Flex Dental Solutions: System Requirements

Updated: **June 1, 2023**

This document provides the necessary system requirements for optimal operation and compatibility with Flex Dental Solutions software.

Recommended System Requirements

- **Operating System**: Windows Server 2022 22H2
- **Processor**: Intel Xeon Gold 6140, or AMD EPYC 7351 equivalent (8+ Cores/CPUs)
- **Memory**: 16 GB RAM or higher
- **Storage**: 500 GB SSD or larger
- **Network**: 10 Gbps network connection switch or higher

  Note: For practices with a large number of patients, end users, and/or operatories, requirements may be higher. *We recommend a higher-end Intel Xeon or AMD EPYC processor and at least 32 GB of RAM for these types of practices.*

End User Access

- Workstations/Laptops accessing Flex web:
  - Any operating system that supports use of modern browsers and still receives OS updates.
  - *Google Chrome, Microsoft Edge Chrominum, Mozilla Firefox, or Apple Safari*) are recommended.
  - **Note: Internet Explorer versions are not supported**.
  - Web browser should be at least minimum resolution of 1280x720 pixels (*720p*).
    - **Note:** *Lower resolutions may work, but may not be supported if some functionality does not appear or operate as intended.*
- Apple iPad Tablets accessing Flex web:
  - Must be running a version of iOS that is still receiving updates.
  - For more information, visit Apple website:  iPad models compatible with iPadOS 16
- Android Tablets accessing Flex web:
  - Must be running a version of Android OS that is capable of receiving updates.
  - Must be able to support the latest versions of Google Chrome.
  - Web browser should be at least minimum resolution of 1280x720 pixels (*720p*).
  - **Note: Silk browser is not supported**. **Amazon Fire Tablets are not supported.**
  - Flex recommends the Samsung A7 tablet or newer for Flex web on Android tablets.

Minimum System Requirements

- **Operating System**:
  - Windows Server 2016/2019/2022 or Windows 10 Pro/11 Pro
    - 2019/2022 Server Edition should have be *Standard or Datacenter with Desktop Experience.*
    - **Note:** Windows Server 2019/2022 Core are not supported at this time.
    - **Note:** Windows 10/11 must be **Pro** not the commercial/home releases.
    - *OS should be updated regularly with the latest security updates for a minimum requirement.*
  - **Note:** Windows 2012 R2 and earlier / Windows 8.1 and earlier are not supported for Flex Server.
  - **Note:** MacOS, Linux, and ChromeOS are not supported for running Flex Server.
- **Processor**:
  - Minimum Intel Core i7, Intel Xeon E5, or AMD Ryzen 7 equivalent
  - Should be include at least Quad-Core processors, 4 CPUs, or more.
- **Memory**:

- 12 GB RAM or higher.
- **Storage**:
  - 128 GB or larger storage device. *Solid State Drives are recommended.*
  - **Network**:
    - Ethernet adapter capable of at least 1 gigabit per second on server.
    - Server should be connected by Ethernet to 10 Gbps network connection switch.
    - Server should be hardwired with Ethernet. WiFi is not recommended for optimal performance.
    - Server with manual/static LAN IP is recommended.
    - DHCP is allowed if there is a DHCP reservation for the Server.
- **Additional Requirements**:
  - Google Chrome Standard or Enterprise Edition
    - Should be the latest stable release. Beta, Canary, or Dev versions are not supported.
    - Should be the latest version of Chrome.
      - This is essential for Flex Form Builder and some PDF generation in Flex.
  - OpenDental (v21.1 or higher) or Practice-Web (latest version)
    - MySQL must be installed and be the OpenDental/Practice-Web supported version.
    - OpenDental MySQL Supported Documentation: Ⓞ Open Dental Software - MySQL
    - Root access to the PMS database is required (*username and password*).
  - Server Administrative Access
    - Flex Server must run as an administrator on the server.
    - Flex Server service should either have a local administrator account (*if there is not a domain*) or a domain service account with full access to local services and file structure to run as a service.
    - Flex Server (*the account running the service*) must have full read and write access to the file system on the local server and any shares that may need to be accessed by the PMS and Flex.
    - **Note:** Running Flex Server as service with Local Service/Network Service is not supported.
  - Virtualization
    - While standard, bare metal installs are recommended, virtualization of Flex Server is supported.
    - Virtualization Hypervisor must be either VMware ESX 7 or higher or Microsoft Hyper-V.
    - **Note:** Oracle VirtualBox, VMware Player, and other non-enterprise level virtual hypervisors are not supported.
  - DNS Server Requirements
    - The internal networks should have a dedicated DNS server for the local LAN.
    - The ability to add A Record and CNAME additions to a DNS is required
    - This is required for End User Web access and server access security.

Flex Mobile App Requirements

Please refer to the respective app stores for the most current requirements:

- Apple App Store: Flex Mobile App
- Google Play Store: 🔗 Flex Mobile - Apps on Google Play

Antivirus and Anti-malware Applications

Any antivirus or anti-malware applications should have exceptions to allow the Flex directory as well as the PMS-related directory, typically `C:\Flex` and any subfolders/files. All Flex executables are digitally signed for added security and authenticity. For a more comprehensive understanding of digital signatures, refer to this article: Ⓓ What is a Digital Signature? | DigiCert FAQ

Flex Dental Solutions remains committed to delivering superior, user-friendly software solutions. We value your trust and endeavor to ensure a smooth, high-quality user experience. For further inquiries or assistance, please contact our support team.