

## System Requirements

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The Microsoft SQL Server and Windows operating system versions listed in this document support all components required to run Bp Premier. If you are running a version of Windows or SQL Server not listed in these requirements, Best Practice Software recommend that you consult your IT provider to consider upgrading your operating system or database before installing or upgrading Bp Premier.

Bp Premier is tested in a variety of environments including virtualised machines (VM) to determine our hardware recommendations. However, issues may still occur in environments that match or exceed the system requirements but vary from a standard Windows configuration, such as the number of concurrent applications on the same server. Best Practice Software will make all efforts to triage and resolve issues relating to Bp Premier. If issues are found that relate to hardware configuration, Best Practice Software Support will offer guidance to resolve the issue with the client and the client's chosen IT or Infrastructure provider.

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## Operating system and database

Bp Premier server and client are supported to run on the following versions of Microsoft Windows, Windows Server, and Microsoft SQL Server.

Please also review [Considerations for larger practices on page 4](#) and [Limitations on page 6](#) for more information about supported editions of Windows and SQL Server.

### Microsoft Windows (Professional Editions only)

Version	Windows 7 SP1	Windows 8	Windows 8.1	Windows 10
Jade, SP1 & SP2	✓	✓	✓	✓
Jade SP3 & SP4	✗	✓	✓	✓
Saffron	✗	✓	✓	✓

### Microsoft Windows Server

Version	Windows Server 2008 R2 SP1	Windows Server 2012	Windows Server 2012 R2	Windows Server 2016	Windows Server 2019
Jade, SP1 & SP2	✓	✓	✓	✓	✓
Jade SP3 & SP4	✗	✓	✓	✓	✓
Saffron	✗	✓	✓	✓	✓

## Microsoft SQL Server

Version	SQL Server 2008 R2	SQLServer 2012	SQL Server 2014	SQL Server 2016	SQL Server 2017	SQL Server 2019
Jade, SP1 & SP2	✓	✓	✓	✓	✓	✓
Jade SP3 & SP4	✓	✓	✓	✓	✓	✓
Saffron	✗	✓	✓	✓	✓	✓

\* See [End of extended support on page 6](#) for more information on versions of Windows and SQL Server no longer supported by Microsoft.

## Minimum requirements

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The following hardware requirements are suggested as a minimum baseline for a practice with three doctors.

Item	Notes
Processor	x64-based Intel or AMD equivalent processor with a minimum base frequency of 3GHz or higher. You cannot install Bp Premier on a machine using an ARM processor; this includes some tablets and laptops. Consult your device's documentation to determine the processor type.  Older versions of Bp Premier may run on 32-bit processors. To run version Bp Premier Saffron and later, Best Practice Software strongly recommend an x64 processor. Recent versions of SQL Server cannot be installed on a 32-bit processor.
RAM	Server: 4 GB  Workstation: 4 GB
Hard Drive	SATA hard drive  Server: 10 GB free space
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet
Monitor	Minimum 15" monitor, running a resolution of at least <b>1152 x 768</b> at 16-bit colour or better and an SVGA compatible graphics card. Best Practice Software recommend using a 17" monitor running a resolution of at least <b>1280 x 1024</b> at 32-bit colour and an SVGA compatible graphics card.

## Considerations for larger practices

Recommended requirements will be higher if one or more of the following apply:

- you have four or more doctors
- the patient database is larger than 4 GB
- the Bp Premier Server PC runs concurrent applications during business hours.

Item	Notes
Processor	<p>You may wish to use a high-performance x64 processor for your Bp Premier server PC. Your IT services provider can provide information on the latest performance processors. You cannot install Bp Premier on a machine using an ARM processor; this includes some tablets and laptops.</p>
RAM	<p>Server: 8 GB</p> <p>Workstation: 4 GB</p> <p>From within Bp Premier, select Help &gt; Online and search for 'ram' in the Bp Premier Knowledge Base for guidance on allocating RAM to your operating system and SQL Server.</p> <p><b>ECC RAM</b> is recommended for best performance. Your PC processor and motherboard must support ECC RAM.</p> <p>Additional RAM is required in a Terminal Server environment, depending on application usage and the number of concurrent user sessions. A minimum of 300MB extra per session is recommended.</p>
Hard Drive	<p>SATA hard drive @ 7,200 RPM minimum</p> <p>Server: 10 GB free space</p> <p>For servers that have 10 or more workstations connecting to the database, Best Practice Software recommend that an enterprise-grade hard drive be used to ensure consistent performance for the high volume of data being accessed and written during your practice's business operating periods.</p> <p>Practices with a very large number of patients and doctors may require more space than the 10 GB minimum.</p> <p>For practices that intend to perform compressed backups using Bp Premier Backup, you will need three times the estimated size of the database free on the hard drive to hold temporary compression files.</p> <p>When migrating data from an existing legacy database, the hard drive must have free space equal to at least 2.5 times the size of the legacy database files.</p>

## Limitations

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The following limitations apply to installing Bp Premier:

- If you are installing Bp Premier version **Saffron** for the first time, all listed SQL Server versions available from the database installation wizard will support installation on 64-bit computer systems only.
- Apple Macintosh desktop or server operating systems are not supported.
- Bp Premier does not support running on Windows **Home** editions. You must install a 'professional' edition of Windows, such as Windows Pro or Windows Enterprise. The editions available are different for each Windows desktop version.
- Windows Small Business Server 2011 is not supported. Windows Server 2012 Essentials and Foundations are not supported.
- Windows Server 2012 Essentials, 2012 R2 Essentials, and 2016 Essentials linked to Azure Active Directory (AD) or Office 365 are not supported. AD and Office 365 integration enforce a password policy that conflicts with Bp Premier installation.
- If installing Bp Premier on a terminal server. Best Practice Software recommend using the **Install Application on Remote Desktop** option within Microsoft Windows to install the application.
- Microsoft SQL Server Express Edition is supported. However, if you have Express installed and your database size approaches 10GB, Bp Premier will warn that your database is nearing the maximum size for your edition. If you receive this warning, Best Practice Software recommend consulting with your IT service provider to consider upgrading your edition of SQL Server to allow your database to exceed the 10GB limit.

## End of extended support

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In January 2020, Microsoft ended extended support for Windows 7, Windows Server 2008, and SQL Server 2008.

If you are running Bp Premier on an operating system or SQL Server version no longer supported by Microsoft, Best Practice Software recommend upgrading these components **before** you upgrade your Bp Premier version. Your instance of Bp Premier will continue to run on these versions of SQL Server and Windows. However, your operating system and database will no longer be receiving security patches or general updates from Microsoft.

[This Microsoft Support article](#) provides more information on the Microsoft product lifecycle and extended support. Search the Bp Premier knowledge base (Help > Online in the software) for 'sql upgrade' for articles on upgrading your version of SQL Server.