

System Requirements: CS PracticeWorks Cloud Version 10.1.3

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 PracticeWorks Cloud v10.1.3.

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

PracticeWorks Cloud Workstation

Recommended

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 4 GB RAM
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1280x1024 screen resolution

Operating System

- Windows 10 Professional

Minimum Required

Hardware

- 86 or x64 Pentium Core 2 Duo CPU or equivalent
- 2 GB RAM
- Ethernet 100/1000 network card
- Standard LCD monitor capable of 1280x1024 screen resolution

Supported Operating Systems

- Windows 10 Professional
- Windows 8.1

Notes

A Cloud Workstation uses the secure Citrix platform to connect to remote server computers via the Internet. While Cloud Workstations are ideal for performing basic practice management functions, they are not suitable for image acquisition. See Clinical Imaging Workstation / Clinical 3D Viewing Workstation requirements for the appropriate specifications.

Windows 7 Alert

Microsoft support for Windows 7 ended January 14, 2020. To ensure security and compatibility, Carestream Dental no longer supports Windows 7. Upgrade to a newer version of Windows as soon as possible.1

Clinical Imaging Workstation / Clinical 3D Viewing Workstation

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

Macintosh Workstation

Recommended

Hardware

- 4 GB RAM

Supported Operating Systems

- Mac OS X 10.7 Lion or Higher

Minimum Required

Hardware

- 4 GB RAM

Supported Operating Systems

- Mac OS X 10.7 Lion or Higher

Notes

Apple Macintosh support is provided through Citrix; the Citrix Receiver Application is required. Macintosh computers cannot be used as Imaging Workstations or be used to process credit card payments with the ePayments Version 1 add-on eService.

Thin Client Workstations

Recommended

Hardware

- x86 or x64 CPU Quad-Core
- 4 GB RAM

Minimum Required

Hardware

- x86 or x64 CPU Dual-Core
- 2 GB RAM

Notes

Any device capable of running Microsoft RDP software and supports network connectivity using TCP/IP. The device should support 1280 x 1024 display resolution.

Tablets

Recommended

Hardware

- Apple iPad 2
- Apple iPad with Retina display
- Apple iPad Mini (iOS 5 or higher)

Notes

Citrix Receiver Application is required.

Bandwidth Requirements

Wired

- | Wired | Down/Up |
|-----------------|------------|
| • 1 -5 users | 7.5/2 Mbps |
| • 6 – 10 users | 15/3 Mbps |
| • 11 – 20 users | 30/5 Mbps |
| • 20+ users | 40/5 Mbps |

Down/Up

Wireless / Notes

Wireless: Wi-Fi is the preferred wireless connection; for cellular access, use a 4G network.

Sharing bandwidth with other internet-intensive services such as video streaming or VOIP could affect PracticeWorks Cloud performance.

Due to the large size of dental images, Carestream Dental Imaging users should consider upgrading to a higher-speed service (download and upload). Check with your service provider for available options.

As a rule, allocate at least 1.5 Mbps for each simultaneous user at a single location.

Browser Compatibility

Recommended

- | Recommended | Notes |
|--|---|
| <ul style="list-style-type: none">• Internet Explorer 11.0 (32-bit)• Safari Version 5.x | <ul style="list-style-type: none">• Google Chrome 20 or later• Mozilla Firefox 30 or later |

Notes

Monitor

Recommended

- Plug and Play Monitor supporting 1920 x 1080 screen resolution

Minimum Required

- Plug and Play Monitor supporting 1440 x 900 screen resolution

Notes

To avoid display problems, your resolution settings should not be higher than Recommended or lower than Minimum Required.

Printers

Recommended

- See [HP Print and Scan Devices Supported in Citrix XenApp and XenDesktop Environments](#) for printers known to work with Citrix.

- HP LaserJet Pro 200 color

Notes

Host-based printers are not compatible with our Cloud-based software; they use the computers processor to generate print jobs. Host-based printers are often labeled as "GDI," "HOST only," or "LIDL".