

Recommended System Requirements for HCN Applications

Introduction

This document is intended only as a guide to assist practices in identifying their computer hardware, Operating System and software requirements. HCN recommends that practices consult a Microsoft Certified Technician to determine requirements and licencing 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 HCN applications are covered by this guide:

- Medical Director 3.11,
- PracSoft 3.11,
- Medical Director 3.11 *with* Blue Chip 2.6,
- Blue Chip 2.6 only.

Medical Director 3.11 and PracSoft 3.11.

- Only 32bit Operating Systems are supported.
- Windows XP Home Service Pack 2 (Standalone or Peer to Peer with other XP Home workstations only).
- Windows XP Pro Service Pack 2.
- Windows Server 2003 Service Pack 2 (including SBS).
- Windows Server 2008.
- Windows Vista Business, Ultimate and Enterprise. (*Windows Vista Home Basic and Home Premium will install Medical Director and PracSoft 3.11 but are not recommended. These Operating Systems should not be used in a Server role.*)
- Windows 7 (32-bit)

Medical Director 3.11 *with* Blue Chip 2.6.

- Only 32bit Operating Systems are supported.
- Windows XP Pro Service Pack 2.
- Windows Server 2003 Service Pack 2 (including SBS).
 - *For Blue Chip users on Windows Server 2000 SP4, install Microsoft [KB 835732](#) if you wish to use THELMA Inpatient Medical Claiming (IMC).*
- Windows Server 2008.
- Windows Vista Business, Ultimate and Enterprise.
 - *Windows Vista Home Basic and Home Premium will install Medical Director 3.11 but is not recommended. These Operating Systems should not be used in a Server role.*
 - *Windows Vista Service Pack 1 is a requirement for Blue Chip users on Vista who wish to use THELMA Inpatient Medical Claiming (IMC).*
- Windows 7 (32-bit)
- Citrix Presentation Server 4.

Blue Chip 2.6 only.

- Only 32bit Operating Systems are supported.
- Windows XP Pro Service Pack 2.
- Windows Server 2003 Service Pack 2 (including SBS).
 - *For Blue Chip users on Windows Server 2000 SP4, install Microsoft [KB 835732](#) if you wish to use THELMA Inpatient Medical Claiming (IMC).*
- Windows Server 2008.
- Windows Vista.
 - *Windows Vista Service Pack 1 is a requirement for Blue Chip users on Vista who wish to use THELMA Inpatient Medical Claiming (IMC).*
- Windows 7 (32-bit)
- Citrix Presentation Server 4.

Important Information Regarding Support for Windows 2000 and Windows 2000 Server

- New Installations of Medical Director/PracSoft 3.11 or Blue Chip 2.6 will not support Windows 2000 and Windows 2000 Server.
- Upgrades of previous versions of Medical Director/PracSoft to 3.11 or previous versions of Blue Chip to 2.6 will support Windows 2000 and Windows 2000 Server.
- It is anticipated that future releases of Medical Director/PracSoft (after 3.10) and Blue Chip (after 2.6) may not support Windows 2000 or Windows 2000 Server. Please consult this document for updated information as it is released. The Recommended System Requirements are always available from the HCN Knowledge Base at <http://www.hcn.com.au/kb> or by contacting HCN Technical Support on 1300 788 802.

Medical Director, PracSoft and Blue Chip are distributed with the free Microsoft SQL Express (Max 4GB database limit). If practices wish to use a full Microsoft SQL Server product, the following are supported versions.

- Microsoft SQL Server 2000 Service Pack 3a (Service Pack 4 recommended)
- Microsoft SQL Server 2005 Service Pack 2 (Service Pack 3 recommended)
- Microsoft SQL Server 2008

Microsoft Office Products

Blue Chip requires a minimum of Microsoft Word 2000 for word processing and a minimum of Microsoft Excel 2000 for the Blue Chip Reporting Module. Blue Chip Day Surgery requires a minimum of Microsoft Access 2000 or Access 2003.



Recommended System Requirements for MD/PS/BC

Preamble

If you are buying new computers the following specifications are recommendations. If you have existing hardware that does not meet these recommendations you can call HCN Technical Support to discuss suitability.

	Server / Standalone	Workstation
CPU	Intel Quad-Core (or equivalent) or better	Intel Core2 Duo Processor (or equivalent) or better
RAM	3 GB or higher	2 GB or higher
Monitor	Minimum resolution of 1024x768 at 16-bit colour.	
CD/DVD	A drive capable of reading CDs and DVDs is required for software installation.	
Hard Disk	HCN Software occupies approximately 1.5 GB of drive space.	Minimum of 1 GB Free space.
	The actual space required to operate all software will be determined by the range of your activities. Large Hard Drives are now inexpensive and the minimum recommended size is 320Gb - 500 GB. If you require further information consult a suitably qualified professional or call HCN Technical Support.	
Printers	PracSoft requires a Windows printer to run. HCN recommends any middle to high range Windows printer determined by the intended workload. Multifunction Printers are not recommended for Blue Chip.	
Scanners	Medical Director and Blue Chip require that scanners be TWAIN-compliant.	
Internet	It is recommended that each computer have internet access to take advantage of HCN Automatic Updates.	
Backup And Disaster Recovery	All businesses that have 'mission critical' data should have a full disaster recovery plan in place. This will require a full backup and restore facility for at a minimum the practice Server, but could offer significant benefit if extended to all computers that perform important functions or store practice data. This will allow you to restore the Operating System, Network settings, Applications and all data stored on the Server. While this has the impact of initial setup costs, it will provide comprehensive coverage in the event of a failure. Consider the value to your practice of your Clinical and Billing data, and 'downtime' in the event of a major failure. HCN recommends that practices consult a suitably qualified professional to establish your needs in this area.	

Terminal Services and Citrix

Many HCN customers are using Terminal Services and a few Citrix as an operating environment. These environments generally require a qualified professional technician to manage and configure. HCN support services are limited to the operation of HCN software in these environments.

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