OrthoTrac
A SENSEI PRODUCT

System Requirements:

OrthoTrac Practice Management Software, Version 15.8.x

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 OrthoTrac, a Sensei product.

System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements at http://www.gosensei.com/Orthotrac-sysreq.

Database Server

Recommended

Hardware

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

Operating Systems / Database

- Windows Server 2022 Standard / SQL Server 2022 Express

Minimum Required

Hardware

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

Operating Systems / Database

- Windows Server 2016 Standard / SQL Server 2016 Express

Notes

Carestream Dental LLC recommends using a dedicated server to run OrthoTrac.

Small Business Server or Windows Server Essentials are not supported.

Offices that host more than 15 workstations in their practice may want to upgrade to SQL Server 2022 Standard for best performance.

OrthoTrac Administrative Workstation

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 16 GB RAM
- 40 GB available disk space
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1920 x 1080 screen resolution

Supported Operating Systems

- Windows 11 Professional

Minimum Required

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 8 GB RAM
- 40 GB available disk space
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1440 x 900 screen resolution

Supported Operating Systems

- Windows 11 Professional

Notes

Windows XP and Windows 7 are not supported.
Windows 10 reached end-of-life on October 14, 2025 and practices should plan on updating their system.

Home and Student Editions of Windows are not supported.

Exceeding the recommended screen resolution may cause display problems.

OrthoTrac is not certified for use on virtual machines or emulated operating systems; however, the customer may choose to use either at their own risk.

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.

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Additional and Add-on Modules for OrthoTrac Software v15.8.x

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.

Server Operating System and SQL Server Compatibility

OrthoTrac v15.7 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	Not supported	Microsoft has ended support for SQL Server 2014; OrthoTrac no longer supports SQL Server 2014 after July 9, 2024.
	Server 2012	Not supported	
	Server 2016	Not supported	
	Server 2019	Not supported	
SQL 2022	Server 2008	Not supported	SQL 2022 (64-bit) support was added in OrthoTrac 15.5 and will be installed by default for new OrthoTrac v15.x installations.
	Server 2012	Not 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 LTSC Professional Versions 2024 and 2021, 2019, 2016, 2013, and 2010 of Microsoft Office products are supported.

Required

- Microsoft Outlook
- AWPS:
  Microsoft Word

Notes

Microsoft Office 365 subscription versions are not supported.
64-bit versions of Office are not supported.
32-bit LTSC Click-to-Run is supported.
CS Orthodontic Imaging is required to store and edit posted letters.
Important: Microsoft Office no longer supports versions earlier than Version 2021.

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eClaims, Automated Statements, ePayments, Payment Manager, and eVerifications

Required

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

Payment Manager:

Verifone e285 payment terminal- Wi-Fi Only
Verifone P400 payment terminal- Ethernet Only

- Adobe Acrobat Reader DC
- Broadband internet connection

Notes

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

Both the Verifone e285 and the Verifone P400 payment terminals contain custom firmware and must be purchased from Global Payments, Inc.

Advanced Forms

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

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.

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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.

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