3rd Party Server Requirements

Information for a Third-Party Server or Peer Setup Required for RxWorks.

Operating System

We require a Windows operating system for RxWorks and can only install on currently supported Windows Professional Operating Systems.

- Terminal Server Environment: Windows Server 2012 R2, 2016, 2019, or 2022.
- Peer to Peer Environment: Windows 11 Professional.

⚠ Windows **Server 2012** and older are not supported.

Folder Permissions

RxWorks folders are both for running the program and for storage of items to linked to RxWorks, e.g. attachments in the folder structure is where any documents, images, or PDFs that have been attached to records in RxWorks are stored. For this reason, users need access and permissions to the folders to be able to open, view, and edit a lot of the files in this structure.

- All users accessing RxWorks will require access to modify the RxWorks folder and contents.
- We require at least one full local admin user for Covetrus staff. Optionally, you can create an additional 'standard' user for supporting and connecting to the server post-migration.

Printers and Peripherals

Printer setup with RxWorks can be based on overall install, subnet, or computer. Each of these options can mean differences on the same document. Printer configurations being different will also affect this.

Our printing setup allows the users to assign different letterheads and margins for each computer, subnet, or overall clinic but this also requires that printers must be setup the same on any device using RxWorks.

- All printers must be installed locally either on the Terminal Server or in a Peer environment. They will need to be installed on each device using RxWorks with identical naming and configuration.
- Shared printers are *not* supported by Covetrus. If an issue occurs and there is a shared printer setup this will be handed back to the tech to reinstall the printer locally.

Background Tasks

Background tasks are operation items that run at set times through the day and night to keep the program running smoothly and perform tasks like sending SMS, backing up the database, etc.

These will run via task scheduler on the Database server or Main computer in a Peer setup.

- The RxWorks user that is created for installing will be the one to run these tasks in the background.
- Please be sure to advise your implementer of any antivirus software to as they need to advise or input permissions for these tasks to run.
- There will need to be firewall entries for some of these tasks that will need to be input and may require Tech assistance dependant on setup.

Microsoft 365 and RxWorks

Microsoft 365 (Office) is required for RxWorks as the template documents are Microsoft Word documents.

This allows RxWorks to insert information into documentation automatically using merge fields which are preset and able to be applied to documents via Word tools. This means if the clinic wishes to use or edit a certificate or letter for a client or patient, they will need to have Word.

There are also several reports in RxWorks that require Excel to generate.

- At least Microsoft Office 2010 (32 bit).
- If using Microsoft 365, a local 32-bit installation must be installed. As per Microsoft licensing requirements, when utilising Microsoft 365 in a server environment for every RDS CAL there must be an associated 365 license.
- A PDF reader such as Adobe Acrobat Reader DC, Foxit PDF Reader, or PDF955.

SQL and RxWorks

MSSQL is the database format RxWorks uses for storing and maintaining information that is entered and resourced in RxWorks.

This is a resource heavy item as accessing and managing the information of any clinic is a large task Please consider this when choosing your disk space for the Server/ Main.

- Microsoft SQL Server 2016, 2017, or 2019
- SQL Server Management Studio (SSMS) (latest version)
- SQL Express or Standard:
- If the database is less than 8GB and there is no mobile vet, then the implementer will install SQL Express
- If the database is larger than 8GB then you will need to purchase and install SQL Standard
- An SA user in SSMS that has full permissions

Other Server/ Main Configuration

We require other items to be installed to optimise RxWorks and allow for integrations with other software and services.

- .NET Framework 3.0 (via Windows Feature Manager) and 4.8 (runtime)
- Port forwarding on routers and ports allowed (refer to the Connection Policy for port numbers)
- Web Server (IIS) role, with ASP.NET 4.5/6/7 role features enabled

- Google Chrome
- IIS URL Rewrite 2.1
- Java JDK (latest)
- 7-Zip

Server Backup Management Solution – The environmental backups must be managed by your technician. Your application backups will be stored within your environment and as such the PIMS provider is not responsible for data loss.

ⓘ Your PIMS provider does not keep a copy of your data or your backups.

Check with your implementer regarding any other server configuration that may be specific to your setup.

Networking & Communications

- Broadband Internet
- Gigabit Cabled Network
- Router supporting Full Cone NAT with an IP Filtered Firewall.
- Where multiple sites are connecting to one server, a site-to-site VPN must be utilised with each site on their own IP subnet. For this we recommend a VPN Router.

⚠ Printers using sharing or redirection through RDP is not supported under any circumstances.

Covetrus and Your Tech

Your Covetrus Implementer will work closely with your tech to advise and setup the new environment for your new installation.

Your implementer is responsible for the installation of the RxWorks program and can only assist with other areas.

Covetrus Support will work with your IT Tech to diagnose any issues that may be affecting your installation. Once a diagnosis of the issue has been made, it will be the responsibility of your IT Tech to complete the fix.

Minimum Hardware Specifications

See our current requirements https://software.covetrus.com/apac/veterinary-solutions/veterinarycomputer-hardware