System Requirements

This document is intended as a guide when integrating the "PPMP® Application" into your practice. If you intend to integrate other business applications into your practice, it is suggested that you obtain the requirements for the respective software from the vendor and consider their requirements as well. Larger practices may need the assistance of a network specialist.

It is advised to follow the "Strongly Recommended" requirements where applicable. Ensure that you read the "Additional Notes" section. New practices should follow the "Strongly Recommended" column and existing customers may need to upgrade their computing environment for the upgrade to Version 9.0.0.

"Minimum Requirements" is to be used ONLY for V7.
V8.0.0 and above should always use the "Strongly Recommended" column.

Base Specifications

Server				
	Strongly Recommended			**Minimum Requirement**
Component	1-4 Users	5-12 Users	13+ Users	
CPU:	i5 processor 1.9GHz OR faster 32-bit (x86) OR 64-bit (x64) processor	i5 processor 1.9GHz OR faster 32-bit (x86) OR 64-bit (x64) processor	Contact PPMP	Core2Duo E6400 OR Pentium 4 2GHz
RAM:	4Gb	4Gb	Contact PPMP	2GB
HDD :	80Gb 7200 RPM	160Gb 7200 RPM, 10000 RPM or 15000 RPM	Contact PPMP	40Gb 7200 RPM
USB Port:	Minimum 3	Minimum 3	Minimum 3	Minimum 2
Network Card:	100/1000 On-board	100/1000 On-board	Call	100 On-board
Monitor:	(Capable of 1024x768 or higher resolution at 32 Bit True Colour)	(Capable of 1024x768 or higher resolution at 32 Bit True Colour)	(Capable of 1024x768 or higher resolution at 32 Bit True Colour)	(Capable of 1024x768 or higher resolution at 32 Bit True Colour)
Graphics Adaptor:	DirectX 9 graphics device with WDDM 1.0 or higher driver	DirectX 9 graphics device with WDDM 1.0 or higher driver	DirectX 9 graphics device with WDDM 1.0 or higher driver	AGP or PCI-E Add On Card (Capable of 1024x768 or higher resolution at 32 Bit True Colour)
Additional COM Ports:	If more than 1 Serial Connected device is used (IE: older printers/scanner).			
UPS:	400VA/240W or higher UPS with Shutdown software			

PPMP®

Client

Component	Strongly Recommended	Minimum Requirements
CPU:	i5 processor 1.9GHz OR faster 32-bit (x86) OR 64-bit (x64) processor	Core2Duo E6400 OR Pentium 4 2GHz
RAM:	4Gb	2GB
HDD :	80Gb 7200 RPM	40Gb 7200 RPM
USB Port:	Minimum 2	Minimum 2
Network Card:	100/1000 On-board	100 On-board
Monitor:	(Capable of 1024x768 or higher resolution at 32 Bit True Colour)	(Capable of 1024x768 or higher resolution at 32 Bit True Colour)
Graphics Adaptor:	DirectX 9 graphics device with WDDM 1.0 or higher driver	AGP or PCI-E Add On Card (Capable of 1024x768 or higher resolution at 32 Bit True Colour)
Additional COM Ports:	If more than 1 Serial Connected device is used (i.e. dial-up modem, older printers/scanner).	

Additional Notes

Items	Notes
Motherboard/CPU:	While "PPMP" should work on non-Intel processors, they are not tested or certified. Ensure that your computer is certified for Windows® 2000, Windows® 2003, Windows® Vista or Windows® 7/8
Hard Drive:	The hard drive is the most commonly overlooked specification, but is a very important component of a computer (particularly the speed of the hard drive). Large network users (6 user and above) should consider SCSI or SATA hard drives on the Server for added performance. RAID technology is not necessary, but may be desirable for added data redundancy and throughput (Note: RAID solution should never be the only backup solution. It is not a replacement for a good backup solution that involves the rotated use of separate removable media). Please contact a Network Technician if you wish to utilise this service. In case of RAID failure, PPMP can only offer limited support)
CD-ROM	CD-ROM's are required on all computers to perform upgrades, if internet access is not available for automatic downloads.
Modem:	A Broadband, ADSL2/2+ Router/Modem is strongly recommended. Remote access is required on the Server computer only (not on Client workstations). USB modems are not supported.
Backup Device:	Please see the "Backup Guide for PPMP"
Networking:	All wireless networks are not supported. Network users should consider the purchase of a network printer (i.e. a printer that is not physically connected to a computer). 6 Users and above should consider a dedicated file server. If you intend to use the file server as a workstation then the RAM specification above should be increased. Terminal Services may be a consideration if you have a large network (i.e. 15 Users and above). Terminal server sites that have 6 or more remote WAN connections should consider a dedicated terminal server (i.e. a server dedicated to serving the terminal server sessions only). All terminal server sites that require remote WAN connections should purchase business ADSL plans, not plans that are home-user orientated. (**NOTE**: PPMP can only advise on how our applications will work on Terminal Service. What we can't advise on is installation/configuration of this complicated networking scenario. You will need an IT specialist in this area to advise, install, maintain and for future support problems that are related to this area) All practices should have CAT5 100MB Twisted cabling or higher. A professional electrician should install and certify that the cabling meets the appropriate standards.

Additional Notes

Items	Notes
Extra Com Port:	Most modern computers no longer come with a COM port built in. Some devices that use these include: - Serial/Com Modems - HICAPS ICE Terminals - Older peripheral devices (Scanner, External Zip Drives, etc) If you plan on using either a Serial/Com Modem and/or HICAPS Terminal, ensure the pc that will have these attached have enough spare COM ports. If not, extra COM ports can be installed (PCI COM Card) (**NOTE**: HICAPS terminals are not guaranteed to work with PCI/PCI-E COM Cards, PCMCIA Cards or COM-USB Adaptors)
Anti-Virus Software:	Anti-Virus software should be installed on all computers. If you are a network user then you should look at an antivirus software solution that will "push" the virus updates out to all computers on the network via the computer that has the internet connection.
Firewall:	Offices that are connected to the Internet via broadband access should definitely have a hardware firewall to protect their computers from attack. Software solutions such as Zone Alarm or Norton's Internet Security are not recommended and have limited support by the software vendor. WinGate or similar Internet sharing software (or any other software) that causes interference with the TCP/IP protocol that ultimately affects PPMP & will have limited support by the software vendor.
Operating System:	The following Microsoft Operating Systems are supported: Windows® 2003 / 2008 / 2011 Server Windows® Vista Windows®7 Windows®8 Windows®10 While earlier versions of PPMP (PMP2000, V5 & V6) will run on Windows 95/98/ME/NT& XP, they are no longer supported. Took some wording as it said for new practices Existing practices that are NOT on V7 will be offered limited support by PPMP as Microsoft has discontinued support for the following software, Windows 95/98/98SE/ME/NT/XP. The latest service packs must be installed on all supported operating systems and any Windows updates may be required when appropriate (now and in the future). Microsoft SQL Server2008R2 Will also be installed with PPMP. (**NOTE**: Non-Microsoft Operating Systems, or Emulated versions of Microsoft OS' are supported (IE: Running Windows within Parallels Desktop under Mac OS X)
Microsoft Office:	PPMP that use/link to Microsoft Office are only supported with the following versions: Office 2007 Office 2010 Office 2011 Office 2013 Earlier versions are not supported, and customers will need to upgrade to one of the above versions.
Equipment Replacement:	All practices should be aware of the "reliable business life" of computer systems. Due to the following factors you can expect between 2.5 – 3 years reliable use of a computer system: Component failure. Inability to meet future software & operating system requirements. Network users should consider a structured equipment replacement plan so that costs of computing equipment can be absorbed into the business effectively and maximum tax advantages are achieved.

Additional Notes

Items	Notes
Computer Systems	When purchasing computer systems the variance in pricing and components can be overwhelming. Be assured that you do get what you pay for. Some lower priced systems may be lacking in the following areas: - **Proprietary**: Only the manufacturer or specified service centre can make repairs or expand the system. This can be more expensive in the longer term. - **Inferior Chipsets**: Some systems have inferior chipsets. Intel chipsets, tend be more expensive, but are equal if not better than other chipsets. They also have better compatibility with most business software. - **Expandability**: Some systems don't have adequate expansion slots/and or other connection ports for any extra components you may require in the future. - **All-in-One Motherboards**: Some all-in-one motherboards will not allow you to disable the onboard components. This can mean that if one onboard component fails (i.e. video) you may have to replace the entire motherboard to rectify the problem. Most all-in-one motherboards share memory (RAM). This means that you may have to increase the RAM to attain the same performance as other motherboards. Practices should be aware that good local computer consultants tend to offer high-end systems. They work on the principle that reliable systems will produce fewer problems, which off course will promote repeat business.

Hardware Warranties	All practices should understand the implications of any warranties offered and judge them on how they impact the business:
	
	- **Response Times**: Are the response times adequate for your business?
	- **Support Type**: Is the warranty on-site or phone support?
	- **System Restoration**:
	    a) Is the warranty only for the replacement of the hardware component?
	    b) Will the Windows operating system be reinstalled if the replaced component requires it?
	    c) Will your system be reinstalled to its current state (i.e. all business software reinstalled, networked, printers reinstalled and other configuration restored)?
	- **Loaner Systems**: Are "loaner systems" available if the problem is critical?
	
	Considering the above services you can clearly see that some lower-end hardware providers will not be able to provide these types of guarantees.

Hardware & Windows Support	All practices at some stage will need the services of an on-site computer technician. Larger users should consider the following services that some computer consultants can provide: - **Maintenance Programs**: ensure that your computing environment is maintained before problems arise. - **Block Support**: some companies offer the choice of purchasing "block hours" of support. (This is normally cheaper than normal on-site rates).
Training	Practices should consider staff training in the Windows operating system and the management of related peripherals (e.g. Printers). When employing new staff IT literacy should be highly regarded. Having staff capable of solving minor IT issues will avoid the repeated expense of onsite professionals. Trained computer users in your practice also solve issues faster so it will ensure that your staff have more time to spend on tasks that are relevant to the practice generating income, rather than running around in "chaos mode" when problems occur.

For more information, call **1300 784 908** or email support@ppmp.com.au