Network Guidelines and Hardware Requirements

To optimize performance in the IntraVet program we suggest that your network and computers follow the recommendations listed below. Doing so will help ensure that your IntraVet experience is of the highest quality.

Note: IntraVet may function without all of the following recommendations being implemented; however, it may not operate at the highest level of efficiency.

This guide details the critical points of installing the IntraVet software from specific technology requirements to explicit hardware recommendations.
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Introduction

The following recommendations and considerations are intended for optimal usage of the IntraVet software and not intended to reflect performance of other software.

Network Recommendations

- Use network switches and routers that are capable of wired Gigabit network speeds.
- Network cabling should be Cat 5e or higher, allowing for full use of Gigabit network speeds.
- Use cabled connections whenever possible and avoid wireless when using IntraVet.

Server and Workstation Recommendations

- Add the exceptions found in FAQ 20250 to the Windows Firewall.
- Set the User Account Control (UAC) level to Never Notify.
- To ensure full access to the IntraVet Database server, workstation usernames and passwords need to be saved on the server and granted the appropriate user rights per our Hardware Requirements.
- Disable the screen saver.
- Disable Power Saving Features for the hard disk drives (HDD).
  - Computer Hibernation should be disabled altogether.
- Enable Remote Desktop for easier troubleshooting.
- No more than 10 items in the Start-up menu.
- Configure client communication tools (such as ePetHealth, etc.), automated backups, or any other scheduled tasks to run after hours and not in the middle of the day.
  - Having these running in the middle of the day can drastically impact your IntraVet experience.
- Disable Write Caching for Quick Removal.

Network Considerations when Running IntraVet

- Use antivirus protection that either does not include a software firewall or has the option to add exceptions.
  - IntraVet suggests Symantec Endpoint Protection or Microsoft Security Essentials.
- File types to exclude from Active Scans or Real Time Scanning include: *.da$, *.dki$, *.ix$, *.or$, *.vm$, *.o2$, and *.v2$.
- Disable Power Saving Features on the network card(s).
  - Uncheck the option for “Reduce link speed during system idle”.
  - This prevents the computer’s network card from being turned off during a period of idle time and causing IntraVet to lock up.
- Configure Windows Updates to “Download updates but let me choose whether to install them”.
  - This prevents reboots in the middle of the day.
Other programs or software, such as network monitoring software and VOIP phone systems, may have an effect on your IntraVet experience.

Please note – Patterson Veterinary is not responsible for any invoices or charges incurred from the use of a third-party hardware or IT support vendor.
**Hardware Requirements**

**Server** - 1-9 Workstations

- Processor: Intel® Core™ i5
- RAM: 8 GB
- Hard Drives: 1 TB 7200 RPM SATA 2 or faster, mirrored (RAID 1)
- Monitor: LCD Monitor (Capable of 1024x768 resolution)
- Operating System: Windows 7, 8 or 10 Professional
- Ethernet Adapter: Gigabit
- USB Ports: At least 4 available

**Dedicated Server** - 10-25 Workstations

- Processor: Intel® Xeon®
- RAM: 8-32 GB (variable with # of workstations)
- Hard Drives: 2 TB 7200 RPM SATA 2 or faster, mirrored (RAID 1)
- Monitor: Server grade OS
- Operating System: Windows 7 Professional
- Ethernet Adapter: Gigabit
- USB Ports: At least 4 available

*Note: For practices with 25 or more Workstations, please call IntraVet Support for Dedicated Server recommendations.

**Workstation**

- Processor: Intel Core i5 processor.
- RAM: 4 GB
- Hard Drives: 250 GB or larger
- Monitor: LCD Monitor (Capable of 1024x768 resolution)
- Operating System: Windows 7, 8 or 10 Professional
- Ethernet Adapter: Gigabit
- USB Ports: At least 8 available

*The use of Digital Integration, attaching images or documents to patient records and/or being paperless may require additional hard drive space.

*Note: Speed and performance are impacted by many variables such as the network, number of computers, third-party software use and the general workflow of your practice.

**Supported Workstation Operating Systems:**
- Windows® 7 Professional
- Windows® 8.1 Professional
- Windows 10/10.1 Professional

**Support IntraVet Server Operating Systems:**
- Windows® Server 2008 R2 (EOL July 2019)
- Windows® Server 2012 Standard
- Windows® Server 2016 Standard
- Windows® 7 Professional
- Windows® 8.1 Professional
- Windows 10/10.1 Professional

**Supported IntraVet Server Operating Systems:**
- Windows® Server 2008 R2 (EOL July 2019)
- Windows® Server 2012 Standard
- Windows® Server 2016 Standard
- Windows® 7 Professional
- Windows® 8.1 Professional
- Windows 10/10.1 Professional

*Note: To be able to utilize more than 4 GB of RAM on the computer is correct.

**Configuration Notes**

**Server/Terminal Server Recommendations for IntraVet 4.5 and higher**

- Must be on Build 290 or higher to upgrade to Build 350.
- Must be on Build 300 or higher to upgrade to Build 355.
- Must be on Build 260 or higher to upgrade to Build 260**.

**Upgrade Paths**

- IntraVet running on the server uses 1.75 GB of RAM.
- Each instance of IntraVet running on the server (via Terminal Services or Remote Desktop Services) uses 500 MB of RAM.
- 10 IntraVet instances can run on a dedicated Terminal Server meeting RECOMMENDED specs.

**Multi Database Offices**

- Terminal Server
- Multiple Sites
- Hubs Database Offices
- Server

- Must be on Build 246 or higher to upgrade to Build 260**.
- Must be on Build 260 or higher to upgrade to Build 300.
- Must be on Build 290 or higher to upgrade to Build 350.
- Must be on Build 260 or higher to upgrade to Build 355.
- Must be on Build 260 or higher to upgrade to Build 355.
- Must be on Build 260 or higher to upgrade to Build 260**.
- Below Build 260 boarding will be erased; please print all reservations and note setup before upgrading to Build 260.
- Must be on Build 180 or higher to upgrade to Build 246.
- Below Build 144, appointment calendar will be deleted; please print all appointments and note setup before upgrading to Build 144.

**Temporary Servers**

- Must be on Build 300 or higher to upgrade to IntraVet 4.5 and higher.
- Must be on Build 292 or higher to upgrade to Build 355.
- Must be on Build 290 or higher to upgrade to Build 350.
- Must be on Build 260 or higher to upgrade to Build 300.
- Must be on Build 246 or higher to upgrade to Build 260**.

**IntraVet Software**

- The account used to install IntraVet and install IntraVet updates must be a member of the Administrator group.
- Recommended to install higher resolution monitors and video cards with additional memory for future enhancements, 32-bit color and a resolution of 1024x768.
- Power Management should be disabled for the Operating System, USB Root Hubs, Network Interface Cards (NIC) and Hard Disk Drives (HDD).
- Region Settings – Have short date style set to M/D/YY and ensure the Time Zone on the computer is correct.
- For networks of 10 or more workstations, a dedicated server configuration is required.

**Upgrade Paths**

- IntraVet running on the server uses 1.75 GB of RAM.
- Each instance of IntraVet running on the server (via Terminal Services or Remote Desktop Services) uses 500 MB of RAM.
- 10 IntraVet instances can run on a dedicated Terminal Server meeting RECOMMENDED specs.

**Terminal Server**

- For Remote Desktop (Terminal Services) connections in any capacity (thin clients, remote locations or in-house connections), a Dedicated Terminal Server should be implemented rather than using the DataServer.
- Terminal Services is required for remote access from a location other than where the database is housed.
- The use of a Terminal Server is only recommended for offices with multiple locations.
- IntraVet 4.5 and higher only allows for there to be 1 database per physical server.
- If your practice has more than 1 database, please contact IntraVet Support at 800.422.8875.

**Multiple Sites**

- Share the IntraVet folder that is created during installation as INTRAVET. (***IntraVet VO Build 355 and below as well as V4.5 and higher.***)
- Grant All Users Full Control or Change permissions to the IntraVet folder.
- This is so that no matter which user account is used, there will not be an issue with accessing the IntraVet data.
- The account used to install IntraVet and install IntraVet updates must be a member of the Administrator group.
- Recommended to install higher resolution monitors and video cards with additional memory for future enhancements, 32-bit color and a resolution of 1024x768.
- Power Management should be disabled for the Operating System, USB Root Hubs, Network Interface Cards (NIC) and Hard Disk Drives (HDD).
- Region Settings – Have short date style set to M/D/YY and ensure the Time Zone on the computer is correct.
- For networks of 10 or more workstations, a dedicated server configuration is required.

**Graphical User Interfaces**

- Should the need arise for a temporary server to be used in your practice, it is suggested that the next best computer be used as the server. We still suggest at least 8 GB of RAM and an Intel Core i5 processor.
- The account used to install IntraVet and run IntraVet updates must be a member of the Administrator group.
- Recommended to install higher resolution monitors and video cards with additional memory for future enhancements, 32-bit color and a resolution of 1024x768.
- Power Management should be disabled for the Operating System, USB Root Hubs, Network Interface Cards (NIC) and Hard Disk Drives (HDD).
- Region Settings – Have short date style set to M/D/YY and ensure the Time Zone on the computer is correct.

**Temporary Servers**

- Must be on Build 300 or higher to upgrade to IntraVet 4.5 and higher.
- Must be on Build 292 or higher to upgrade to Build 355.
- Must be on Build 290 or higher to upgrade to Build 350.
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- Must be on Build 246 or higher to upgrade to Build 260**.
- Below Build 260 boarding will be erased; please print all reservations and note setup before upgrading to Build 260.
- Must be on Build 180 or higher to upgrade to Build 246.
- Below Build 144, appointment calendar will be deleted; please print all appointments and note setup before upgrading to Build 144.
IntraVet Network Guidelines and Hardware Requirements

simply sophisticated practice management

IntraVet Network Guidelines and Hardware Requirements
simply sophisticated practice management

Configuration Notes (cont.)

- No Home or Windows with Bing editions of Windows are supported for use with IntraVet.

- 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 their continued use.

- Windows Vista reached its end of life on April 11, 2017. It is recommended to move to a newer operating system, such as Windows 7, Windows 8.1 or Windows 10.

- IntraVet Support will provide best effort support to resolve customer issues.

- Though IntraVet may still operate on non-supported OSs it is not suggested.

- IntraVet 350 and below running on Windows 7, 8.1 or 10 will have program limitations such as: mouseover functionality in the Appointment Calendar will blink, SOAPs cannot have line notes or section notes edited and after saving a Boarding Reservation the navigation buttons will not refresh until you move the mouse over the button locations.

- For Build 355 and below: IntraVet Timeclock will not install on Windows 8.1 and Windows 10 systems.

- We recommend the use of local user accounts and not using your Microsoft Account to log into Windows.

- IntraVet Build 355 and below is not recommended to be installed in a domain.

- IntraVet Version 4.5 and higher can be installed in a domain; the domain will need to be supported by a third-party hardware technician.

- 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.

- Additions such as the installation of software on a domain controller can potentially provide an outside source with a point of entry to your network.

- If you have any questions, we recommend you consult your hardware provider or another expert in this area to further understand the risks given your network configuration.

- Alternatives you may want to discuss with them include incorporating a standalone computer to host IntraVet or converting your domain to a workgroup.

Printer, Scanners and Signature Pads

<table>
<thead>
<tr>
<th>Printer</th>
<th>Utilization</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>HP LaserJet M402N</td>
<td>Office printer</td>
<td></td>
</tr>
<tr>
<td>HP Photosmart 6520 All-in-one</td>
<td>Clinical image printer</td>
<td>Wireless is not supported. Scanner is Document only.</td>
</tr>
<tr>
<td>DYMO LabelWriter 450</td>
<td>Label printer</td>
<td></td>
</tr>
<tr>
<td>DYMO LabelWriter 450 Twin Turbo</td>
<td>Label printer</td>
<td></td>
</tr>
<tr>
<td>Topaz Signature Pad, Model T-L462-HSB</td>
<td>Signature capture</td>
<td></td>
</tr>
</tbody>
</table>

Printer Notes

- IntraVet recommends using Hewlett-Packard (HP) LaserJet printers. The printers listed in the Printers section above have been tested and are known to work with IntraVet. IntraVet makes no guarantee that all other HP models will produce optimal results.

- IntraVet does not recommend using Brother, Canon or Minolta printers due to driver incompatibility issues with HP standards.

- Dot matrix printers are not supported with IntraVet.

- User must have Administrator group membership on local workstation in a domain.

Paper Configuration and Size

<table>
<thead>
<tr>
<th>Prescription Labels</th>
<th>X-ray Labels</th>
<th>Receipt Paper</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 30258 Diskette</td>
<td>• 30330 Return</td>
<td>• Continuous Wide</td>
</tr>
<tr>
<td>• Landscape Orientation</td>
<td>• Landscape Orientation</td>
<td>• Portrait Orientation</td>
</tr>
<tr>
<td>Client and Patient Labels</td>
<td>Reminder Cards</td>
<td></td>
</tr>
<tr>
<td>• 30252 Address</td>
<td>• Three-card-per-page format</td>
<td></td>
</tr>
</tbody>
</table>
IntraVet Network Guidelines and Hardware Requirements

simply sophisticated practice management

LifeLearn Notes

• LifeLearn Small Animal 8 and Equine will be the only supported LifeLearn integrations with IntraVet 4.5 and higher.
• Previous versions of LifeLearn will update to IntraVet 4.5 and higher; however, if the need to reinstall arises, only Small Animal 8 and Equine will be able to be installed.
• Contact our sales department at 877.422.8838 for details to upgrade your previous version of LifeLearn.

Backup

• PattLock is available with IntraVet 352 and above and is the only automated backup solution for local and offsite backups that IntraVet supports.
• PattLock requires the use of a Patterson external hard drive for local backups.
• A high-speed internet connection is also required for use with PattLock.
• It is highly recommended to view the backup logs daily and ensure your backups are completing successfully.
• Starting with IntraVet 4.0 there is a “Step 1” backup that is part of the nightly backup process for IntraVet. This is a SQL export of the IntraVet database; this export, along with the IntraVet folder (with version 4.5 and higher and the IntraVet Server folder with version 4.0), can then be backed up to an external hard drive (Step 2). It is very important that both of these steps are run nightly.

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

Additional Items

Microsoft Office

• Office 2013 and below are supported with IntraVet Build 352 and IntraVet 4.5 and higher.

Internet

• It is recommended that at least one computer in the practice have high-speed internet access.

Please note – Patterson Veterinary is not responsible for any invoices or charges incurred from the use of a third-party hardware or IT support vendor.

For the most up-to-date version of our hardware requirements and networking guidelines, please visit FAQ 11388.

Contact our Support Team at 800.422.8875 for more information regarding these guidelines and requirements.

If you need assistance or have any questions, please:

• Check our FAQ site at www.intravet.com
Select Customer Care | FAQ - Online Knowledge Base

• Chat with a LiveHelp support specialist at www.intravet.com between 8:00 a.m. and 5:00 p.m. CST, Monday–Friday.

• Call IntraVet support at 800.422.8875
Monday–Thursday 7:00 a.m. to 7:00 p.m.,
Friday 7:00 a.m. to 6:00 p.m. and
Saturday 8:00 a.m. to 12:00 p.m. CST.

FieldVet Notes

• FieldVet is not supported with IntraVet 4.5 and above; you must be on Build 355 or below.

Client Communication Tools

Client Communication Tools

• It is not suggested to have the synchronizations run during the business day. It is suggested that these be configured to run after hours to prevent any kind of impact within IntraVet.

FieldVet

• FieldVet is not supported with IntraVet 4.5 and above; you must be on Build 355 or below.
Please consult your Patterson Veterinary Technology Representative or the Patterson Technology Center if you have any questions or concerns prior to purchasing or installing hardware or software.
Network Guidelines and Hardware Requirements

communication • organization • practice management • clinical services