

Flex Dental Solutions: System Requirements

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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 Chromium, 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 17](#)
- 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)
 - We recommend only installing stable (non-beta) versions of Open Dental.
 - 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.