



Hardware Specifications



AVIMARK®

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Introduction

AVImark hardware standards are determined by evaluating currently available hardware. We've provided two options for each hardware standard—"Good" and "Best". Good hardware will get you through the immediate future. Best hardware will be more likely to last longer in to the future. Covetrus® reserves the right to modify or change the recommended hardware specifications at any time without prior notice.

Covetrus recommends business-class computers and printers. Covetrus Hardware offers approved and tested models. Discount store, home quality and (non-professional) custom-built machines are not recommended. Before making the decision to buy a custom-built machine from a non-commercial company, please ensure they are properly certified and that they use only the highest quality, business class components.

Using home based components is highly discouraged. Purchasing business class machines will increase reliability, performance and productivity within your office. Covetrus cannot reasonably guarantee compatibility with every printer brand and model. Please consult with our Hardware Sales Team for information.

Paperless Practices

The hardware specifications for new servers and workstations, as outlined in this document, provides enough space to store attachments and photos for those practices who are paperless or plan to go paperless in the near future.

Workstation Operating Systems

Windows® 10 Professional (64-bit) or Windows 11 Professional (64-bit) are the operating systems currently being installed on new workstations. Avimark should only be installed on a Microsoft operating system that is receiving security updates. For more information about Workstation Specifications, refer to [page 7](#).



Covetrus does not support any operating system, such as Windows XP, Windows 7 or any product not supported by Microsoft®. To find out if your operating system is supported by Microsoft, visit: <https://support.microsoft.com/en-us/lifecycle/search>.

AVIMARK HARDWARE SPECIFICATIONS

AVImark Site

The Site feature using Terminal Services will require the use of TCP/IP network ready printers or TCP/IP Print Server devices. AVImark Support does not provide technical support for Microsoft products. Setup and troubleshooting of Terminal Services is the sole responsibility of the installing technician or the clinic that chooses to use Terminal Services. The total number of workstations (at all sites) connecting to the terminal server will determine the total amount of installed RAM.

Please consult with a reputable Certified Terminal Server technician in your area. When using any Windows Server version, please ensure the DNS Service is set up correctly. Failure to do so will result in severe performance loss on your network.

Server Specifications

15+ User Peer / Dedicated Server Or Site Server Specifications

	Good	Best
Processor	XEON E-2244G	XEON E-2356GG
RAM	64GB DDR4-2400 ECC	128GB DDR4-3200 ECC
Hard Disk	2x 250GB SATA SSD RAID1 and 2x 1 TB SATA SSD RAID1	4 x 2TB RAID 5 w/ PCIe RAID Card and Data Cache Protection
Optical Drive	DVD RW	DVD RW
Network Adapter	Dual Gigabit Ethernet	Dual Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)
USB	2 USB 2.0 and 4 USB 3.0	2 USB 2.0 and 4 USB 3.0
Operating Systems	Windows 2019 Standard	Windows 2022 Standard
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse
Video	On Processor UHD P630	On Processor UHD P750

AVIMARK HARDWARE SPECIFICATIONS

8 – 14 User Peer / Dedicated Server Specifications

	Good	Best
Processor	Intel XEON E-2244G	INTEL XEON E-2356G
RAM	32GB DDR4-2400 ECC	64GB DDR4-3200 ECC
Hard Disk	2 x 960GB SATA SSD RAID1	2x 480GB SATA SSD RAID1 and 2x 960GB SATA SSD RAID1
Optical Drive	DVD RW	DVD RW
Network Adapter	Dual Gigabit Ethernet	Dual Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)
USB	2 USB 2.0 and 4 USB 3.0	2 USB 2.0 and 4 USB 3.0
Operating Systems	Windows 2019 Standard	Windows 2022 Standard
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse
Video	On Processor UHD P630	On Processor UHD Graphics P750

1 – 7 User Non-Dedicated Server Specifications

	Good	Best
Processor	i7 10700 w/ TPM Motherboard	i7 12700 w/ TPM Motherboard
RAM	32GB DDR4-2400 Non-ECC	64GB DDR4-3200 Non-ECC
Hard Disk	2 x 1TB SSD RAID 1	2 x 2TB SSD RAID 1
Optical Drive	DVD RW	DVD RW
Network Adapter Ethernet	Single Gigabit Ethernet	Single Gigabit Ethernet
Monitor	19" LCD/LED (or larger)	19" LCD/LED (or larger)

(Continued)

AVIMARK HARDWARE SPECIFICATIONS

USB	2 USB 2.0 and 4 USB 3.0	2 USB 2.0 and 4 USB 3.0
Operating Systems	Windows 10 Pro (64-bit)	Windows 10 Pro (64-bit) or Windows 11 Pro (64-bit)
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse

Dragonfly Server

Processor	i7-1100 or higher
RAM	32GB DDR4-2400 or higher
Hard Disk	2 x 2TB SSD RAID 1
Optical Drive	DVD RW
Network Adapter Ethernet	Single Gigabit Ethernet
Monitor	19" LCD/LED (or larger)
Video Adapter	1920 x 1080 or better
Sound	On motherboard
USB	2 USB 2.0 and 4 USB 3.0
Operating Systems	Windows 10 Pro (64) or Windows 11 Pro (64)
Input Devices	USB Keyboard and Mouse

Legacy Server Operating Systems

Any client running Microsoft Windows Server 2012R2 or older will not be able to purchase any Microsoft server related licensing; they must be running Microsoft Windows Server 2016 / 2019 (provided by us) to purchase additional Windows CALS and Terminal Services.

AVIMARK HARDWARE SPECIFICATIONS

Standard Workstation Specifications

	Good	Best
Processor	i3-9th Gen w/ TPM Motherboard	i5-12th Gen w/ TPM Motherboard
RAM	8GB DDR4-2400	8GB DDR4-3200
Hard Disk	250GB SSD	500GB SSD
Network Adapter Ethernet	Gigabit Ethernet	Gigabit Ethernet
Monitor	22" LCD/LED (or larger)	22" LCD/LED (or larger)
USB	2 USB 2.0 and 2 USB 3.0	2 USB 2.0 and 4 USB 3.0
Operating Systems)	Windows 10 Pro (64-bit)	Windows 10 Pro (64-bit) or Windows 11 Pro (64-bit)
Input Devices	USB Keyboard and Mouse	USB Keyboard and Mouse

Standard Laptop Specifications

	Good	Best
Processor	i5-9th Gen w/ TPM Motherboard	i5-9th Gen w/ TPM Motherboard
RAM	8GB DDR4-2400	16GB DDR4-3200
Hard Disk	250GB SSD	500GB SSD
Network Adapter Ethernet	Gigabit Ethernet	Gigabit Ethernet
Monitor	15.6" Widescreen	15.6" Widescreen
USB	2 USB 2.0 and 2 USB 3.0	1 USB 2.0, 2 USB 3.1
Operating Systems (32/64-bit)	Windows 10 Pro (64-bit)	Windows 10 Pro (64-bit) or Windows 11 Pro (64-bit)
Wireless Network Adapter	802.11 ac	802.11ax

AVIMARK HARDWARE SPECIFICATIONS

Tablet Specifications	
Processor	i3 9th Gen or higher
RAM	4 GB
Hard Disk	128GB SSD
Network Adapter Ethernet 100/1000	802.11 ac
Screen Size	Touch Screen Tablet PC 12.1" or larger
USB	1 USB 2.0 and 1 USB 3.1 port
Operating Systems	Windows 10 (64-bit) or Windows 11 (64-bit)
Input Devices	Keyboard / Stylus

Tablet Limitations

AVImark will run on tablets, however, please note their limitations:

- The tablet must be a Windows tablet.
- Tablets will not work with APS due to credit card machines.
- AVImark cannot be zoomed in to make it larger on the screen. Therefore, AVImark will appear very small on a tablet and this cannot be changed.

Printers	
Monochrome & Color Laser Printers	Any laser printer that offers a PCL6 or PCL5E driver compatible with your operating system.
Label Printers	<ul style="list-style-type: none">• DYMO Label Writer 450 and 550* Models. Standard - Turbo - Twin Turbo *DYMO labels are required with the 550 model• Brother QL-500 & QL-700• Zebra ZD410• Zebra ZD411

AVIMARK HARDWARE SPECIFICATIONS

Additional Items	
IP Printers	An IP printer is a standalone device that interfaces directly between a printer and the network.
Anti-virus	We do NOT recommend any type of security suite or security package containing more than just anti-virus. We do not recommend ANY SPECIFIC anti-virus program. As long as the anti-virus you choose has the ability to add exceptions and does not contain a software firewall.
Digital Camera	Most digital cameras today use a WIA driver to allow interaction with the camera from third party software. The new Image Editor will now function with both Twain and WIA drivers, but WIA allows for a more detailed interaction with digital cameras from AVImark.
Scanner	With the enhanced Image Editor, Twain compliancy is not a mandatory requirement but is still an option.
Office Software	<p>Microsoft Word versions 2021, 2019, 2016</p> <p>Microsoft Excel versions 2021, 2019, 2016</p> <p>Office 365 - Office 365 does work with AVImark; however, a copy of Word must be installed locally on the workstation and documents must reside in a shared location for all computers to access them.</p> <p>AVImark only supports versions of Microsoft Office licensed for commercial use. LibreOffice offers very limited functionality with AVImark.</p>
Data Backup Software	AVImark Data Backup, an automatic online backup service. Call (855) 478-7920 or email Solutions.GSS.NA@Covetrus.com for more details.
Backup Hardware	<ul style="list-style-type: none"> • Covetrus Data Backup • DVD RW 22X or higher • USB Pen Drive 8 GB or higher • External USB 3.0 Hard Drive
Uninterruptable Power Supply (UPS)	1000VA\600 with 4 battery supported ports and 4 surge ports
Network-Wired	Gigabit Switch connected with CAT5E or CAT6 cable and patch cables. Network hubs are NOT recommended.
Network-Wireless	Wireless Standard IEEE 802.11 AC/AX

Wireless and AVImark

AVImark now supports running its software on a wireless platform. When it comes to using wireless desktops, laptops, or tablets, there have been vast improvements in wireless technology making wireless networking a lot more stable and reliable. Although AVImark now supports a wireless platform there are a few requirements for this to work however:

1. You must run AVImark in Client/Server mode. This allows information to travel faster across the network and bypasses the traditional Microsoft data exchange and sends over smaller packets of information ensuring that it is moving faster so that you don't see slowdown with the laptop or tablet.
2. We recommend that you have a good business level router. Preferably a dual band wireless AC router. These routers broadcast a strong signal and have the least amount of interference from office equipment and other wireless devices running.
3. You will need a wireless N or wireless AC network card in the laptop, tablet, or workstation to ensure the greatest speed. Wireless AC technology will transmit data at speeds of 600mbps or faster and is the preferred network card if you are using wireless desktops.
4. You will need to check all areas in the clinic that you plan to use the wireless and make sure that you have a strong signal, the stronger the signal, the faster the performance. You can check this with any wireless device. In those areas where the signal isn't as strong, you can get the wireless AC dual band range extenders and strategically place them in the low signal areas.
5. Any components running wirelessly on the network must meet our hardware requirements for AVImark whether it is a tablet (windows based), laptop or desktop.
6. Any wireless routers that are in use for the wireless network must meet our minimum requirements for speed for AVImark.
7. Virtual servers have the same hardware requirements as the server recommendations beginning on [page 4](#) of this document. The hard disk speed being slower on the virtual machine is the largest negative impact to AVImark performance.