



# MedicalDirector®

## Recommended System Requirements for MedicalDirector Applications

This document is intended as a guide to assist practices in identifying their computer hardware, Operating System and software requirements. MedicalDirector recommends that practices consult a Microsoft Certified Technician to determine requirements and licensing to meet their individual needs.

System Recommendations are minimum guidelines. Actual requirements will vary based on your system configuration, installed applications and usage.

The following MedicalDirector applications are covered by this guide:

- MedicalDirector **Clinical** 3.17,
- MedicalDirector **PracSoft** 3.17,
- MedicalDirector **Clinical** 3.17 **with** MedicalDirector **Blue Chip** 2.11 and above,
- MedicalDirector **Blue Chip** 2.11 and above only.



## Hardware

If your hardware does not meet these recommendations, call MedicalDirector Customer Care to discuss suitability.

	Server / Standalone	Workstation
<b>CPU</b>	Intel Quad-Core (or equivalent) or better	Intel Core2 Duo Processor (or equivalent) or better
<b>RAM</b>	4 GB or higher <ul style="list-style-type: none"> <li>o 8 GB or more for Windows Small Business Server 2011 Standard 64-bit.</li> <li>o Additional RAM required in a TS/Remote Desktop/Citrix environment, depending on application usage and the number of concurrent user sessions. A min of 300MB extra per session recommended. Consult your System Administrator.</li> </ul>	2 GB or higher
<b>Hard Disk</b>	MedicalDirector software occupies ~5 GB HD space with a SQL 2008 R2 Express instance, excluding prerequisites, or database/document growth.  The actual space required is determined by your activities, with a recommended minimum of 320-500 GB. For advice, consult a suitably qualified professional or call MedicalDirector Customer Support.	Minimum of 2 GB free space, excluding prerequisites.
<b>Monitor</b>	Min. 1024x768 at 16-bit colour, without MedicalDirector Sidebar. Min. 1280x720 at 16-bit colour, with MedicalDirector Sidebar.	
<b>DVD</b>	A drive capable of reading DVDs is required for software installation.	
<b>USB</b>	An available USB port is required for versions of MedicalDirector products released on USB drives.	
<b>Printers</b>	MedicalDirector PracSoft requires a printer to run. A middle-to-high range printer is recommended, depending on the intended workload. Multifunction Printers are <i>not</i> recommended for MedicalDirector Blue Chip.	
<b>Scanners</b>	MedicalDirector Clinical and MedicalDirector Blue Chip require that scanners be TWAIN-compliant.	
<b>Internet</b>	It is recommended that each computer have internet access to take advantage of MedicalDirector Automatic Updates. An active Internet connection on the MedicalDirector PracSoft application server is required for MedicalDirector PracSoft Online Appointments, and integration with Jayex Patient Check-in systems. Required on Clinical computers for placing eOrders pathology/cytology requests.	
<b>Backup &amp; Disaster Recovery</b>	All businesses that have 'mission critical' data should have a disaster recovery plan in place, including a full backup-and-restore facility for at least the Server, but preferably extended to all computers that perform important functions or store Practice data. While this impacts on initial setup costs, it provides comprehensive coverage in the event of a failure. MedicalDirector recommends that you consult a suitably qualified professional to establish your needs.	

## Terminal Services / Remote Desktop Services and Citrix

Many MedicalDirector customers are using Terminal Services / Remote Desktop Service, or Citrix as an operating environment. These environments generally require a qualified professional technician to manage and configure. MedicalDirector support services are limited to the operation of MedicalDirector software in these environments.

## Microsoft Products

**Internet Explorer** – Min IE7 required for Sidebar. Min IE9 required for PracSoft Practice Portal (online appointments configuration). Cookies and JavaScript must be enabled on client computers accessing the Practice Portal.

**Microsoft Office** - Please consult the following table for compatibility with Microsoft Office.

	Microsoft Office Version							
	2003/07/10-32bit	2010-64bit	2013-32bit	2013-64bit	2016-32bit	2016-64bit	Office 365-32bit	Office 365-64bit
<b>PracSoft<sup>1</sup></b>	✓	✗	✓	✗	✓	✗	✓	✗
<b>Blue Chip<sup>2</sup></b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>Day Surgery<sup>3</sup></b>	✓	✓	✓	✓	✓	✓	✓	✓

<sup>1</sup> PracSoft uses your default email program for sending appointment reminders. If you use MS Outlook as your default email program, please note that PracSoft is *not* compatible with the 64-bit versions of MS Outlook.

<sup>2</sup> Blue Chip requires a minimum of Microsoft Word 2003 for word processing and a minimum of Microsoft Excel 2003 for the Blue Chip Reporting Module. Day Surgery requires a minimum of Microsoft Access 2003.

<sup>3</sup> Microsoft Office 2007 or later is required if Day Surgery is used with MedicalDirector Blue Chip for Eclipse In Hospital Claiming (IHC).

### Microsoft OS and SQL Server Compatibility Matrix for MedicalDirector Clinical/PracSoft and Blue Chip

MedicalDirector Clinical, PracSoft, and Blue Chip are distributed with the free Microsoft SQL Server 2008 R2 Express Edition (Max 10GB database limit). If Practices wish to use a full Microsoft SQL Server product, the following are tested minimum versions.

OS-SQL Compatibility	Minimum Supported Microsoft SQL Server Products MedicalDirector recommends you install the latest Service Pack.											
	SQL 2005 SP3			SQL 2008 R1/R2			SQL 2012			SQL 2014		
	Clinical/ PracSoft	Clinical/ Blue Chip	Blue Chip	Clinical/ PracSoft	Clinical/ Blue Chip	Blue Chip	Clinical/ PracSoft	Clinical/ Blue Chip	Blue Chip	Clinical/ PracSoft	Clinical/ Blue Chip	Blue Chip
Server 2003 Service Pack 2 (including SBS) 32-bit	✓ <sup>9</sup>	✓	✓	✓ <sup>9</sup>	✓	✓	✗	✗	✗	✗	✗	✗
Server 2008 R1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
Small Business Server (SBS) 2008 64-bit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
Server 2008 R2 <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
Small Business Server (SBS) 2011 <sup>1</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
Server 2012 <sup>1, 5, 8</sup>	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
Server 2012 R2 <sup>1, 5, 8</sup>	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
XP Home Service Pack 3, 32-bit <i>Standalone or peer-to-peer w/ other XP Home only</i>	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
XP Pro Service Pack 2, 32-bit	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗
XP Pro Service Pack 3, 32-bit	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗
Windows Vista Business/Ultimate/Enterprise <sup>2</sup> , Service Pack 1 <i>*Requires Service Pack 2</i>	✓	✓	✓	✓	✓	✓	✓*	✗	✗	✗	✗	✗
Windows 7 <sup>3</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ <sup>6</sup>	✗	✗
Windows 8 <sup>5, 8</sup> <i>Excludes Windows RT</i>	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓ <sup>6</sup>	✗	✗
Windows 8.1 <sup>5, 8</sup> <i>Excludes Windows RT</i>	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓ <sup>6</sup>	✗	✗
Windows 10 <sup>4, 5, 8</sup>	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓ <sup>7</sup>	✗	✗
Citrix Presentation Server 4 <i>See 'Terminal Services/Remote Desktop Services and Citrix' section, above.</i>	*	*	*	*	*	*	*	*	*	*	*	*

- 1 - Microsoft provides only a 64-bit version
- 2 - Home Basic/Premium will install Clinical / PracSoft 3.17 and Blue Chip 2.11, but not recommended. Should not be used in a Server role for Clinical/PracSoft or Standalone/Dedicated Server for Blue Chip.
- 3 - Home Premium has limited functionality, recommended only for Standalone Servers, or in a simple network with other Windows 7 Home Premium PCs.
- 4 - When you run MedicalDirector Clinical for the first time after upgrading to Windows 10, you may observe the MedicalDirector Clinical installation repairing itself. In the majority of cases, the repair process completes automatically – no user interaction is required. However, if you are prompted for the installer, please contact MedicalDirector Customer Care for assistance.
- 5 - Spell-check and thesaurus are incompatible with Windows 8.1, 10, and Server 2012 R2, and have been disabled for the 3.15 + releases.
- 6 - SQL Server 2014 Standard only.
- 7 - Any version. SP1 is required.
- 8 - Scheduled Blue Chip Backup Utility is initially not compatible. For assistance in enabling this functionality please contact Customer Care.
- 9 - PracSoft Online Appointments is *not* supported on these platforms