



Dear Valued Client,

Patient records and data security is increasingly (and necessarily) a topic of much concern, creating changes in the way offices handle their day-to-day procedures to ensure patient data is secure. One aspect to your patient security is the way your data is stored in your Mac server; another is the way this data is communicated. Periodic updates to the operating system on your Mac server have been released over the years. Some of these updates include security patches and support for newer, more secure communication protocols. According to our records the Mac server you are using to host your Datacon database is running an older version of the Mac OS-X operating system. Updating the operating system on your server is one, fairly simple, thing that you can do to increase the security of your system.

We have received communication from the DentalXChange indicating that they will be eliminating support for older security protocols in February 2018. The security protocols that will be necessary for submission via the DentalXChange are included in Mac OS 10.8 (aka "Mountain Lion") and newer Mac operating systems. It is our understanding that post-February 22, 2018, all servers must be running Mac OS 10.8 (or newer) or they will no longer be able to connect and send data to the DentalXChange. This will affect electronic claims, electronic statements, and credit card processing. Other companies are likely to impose these restrictions at any time.

If you are using Datacon Mobile to access your data remotely, you may see newer versions of Android or Apple iOS devices like the iPad and iPhone refusing to connect to a system implementing older protocols. Future updates to our software will also require newer operating system features.

The DentalXChange deadline is now two months in the future, **it is time to schedule your IT people** to do the update to your server during available downtime in your office. Doing so sooner rather than later may be financially beneficial if you are using older hardware. Apple does not make older operating systems available and routinely drops support for older systems when newer operating systems are released. If you are using OS-X 10.6 or later the updates are free but if your server is pre-2009 the physical hardware may need to be replaced. Currently, Apple offers a free upgrade from older versions to OS-X 10.11. They have released mac OS Sierra (10.12) and are currently releasing High Sierra (10.13.) At this time the free operating system update for Mac Mini and Mac Pro systems is *limited to hardware manufactured during 2010 and later*. If you have a system built after 2010, having this update soon could prolong the useful life of your hardware.

It is important to be aware that updating the operating system usually involves changes to settings on both the server and the other workstations in your office. No one should be using Windows XP at this time but if you are, those systems may not be able to communicate with the newer, more secure server software. Your IT Company should evaluate your entire installation prior to making changes that may impact the software you are using.

Our current recommended minimum operating system version is 10.11 (el Capitan.)

The version that is currently available from Apple is 10.13 (High Sierra.)

Our current recommended minimum server is the middle-tier Mac Mini, currently retailing for \$699.00. Specifics vary based on the needs of each office.

We value our relationship and are here to answer any questions.

Please contact one of our Support Technicians via our "800" telephone line or email us at support@datacondental.com with any questions you have about this process.

Sincerely,

Datacon Dental Systems, Inc.