

Tracker System Requirements (June 30, 2017)

If you are considering a purchase of a new computer, the minimum system configuration is recommended and we ask that you acquire a system that **meets or exceeds** this configuration. *In building this configuration list, we have listed hardware and software that is readily available to you. If you already have equipment which you believe may run Tracker please contact us.*

Single or Workstation Configuration	Server Configuration
Windows 7, Windows 8 or Windows 10 installed using a 64 bit architecture. (PRO AND ENTERPRISE ONLY) UAC must be disabled where applicable Microsoft .NET Framework 2.0 (Tracker 10) Microsoft .NET Framework 4 (Tracker 11) Microsoft .NET Framework 3.5 must be enabled	Windows 7, Windows 8 or Windows 10 installed using a 64 bit architecture. (PRO AND ENTERPRISE ONLY) <i>*For larger networks (5+), Windows Server 2003 SP2 / 2008 with SP1/ 2011 and 2012 family.</i> UAC, SMB2 and Opportunistic Locking must be disabled for Tracker 10 Microsoft .NET Framework 2.0 (Tracker 10) Microsoft .NET Framework 4 (Tracker 11) Microsoft .NET Framework 3.5 must be enabled
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.	
Intel i5 Processor or Greater (or equivalent) Processors with a suffix of T, M, U or Y are not supported.	Intel i5 Processor or Greater (or equivalent) Processors with a suffix of T, M, U or Y are not supported.
4GB of RAM	4GB of RAM
17" .28dpi Color SVGA Monitor. Widescreen preferred.	15" Color SVGA Monitor
1440 x 900 SVGA accelerated video card Please consult you x-ray vendor for additional video card requirements.	1440 x 900 SVGA accelerated video card Please consult you x-ray vendor for additional video card requirements.
128GB SSD or larger hard drive	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 is required for the Tracker Installation. 500GB of free space is required for Tracker with Imaging. NIC Team configuration (2 x 1Gb) on the server computer. Network Attached Storage devices (NAS) are not supported.
Intel processors with a suffix of T, M, U or Y are not supported. 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 we sold initially will only work with the 32-bit version. However, the new SmartCam and SmartZoom will work on both 32- and 64-bit operating systems.	
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.	
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.	
Network Installation: Machines requires a High performance Network Interface Cards rated at 1 Gbit. File Server requires NIC Teaming.	
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. Office Starter, Basic and Online Editions are not supported. Trust Center Settings must be changed.	

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.

Because computer networks can be complex, The Bridge Network cannot take responsibility for the misinterpretation of this document. If you have any questions please contact our technical support group at 1-800-92-BRIDGE (ext. 2) for clarification.



For the latest and most up-to-date information, please contact our technical support group or visit our [website](#). Additional requirements for clinical applications are available on our [website](#).

Acknowledged by: _____

Date: _____

Additional Requirements

Printer Requirements

The Tracker software requires a laser printer with at least 4MB of memory capable of printing 8 pages per minute or more. If you intend to print images 32MB is recommended. If used in a network environment, we recommend a printer with at least 4MB of memory capable of printing 12 pages per minute or more. For more information on printers and networks, please refer to the hardware vendor.

Bubble Jet and Ink Jet printers are suitable for printing Images but are not suitable for Tracker. These printers print line-by-line, which therefore are not able to shift the paper to print to the bottom of the page properly.

EDI

EDI requires the use of ITRANS and high speed internet. To obtain your ITRANS digital certificate contact [ITRANS](#) at 1-866-788-1212. If you choose to use an analog modem to send EDI, please contact the [CDAnet](#) for a list of compatible modems.

Anti-Virus/3rd Party Security

In offices where real-time virus scanning (such as Norton Auto-Protect) is desired, the Tracker directories will need to be excluded in order to prevent performance problems and database corruptions. **On the Server you will need to exclude the Tracker folder and its contents.** On each workstation you will need to exclude the 'C:\Program Files\Tracker Work' folder. It is also recommended to exclude the following processes for performance improvement:

Tracker 11	C:\Program Files\Tracker Work\TBN.Tracker.exe
Tracker 10	C:\Program Files\Tracker Work\Trackerb.exe C:\Program Files\Tracker Work\Tbridge.exe

Intraoral Cameras

SmartCam	The SmartCam Intraoral Camera supports 32-bit O/S only. For 64-bit support please ask us about the SmartCam II or the SmartZoom intraoral cameras.
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Incompatible Anti-Virus Software (Up to date list at <http://www.bridge-network.com/support>)

Anti-Virus	Notes
Wave Embassy Security Suite	This software is pre-installed with new Acer and Asus machines and must be completely uninstalled from the system.
Comodo Antivirus	Prevents Tracker 11 from installing or printing
Bit Defender Total Protection Plan	Does not allow exceptions for network paths
Total Defense Internet Security	Prevents Tracker Client from finding the database.
Kaspersky (All Versions)	Has been found to block BackTrack Online Backup even with exceptions. Re-installing BackTrack may fix the problem, but it is not a guaranteed fix.
Avast (All Versions)	Blocks the backup feature in Tracker 11. Prevents Tracker 10 from running.
AVG Antivirus (All Versions)	
ESet's NOD32	Incompatible with the Eye-Fi manager. Version 6.5+ has been found to block ITRANS.
Spyware Doctor with Antivirus version 5 and higher	

Please note: Some of these software write-protects parts of the Windows registry, preventing ActiveX Control files from registering. Other antivirus/firewall software that may have malfunctions in blocking of potentially dangerous programs may also be incompatible. Exceptions for Tracker should always be added to the anti-virus software on all computers. **Other versions and/or anti-viruses not listed here may not be compatible with software distributed by The Bridge Network. Other unexpected behaviour not listed here may also occur.**

IMPORTANT: HP Protect Tool and Bio script Software for fingerprint readers on HP equipment are not compatible with our applications and must be uninstalled.