


Hardware and operating system guidelines

IDEXX recommends that your system meet or exceed the minimum specifications in this document, based on Cornerstone* Software testing and a typical suite of installed applications. Contact your IT consultant to determine whether your system meets these requirements or whether additional resources may be needed for other software/services installed on your computers. It is recommended that your Cornerstone Software be a version within the last three releases (i.e., 9.1 and later).

Cornerstone* Software versions 9.2 and later (on-premises or cloud)

Supported operating systems:

- Windows* Server 2012/2012 R2 or Windows* Server 2016 (Standard and Datacenter)
- Windows* Server 2019 or Windows* Server 2022
- Windows* 10 or Windows* 11 (Professional and Enterprise)
-  Windows* 8.1 (Professional and Enterprise, on-premises Cornerstone only; see next page for End of Support Life.)

Monitor setting: Monitor screen resolution of 1280 x 1024 or higher recommended.

Recommended configuration for on-premises Cornerstone

Hardware type	OS	Processor	Hard drive	Memory
Dedicated server	Windows Server 2016; Windows Server 2019/2022	Intel* Xeon	500 GB ^c	16 GB ^d or more + 1 GB per thin client
Peer-to-peer ^a server	Windows 10/11 Professional	Intel* Core ^b	500 GB ^c	16 GB ^d
Thick-client workstation	Windows 10/11 Professional	Intel Core ^b	256 GB	8 GB
Thin-client workstation	Windows 10/11 IoT; Windows 10/11		Minimum supported by operating system	

Note: For Cornerstone Software later than 9.3, the Cornerstone database server must have a 64-bit operating system (whether the server is a peer-to-peer server, a stand-alone system, or a checked-out mobile computer).

Recommended configuration for Cornerstone* Cloud[†]

Hardware type	OS	Processor	Hard drive	Memory	Browser	ISP/WAN bandwidth [†]	Email
Workstation or device	Windows 10 Windows 11	Intel* Core i3, i5, or i7 (6th generation) or newer ^b	256 GB	8 GB	Chrome	<p>Recommended: 2Mb/s DOWN per workstation; 10Mb/s UP clinic-wide Backup/redundant/failover internet connectivity (available/reliable when primary internet is down)</p> <p>Minimum: 1Mb/s DOWN per workstation; 10Mb/s UP clinic-wide</p>	SMTP email with supported email provider Contact Cornerstone support for details.

^aA router with a built-in firewall or a hardware firewall must be in place at the practice.

[†]Consult with your IT/ISP provider to ensure your internet bandwidth meets the needs for Cornerstone Cloud and for all other applications and services you use.

a. For a peer-to-peer network, IDEXX recommends no more than nine thick-client workstations (applies to on-premises Cornerstone only).

b. Excludes Intel* Celeron*, Intel* Pentium*, and Intel* Atom* processors.

c. Servers that store digital images will require more hard drive and backup space.

d. For servers, Cornerstone versions 9.2 and later have been tested successfully on a server with 8 GB of memory, but 16 GB or more improves database performance (applies to on-premises Cornerstone only). Performance depends on server load. For an optimal experience, follow the recommended configuration.

Cornerstone* Software versions 8.5 NEXT–9.1 NEXT (on-premises only)

Supported operating systems:

- Windows Server 2016 (Standard and Datacenter)
- Windows Server 2012/2012 R2 (Standard and Datacenter)
- Windows 10 (Professional and Enterprise)
- Windows 8.1 (Professional and Enterprise)

Monitor setting: Monitor screen resolution of 1280 x 1024 or higher recommended.

Recommended configuration

Hardware type	OS	Processor	Hard drive	Memory
Dedicated server	Windows Server 2016	Intel Xeon	500 GB ^c	8 GB or more +1 GB per thin client
Peer-to-peer ^a server or thick-client workstation	Windows 10 Professional	Intel Core ^b	256 GB ^c	8 GB
Thin-client workstation	Windows 10 IoT Windows 10	Minimum supported by operating system		

Microsoft End of Support Life notifications

End of Support Life refers to the date when Microsoft no longer provides security updates or online technical assistance. Without security updates your computer system will be more susceptible to harmful viruses and other malicious software. Also, using an unsupported operating system is not Payment Card Industry (PCI) compliant.

IMPORTANT: Cornerstone does not support Windows* operating systems that have reached Microsoft End of Support Life. Cornerstone recommends upgrading systems that have reached Microsoft End of Support Life because of potential compatibility concerns and certain security risks. It is always best to confirm the compatibility of your software before any operating system upgrade. Call your IDEXX representative at 1-800-283-8386 for information on transitioning to a newer operating system.

Be mindful of the End of Support life notifications below and ensure that you are using a supported operating system to better protect your computer system and, in turn, your business and customers.

Current End of Support Life notifications

Cornerstone Software does not support Windows operating systems that are no longer supported by Microsoft, including Windows Server* 2008 R2, Windows* 8, and previous operating system versions.

- As of January 2023, Windows 8.1 will reach End of Support Life.
- As of October 2023, Windows Server 2012 will reach End of Support Life.

IMPORTANT: IDEXX Diagnostic Imaging is offering security support of Windows* 7 image-capture PCs for customers currently enrolled in the Windows 7 Extended Security Update Program through January 10, 2023. If you are currently using Windows 7 on your image-capture PC, an image-capture PC replacement to support Windows 10 is recommended. For customers currently enrolled in the Windows 7 Extended Security Update Program, you will be covered through Microsoft's end date, January 10, 2023. For more information, contact IDEXX Diagnostic Imaging Support at 1-877-433-9948.

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b. Excludes Intel Celeron, Intel Pentium, and Intel Atom processors.

c. Servers that store digital images will require more hard drive and backup space.

d. For servers, Cornerstone versions 9.2 and later have been tested successfully on a server with 8 GB of memory, but 16 GB or more improves database performance (applies to on-premises Cornerstone only). Performance depends on server load. For an optimal experience, follow the recommended configuration.

General recommendations

Business-class computers, printers, and peripherals

IDEXX recommends you use business-class computers, printers, and peripherals to ensure the best performance, reliability, and warranty. Business-class devices are available from manufacturers like Dell and include components, configuration options, and a warranty designed to meet the needs of a demanding business environment. Home versions are not recommended or supported.

Gigabit-speed wired networks

IDEXX recommends you use computers and switches capable of gigabit speed with a wired connection. Gigabit network speeds require CAT5e or better cabling. A wired connection will always provide a faster and more stable Cornerstone experience. A wireless connection should be used only for mobile computers.

Firewall and antivirus (malware) protection

IDEXX recommends a hardware firewall for both on-premises and Cornerstone Cloud and the Trend Micro* Worry-Free* Business Security Services antivirus solution for on-premises Cornerstone, which includes a software firewall. Cornerstone supports only configuration of the Trend Micro software firewall for proper operation of Cornerstone products and services. For firewall configuration details specific to Cornerstone, see the [Firewall Configuration Guide](#). (To find the guide on idexx.com, search for Cornerstone Resources and then look under “Hardware & computer systems.”)

For more information, call your IDEXX representative at **1-800-283-8386**.