

System Requirements:

R4+ Practice Management Software Version 8.1

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 R4+.

System Requirements are updated regularly. Before purchasing any hardware, review the latest System Requirements at <https://www.carestreamdental.com/r4+sysreqs/>.

Server

System Requirements

Hardware

- Core i5 7th Generation or newer x86-64 CPU
- 8 GB RAM
- 500 GB available disk space
- Gigabit Ethernet network card

Supported Operating Systems

- Windows Server 2019 Standard (Full Server Install)
- Windows Server 2016 Essentials, Standard, or Enterprise (Full Server Install)
- Windows 11 Professional and Enterprise
- Windows 10 Professional and Enterprise

Notes

Carestream Dental recommends the R4+ Server runs on a dedicated server that does not host any other systems.

Windows Server 2016 Standard can be used only if SQL Server 2014 or greater is also used. SQL Server 2014, 2016, 2017, or 2019 must be manually installed and configured.

Administrative Workstation

System Requirements

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 4 GB RAM
- 100 GB available disk space
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1280×1024 screen resolution

Supported Operating Systems

- Windows 11 Professional and Enterprise
- Windows 10 Professional and Enterprise

Notes

Not Supported: Windows XP, Windows Vista, Windows Home and Student Editions, Windows 7, Windows 8.

Additional and Add-on Modules for R4+ Software v8.1

Microsoft SQL Server Database

R4+ comes with Microsoft SQL Server Express 2019, a scaled down, free version of SQL Server. If SQL Server Express is not sufficient to meet the needs of your practice, the following Standard or Enterprise versions of SQL Server can be purchased separately and installed to accommodate more users and data:

- SQL Server 2019
- SQL Server 2017
- SQL Server 2016
- SQL Server 2014
- SQL Server 2012

Backup

- Carestream Dental recommends that you perform an encrypted nightly backup.
- Local Backup
- CS Online Backup

Printers

Recommended

- HP LaserJet printer using the HP PCL 6 or PCL 5E driver

Notes

- Local and network printing are supported.
- Universal printer drivers are not supported; use printer-specific drivers.

Microsoft Office Integration

- 32-bit Professional Versions 2019, 2016, 2013, 2010, and 2007 of Microsoft Office products are supported.
- 32-bit versions of Microsoft Office 365 "Click to Run" is supported.
- The 64-bit version of any Microsoft Office product are not supported.

R4+ eSignatures

Required

- Wacom DTU1031 or DTU1141
- Internet Explorer 9, 10, or 11 or Microsoft Edge (v92 or higher)

Notes

- Valid only in England, Wales, Isle of Man, and Scotland
- Display Link drivers do not support any Windows Server

DEPPA

Required

- Denplan DEPPA Account
- Internet Explorer 9, 10, or 11 or Microsoft Edge (v92 or higher)

Notes

R4+ Springboard

Required

- Internet Explorer 9, 10, or 11 or Microsoft Edge (v92 or higher)

Notes

Preferred Software Partners

- For SMS Messaging: An account with Healthcare Communications is required
<https://www.healthcare-communications.com/>
- For Auto post functionality: An account with Web Post is required
<http://www.webpost.com/>
- For Card Payments using a PIN pad: a PIN pad device & RedCard software from Anderson Zaks is required
<https://www.andersonzaks.com/>
- For CS Engage: An account with Welltime is required
<https://www.welltime.co.uk/>

Unsupported Items

The following items are not supported for use with R4+

Operating Systems

- Windows 2019 Datacenter
- Windows 2016 Datacenter
- Windows Server 2003 – All Editions
- Windows Server 2008 – All Editions
- Windows Server 2008 R2 HPC / Web / Datacenter / Foundation / Itanium
- Windows Small Business Server 2011 Standard / Essentials
- Windows Server 2012 Essentials / Datacenter
- Windows Server 2012 R2 Datacenter
- Windows XP – All Editions
- Windows Vista – All Editions
- Windows 7 Starter / Home Basic / Home Premium
- Windows 8 – All Editions
- Windows 8.1 Core / RT
- Windows 10 Home / Education / Mobile / IoT (all versions)

Microsoft Office / Office Software

- 64-bit Versions of any version of Microsoft Office
- Web-based Microsoft Office 365
- Apache OpenOffice (or its derivatives)
- LibreOffice