# Update requirements from TDO Version 11 to TDO Version 12

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## Overview

A list of the requirements your office will need to meet prior to updating to version 12 of TDO Software

## Details

- You will need to have signed the updated TDO Contract Agreement. Please log into tdo4endo.com. Go to Download TDO. Click on Version 12 Disclaimer and walk through the steps to have a new contract sent to you.
- In order to upgrade to Version 12 from a previous version, your TDO database must be running at least Version 11.364. If your office is on an older version, your will have to update your TDO to this version prior to updating to Version 12.
- All workstations must be using Windows 10 or higher.
- All workstations and the server must be using Microsoft Access Runtime 2010, 2013, or 2016 (TDO Version 12 is not compatible with Microsoft Access Runtime 2002) - click here for steps to upgrade
- For server requirements please access Minimum Software and Hardware Requirements here https://kb.tdo4endo.com/article.php?id=39
- Your server must be running the TDO database on SQL Server 2008 or SQL Server 2016 (MSDE and SQL Server 2005 is not compatible with TDO Version 12). If you find that your office is using an older version of SQL please follow these steps to upgrade or contact TDO Support with questions. Also please note the SQL Server Database Size Limit.
- If using Carestream for digital radiography or CBCT, you must be using the SDK integration. Your RVG driver version needs to be the latest for the build you are updating to. Carestream Driver Compatibility
- All workstations that utilize the Letters Module must be using Microsoft Word 2013 or newer. (Word 2007 may work, but is not supported past v12.355x) Note: 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. Word 2010 may have limited functionality (such as the 'Crop' tool for images). It is recommended that you use Word 2016 or newer. Every computer using letters should have same version of Word.
- Make sure that each workstation follows our Best Practices.
- You also must have your entire office view the Version 12 videos at TDO University to make sure that your office is familiar with the changes in the new version. Click here to register. Once you are logged in go to Courses> Version 12 Update Training. This course is 25 minutes long. Once you are done watching the videos please upload the certificate to tdo4endo.com. Log in with the doctors credentials. Go to Download TDO. Click on Version 12 Disclaimer and upload the certificate from TDO University.

Once all the requirements are met you can schedule a TDO update with us. Please call 858-558-3696 and let them know you need to schedule a v11 update to v12.

Online URL: https://kb.tdo4endo.com/article.php?id=619