TDO Best Practices

107 TDO KB May 1, 2025 Setup, Troubleshooting 215K

Overview

In order for TDO to function properly, it is strongly recommended that each workstation go through what we call a TDO Checkout.

This is something that is initially done on each workstation by TDO Tech Support staff prior to any trainings and your initial start date with TDO.

A majority of the calls we receive at TDO Technical Support are often resolved by fixing one or more of the settings listed below.
We strongly recommend following these best practices to avoid the majority of configuration related errors while using our software.

Please make sure your IT verifies these settings when adding or replacing any computers at your office.

Requirements

- All computers must have unique computer names.
- Window & Microsoft Updates running & up to date.
- Screen saver turned off.
- DPI setting - Must be set at 100% or Normal. Certain areas of TDO will not function properly if set above 100%.
- Monitor supported resolution of at least 1280x960, if using multiple monitors on one workstation, they must have the same screen resolution.

  Note: we do not support screen resolutions that are 5120 x 1440 or higher.

- Workstation can Ping server by name and it resolves to an internal IP address.
- Cliconfg entry has been created and setup properly.
- Network drive mapped properly by server hostname (NOT IP address). Mapped Letter is the same on every computer.
- In TDO 12 it is recommended that TDO workstations be installed with the server directory set as the UNC path (e.g. \\[hostname]\TDO\TDOfficeData) rather than a network drive.
- Antivirus Exclusions set. Only 1 Antivirus program installed. Please avoid using any antivirus we have listed as "Not Recommended."
- TDO Onsite Backup Configured.
- Create URL/domain whitelist rules on Firewall/Security Appliance for the following TDO domains:

    - *.tdo4endo.com
    - *.tdox.dental
- Port 4150 is open to all traffic on Windows Firewall.
  Open Firewall defender> Advanced Settings> Inbound and outbound (create a new rule for both> New rule> port> TCP and port 4150> ALLOW CONNECTION> all three checked DOMAIN PRIVATE and PUBLIC> Name: TDO Port, and Description: Firewall port
- **Power Management:** Disabled where applicable (Hard disk, USB ports, network cards).
- **Read & Write Permissions:** Everyone must have full read/write permissions for the TDOffice folder located in C:\Program files\TDOffice (if a 32 bit) **or** C:\Program files (x86)\TDOffice (if a 64-bit).
- **Power Options:** Windows Start menu > Control Panel > Power Options > Next to whichever preferred plan is selected, click on the link that says "Change plan settings" > Put the computer to sleep: should be set to Never > click on Change advanced power settings:
    - Hard Disk > Turn off hard disk after: Never
    - Sleep - anything under this menu should be set to Never/Off/Disabled
    - USB Settings > USB selective suspend setting: Disabled
    - Processor power management > Maximum processor frequency should be set to: 0 MHz
    - Processor power management > Maximum processor state should be set to: 100%

- **Network and Sharing:** Windows Start menu > Control Panel > Network and Sharing > click on the link next to "Connections" > Properties > Configure > Power Management tab. Un-check the box to allow the computer to turn off device or un-check the Energy Efficient box.

- If older than version 12.3XX, Disable UAC and add the 'EnableLinkedConnections' value in the registry.
  See: Windows 10 Compatibility with TDO.

  Note: If you intend to use the TDO QuickBooks Sync application or drag & drop items into the image organizer, you MUST disable UAC.

- Microsoft Access disabled as part of Office Suite in order to allow TDO to open properly
- Microsoft Access Runtime must be installed.
    - TDO v11, Microsoft Access Runtime 2002 or 2010 will work. Recommended: Runtime 2010
    - TDO v12, Microsoft Access Runtime 2010, 2013, and 2016 will work.
        - For revision 405g, Recommended: Runtime 2013
        - For revisions older than 405g, Recommended: Runtime 2010
- Microsoft Word opens outside of TDO (on workstations where the Letters module will be used). **All workstations that utilize the Letters Module must be using Microsoft Word 2010 or newer. Word 2007 is not supported past v12.355x.**

Word 2010 may have limited functionality (such as the 'Crop' tool for images). Recommended: Word 2016 or newer.
If installing Office 365, please make sure the full Office 365 is installed and that it is the 32 bit version.
The Office app bundled with Windows 10 is not supported by TDO.

Note: Every computer using letters should have the same version of Word.

- Alternatively, TDO Cloud Letters, our web-based editing suite, can be used as a substitute for MS Word.
  A subscription to TDO Cloud services is required. TDO Cloud Letters technical requirements can be viewed here.
  Please reach out to TDO Support to install Cloud Letters.

We suggest running TDO on one Windows User Account on any given computer.
For instructions on how to setup TDO to run properly on a Multiple Windows User Account environment, please have your IT follow this article

We do not support VPN remote access to TDO. Workstations need to connect to the local server and should not connect over a VPN.

Online URL: https://kb.tdo4endo.com/article.php?id=107