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## LiveDDM hardware requirements and recommendations

**Last updated:** March 25 2011

**Assembled by:** LiveDDM Support - support@liveddm.com

*This document subject to change*

### **CDANet / EDI Capabilities**

Dentists will need to apply for a CDANet number in order to use the EDI capabilities in LiveDDM. This application process typically takes two weeks. As a result, please apply for CDANet provider numbers well in advance to go-lives if you do not have one. Contact CDANet for more information. LiveDDM ONLY supports ITRANS submissions to CDANet and Insurance Carriers.

### **ITRANS**

LiveDDM is integrated with the ITRANS electronic claims submission (over the internet). For more information please visit [www.goitrans.com](http://www.goitrans.com). Internet access on each workstation you will be sending claims from is required for ITRANS.

### **Network environment conditions**

100 Mbps or better network environment required.

### **Supported Operating Systems**

#### **Servers / File Servers to host SQL and the LiveDDM database:**

Windows 7 Professional, Windows 7 Enterprise, Windows 7 Ultimate, Windows Vista Business, Windows Vista Ultimate, Windows XP Professional (SP2 Required), Windows 2003 Server Standard Edition, Windows 2008 Server Standard Edition, Windows Home Server. Do not use 'home' editions of Microsoft Windows as a server / file server.

Windows 7 editions can serve data and files to up to 20 computers at a time. For more than 20 computers, server edition software is recommended.

**Please note:** It is highly recommended that the LiveDDM database be stored on a separate physical disk from the operating system. LiveDDM may not perform at top speeds unless a separate disk is provided for the database files.

#### **Workstations:**

Windows 7 Professional, Windows 7 Enterprise, Windows 7 Ultimate, Windows 7 Home Premium, Windows Vista Business, Windows Vista Ultimate, Windows XP Professional (SP2 or better Required)

Note: 64-bit versions of these operating systems are supported

### **UNSUPPORTED OPERATING SYSTEMS**

**Windows 7 Starter, Windows 7 Home Basic, Windows Vista Home Basic, Windows Vista Home Premium, Windows XP Home Edition, Windows 2000**

## **Server and Windows 2000 Professional**

### **Antivirus**

Anti-virus and anti-spyware software is **highly recommended** on all computers and **required** on the server. Microsoft Security Essentials is a quality anti-virus offered free for workstations. [http://www.microsoft.com/security\\_essentials/](http://www.microsoft.com/security_essentials/)

### **Internal Software Firewalls**

We recommend that Windows Firewall be enabled on all the computers in your network. We will create exceptions for LiveDDM to work through the firewall.

Other than Windows Firewall, software-based firewalls are not supported. Any LiveDDM connectivity issues stemming from a third-party software firewall may be billed out an hourly rate to troubleshoot.

### **Recommended Server Specifications**

Supported operating system (see above)  
Industry standard Intel/AMD dual core CPU or better  
2 GB of RAM or better  
DVD-RW Drive  
Keyboard/Mouse  
5 GB free hard disc space  
100mb or better Network Card

### **Recommended Workstation Specifications**

Supported operating system (see above)  
Intel Celeron D 3.2GHz, AMD Athlon 64 3500+ or better processor  
2 GB of RAM or better  
1GB Free hard disc space  
DVD-RW Drive  
Keyboard, Mouse  
10/100 or better Mbps Network Card  
\*Speakers required for the internal messaging system "ding"

### **Hardware recommendations for LiveChart Biometrics**

Topaz Fingerprint scanner (if used to log in, per workstation & sign progress notes)  
Topaz Fingerprint & Signature pad (recommended 1 or 2 per office)

### **Backup Solutions**

Backup Strategies are left to hardware vendor. User must run a LiveDDM backup daily to create backup files. These files can be set to be placed anywhere to comply with any backup schema. This process can be automated at the client's request (small labour charge applies).

### **LiveDDM Shares & Permissions**

A LiveDDM technician will setup a shares on your server typically located here:

<\\server\The Doctor Company\EDI> -> C:\Program Data\The Doctor Company\EDI

<\\server\The Doctor Company\images> -> C:\Program Data\The Doctor Company\Images

<\\server\The Doctor Company\updates> - > C:\Program Data\The Doctor Company\UPDATES

It is required that:

- all workstations (and their user accounts) have full read/write permissions/security to the above mentioned shares and the following directories:  
C:\Program Files\LiveDDM  
C:\WINDOWS\System32
- Simple file sharing be DISABLED on the server

### **Remote Access / Internet Access IMPORTANT FOR INSTALLATION**

Remote access is required to enable LiveDDM support. Please ensure the remote speeds are adequate for basic troubleshooting/installing. "Light" editions of Internet are not sufficient for remote support. LiveDDM installations are done remotely, requiring some form of remote access. We recommend LogMeIn.com (it's free) to provide us access to your server.

### **Router**

Standard Dlink/Netgear/Linksys (or competing brand) 4 port cable/DSL router with a firewall. Internal firewalls (other than Windows Firewall) are not recommended as they can unintentionally block traffic from computer to computer. LiveDDM connectivity troubleshooting issues stemming from a third-party software firewall may be billed.

### **Printers**

Black & White laser printers are recommended for billing, reports and day sheet print outs. Colour bubble jet/inkjet printers are recommended for images/patient education print outs.

### **Wireless networks**

Wireless connections between workstations running LiveDDM and the server are not recommended and may produce undesirable results due to inconsistent connections.

### **Wireless keyboards/mice**

At this time, wireless keyboards/mice are not recommended. Our trials have shown that wireless keyboards and mice that function in close proximity to each other mix signals. We have put wireless keyboards and mice in sporadic locations throughout offices with good results, however each office is different.

### **Biometrics**

At this time, only TOPAZ biometric units are supported. These can be purchased through LiveDDM. Other fingerprint and signature pads will not work with LiveDDM, as they lack the sophistication to ensure records are correctly digitally signed. LiveDDM recommends one fingerprint scanner per PC, and at least one digital signature pad per office (to be used in the treatment room, or at the front desk, ideally). Tablet signature capabilities may be used instead of signing pad.

### **Microsoft Office**

Microsoft Office XP and up is supported. This must be purchased separately from your hardware vendor or any software location. Microsoft Office is required to be installed on any computer you intend to use for taking signatures. Microsoft Office is required on a PC to view digital signatures on patient documents. Microsoft Office is not required on every PC in the office.

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Yes, I have read the attached documents detailing the hardware requirements submitted by LiveDDM and understand these requirements.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

