Transparency Scanners

<table>
<thead>
<tr>
<th>Scanner</th>
<th>Utilization</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epson 11000 XL Scanner</td>
<td>Office Scanner</td>
<td>Recommended for pans, full mouth X-rays, bitewings, and documents.</td>
</tr>
<tr>
<td><strong>Note:</strong> TMA adapter lid required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Scanner v800</td>
<td>Office Scanner</td>
<td>Recommended for documents and bitewings only.</td>
</tr>
</tbody>
</table>

### DVD Players

Only applicable for CAESY Smile Channel and CAESY DVD

<table>
<thead>
<tr>
<th>DVD player</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• Compatible interactive DVD player with remote control</td>
</tr>
<tr>
<td></td>
<td>• Computer with DVD-ROM drive and compatible MPEG 2 decoder</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Adobe Reader</th>
<th>Notes</th>
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<tbody>
<tr>
<td>• Required to be able to utilize SmartDocs within Eaglesoft.</td>
<td></td>
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</table>

**CAESY Enterprise Patient Education**

| CAESY Enterprise Version 9.1 is supported with Windows 7 32 and 64-bit OS. Supplement v9.0.1 is needed for this to work properly. |
| CAESY Enterprise Version 11 is supported with Windows 10 |
| **Please Note** Printables will not open on Windows 10** |
| Microsoft Office 2007 and 2010 is only supported for use with CAESY Enterprise version 9. |

**CAESY Enterprise Smile Channel TV**

| Any TV with a DVI or VGA connection can be used with Smile Channel TV. HDMI connections are supported but only with Version 11 Hardware. |
| CAESY Enterprise requires your output device (monitors, TV’S) to support a 640x480 screen resolution. |
| **Please Note** CAESY Enterprise Version 11 Smile Channel TV Controls, on Windows 10, will load slowly but will load. **|

**CAESY Cloud**

| CAESY Cloud is supported on the most current Internet browser that is available (i.e., Internet Explorer, Google Chrome, Mozilla Firefox, Safari, etc.) and one previous version back. For the best CAESY Cloud experience, we recommend using Google Chrome. |

**Virtual Machines**

| The use of a virtual machine to run any Patterson Companies software is not supported. |

**Signature Pad**

| Topaz SignatureGem (T-L462). There are 2 variants, HSB and BSB. The HSB will be used for offices that do not use Terminal Services, the BSB is used for offices that use Terminal Services. |

**Voice Headset**

| Andrea Anti-Noise NC-181 |
| Logitech Extreme Headset |

**Modem**

| Do not send claims from a modem on a dedicated server.  
**US Robotics Modems are not supported.** |

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### Backup Solution
- We recommend PattLock and DDS Rescue for online backup solutions.
- A high speed Internet connection is required for use with PattLock and DDS Rescue.
- PattLock also requires the use of a Patterson external hard drive for local backups.

### Anti-Virus Software
- McAfee Virus Scan is not compatible with Version 10.00 or higher.
- AVG - Free Version is not recommended for use.
- Webroot Antivirus is not recommended for use.
- Symantec Endpoint is recommended.
- We recommend disabling the Network Threat Protection with Symantec Endpoint.
- Microsoft Security Essentials and Windows Defender are both supported antivirus programs. Generation 9 Patterson Hardware comes with Microsoft Security Essentials (Windows 7) and Windows Defender (Windows 8.1 and 10.1) and can be used in an office up to 10 computers per Microsoft Licensing.
- Please review FAQ 15372 for our current Eaglesoft Hardware Exceptions. These should be entered in, regardless of the antivirus program you are using, supported or not.

### Spyware
- Windows Defender or Malwarebytes Anti-Malware Consumer Version (Full Version).

### Firewall
- Windows Firewall is recommended. We do not recommend Third-Party Software (Symantec or other software's).

### Internet
- Eaglesoft Version 16 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.

### Internet Explorer
- IE9 is currently not supported with Eaglesoft version 16 and below.
- Internet Explorer 7.0 is required with CAESY Enterprise Version 6 and higher; Internet Explorer 8.0 is only supported with CAESY Enterprise Version 9.0 and higher.

### Battery Backups
- Industry Standard

### Office Suites
Several of the advanced options in SmartDoc require Microsoft Office 2007, 2010 or 2013.

<table>
<thead>
<tr>
<th>Microsoft Office 2007</th>
<th>Only supported on Eaglesoft version 14.00 and higher.</th>
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</thead>
<tbody>
<tr>
<td>Microsoft Office 2010</td>
<td>Only supported on Eaglesoft version 16.00 and higher. Microsoft Office 2010 Starter edition does not allow for insert object functionality.</td>
</tr>
<tr>
<td>Microsoft Office 2013</td>
<td>Office 2013 is only supported with Eaglesoft Version 17.00 and higher. Due to incompatibilities email with Office 2013 is only supported with Version 17.00 and higher</td>
</tr>
<tr>
<td>Microsoft Office 2016</td>
<td>Only supported with Eaglesoft Versions 16.10 and 19.10 Please review FAQ 22427 for known issues with Eaglesoft and Office 2016</td>
</tr>
<tr>
<td>Microsoft Office 365</td>
<td>Office 365 is not supported with any version of Eaglesoft</td>
</tr>
</tbody>
</table>

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

### DUAL DATABASE
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.

Multiple locations (or offices) running on a single Eaglesoft database is not supported over a wide area network.

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

Patterson Technology Center
1201 Althoff Drive
P.O. Box 1267
Effingham, IL 62401
www.Eaglesoft.net
Support: 800.475.5036
Support fax: 217.342.4571
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