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 and upgrading database storage engine to Innodb type as suggested in *https://opendental.com/manual/mysqlinnodb.html*

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 current iPadOS
- 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 browsers should be at least a 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*.
        - Windows Server 2019/2022 Core are not supported at this time.
        - 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.*
        - Microsoft Visual C++ Redistributable version 14 or above
        - **Note**: Windows 2012 R2 and earlier / Windows 8.1 and earlier are not supported for Flex Server.
    - MacOS, Linux, and ChromeOS are not supported for running Flex Server.
- **Processor**:
    - Minimum Intel Core i7, Intel Xeon E5, or AMD Ryzen 7 equivalent.
    - Processor should be at least a 4 core, 8 thread CPU capable of a base speed of 2.7GHz or greater.
- **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 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.
  - DNS must be able to resolve *.myflex.app to a Lan IP.
- **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 (v24.1 or later) or Practice-Web (latest version)
    - **Open Dental version 24.2 or later is the recommended minimum** for all Flex customers, as it fully supports all Flex features, including **Insurance Verification.**
    - **Open Dental version 24.1 is supported**, but **Insurance Verification requires Open Dental 24.2 or later**.
    - 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.
  - Recommended Whitelist Items
    - Firewall Whitelist:
      - *.flexdental.co
      - *.myflex.app
    - Antivirus Whitelist:
      - If Flex is located somewhere other than the C drive, use the appropriate drive letter):
        - C:\Users*\AppData\Local\Temp*flex**
        - C:\Flex
      - Optional but recommended:
        - C:\Flex\updater.exe
        - C:\Flex\installer.exe
        - C:\Flex\flex.exe
      - Inbound Port
        - Ensure there is an inbound rule on port 30223 for the Open Dental API Service. Open Dental support can help with this.

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.