Advantage+ and DVM Manager™ hardware specifications

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Introduction

Active development has stopped on Advantage+ and DVM Manager, and while we continue to provide technical support, the needs of your business and the industry continue to evolve. We have three practice management products and solutions experts that can help ensure your practice is prepared for the future. For a conversation about your practice and guidance on the right practice management software to help take your practice to the future, please call 855-478-7920 or visit this page and complete the form to be contacted.

Covetrus recommends these components as minimum requirements for the following equipment to run Advantage+ or DVM Manager practice information management software (PIMS) platforms. 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 into the future. Covetrus® reserves the right to modify or change the recommended hardware specifications at any time without prior notice.

Advantage+ and DVM Manager requirements

Non-dedicated servers 1 – 10 users		
	Good	**Best**
Processor	i5 2.5 GHz 6th Gen	i5 (HT) 3.2GHz 9th Gen
Operating System	Windows® 8.1	Windows 10
Memory	16 GB DDR3	16 GB DDR4
Storage	2x 500 GB HDD RAID1	2x 500 GB SSD RAID1
Networking	1 Gb	1 Gb
Video	Onboard	Onboard
DVD	Yes	Yes

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Advantage+ and DVM Manager™ hardware specifications

Monitor	22"	22"
Wireless	No	No
SQL Express	Yes	Yes

⚠ **More than 10 users should be reviewed with Covetrus Software Support.**

Workstations

	Good	Best
Processor	i3 2.0 GHz 6th Gen	i3 3.6 GHz 9th Gen
Operating System	Windows 8.1	Windows 10
Memory	4 GB DDR3	8 GB DDR4
Storage	500 GB HDD	250 GB SSD
Networking	1 Gb	1 Gb
Video	Onboard	Onboard
DVD	Yes	No
Monitor	19"	22"
Processor (Laptop)	i5 2.5 GHz 6th Gen	i5 2.8 GHz 8th Gen
Wireless (Laptops only)	802.11N	802.11AC
Laptop Display	15.4"	15.4"

Advantage+ and DVM Manager™ hardware specifications

Server operating systems compatibility

Legend	Compatible	Incompatible

PIMS versions	Windows server		
	2012 R2	2016	2019
Advantage+ 30.335 and higher			
Vetech Advantage 25.334 and older	Incompatible	Incompatible	Incompatible
DVM Manager 5.0 – 5.1	Incompatible	Incompatible	Incompatible
DVM Manager 5.2.5300			Incompatible

Workstation operating systems compatibility

PIMS versions	Operating system	
	Windows 8.1 Professional	Windows 10 Professional
Advantage+ 30.335 - 30.400		
Advantage+ 30.402 and higher		
DVM Manager 5.0 – 5.1	Incompatible	Incompatible
DVM Manager 5.2		Incompatible
DVM Manager 5.2.5300		

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Microsoft® SQL Express

As a Microsoft Gold Independent Software Vendor, Covetrus, Inc. has the rights to distribute Microsoft SQL Server products at a reduced cost to its customers.

Microsoft SQL Server has updates and needs to be maintained in order to remain secure with the latest features provided by Microsoft. To ensure the integrity of the program, the Software must have its own SQL instance. Because of this close integration there exists the possibility of conflicts and the need to troubleshoot and repair certain aspects of the operating system. Below we have included tables that show what versions of SQL Express Server are compatible with Software and Operating Systems.

Covetrus recommends all SQL versions to be on the most recent major release. A full version of SQL standard will be required for a database size over 10 GB.

Legend	Compatible	Incompatible

Software versions	SQL Express Versions		
	2012	2014	2016
Advantage+ 30.360 and older	Incompatible	Incompatible	Incompatible
Advantage+ 30.375 and higher			
DVM Manager 5.1	Incompatible	Incompatible	Incompatible
DVM Manager 5.2.5300			
Operating system versions			
Windows 8.1 Professional			
Windows 2012 Server and 2012 R2			
Windows 10 Professional			
Windows Server 2016	Incompatible		

All SQL Express versions listed are standard and above.

In the table above, the service pack numbers correspond to the Operating System, not the SQL service packs. After installing any SQL, please make sure to install any available service packs.

Networking specifications

Network outlets

All desktops and domain servers should have their own network outlets. If there are multiple network ports on servers, each port should have its own network outlet.

Switches

Gigabit switch along with Cat 5e or Cat 6 cables. Make sure you have enough ports on your switch to support all computers, routers, printers, and print servers.

Routers

Industry standard routers along with a Cat 5e or Cat 6 cable. If multiple locations are being used, please use VPN Routers.

Wireless

Wireless Router	Wireless performance depends on the practice environment (Wireless interference reference: **https://www.actiontec.com/wifihelp/wifi-networking/interference-affecting-wireless-network/**). Please use the standards for an 802.11N Network. Wireless routers should be rated for 802.11AC with a minimum rating of AC1700.
Wireless Antenna	
Wireless Access Point	

Covetrus does not support or recommend any desktop workstations using wireless connections. Wireless mesh networks are supported with terminal connections only.

Additional hardware specifications

Document Printers

Business grade printers with driver support for Windows Server Operating Systems. Advantage+ and DVM Manager work best when using PCL based drivers.

Print Servers

Use Print Servers when possible so printers are directly connected to the workstations using them. If the Print Server is NOT built into the printer, please ensure the printer functions can be supported using a print server by checking with the printer manufacturer (i.e. DYMO printers do not work with most common USB print servers because of their power save feature).

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Label printers

Legend	Compatible	Incompatible

Label printers	Practice management system	
	Advantage+	DVM Manager
Zebra ZD410		
DYMO 450		Preferred
PetDetect (TSP700II)		
ID Cards		Fargo C11

If any label printer is selected outside of the above models, additional charges for label formats and testing may occur.

Bar code scanner
DVM Manager provides handheld or hands-free operation, used for point-of-sale document processing, inventory control, and card reading.
- 650 nanometer laser reader, long range, and short range capability.

Cash drawer
Serial only. Requires a serial cable between the computer and cash drawer.

Scanners
Direct to PDF, for example, either the FUJITSU Scansnap iX500 and S1300i can be used to manually import PDF files into the Software.

Software specifications

Word Processor		
	Good	Best
Microsoft	2010 Home & Student or higher	2019 Home & Business

Please make sure that all word processing software is installed on the workstation if any integration with practice management systems is desired.

Collaboration Tools
We recommend using any reputable third party solution managed by your IT professional.

Antivirus
Antivirus only, Internet security suites are not recommended. Scans should run local drives only and installed on all servers and workstations.

Here is a sample of our firewall exclusions:
- SQL Server Services
- SQLSVR.exe (the actual program exe that runs SQL)
- SQLBrowser.exe (the SQL Browser service announcing the server name to computers on the network)
- External Integrations that run on other computers
- Universal lab reader

Some basic antivirus application exclusions to not be scanned, should include, but not be limited to:

- The practice management software install directory.
- The SQL Database Path i.e. C:\PIMS\
- The SQL Database Backup Location i.e. C:\iBackup