System Requirements:
PracticeWorks Hosted Version 10.2

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 PracticeWorks Hosted v10.2.

System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements at https://gosensei.com/product-resources/#practiceworks.

It is the office's responsibility to check with any 3rd party application/software companies to ensure that their software is compatible with the new version of DPMS software being installed. Carestream Dental is not responsible for incompatibility issues with 3rd party vendors.

PracticeWorks Hosted Workstation

Recommended

Hardware

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

Operating System

- Windows 11 Professional

Minimum Required

Hardware

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

Supported Operating Systems

- Windows 10 Professional

Notes

A Hosted Workstation uses the secure Citrix platform to connect to remote server computers via the Internet. While Hosted 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.

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 Hosted Workstation

Supported

Hardware

- 4 GB RAM

Supported Operating Systems

- Version of macOS compatible with current Citrix Workspace client.

Notes

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

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	Minimum Required	Notes
Hardware	**Hardware**	Citrix Workspace client is required.
Apple devices that support the latest IOS version	Apple devices that support IOS version 13 or higher	

Bandwidth Requirements

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

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

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 Hosted 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.

Browser Compatibility

Recommended
- Google Chrome, latest version
- Microsoft Edge, latest version
- Mozilla Firefox, latest version
- Safari, latest version

Notes

Monitor

Recommended	Minimum Required	Notes
- Plug and Play Monitor supporting 1920 x 1080 screen resolution	- Plug and Play Monitor supporting 1440 x 900 screen resolution	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 Hosted software; they use the computers processor to generate print jobs. Host-based printers are often labeled as "GDI," "HOST only," or "LIDL."