Upgrade Questionnaire

Complete this editable PDF form if you are upgrading from DVMAX® Software v. 7.0.12 or earlier. Answer all questions on the form, save it, and then email the completed form to the DVMAX Software Upgrade Department, using the address at the end of this form.

Practice information

1. If your practice is a multi-user site, how many terminals are currently running the DVMAX Software (not including the server)?_____

2. What version of the DVMAX Software is currently installed?_____

    To find the version, on a terminal running the DVMAX Software, go to **File > About DVMAX** and note the version listed in the middle of the window.

3. How large is your current data file? (Be sure to include units.) _____

    To find the data file size, on the server locate the **DVMAXDataBaseFiles** folder. In this folder, the file with the extension **.4dd.** is your DVMAX data file.

4. Does your practice have high-speed internet? Yes   No

    If so, what kind?

    Is the internet connection available on your server? Yes   No

    Is the internet connection available on your workstations? Yes   No

6. Do you use remote processing on a laptop outside of the practice? Yes   No

    If yes, how many laptops are using remote processing at your practice?____

7. What are your hours of operation?   Days: _____ Hours:_____

    Days: _____ Hours:_____

    Days: _____ Hours:_____

8. Are you a Multi-Practice Access (MPA) user? Yes   No

Hardware, operating system, and network information

You **must** complete this section. If you are not sure how to answer the technical questions below, contact your practice's computer technician and ask them to complete it for you.

Note: DVMAX technical support cannot assist you in completing this part of the questionnaire.

A. For the server (if multi-user):

Processor type and speed: _____

Installed RAM: _____

Hard-drive space available: _____

Type of hard drive (select one):

    If disc, what is the RPM? _____

    If using RAID, what level?   **Note:** 5 is not recommended

Operating system: _____

Hardwired to network? Yes   No

B. For terminals or laptops:

Note: If you have several identical terminals or laptops, in the Count field list how many match the specifications for that type.

Terminal type 1 (count:_____):

Processor type and speed: _____

Installed RAM: _____

Hard-drive capacity: _____

Operating system: _____

Hard-wired to network? Yes   No

Terminal type 2 (count:_____):

Processor type and speed: _____

Installed RAM: _____

Hard-drive capacity: _____

Operating system: _____

Hard-wired to network? Yes   No

Terminal type 3 (count:_____):

Processor type and speed: _____

Installed RAM: _____

Hard-drive capacity: _____

Operating system: _____

Hard-wired to network? Yes   No

Terminal type 4 (count:_____):

Processor type and speed: _____

Installed RAM: _____

Hard-drive capacity: _____

Operating system: _____

Hard-wired to network? Yes   No

Terminal type 5 (count:_____):

Processor type and speed: _____

Installed RAM: _____

Hard-drive capacity: _____

Operating system: _____

Hard-wired to network? Yes   No

Contact information

Name of person filling out this form:

_____

Practice name and DVMAX ID:

_____

City and state:

_____

Phone number:

_____

Your email address for upgrade communications:

_____

Email completed form to:

DVMAX Upgrades Department

dvmaxupgrades@idexx.com

For general questions, call **1-800-877-9221, ext. 89068**

Thank you for your cooperation!

Strengthen **the bonds.**®

DVMAX

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