

# Bp VIP.net System Requirements

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This document provides the minimum supported operating system and hardware requirements up to Bp VIP.net version **Topaz Service Pack 1**. Consult your IT services provider to ensure all technical considerations are managed and Microsoft Best Practices for installing SQL Server are followed.

Bp VIP.net is tested in a variety of environments including virtualised machines (VM) to determine our hardware recommendation. However, issues may still occur in environments that meet 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 VIP.net. If issues are found that relate to hardware configuration, Bp Support will offer guidance to resolve the issue with the client and the client's chosen IT or Infrastructure provider.

## .NET compatibility

Bp VIP.net version Topaz Service Pack 1 requires **Microsoft .NET Framework 4.8** to operate successfully.

If you are running a version of Windows older than those listed in this document, Best Practice Software recommend that you consult your IT provider to consider upgrading your operating system or database before upgrading Bp VIP.net.

## X86 Visual C++ Redistributable

All workstations must have the X86 Visual C++ Redistributable for Visual Studio 2015, 2017, 2019, and 2022 installed to ensure all features of VIP.net can operate.

See Microsoft Visual C++ Redistributable Latest Supported Downloads for more information.

## New Operating System and Database Versions

As of the Last Updated date, non-sunset versions of Bp VIP.net have been tested up to Windows Server 2019 and SQL Server 2019.

When new Windows Server and SQL Server versions are released, there will be a few weeks delay between the release date and updating of the system requirements while our development team test installing and running Bp VIP.net on the new version. Limitations identified during testing by Best Practice Software or our Practices are listed in the system requirements Limitations section below.

## Limitations

Item	Description
Hardware	Bp VIP.net is <b>only supported on 64-bit computers built on the x86 architecture</b> ; it does not support ARM processors, 32-bit processors, or environments other than supported x86 64-bit Windows operating systems running on x86 64-bit hardware.
Apple Macintosh	<b>Apple</b> Macintosh desktop or server operating systems <b>are not supported</b> , including running Bp VIP.net on a Macintosh computer in a virtualised Windows environment.
Windows 10	Bp VIP.net Ruby and later can run on Windows 10.
Windows 10 2015 LTSB	Windows 10 2015 LTSB is not supported for Bp VIP.net.
Windows Home	Bp VIP.net does not support running on Windows <b>Home</b> 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	Windows Small Business Server 2011 is not supported.

Item	Description
Windows Server Essentials	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 VIP.net installation.
Terminal servers	If installing Bp VIP.net on a terminal server. Best Practice Software recommend using the <b>Install Application on Remote Desktop</b> option within Microsoft Windows to install the application.

## Database Requirements

Storage type, capacity and configuration should be determined with the assistance of your IT service provider. The minimum factors to consider are:

- intended number of concurrent users
- amount of data stored, allowing for growth
- third-party applications on the same server machine
- the type of backup method to be used.

The following links may assist with the hardware and software requirements for installing SQL Server:

- [System requirements for SQL Server 2016 and later](#)

### SQL Server Express

SQL Server Express is a free edition of SQL Server that has a database limit of 10GB, intended for small or non-commercial usage. Best Practice Software recommend that the Express Edition is **not** suitable for use with Bp VIP.net and cannot guarantee support for Bp VIP.net in a SQL Server **Express** environment. After the 10GB limit is reached, you will be unable to add records to the database until you upgrade your SQL Server edition. In a normal specialist practice, the 10GB limit can be exceeded quickly.

SQL Server Reporting Services is not available in a SQL Server Express environment.

### Installing on a Domain Service or cloud environment

In line with Microsoft best practices, installing SQL Server on your Domain Service is **not** supported by Best Practice Software for the installation of VIP.net. SQL Server Reporting Services do not work with this configuration. Later versions of SQL Server prevent installation in this configuration.

For performance reasons, Best Practice Software recommend that the database be installed on the same physical network as the Bp VIP.net server.

## Supported Microsoft SQL Server versions

Version	SQL Server 2014	SQL Server 2016	SQL Server 2017	SQL Server 2019
All supported <a href="#">Bp VIP.net versions</a> .	✓	✓	✓	✓
	*Upgrade only			

### Notes

- All versions of SQL Server prior to SQL Server 2014 are not supported.
- Upgrading your version of Bp VIP.net does not also upgrade the database version. For new installations, Best Practice Software recommend installing a recent version of SQL Server.
- The supported versions listed are inclusive of all SQL Server service packs for that version.

## Server Requirements

### Apple Macintosh

Apple Macintosh desktop or server operating systems are not supported.

### Supported Microsoft Windows desktop versions

Best Practice Software recommend installing the Bp VIP.net server on a Windows **Server** operating system for reasons of system performance and reliability.

### Supported Microsoft Windows server versions

Version	Windows Server 2016	Windows Server 2019	Windows Server 2022
All supported <a href="#">Bp VIP.net versions</a> .	✓	✓	✓

#### Notes

- All versions of Windows Server prior to Windows Server 2016 are not supported.
- Microsoft support for **Windows Server 2012 and 2012 R2** ended **October 10, 2023**. Best Practice Software recommends users running Bp VIP.net on Windows Server 2012 or 2012 R2 upgrade to a supported Windows server operating system. See the Microsoft website for further details.

### Server hardware requirements

Item	Minimum Specifications
Processor	Intel Xeon 5th generation or higher
RAM	8GB or higher
Hard Drive	High speed SATA hard drive  Minimum 10GB free space after Bp VIP.net and all third-party applications have been installed.
Monitor	19" monitor running a resolution of at least 1280 x 1024.
Printer	Any Windows-supported printer.
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet

#### Notes

- **Processor** - Recommended minimum processor requirements will be higher if one or more of the following apply:

- you have more than six users,
- your patient database is larger than 10 GB,
- the Bp VIP.net server machine runs applications other than Bp VIP.net during business hours.
- **RAM** - ECC RAM is recommended for best performance. Discuss with your IT service provider if the minimum recommended memory will meet your practice requirements.
- **Hard Drive** - For servers with large numbers of terminal servers connecting to the database (10 or more), Best Practice Software recommend that an enterprise-grade storage solution is employed to ensure consistent performance for the high volume of data being accessed and written during your practice's business operating periods. Practices with a large number of patients and doctors will require more space than the 10 GB minimum.
- **Monitor** - Using a 19" monitor with a minimum resolution of 1280 x 1024 may obscure the display of Bp VIP.net. Larger monitors are recommended for optimal performance.
- **Printer** - If installing Bp VIP.net on a terminal session, ensure that the printer is compatible with that operating environment.

## Workstation Requirements

### Supported Microsoft Windows desktop versions

Version	Windows 8.1	Windows 10	Windows 11
All supported <a href="#">Bp VIP.net versions</a> .	✓	✓	✓

#### Notes

- All versions of Windows prior to Windows 8.1 are not supported.
- Best Practice Software recommend installing Bp VIP.net on a version other than a **Home** edition for reasons of system performance and reliability. You should install a 'professional' edition of Windows, such as Windows Pro or Windows Enterprise. The editions available are different for each Windows desktop version.

### Supported Microsoft Windows server versions

Version	Windows Server 2016	Windows Server 2019	Windows Server 2022
All supported <a href="#">Bp VIP.net versions</a> .	✓	✓	✓

#### Notes

- All versions of Windows Server prior to Windows Server 2016 are not supported.
- Requirements for installing a Bp VIP.net client on a Windows Server operating system are the same as installing the server.

## Workstation hardware requirements

Item	Minimum Specifications
Processor	Intel i5 6th generation or higher
RAM	4GB or higher
Hard drive	SATA hard drive
Monitor	19" monitor, running a resolution of at least 1280 x 1024.
Printer	Any Windows-supported printer.
Network	Any network card supporting 1000 Mbps (Gigabit) Ethernet

### Notes

- **Monitor** - Using a 19" monitor with a minimum resolution of 1280 x 1024 may obscure the display of Bp VIP.net. Larger monitors are recommended for optimal performance.
- **Printer** - If installing Bp VIP.net on a terminal session, ensure that the printer is compatible with that operating environment.

## Kiosk Requirements

The minimum operating system and hardware specification for Kiosk devices are the same as for a Bp VIP.net workstation. Kiosk must be run on a Microsoft Windows operating system.

If you want to use another platform for Kiosk, such as an Apple iPad, you must create a remote desktop session to the Bp VIP.net server and run Kiosk within the remote session. Best Practice Software Specialist Software Support may not be able to provide assistance in a non-Windows environment.

## Supporting Software Requirements

The following supporting applications must be installed before the next release of Bp VIP.net for certain features of the program to function without error.

### Download and Install WebView2

The [Topaz SP1 Revision 3](#) update includes a silent installer for Webview2. For users updating or installing Bp VIP.net on a **terminal server**, Best Practice Software recommends installing Webview2 manually.

- Download the **Evergreen Standalone (x86) WebView2 Installer** from the Microsoft Website.
- See [Download and Install WebView2](#) for full installation instructions.