

System Requirements: PracticeWorks Practice Management Software, 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, a Sensei product. System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements <https://gosensei.com/product-resources/#practiceworks>.

Server

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 32 GB RAM
- 5 TB (7200 RPM or SSD)
- DVD drive
- Gigabit Ethernet network card

Operating System

- Windows Server 2022 Standard

Minimum Required

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 16 GB RAM
- 1 TB (7200 RPM or SSD)
- DVD drive
- Gigabit Ethernet network card

Supported Operating Systems

- Windows Server 2022 Standard
- Windows Server 2019 Standard
- Windows Server 2016 Standard
- Windows 11 Professional (1-5 Users)
- Windows 10 Professional (1-5 Users)

Notes

Carestream Dental LLC recommends using a dedicated server to run PracticeWorks Server.

Offices with more than 10 concurrent users should contact Carestream Dental Technical Support for additional recommendations.

Administrative Workstation

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 16 GB RAM
- 40 GB available disk space
- 3D accelerated video card
- DVD drive
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1280x1024 screen resolution

Operating System

- Windows 11 Professional

Minimum Required

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 8 GB RAM
- 40 GB available disk space
- 3D accelerated video card
- DVD drive
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1280x1024 screen resolution

Supported Operating Systems

- Windows 10 Professional

Notes

Windows XP and Windows 7 are not supported for use with PracticeWorks.

Home and Student Editions of Windows are not supported.

Virtual Machines / Emulated Operating Systems

Carestream Dental does not certify our software on virtual machines or emulated operating systems. However, the client may choose to use either at their own risk.

Microsoft Surface Pro

Microsoft Surface Pro is not supported for use with PracticeWorks.

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.

Additional and Add-on Modules for PracticeWorks Software v10.2

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/SQL software being installed. Carestream Dental is not responsible for incompatibility issues with 3rd party vendors.

Pervasive PSQL Server

Pervasive PSQL v11 SP 3 (11.30) is included as part of the PracticeWorks v10.2 installation package and works with all compatible operating systems. Earlier versions of PracticeWorks have different PSQL requirements depending on the server operating system in use.

PSQL Version	Minimum PracticeWorks Version	Server OS
PSQL 10.1.30	7.0.11	<ul style="list-style-type: none"> Windows Server 2008 (32bit)
PSQL 10 SP 3 (10.30)	7.0.13	<ul style="list-style-type: none"> Windows Server 2008 (32bit)
	7.0.14	<ul style="list-style-type: none"> Windows Server 2008 (64bit)
PSQL v11 SP 1 (11.10)	7.0.19	<ul style="list-style-type: none"> Windows Server 2008 (32 & 64bit) Windows Server 2008 R2
PSQL v11 SP 3 (11.30)	7.5.4	<ul style="list-style-type: none"> Windows 8 Professional Windows 10 Windows Server 2008 (32 & 64bit) Windows Server 2008 R2 Windows Server 2012
	7.10.0	<ul style="list-style-type: none"> Windows Server 2016
	10.0	<ul style="list-style-type: none"> Windows Server 2019
	10.1.5	<ul style="list-style-type: none"> Windows 11 (1-5 users)
		<ul style="list-style-type: none"> Windows Server 2022

Auto-Dialer

A 56K external modem is required for each workstation using the Auto-Dialer. A dedicated phone line is recommended.

Backup

Carestream Dental recommends that you perform a nightly backup.

Printers

Recommended

- HP LaserJet printer using the HP PCL 6 or PCL 5E driver
- Label: Dymo LabelWriter 400 or LabelWriter TwinTurbo

Notes

- Local and network printing are supported.
- For chart labels, choose a Laser or Dot Matrix Label printer.
- Universal printer drivers are not supported; use printer-specific drivers.

Carestream Dental eServices

Automated Statements, eClaims, ePayments, ePostings, eReminders, Advanced Forms, ePrescriptions, & 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.

Advanced Forms

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

Required

Windows Server 2016 Standard or Above

Digital Camera Images

Any camera that can transfer images to a computer is acceptable.

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

Image, Document, and ID Card Scanning

Recommended

- TWAIN compliant scanner

Notes

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

Email Integration

A MAPI-compatible email client must be installed and configured on each workstation used to send email. The 32-bit Professional versions of Microsoft Office Outlook 2019, Microsoft Office Outlook 2016, Microsoft Office Outlook 2013, Microsoft Office Outlook 2010, or Microsoft Office Outlook 2007 is recommended. Microsoft Outlook versions other than Professional (Home, Student, Office 365, etc.) are not supported.

QuickBooks Software Module

Recommended

- QuickBooks Pro 2018

Minimum Required

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

Notes

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

PracticeWorks Voice Activation

Recommended

- Sound Card
- Wired close-talk headset computer microphone recommended for speech recognition. Volume control and a mute button are an added convenience.

Notes

- PracticeWorks Voice Activation is not compatible with Windows 10 or the 64-bit version of any supported version of Windows.
- Andrea Electronics NC-7100 USB or ANC-700 are recommended.

Kiosk

An optional Elo 1000 Series 1915L Touch Screen Monitor is supported for use with the Kiosk feature.