Dentrix 25.13

SYSTEM REQUIREMENTS

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LICENSES AND TRADEMARKS

Dentrix 25.13 System Requirements

The System Requirements describe minimum standards for using Dentrix 25.13. Requirements can vary significantly depending on workload and other software being used. Exceeding the minimum standards may result in better system performance.

For help planning, purchasing, and supporting computer and network systems, contact TechCentral by Henry Schein One (1-877-483-0382) or other qualified integration specialists.

System requirements for third-party add-on products should be verified with the issuing vendor.

Users of Dentrix Learning Edition should meet the requirements for workstations.

Over time, system requirements change. For the latest system requirements, visit www.dentrix.com.

Server and Workstation Requirements

	Servers	Workstations
Operating System	Windows Server 2016, 2019, 2022, and 2025 *	Windows 10 and 11 **
OS Architecture	64-bit	64-bit
Memory	16 GB RAM (Additional memory may be required for more than 10 workstations)	Minimum - 8 GB Recommended - 16 GB
CPU	4 or more cores at 2.4 GHz; 9th gen Intel Core i7 9700 or AMD Ryzen 2700	4 or more cores at 2.4 GHz; 9th gen Intel Core i5 9400 or AMD Ryzen 2600
Local Drive Install Space	60 GB free space on SSD/NVMe	20 GB free space on SSD/NVMe
Network	1 Gbps	1 Gbps
Monitor	1280x1024	1280x1024
Browser	MS Edge or equivalent	MS Edge or equivalent

*Server Essentials (including essentials role) and Small Business are not supported due to port conflicts with backups. Windows Server 2016 support ended in 2022; extended support continues until 1/12/2027.

**Dentrix 25.13 supports any edition of the North American versions of Windows workstation operating system such as Home, Pro, Enterprise, and so forth. Regional settings are supported when set to English. Support for Windows 10 ends in October 2025.

SERVER OPERATING SYSTEM

Standard and Datacenter editions of North American versions of Windows are supported. Regional settings are supported when they are set to English. "Server Core" installs are not supported. For more information on Server Core, please refer to What is Server Core?

SERVER

In a Dentrix system, the Dentrix server is the computer that will act as a Dentrix database server for all of the Dentrix workstations. You can use the Dentrix server as a Dentrix workstation, but disk space, memory, and networking throughput requirements should be evaluated and optimized to ensure that the overall response to the workstations is acceptable. With a technology assessment,TechCentral can help you get the right equipment to fit the current and future needs of your dental office. Visit www.henryscheintechcentral.com/servers for more information.

TERMINAL SERVICES

Thin client setups, such as Terminal Services and Citrix, are currently not supported and should not be used with Dentrix.

HARD DRIVE

The disk space needed for Dentrix depends on the size of the practice and the amount of data that will be stored. For a dedicated Dentrix server, 40 GB is an estimate for the space that might be needed for patient images or patient records that are stored in the Dentrix Document Center.

Systems being upgraded from previous versions of Dentrix should have at least 60 GB of free space. For best performance, we recommend more than 10 percent free space on all physical drives.

INTERNET

High-speed internet connectivity is recommended for access to software updates and all available services.

NETWORKS

Wireless networks are to be used at your own risk due to potential interference from X-ray machines and other devices. Wireless networks require professional installation to ensure appropriate security and to provide a reliable signal. If using wireless networks, the network should be Wireless-AC or higher and meet local network speed requirements.

To avoid possible disconnect error messages on computers left inactive for long periods of time, disable the Power Management options on the network interface cards or close Dentrix when you are not actively using it.

PRINTERS

Choose a printer based on your practice needs. Henry Schein One cannot guarantee that all printers will be completely compatible with Dentrix. *We recommend that you use PCL5 printer drivers with all printing equipment.*

BACKUP

Henry Schein One offers the TechCentral Hybrid Backup Solution, an automated and monitored backup system. For information on backing up your Dentrix system, visit www.henryscheintechcentral.com/backup, or call Dentrix Customer Support at 1-800-DENTRIX.

MICROSOFT OFFICE

Printing form letters and labels from Dentrix requires a current Microsoft-supported version of Microsoft Word with letter merge functionality to be installed.

ANTIVIRUS SOFTWARE

Antivirus software is recommended on all computers. When configuring anti-virus software, consider the needs of your office and the inherent risks in excluding certain items from the protection afforded by antivirus software.

For recommended configuration options to ensure that the Dentrix program directory is correctly excluded, refer to the Dentrix Resource Center.

ELECTRONIC SIGNATURE CAPTURE TERMINALS

ePAD II and ePAD Vision signature devices are supported for signing consents inside of the Dentrix program.

VIRTUAL MACHINES

Dentrix has been successfully tested on properly configured Hyper-V and VMWare virtual machines. Dentrix Customer Support does not assist with resolving issues caused by misconfigured or malfunctioning virtual machine software.