



AVImark[®] hardware specifications

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AVImark® hardware specifications

Introduction

AVImark hardware standards are determined by evaluating currently available hardware. We've provided two options for each hardware standard—"Good" and "Best". Good hardware will get you through the immediate future. Best hardware will be more likely to last longer in to the future. Covetrus reserves the right to modify or change the recommended hardware specifications at any time without prior notice.

Covetrus recommends business-class computers and printers. Covetrus Hardware offers approved and tested models. Discount store, home quality and (non-professional) custom-built machines are not recommended. Before making the decision to buy a custom-built machine from a non-commercial company, please ensure they are properly certified and that they use only the highest quality, business class components.

Using home based components is highly discouraged. Purchasing business class machines will increase reliability, performance and productivity within your office. Covetrus cannot reasonably guarantee compatibility with every printer brand and model. Please consult with our Hardware Sales Team for information.

Paperless practices

The hardware specifications for new servers and workstations, as outlined in this document, provides enough space to store attachments and photos for those practices who are paperless or plan to go paperless in the near future.

Workstation operating systems

Windows® 10 Professional (64-bit) is the operating system for new workstations. If installing AVImark on an existing workstation, AVImark can run on Windows 8.1 Professional, and Windows 10 Professional for either 32-bit or 64-bit computers. For more information about [Workstation Specifications](#), refer to page 7.



Covetrus does not support any operating system, such as Windows XP, Windows 7 or any product not supported by Microsoft®. To find out if your operating system is supported by Microsoft, visit: <https://support.microsoft.com/en-us/lifecycle/search>.

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AVImark Site

The Site feature using Terminal Services will require the use of TCP/IP network ready printers or TCP/IP Print Server devices. AVImark Support does not provide technical support for Microsoft products. Setup and troubleshooting of Terminal Services is the sole responsibility of the installing technician or the clinic that chooses to use Terminal Services. The total number of workstations (at all sites) connecting to the terminal server will determine the total amount of installed RAM. Please consult with a reputable Certified Terminal Server technician in your area. When using any Windows Server version, please ensure the DNS Service is set up correctly. Failure to do so will result in severe performance loss on your network.

Server specifications

15+ user Peer / Dedicated server or site server specifications		
	Good	Best
Processor	XEON QC 4 th Gen	XEON QC 8 th Gen
RAM	8GB DDR3 1600	64 GB DDR4 2400 ECC
Hard Disk	2 x 500GB SATA RAID1	2x 250GB SATA Solid State RAID1 and 2x 1 TB SATA Solid State HD RAID1
Optical Drive	DVD RW	DVD RW
Network Adapter	Gigabit Ethernet	Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)
USB	4 available USB 2.0 Ports	4 USB 2.0 and 4 USB 3.0
Operating Systems	Windows Server 2012 R2 Standard Edition or Windows Server 2016 Standard Edition	Windows 2019 Standard
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse

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8 – 14 user Peer / Dedicated server specifications

	Good	Best
Processor	XEON QC 4 th Gen	XEON QC 8 th Gen
RAM	8GB DDR3 1600 ECC	32 GB DDR4 2400 ECC
Hard Disk	2 x 500GB SATA RAID1	2x 1 TB SATA Solid State HD RAID1
Optical Drive	DVD RW	DVD RW
Network Adapter	Gigabit Ethernet	Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)
USB	6 available USB 2.0 Ports	4 USB 2.0 and 4 USB 3.0
Operating Systems	Server 2012 R2 Essentials Server 2012 R2 Standard Server 2016 Standard	Windows Server 2019 Standard
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse

1 – 7 user Non-dedicated server specifications

	Good	Best
Processor	i5 4 th Gen	i7 8 th Gen
RAM	8GB DDR3 1600	32 GB DDR4 2666
Hard Disk	500GB HDD RAID1	2x 500 GB SATA Solid State HD RAID1
Optical Drive	DVD RW	DVD RW
Network Adapter Ethernet	Gigabit Ethernet	Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)

(Continued)

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USB	6 available USB 2.0 Ports	4 USB 2.0 and 4 USB 3.0
Operating Systems	Windows 10 Professional	Windows 10 Professional (64-bit)
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse

Dragonfly server

Processor	i7 3.6 6 th Gen or higher
RAM	16 GB
Hard Disk	2x 1 TB SATA Solid State HD (RAID1)
Optical Drive	DVD RW
Network Adapter Ethernet	Gigabit Ethernet
Monitor	19" LCD/LED (or larger)
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	6 available USB 2.0 ports
Operating Systems	Windows 10 Professional (64-bit)
Input Devices	USB Keyboard and Mouse

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Standard workstation specifications

	Good	Best
Processor	i3 4 th Gen	i5 8 th Gen
RAM	4GB DDR3 1600	8 GB DDR4 2666
Hard Disk	250 GB SATA Solid State HD	250 GB SATA Solid State HD
Network Adapter Ethernet	Gigabit Ethernet	Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)
USB	4 USB 2.0	2 USB 3.0 and 4 USB 2.0
Operating Systems (32/64-bit)	Windows 8.1	Windows 10 Professional (64-bit)
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse

Standard laptop specifications

	Good	Best
Processor	i3 4 th Gen	i5 8 th Gen
RAM	4GB DDR3 1600	8 GB DDR4 2666
Hard Disk	180 GB Solid State HD	250 GB SATA Solid State HD
Network Adapter Ethernet	Gigabit Ethernet	Gigabit Ethernet
Monitor	15.6" Widescreen	15.6" Widescreen
USB	4 USB 2.0	2 USB 3.0 and 2 USB 2.0
Operating Systems (32/64-bit)	Windows 10 Professional (64-bit)	Windows 10 Professional (64-bit)
Wireless Network Adapter	802.11n	802.11ac/ax

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Tablet specifications	
Processor	i3
RAM	4 GB
Hard Disk	128 GB Solid State HD
Network Adapter Ethernet 100/1000	Wireless AC
Monitor	Touch Screen Tablet PC 12.1" minimum
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	1 USB 2.0 and 1 USB 3.0 port
Operating Systems	Windows 10 Professional (64-bit)
Input Devices	Keyboard / Stylus

Tablet Limitations

AVImark will run on tablets, however, please note their limitations:

- The tablet must be a Windows tablet.
- Tablets will not work with APS due to credit card machines.
- AVImark cannot be zoomed in to make it larger on the screen. Therefore, AVImark will appear very small on a tablet and this cannot be changed.

Printers	
Monochrome & Color Laser Printers	Any laser printer that offers a PCL6 or PCL5E driver compatible with your operating system.
Label Printers	Dymo Label Writer 450 Models: <ul style="list-style-type: none">• Standard - Turbo - Twin Turbo• Brother QL-500 & QL-700

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Additional items	
IP Printers	An IP printer is a standalone device that interfaces directly between a printer and the network.
Anti-virus	We do NOT recommend any type of security suite or security package containing more than just anti-virus. We do not recommend ANY SPECIFIC anti-virus program. As long as the anti-virus you choose has the ability to add exceptions and does not contain a software firewall.
Digital Camera	Most digital cameras today use a WIA driver to allow interaction with the camera from third party software. The new Image Editor will now function with both Twain and WIA drivers, but WIA allows for a more detailed interaction with digital cameras from AVImark.
Scanner	With the enhanced Image Editor, Twain compliancy is not a mandatory requirement but is still an option.
Office Software	<p>Microsoft Word versions 2016, 2013, 2010</p> <p>Microsoft Excel versions 2016, 2013, 2010</p> <p>Office 365 - Office 365 does work with AVImark; however, a copy of Word must be installed locally on the workstation and documents must reside in a shared location for all computers to access them.</p> <p>AVImark only supports versions of Microsoft Office licensed for commercial use. LibreOffice offers very limited functionality with AVImark.</p>
Data Backup Software	AVImark Data Backup, an automatic online backup service. Call (855) 478-7920 or email Solutions.GSS.NA@Covetrus.com for more details.
Backup Hardware	<p>DVD RW 22X or higher</p> <p>USB Pen Drive 8 GB or higher</p> <p>External USB 3.0 Hard Drive</p>
Uninterruptable Power Supply (UPS)	550 VA 300 Watts (or greater) 8 Outlets
Network-Wired	Gigabit Switch connected with CAT5E or CAT6 cable and patch cables. Network hubs are NOT recommended.
Network-Wireless	Wireless Standard IEEE 802.11 N/AC/AX

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Wireless and AVImark

AVImark now supports running its software on a wireless platform. When it comes to using wireless desktops, laptops, or tablets, there have been vast improvements in wireless technology making wireless networking a lot more stable and reliable. Although AVImark now supports a wireless platform there are a few requirements for this to work however:

1. You must run AVImark in Client/Server mode. This allows information to travel faster across the network and bypasses the traditional Microsoft data exchange and sends over smaller packets of information ensuring that it is moving faster so that you don't see slowdown with the laptop or tablet.
2. We recommend that you have a good business level router. Preferably a dual band wireless AC router. These routers broadcast a strong signal and have the least amount of interference from office equipment and other wireless devices running.
3. You will need a wireless N or wireless AC network card in the laptop, tablet, or workstation to ensure the greatest speed. Wireless AC technology will transmit data at speeds of 600mbps or faster and is the preferred network card if you are using wireless desktops.
4. You will need to check all areas in the clinic that you plan to use the wireless and make sure that you have a strong signal, the stronger the signal, the faster the performance. You can check this with any wireless device. In those areas where the signal isn't as strong, you can get the wireless AC dual band range extenders and strategically place them in the low signal areas.
5. Any components running wirelessly on the network must meet our hardware requirements for AVImark whether it is a tablet (windows based), laptop or desktop.
6. Any wireless routers that are in use for the wireless network must meet our minimum requirements for speed for AVImark.
7. Virtual servers have the same hardware requirements as the server recommendations beginning on [page 4](#) of this document. The hard disk speed being slower on the virtual machine is the largest negative impact to AVImark performance.