

Dolphin System Requirements



This is a detailed technical document listing the minimum hardware and software requirements for running Dolphin Imaging & Management software systems.

If you are not familiar with the terminology in this document, we recommend that you contact either Dolphin or a local Information Technology (IT) specialist to assist with your implementation.

For more information, please contact one of our sales consultants at sales@dolphinimaging.com or visit us on-line at www.dolphinimaging.com. These specifications are for reference only. Your specific configuration may vary depending on your practice. This information may be subject to change.

File Server / SQL Server Requirements:

Component	Minimum	Recommended	Notes
Operating System	Server 2008 R2 or Windows 7 SP1 (Standalone, for 5 concurrent users or less)	Windows Server 2016 Standard	<i>Note: We do not support Windows Server 2016 Essentials edition.</i>
Workgroup / Domain	Workgroup (non-server OS with 5 concurrent users or less)	Active Directory Domain	When a Server operating system is used, a Domain is required. Microsoft Client Access Licenses are required for each station accessing your server. Contact your local IT professional for more information, or see: http://download.microsoft.com/download/3/D/4/3D42BDC2-6725-4B29-B75A-A5B04179958B/Licensing_Core_CAL_and_Enterprise_Suite.pdf
Remote Desktop Services (if needed)	Windows Server 2008 R2 Standard Edition 32 bit	Windows Server 2016	If Remote Desktop Services is needed for remote locations or thin clients, in a SBS network, a separate server is recommended.
Database	Microsoft SQL Server 2008 R2/Express (for offices with 5 concurrent users or less)	Microsoft SQL Server 2017 Std	<i>The performance of Dolphin software will be adversely impacted if SQL Server Express is installed due to the SQL Server limitations of only dedicating 1GB of RAM and 1 processor to SQL Server processing.</i>
Processor (CPU)	Intel i3 or equivalent	Intel i7 or higher	
Memory (RAM)	Minimum of 4 GB RAM	16 GB RAM or higher	Memory requirements depend on operating system configuration, database size and user load.
Hard Drive	40 GB free space on partition with Image files and SQL database	SSD RAID controller disk highly recommended	Actual requirements will vary based on your system configuration and the applications and features you choose to install. The Dolphin software performance is highly influenced by Disk I/O speeds and we recommend SSD hard drives for both Workstations and Servers.
Video/Graphics	1280x1024	1280x1024 or higher	
Archive/Backup	Required	Required	You are responsible for making proper backups of your Dolphin data, which includes database, image files, documents, letter templates, etc. Dolphin recommends implementing a proper backup protocol including offsite data backups. Dolphin recommends OakTree Storage for offsite backup. See Dolphin Network Setup and Configuration Guide for more information.

File Server / SQL Server Requirements: *(continued)*

Component	Minimum	Recommended	Notes
DVD-ROM Drive	Required	Required	For initial installation. Installer can be copied to a shared folder for workstation access.
Antivirus	Required	Required	For the best software performance, we recommend adding exceptions for Dolphin application installation and data file directories on all computers where Dolphin software is installed.
Word Processor	MS-Word 2010 Pro	MS-Word 2016 Pro	Microsoft (MS) Word is required if you use the Dolphin Letter System (DLS). We are compatible with MS Office 2016, 2013, 2010 (32-bit version) in the Professional editions. If you are running a 64-bit edition of the Windows Operating System, you may still use Office 32-bit edition. NOTES: Office 365 subscriptions require desktop versions of MS Word installed. Installation of Office in a Terminal Server configuration may require volume licensing. See Microsoft for details.
3 rd party software	N/A	Only antivirus, and applications that integrate with Dolphin	Dolphin cannot know how other software might interfere with Windows, your network, or with our software. We recommend you only install applications that integrate with Dolphin onto your Dolphin work stations. For example; we recommend against installing video games.

Thin Clients

Thin Client/ Remote Desktop Services is an acceptable alternative to using PCs as workstations. You can purchase thin client machines or use older PCs as terminal server clients.

Remote Office Configuration (connecting to the main office)

- Dolphin Management must be connected via Remote Desktop Services
- Dolphin Management is not supported running through a WAN directly.
- If you plan to capture images from the remote office, a local PC and a VPN is required.
- For sites with 10 or fewer simultaneous remote connections, one server running our minimum server requirements is acceptable. For best performance, a server meeting our recommended requirements is preferred. We recommend 256MB RAM dedicated to each remote connection.
- For sites with more than 10 simultaneous remote connections we recommend two servers, both meeting our recommended server requirements with 256MB RAM allocated for each remote connection.

Please contact Dolphin Technical Support for details on configuring your system to use Thin Client technology or Remote Office Configuration.

LAN Connectivity:

Dolphin requires a minimum of Fast Ethernet (100 Mbps). **Note:** Dolphin recommends 1 Gigabit (1000 Mbps)

Web Browser Requirements:

Microsoft Internet Explorer 8 (or greater) is required for all installations. A minimal install is sufficient, and Internet Explorer is not required to be the default browser.

Local PC Workstation Requirements:

Component	Minimum	Recommended	Notes
Computer	PC or Mac	PC or Mac	For Macintosh, we require either Bootcamp, Parallels or VMware Fusion, configured such that Windows environment meets all the requirements below. For details, see http://www.dolphinimaging.com/mac.html .
Operating System	Windows 7 SP1	Windows 10	For all supported operating system generations, Dolphin supports both the 32 and 64-bit versions, and supports the Business/Professional, Enterprise, and Ultimate Editions.
Processor (CPU)	Intel i3 or equivalent	Intel i7 or higher	<i>Note: High resolution images require faster CPU for processing.</i>
Storage	20GB free space	SSD 500GB or higher	Actual requirements will vary based on your system configuration and the applications and features you choose to install.

Local PC Workstation Requirements: *(continued)*

Component	Minimum	Recommended	Notes
Memory (RAM)	4GB	8GB or higher	Additional memory may be required, depending on operating system requirements.
Monitor / Video/Graphic	17" / 1280x1024	19" / 1920x1080 or higher	
Accelerated 3D Graphics	3D only: 512MB video card, based on one of these DirectX 9.0 graphics engines or better: NVIDIA 8400 GS, AMD HD 5450, or Intel HD 4600.	3D only: 512MB video card, based on one of these DirectX 9.0 graphics engines or better: NVIDIA 8400 GS, AMD HD 5450.	Accelerated card is only used if you are viewing or editing 3D data (ConeBeam, digital study models, 3D photos, etc.) Our 3D software can run without such a card, but some of the advanced rendering modes will be disabled. Built-in Intel graphics can handle some 3D data, but larger 3D data sets require discrete graphics from NVidia or AMD.
DVD-ROM Drive	Required	Required	For initial installation. Installer can be copied to a shared folder for workstation access.
Word Processor	MS-Word 2010 Pro or higher	MS-Word 2016 Pro	Microsoft (MS) Word is required if you use the Dolphin Letter System (DLS). We are compatible with MS Office 2016, 2013, 2010 (32-bit version) in Professional editions. If you are running a 64-bit edition of the Windows Operating System, you may still use Office 32-bit edition. NOTES: Office 365 subscriptions require desktop versions of MS Word installed. Installation of Office in a Terminal Server configuration may require volume licensing. See Microsoft for details.
Presentation Software	MS-PowerPoint 2010 Pro or higher	MS PowerPoint 2016 Pro	Patient SignIn and Super Questionnaire can be integrated with MS-PowerPoint. The professional version of PowerPoint is required. The PowerPoint Viewer is not supported. NOTES: Office 365 subscriptions require installation of the desktop version of MS Word. Digital Persona One Touch software must be installed to support fingerprint scanning via Terminal Services. Installation of Office in a Terminal Server configuration may require volume licensing. See Microsoft for details.
Printer/General	Windows Supported Printer	Windows Supported Printer Laser Printer	Minimum 8MB RAM required for statement, insurance claim and graphic scheduling printer. For satellite locations we require printers to connect to a Print Server.
Sound	None	Recommended	Our voice-prompt digitizing guide walks you through each landmark. This is very useful in staff training and speeds up the digitizing process.
Internet Connection (No dial-up or satellite connections allowed.)	Broadband connection	Main: Download/Upload 1.5MB/512K or faster 1-5 Remote Workstations: Download/Upload 768K/768K or faster 5-12 Remote Workstations: Download/Upload 2.0MB/2.0MB or faster	We recommend 128 KB of dedicated upload speed per user session at the main office. We recommend 128KB of dedicated download speed per user session at the remote office. We recommend 128KB of dedicated download speed per user session at the remote office.
3rd party software	N/A	Only antivirus, and applications that integrate with Dolphin	Since Dolphin cannot know how various other software might interfere with Windows, with your network, or with Dolphin, we recommend that you only install applications that integrate with Dolphin onto your Dolphin stations. For example, we recommend against installing video games.

Optional Accessories:

Component	Minimum	Recommended	Notes
Partner Integrations Credit Card Processing		OpenEdge or OrthoBanc Breeze	
Partner Integrations Electronic Signatures		Topaz Signature Pad Model Family T-L462	For signature pads connected locally: Model T-LBK-462. For signature pads connected via Terminal Services\Citrix\Dolphin Cloud: Model T-LBK-462-BSB*. <i>*Requires specific setup instructions we can provide</i>
Printer/ Appointment Slip	Windows Supported Printer	HP LaserJet Pro M402DW or N	Okidata 18x or 19x series are not supported. Windows supported dot matrix printers not recommended. For shared printers and satellite locations we require printers to connect to a Print Server. IP printing is recommended with a hardwire connection.
Printer/Label Printer	Windows Supported Printer	DYMO 400 Series	For multiple labels, we support the Avery 5160 Label – this can be printed on the “general” printer.
Document Scanner	Windows Supported Scanner	TWAIN Driver Compatible	Fujitsu, Xerox and Canon all offer TWAIN compatible scanners. Dolphin cannot guarantee full compatibility with all TWAIN compatible scanners. Be aware the resolution of documents scanned greatly affects disk space used. Scan as JPG or PDF rather than BMP or TIFF.
Fingerprint Scanner	Digital Persona U. are. U Platinum 4000B (Model Number: 82142-001) and 4500 (Model Number: 88003-001) are the supported finger print scanner.		www.crossmatch.com
Stationery Supplier	A Wait Business Systems Co 877 Paden Dr Lawrenceville, GA 30044-3625 Phone: (770) 963-9248		
Camera Card Reader	Depending on camera	Depending on camera	SD or CF card reader, as appropriate for your camera. Most new cameras also use USB port to transfer images, so card reader may not be necessary. Many laptops and desktop have built-in SD card readers. Additionally, Dolphin supports wireless SD cards.
Digital Camera	A minimum 3 mega pixel (MP)	A minimum 3 mega pixel (MP)	Due to the large number of acceptable cameras available, Dolphin does not endorse any specific model or vendor. Practitioners should research the market and choose a camera appropriate to the needs of the practice. Cameras should be set to no higher than 5 megapixels. <i>Since computer monitors have approx. 2 megapixels, and since monitors must downsize images to display them, there is absolutely nothing to be gained by taking your images at very high resolution. Doing so simply makes the software run more slowly and takes more hard drive space, without providing better images. We strongly recommend setting your camera to a maximum of 5 megapixels.</i>
Photo/X-ray Scanner	150dpi for x-rays, 300dpi for photos	1,600dpi if slides will be scanned	A transparency adapter (TA) is required for scanning x-rays or slides. NOTE: <i>Not all scanners offer this option and not all TA's can scan full-size x-rays.</i>
Photo Printer/ Output	720dpi color inkjet printer	1440dpi color inkjet	