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## LiveDDM hardware requirement and recommendations sheet

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

*This document subject to change, please email us for the latest version*

### 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. Modem/phone line EDI is not supported.

### ITRANS

LiveDDM supports full ITRANS integration. For more information please visit [www.goitrans.com](http://www.goitrans.com). Internet access on each workstation is required for ITRANS to work.

### Network environment conditions

100 Mbps or better network environment required.

### Supported Operating Systems

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

### UNSUPPORTED OPERATING SYSTEMS

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

**Please note:** Clients running V5 of LiveDDM (version number 5.0.562) will only run on Windows XP SP2 (not SP3) and is not supported on Windows Vista or Windows 7.

### Antivirus

Anti-virus and anti-spyware software is **highly recommended** on all computers and **required** on the server

### Internal Software Firewalls

Internal software firewalls are not recommended on workstations as they can block internal computer to computer traffic (such as SQL traffic). Internal software firewalls (i.e. windows firewall) are recommended on servers. External/hardware firewalls (against the internet) **are** recommended.

### Recommended Server Specifications

Supported operating system (see above)  
Industry standard Intel/AMD dual core CPU or better  
4 GB of RAM or better  
DVD-RW Drive  
Keyboard/Mouse  
5 GB free hard drive space  
10/100 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  
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. LiveDDM can setup an automated backup of database files for a nominal fee.

### **LiveDDM Shares & Permissions**

A LiveDDM technician will setup 3 shares on your server typically located here:  
[\\server\EDI](#) -> C:\Documents and Settings\All Users\Application Data\The Doctor Company\EDI  
[\\server\images](#) -> C:\Documents and Settings\All Users\Application Data\The Doctor Company\Images  
[\\server\updates](#) - > C:\Documents and Settings\All Users\Application Data\The Doctor Company\UPDATES

It is required that:

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

### **Internet Access**

We require the location have access to the Internet in order to install and update LiveDDM. Please provide RDP access to the server via port 3389, and turn on remote desktop on each computer for installation purposes.

### **Router**

Standard Dlink/Netgear/Linksys (or competing brand) 4 port cable/DSL router with a firewall. Firewall ports will need to be opened to allow for remote access. For initial install, port 3389 opened to the server is sufficient. This port can be closed after install if required for security purposes. Internal firewalls not recommended as they can unintentionally block traffic from computer to computer with the exception of on servers.

**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 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 correct 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 on any PC that wishes to take digital signatures or view them (TOPAZ).

**Remote Access**

**IMPORTANT FOR INSTALLATION**

Remote access is required to enable LiveDDM support. Please ensure the remote speeds are adequate for basic troubleshooting/installing. Enable RDP on the server and each workstation. Please test this connection prior to the install date. The firewall must have port 3389 opened and pointed to the server. RDP can be turned off after the installation if required for security reasons.

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

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

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