



maxident 6

Maxident Hardware Requirements

Revised June 2017

Maxident recommends that all computer systems meet recommended specifications before installing the Maxident Software Suite. Computer systems not meeting the below specifications may impact the performance of the Maxident Software Suite. Please call Maxident Technical Support at 1-888-629-4435 to arrange a review of your existing computer system or proposed new computer system BEFORE purchasing any supplementary hardware or software to ensure compatibility. Maxident reserves the right to revise this document at any time without notice.

The following specifications are intended for offices purchasing new computer hardware. These requirements are based upon performance studies and are intended to balance optimum software performance with best value for money in hardware purchases.

WORKSTATION	CPU: Intel Core i5 or i7 @ 2.6 GHz or better; DISK: 80 GB or larger; Memory: 8 GB - 16 GB RAM; Network: 1 GB NIC; Monitor: 19" LCD; OS: Windows 7 Pro 64-bit (NOTE: Highest usage computers - typically the front desk workstations - should opt for the higher specifications)
SERVER	CPU: Intel Xeon E3 - E5 or i7 @ 3.4 GHz or better; DISK: 300 GB or larger; Fault Tolerance: Hardware RAID 1, 5 or 6; Memory: 16 GB RAM; Network: 1 GB NIC; Monitor: 19" LCD; OS: Windows Server 2012 R2 x64, Windows Server 2016 x64.
NOTE: Intel M, S, T and U series processors (such as Intel Core i5-6700T or Core i5-7600T) are lower power designs and are not recommended for business servers or workstations.	
Additional Specifications:	
Supported Operating Systems	<ul style="list-style-type: none"> Windows 7 Professional, Windows 7 Ultimate, Windows 8 Pro, Windows 8.1 Pro, Windows 10 Pro. Windows Server 2012 R2, Windows Server 2016 (<i>Not recommended for use as a workstation</i>) NOTE: While the Windows 10 OS is supported by Maxident 6, upgrading older computer systems to this OS is not recommended due to the potential for general hardware and software compatibility issues. NOTE: Devices running Windows 8 RT or Windows 8.1 RT are not supported by Maxident. NOTE: Terminal services, virtualized servers and workstations are supported by Maxident. IMPORTANT NOTE: The use of emulators and virtual machines to run Windows on other operating systems such as Mac OS X is not recommended. Maxident does not offer support for non-Windows operating systems.
Video Card	<ul style="list-style-type: none"> Dedicated or integrated video card supporting minimum 1440 x 900 resolution and 32 bit colour
Supported Hardware (Additional)	<ul style="list-style-type: none"> Maxident 6 is compatible with tablet / slate devices running Windows 7 Pro & Windows 8, 8.1 Pro and Windows 10 Pro. Tablet or slate devices are subject to the same hardware specifications as laptop and desktop machines. Intel Atom or other low power processors are strongly not recommended.
Miscellaneous Components	<ul style="list-style-type: none"> Standard USB mouse & keyboard. Standard CD-RW / DVD-RW Backup software (NOTE: Maxident Software offers an online backup solution for offices with High Speed Internet. Ask your Maxident Account Manager for more information)
Electronic Claims: (Canada Only)	<ul style="list-style-type: none"> The most simple, efficient and flexible method of submitting EDI claims is via ITRANS or the instream CLAIMS service and High-Speed Internet. NOTE: CDANet will be discontinuing dial-up/modem service as of 30 September 2017. Offices without high-speed internet will no longer be able to submit claims electronically as of that date..
Printer	<ul style="list-style-type: none"> A good quality laser printer. Hewlett Packard or Lexmark laser printers usually work well. Inkjet printers are not recommended and not supported.
Networking Recommendations	<ul style="list-style-type: none"> Gigabit Ethernet network. See attached Network Diagram for recommended configuration.
Wireless Networking	<ul style="list-style-type: none"> While recognizing the convenience offered by wireless devices, we nevertheless recommend avoiding wireless networking whenever possible. Maxident Support can offer tips on how to better wireless performance but it is important to note that wireless networks generally provide poorer performance than wired ones and can be subject to a number of impediments, including poor signal strength, poor hardware placement, inimical physical location conditions, etc...
Technical Support	<ul style="list-style-type: none"> High Speed Internet is required for remote technical support.
AntiVirus / Internet Security	<ul style="list-style-type: none"> We do not globally endorse any particular antiviral package. We suggest Microsoft Security Essentials and Windows Defender as a free software product which offer basic protection. Firewalls should not be installed on networked computers. Virtually all Internet routers come equipped with firewall protection. By enabling and configuring this protection, the entire office is made secure from outside Internet attacks and normal, internal network communications are unobstructed. Individual computer software firewalls are not recommended. We strongly do not recommend all-in-one security packages which can impede overall system performance. Offices with security software that impedes Maxident client/server communications must make arrangements with their network technician to make appropriate exceptions.

Network Diagram - Recommended Configuration (Dedicated Server)

The simplified network configuration depicted below, represents the recommended client/server configuration for a typical small office network.

The running of a dedicated server allows all machines on the network equal time access to shared resources - such as the MSSQL Maxident database - on that machine, providing optimal overall service across the network. The server machine where the SQL server is installed should never share network functions (for example domain AD controller or Exchange server) as this will have a deleterious effect on the functioning of the SQL server, resulting in lower quality performance.

Similarly, a combined workstation/server machine is not optimal as input/commands made directly on a computer -that is by a person working directly at the workstation/server computer - will always be given a higher priority by the operating system than requests originating from remote computers. This will result in remote workstations appearing to run more slowly when accessing shared resources such as the MSSQL Server hosting the Maxident database.

It is recommended that anti-virus/malware prevention software be run on the individual workstations, however it is generally not advisable to run firewalls - including the Windows Firewall - on individual computers as it can impede communications between machines on the network. The proper placement of a firewall is between the network and the internet. This may be accomplished either with a standalone hardware firewall device or with a firewall built into a network router.

Note that the busiest, most used computers - typically the front desk workstations - should be faster, higher quality machines with additional resources (faster CPU & additional memory) to accommodate the extra demands placed upon them.

