

Tracker System Requirements

Single Workstation Configuration

Windows 7, Windows 8 or Windows 10 installed using a 64-bit or 32-bit architecture. (PRO OR ENTERPRISE ONLY)

UAC must be disabled where applicable

Microsoft .NET Framework 2.0 (Tracker 10)
Microsoft .NET Framework 4.0 (Tracker 11)

Microsoft .NET Framework 3.5 must be enabled

Some digital x-ray devices may not be compatible with 64-bit OS, check with the manufacturer for 64-bit drivers.

Intel i7 or i5 – 4th Generation Processor (4XXX) or Newer
Intel i3 – 8th Generation Processor or Newer

4GB of RAM Minimum

17" .28dpi Colour SVGA Monitor.
Widescreen preferred.

1440 x 900 SVGA accelerated video card.

Please consult your x-ray vendor for additional video card requirements.

128GB SSD or larger hard drive.

Server Configuration

Windows 7, Windows 8 or Windows 10 installed using a 64-Bit architecture. (PRO OR ENTERPRISE ONLY)

Windows Server 2008 R2, 2012/2012 R2 and 2016

UAC, SMB2 and Opportunistic Locking must be disabled for Tracker 10.

Microsoft .NET Framework 2.0 (Tracker 10)
Microsoft .NET Framework 4.0 (Tracker 11)

Microsoft .NET Framework 3.5 must be enabled

NIC Team configuration (2 x 1Gb) on the server computer.

Intel i7 or i5 – 4th Generation Processor (4XXX) or Newer

Intel i3 – 8th Generation Processor or Newer

8GB of RAM minimum

15" Colour SVGA Monitor

1440 x 900 SVGA accelerated video card.

Please consult your x-ray vendor for additional video card requirements.

500GB or larger high performance hard drive in a mirrored disk configuration. It is recommended to have the Tracker installation on a drive other than where the O/S resides.

200GB of free space for the Tracker Installation.

500GB of free space for Tracker with Imaging.

Network Attached Storage (NAS) Servers are not supported.

****Please contact Technical Support for Tablet requirements****

NOTE: Tracker 11 provides offices with the Microsoft SQL Server Express 2012 R2 Database Engine. This version of SQL Server provides for up to 10GB databases. Larger offices whose database storage needs may one day exceed 10GB should look into upgrading to a full version of Microsoft SQL Server.

Some Intel processor suffixes indicate low powered / mobile processors (including but not limited to T, M, U, and Y) and are not recommended. For information on the Intel processor suffix properties please visit the Intel website here.

For additional questions please contact Technical Support.

SmartCam

The original version of the SmartCam Intraoral Camera will only work with 32-bit versions of Windows. However, the new SmartCam and SmartZoom will work on both 32- and 64-bit operating systems.

Laser Printer

(4MB memory at 8 or more PPM / 32MB for imaging) Due to the variety of printers on the market, please ensure you purchase a business capable printer supporting high volume printing. All-in-one Printer-Fax-Copier machines are not supported.

Uninterruptible Power Supply with power management software is required for Server and recommended for workstations.

Online Backup

The Bridge Network provides BackTrack Online Backup for offices with high-speed internet connections. See ***Backing Up Your Dental Data*** for more details (Tracker 10, Tracker 11).

If you choose not to use BackTrack, please discuss backup solutions with your hardware vendor.

If Network Installation

Each machine will require a High performance PCI Network Interface Card. Cabling and hubs should be discussed with your hardware vendor.

Cabling, hubs and cards must be 1 Gbit.

File Server requires NIC Teaming.

Minimum recommended network speed for computers running Tracker outlined below. Test should be run between the workstation and the server computer.

Desktop machines (wired): 350Mbps write and 350Mbps read.

Tablet machines (wireless): 100Mbps write and 175Mbps read.

IP mappings to server directories will not work with Microsoft Office and therefore is not supported. UNC paths or mapped drives are required.

Remote Control Access is required on all computers. Remote Desktop (RDP) must be enabled on the file server.

Microsoft Word and Outlook 2010 or newer is **required** for generating letters and emails with T-Word. Versions of Word and Outlook must match. Full installation version of Office is required or Office 365 Offline Version. Office web, Starter, Basic and Online Editions are not supported. Trust Center Settings must be configured for programmatic access.

Disk Space Requirements

Disk Space requirements for CSI depend on the type and volume of images you plan on using. Here we have provided a quick reference on the different types of images and their sizes to help you estimate your disk space requirements. Keep in mind that some acquisition methods can be set for resolution and this will affect the storage size of images.

- Bitewing size X-Ray 150-500 KB
- Pan / Ceph Size X-Ray 500-3000 KB
- IntraOral 20 -150 KB
- Digital Still Camera 200-1000 KB

CSI stores images in a lossless compression format in order to minimize disk usage while not sacrificing any quality.

Imaging

- Imaging can acquire images using video cameras and TWAIN compliant scanners and digital cameras. Imaging can also import graphic files from your hard drive. Please consult the device manufacturer for TWAIN compatibility.
- Wi-Fi camera functionality is obtained through use of Eye Fi wireless SD cards. Offices will need to have a compatible digital camera, compatible Eye Fi card and a wireless router providing internet access. Note that Eye Fi dependability relies heavily on your wireless access throughout the office and should be assessed by a computer technician prior to Eye Fi setup.

Intraoral Cameras

- The Bridge Network SmartCam is fully compatible with Imaging.
- Third party USB / firewire intraoral cameras are compatible via streaming video or twain interfaces with installation of manufacturer drivers.
- Analog devices may require a video capture device (such as the Dazzle DVC 100) and should be thoroughly tested for compatibility.

Digital Radiography

- Imaging can acquire directly from several Digital Radiography sources. Please contact us if you are interested in using CSI to acquire from a Digital Radiography source that is not currently listed.

Charting

- The Topaz Digital Signature Pad can be used for signing clinical forms within Tracker as well as signing documents in Microsoft Word / T-Word and PDF files.
- A microphone or some other sound input device to receive the sound is required for speech recognition. In general, the microphone should be a high quality device with noise filters built in. The speech recognition rate is directly related to the quality of the input. The recognition rate will be significantly lower or perhaps even unacceptable with a poor microphone.
- More information about microphones that we have successfully tested and recommend can be found on our Additional Equipment and Accessories page.

Please Note:

This information sheet is intended to be a guideline for selecting the components to build your computing environment. It is prudent to work with a professional who is experienced in network operating systems, their usage, configuration and proper installation. It is important to select a network vendor whom you can trust. Your vendor should help you make an informed decision and be available to support you.