

System Requirements: CS OrthoTrac Practice Management Software, Version 15.1

Carestream Dental complies with established Microsoft Windows compatibility standards. The operating systems and hardware listed below have been fully tested and certified for use with CS OrthoTrac.

System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements at <https://www.carestreamdental.com/orthotracsysreqs/>.

Database Server

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 16 GB RAM
- 500 GB available disk space
- DVD drive
- Gigabit Ethernet network card

Operating Systems / Database

- Windows Server 2016 Standard / SQL Server 2014 Advanced

Minimum Required

Hardware

- x64 CPU Core i5 Quad-Core or equivalent
- 4 GB RAM
- 100 GB available disk space
- DVD drive
- Gigabit Ethernet network card

Operating Systems / Database

- Windows Server 2019 Standard / SQL Server 2014 Advanced
- Windows Server 2012 R2 Standard / SQL Server 2014 Advanced
- Windows Server 2008 R2 Standard / SQL Server 2014 Advanced

Notes

Carestream Dental LLC recommends using a dedicated server to run CS OrthoTrac Small Business Server or Windows Server Essentials are not supported.

Windows Server 2008 Alert

Microsoft support for Windows Server 2008 and 2008 R2 ended January 14, 2020. Carestream Dental strongly recommends upgrading to a newer version of Windows Server immediately.

Windows Server 2019 and Imaging

CS OrthoTrac v15.1 adds support for Windows Server 2019. However, Carestream Dental Imaging products have not been certified for Server 2019 at this time.

OrthoTrac Administrative Workstation

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 16 GB RAM
- 40 GB available disk space
- DVD drive
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1920x1080 screen resolution

Supported Operating Systems

- Windows 10 Professional

Minimum Required

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 4 GB RAM
- 40 GB available disk space
- DVD drive
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1440x900 screen resolution

Supported Operating Systems

- Windows 8.1 Professional
- Windows 7 Professional, Enterprise, and Ultimate

Notes

Windows XP is not supported

Home and Student Editions of Windows are not supported

Exceeding the recommended screen resolution may cause display problems.

Windows 7 Alert

Microsoft support for Windows 7 ended January 14, 2020. To ensure security and compatibility, Carestream Dental recommends upgrading to a newer version of Windows immediately.

Orthodontic Imaging Workstation / Clinical 3D Viewing Workstation

Please review the CS Orthodontic Imaging System Requirements at <https://www.carestreamdental.com/en-us/resource-library/>. This will include 3D Viewing Workstation System Requirements.

Additional and Add-on Modules for CS OrthoTrac Software v15.1

Server Operating System and SQL Server Compatibility

OrthoTrac v15.1 requirements for Server Operating System and version of Microsoft SQL Server reflect recent end-of-life decisions from Microsoft. As of OrthoTrac 14.2, SQL Server 2005 is no longer supported due to security considerations and to take advantage of enhanced features of later releases. All Server OS versions listed are 64-bit.

| SQL Server Version | Server OS Version | OrthoTrac Support | Notes |
|-------------------------|-------------------|-------------------|--|
| SQL 2005 | Server 2008 | Not supported | Microsoft has ended support for SQL Server 2005; OrthoTrac no longer supports SQL Server 2005 |
| | Server 2012 | Not supported | |
| | Server 2016 | Not supported | |
| | Server 2019 | Not supported | |
| SQL 2008 SQL 2008 R2 | Server 2008 | Not supported | Microsoft has ended support for SQL Server 2008 and SQL Server 2008 R2; OrthoTrac no longer supports SQL Server 2008 or SQL Server 2008 R2 |
| | Server 2012 | Not supported | |
| | Server 2016 | Not supported | |
| | Server 2019 | Not supported | |
| SQL 2014 | Server 2008 | Supported | SQL 2014 (64-bit) support was added in OrthoTrac 14.3 and will be installed by default for new OrthoTrac v15.x implementations. |
| | Server 2012 | Supported | |
| | Server 2016 | Supported | |
| | Server 2019 | Supported | |

Backup

Carestream recommends that you perform a nightly backup. During many full system backups, SQL may hold .MDF and .LDF files open with a system lock, thereby rendering these files unusable for data restoration purposes. Prior to running a full system backup process, users should perform the "Prepare Backup" function directly from the OrthoTrac File menu or setup and run a Scheduled Task in Windows to execute the application Orthobac.exe found in the data server's OMS folder and ensure that database .bak files are properly created in the servers' OMS\Backup folder location.

Microsoft Office Integration

32-bit Professional Versions 2019, 2016, 2013, and 2010 of Microsoft Office products are supported

Required

- Microsoft Outlook
- AWPS:
Microsoft Word

Notes

Microsoft Office 365 is not supported. The 64-bit version of any Microsoft Office product is not supported.
CS Orthodontic Imaging is required to store and edit posted letters.

eClaims, Automated Statements, ePayments, and eVerifications

Required

- High speed broadband internet connection
- Internet Explorer 11 or higher

Notes

MagTek (USB or Serial) or Scan Technologies (PS/2) credit card reader for ePayment service available only from Carestream Dental.

eForms

Recommended

- Apple iPad with iOS 4.0 or higher is supported for form completion and signature.
- Supported Electronic Signature Pad

Notes

- eForms does not support connections to multiple databases or multiple practice management systems.
- CS Orthodontic Imaging software v10 or higher required to archive forms in OrthoTrac

Electronic Signature Pads

Recommended

Topaz Signature Pads

- SignatureGem LCD 4x3 models T-LBK755-HSB or T-LBK755-HSB-R
- SignatureGem LCD 1x5 Model: T-LBK462-HSB or T-LBK755SE-BHSB

Apple iPad with iOS 4.0 or higher is supported for form completion and signature.

QuickBooks Software

Recommended

- QuickBooks Pro 2015

Minimum Required

- OrthoTrac supports QuickBooks Standard, Premier, Professional, and Enterprise editions.

Notes

QuickBooks Simple Start, Online, and Canadian versions are NOT approved for use with OrthoTrac.

Printers

Recommended

- HP LaserJet printer using the HP PCL 6 or PCL 5E driver
- Label: Dymo LabelWriter 400 or 450 or LabelWriter TwinTurbo
- Ticket Printer capable of printing half-sheet sizes (such as A5 or Half Letter)

Notes

- Network printing not supported for Dymo Label printers
- Universal printer drivers are not supported; use printer-specific drivers

Image, Document, and ID Card Scanning

Required

- TWAIN compliant scanner

Notes

- Network scanners are not supported.
- Duplex and multi-page features are supported for documents and ID cards