

System Requirements

This document provides an overview of the system requirements and server maintenance necessary to run ChiroTouch software in your practice. Please read this document thoroughly and configure your server and workstations according to the requirements and maintenance process discussed here.

ChiroTouch is a Client/Server application. This means that all of your patients' data is stored on a single computer designated as the "Server" and is accessed by multiple workstations called "Clients". This design allows for easier management of your software, better performance, less errors, and increased scalability. The result is a more reliable system that is able to grow with your office.

Supported Workstation Platforms

- Windows XP Pro (Service Pack 3)
- Windows Vista Business/Ultimate
- Windows 7 Professional/Ultimate

Both 32-bit and 64-bit Home Premium versions of Windows Vista and Windows 7 are *only* supported in a workgroup or peer-to-peer network. Home Premium versions are NOT supported on a domain.

The 64-bit version of Microsoft Office does not support 32-bit ActiveX controls, and therefore is NOT compatible with ChiroTouch. Please ensure that you install the 32-bit version of Microsoft Office.

if you are having issues with your EPAD device, please confirm you are running the 9.54 version of their software. EPAD has updated their software to version 10, and this version is incompatible with current ChiroTouch development. Currently the only supported models are EPAD and EPAD 2.

Minimum Server Requirement

Minimum	Recommended
<ul style="list-style-type: none"> • Windows 2003/2008 Standard (Service Pack 2) • Pentium IV or Dual Core • 2.5 GHz processor • 4 GB RAM • 80 GB HD • Video resolution of 1024x768 • 10/100 network card, system backup w/min. capacity of 80 GB (Tape, Ext. HD). • Keyboard/mouse/monitor • Up-to-date Microsoft Updates 	<ul style="list-style-type: none"> • Windows Small Business Server 2008/2011 Standard/Premium • Intel Qual-Core or Xeon or AMD equivalent <ul style="list-style-type: none"> ◦ Microsoft 2008/2011 Server & Microsoft 2008/2011 SQL (32 Bit & 64 Bit) are supported for use with ChiroTouch • One or Two Pentium IV 3.0 GHz processor(s), Quad core 2.8 GHz processor(s), or Xeon 2.8 GHz processor(s) • 8 GB RAM (ECC preferred, 12 GB for server 2011) • 250 GB (for scanning x-rays and documents as images) hard drives • RAID 5 configuration is recommended for real-time backup • 100/1000 Network card (not wireless) • Backup system (daily rotation recommended) • Video resolution of 1024x768 • Keyboard/mouse/monitor • Up-to-date Microsoft Updates

SQL Server Requirements

If your network contains less than 10 active ChiroTouch computers, you can use the free SQL Express. ChiroTouch technicians will install this application for you.

Workstation(s)

Minimum Requirement for a ChiroTouch Patient Self Check-In Workstation

- Pentium IV, 2.0 MHz processor
- 2 GB RAM (+2 GB RAM for voice dictation software)
- 40+ GB HD, 10/100 or wireless LAN
- Video resolution of 1024x768
 - (1280x1024 highly recommended for provider treatment/exam room with a 17"-19" display)

Minimum Requirement for Front Desk, Billing, or Primary Provider Workstation

- Windows XP Pro
- Pentium IV, or Dual Core 2.4 GHz processor or above
- 2 GB DDR RAM (2+ GB RAM for voice dictation software)
- 40+ GB HD, 10/100 or wireless LAN
- Minimum video resolution of 1024x768
 - (1280x1024 highly recommended for provider treatment/exam room with a 17"-19" display)

Other Important System Requirements

1. Microsoft Access (Included in Microsoft Office Professional) must be installed on one workstation on the network. SQL Server (included in Microsoft SBS 2003, 2008 or 2011 Premium) on the server will expedite ChiroTouch updates and fixes.
2. Microsoft Office 2000 and above is recommended for ChiroTouch integration.
3. If you choose SBS 2003 or 2008, each Client Machine/Device needs to have a client license from Microsoft and depending on the network you may need to purchase additional licenses (5 client licenses come included with SBS 2003).
4. The server must be connected to the network router/hub with a wired connection.

5. Biometric fingerprint scanners can be bought separately from your vendor of choice for use with ChiroTouch version 5.0. *Biometric fingerprint scanners for ChiroTouch versions 4.1 and below must be purchased from ChiroTouch.* Both 32-bit and 64-bit scanners are supported.

If you are using a 32-bit fingerprint scanner and you migrate from a 32-bit to a 64-bit machine, you will lose all existing fingerprints in your system and you will have to recapture them in the new environment.

6. A full version of Adobe Acrobat is needed to edit exported reports in the PDF format.
7. Microsoft .NET Framework 4.0 is necessary to run the ChiroTouch Bulk Posting application.

Internet Requirements

You must have an Internet connection to receive installation, updates, training, and support. We require a high-speed Internet connection if available in your area.

Networking Your Office

ChiroTouch is a Client/Server application; therefore it needs a secure and stable network. Wired networks work best for connectivity and uptime, but they are harder to set up and not as mobile as a wireless network. In order to be connected to a wired network you must be physically plugged into the router/hub. Wireless networks are great for mobility, but can have serious connection problems if not planned correctly. Wireless networks can be compromised by environmental interferences such as outside interference, concrete walls, other wireless devices, and poor placement of wireless access points to name a few. ChiroTouch requires a stable wireless network environment. In an unstable wireless network environment, ChiroTouch will report “connection lost” errors and will not run as expected. Whether you choose a wired or wireless network, we recommend that you hire a qualified network professional with appropriate small business networking installation/configuration experience to setup your network.

Extended Support Plans With Your Hardware Vendor

We recommend the highest level of support you can afford. ChiroTouch can only work if your equipment is working properly. At the very least, look into extended support plans for your server. Computers can be added to ChiroTouch with ease, but your server holds all system-critical information that your ChiroTouch computers and devices use. A good warranty and extended support plan can be the difference between days or hours of system downtime.



VPN/Remote Procedures, Terminal Services, and DNS/Active Directory

Please direct these questions to our sales specialists at (800) 852-1771.

Disclaimers

We are not liable for system problems that occur from your use of unsupported or OEM hardware or software. Hardware requirements are subject to change without notice. The specifications set out in this System Requirements section of the manual are simply guidelines and we do not guarantee that ChiroTouch will work with all server/computer configurations or scenarios. You are also responsible for backing up your information. We are not liable for your lost, corrupted, or otherwise unusable information. Visit www.mychirotouch.com for more information about our CTSecure reliable online backup service.