

System Requirements and Best Practices for Dental4Web and MediaWeb PACS Imaging

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This guide describes the workstation, Internet, network, browser, security and device requirements for Dental4Web and MediaWeb PACS Imaging. Practices should give this guide to their IT provider before installing new equipment, changing security controls or connecting local devices.

The requirements apply to supported Windows workstations and practice networks. Device-specific requirements may also apply. Contact Centaur Software Support before implementing a configuration that is not covered here.

Workstation minimum requirements

Each workstation that uses Dental4Web or MediaWeb PACS Imaging must, at a minimum, meet the following system requirements.

Component	Requirement	Guidance
Processor	Quad-core 2.4 GHz or higher	Use a workstation certified for Windows 11.
Memory	16 GB RAM	Additional memory may be appropriate if running other unrelated applications concurrently.
Storage	128 GB or greater total storage capacity	A solid-state drive is recommended.
Network adapter	100/1000 Mbps onboard adapter	Use Gigabit Ethernet where a wired connection is available.
Display	1280 x 720	1400 x 1050 or higher is recommended.
Operating system	Windows 11 64-bit	Install current Windows security and quality updates.
Web browser	Any modern browser	Google Chrome is recommended for optimum results.

Operating system and browser support

Centaur follows the Microsoft product lifecycle when determining supported Windows versions. Workstations must run a supported 64-bit release of Windows 11 and must receive current operating system updates.

Dental4Web and MediaWeb PACS Imaging work in modern web browsers. For optimum performance and compatibility, Centaur recommends the latest stable version of Google Chrome with automatic browser updates enabled.

The workstation requirements in this guide apply to supported Windows workstations. D4Web Agent, CMScanTW and supported local-device integrations require a compatible Windows workstation. Use of another browser does not change the operating-system or local-component requirements.

Contact Centaur Software before relying on mobile, tablet or non-Windows access for clinical or device-dependent workflows.

Each imaging device requires a compatible hardware driver certified by its manufacturer for the installed Windows version and system architecture. Confirm driver availability with the device supplier and the practice IT provider before replacing or upgrading a workstation.

Internet and practice network

Internet capacity must be appropriate for the number of concurrent workstations and the volume of imaging, scanning and other Internet traffic. The following guidance applies to the practice as a whole.

Area	Minimum requirement	Recommended
Dental4Web only	50 Mbps download and 20 Mbps upload	NBN or another fibre-based service at 100/40 Mbps or faster
Dental4Web with imaging or large-file scanning	100 Mbps download and 40 Mbps upload	A business-grade service sized for concurrent users and imaging workloads
Concurrent workstations	2-3 workstations: 50/20 Mbps 4-8 workstations: 100/40 Mbps 9 or more workstations: A business-grade Internet service supported by a documented capacity assessment	For nine or more workstations, assess concurrent users, MediaWeb PACS Imaging, large-file scanning, cloud backups, software updates, voice services and other practice Internet traffic.
Internet continuity	A reliable business connection	A tested 4G or 5G mobile or wireless backup connection

Streaming media, cloud backups, software updates and other high-volume traffic share the available connection and may reduce application performance. Practices should monitor utilisation and increase capacity when demand approaches the service limit.

Network infrastructure

- Use a Gigabit Ethernet switch with one port for each computer and enough additional ports for printers, imaging devices, the Internet router and future expansion.
- Use professionally installed and certified Cat5e cabling or higher. Cat6 or higher is recommended for new installations.
- Both wired and wireless networks are supported. Wired connections are strongly recommended for imaging, large-file transfers and device-dependent workflows.
- Where Wi-Fi is used, the practice IT provider should configure a secure, stable and appropriately sized business wireless network.
- Use a current business-grade router and a professionally managed firewall or secure Internet gateway.

Local components and connectivity

Dental4Web and MediaWeb PACS Imaging use local components to exchange data with supported devices. Install these components only on workstations that require the relevant device or integration.

Component	Purpose	Network scope
D4Web Agent	Communicates between Dental4Web and supported local devices such as printers and scanners.	Browser-to-Agent communication is local to the workstation. Device communication is limited to the trusted practice network.
CMScanTW	Communicates between MediaWeb PACS and supported imaging devices on the local network.	Imaging-device communication is limited to the trusted practice network. Cloud communication uses outbound HTTPS.

Firewall and service requirements

Practices should use a professionally managed business-grade firewall or equivalent secure Internet gateway. It should block unsolicited inbound Internet traffic by default and permit only the outbound destinations, protocols and ports required for Dental4Web, MediaWeb PACS Imaging and approved integrations.

Service	Destination and port	Direction and scope	Purpose
Dental4Web	d4web.dental4web.com TCP 443 HTTPS	Outbound to the Internet	Secure access to Dental4Web
Practice Insights	d4webdash.dental4web.com TCP 443 HTTPS	Outbound to the Internet	Secure access to Practice Insights Analytics Dashboards
MediaWeb PACS Imaging	d4webcmstw.dental4web.com TCP 443 HTTPS	Outbound to the Internet	Secure access to MediaWeb PACS Imaging
D4Web Agent	localhost or 127.0.0.1 TCP 7780	Loopback on the same workstation only	Communication between the browser and D4Web Agent
Supported local devices	Device-specific ports	Within the trusted practice network only	D4Web Agent or CMScanTW communication with approved printers, scanners and imaging devices

TCP 7780 must not be exposed to the practice network or the public Internet. Do not create an inbound firewall rule, NAT rule or port-forwarding rule for this port. Local device ports must also remain confined to the trusted practice network.

Endpoint security

All workstations must use supported, centrally managed endpoint protection with automatic security-intelligence updates. Keep real-time protection, behavioural monitoring, endpoint detection and response, network protection, tamper protection and the Windows host firewall enabled.

Required on-access scan exclusions

D4Web Agent and CMScanTW use local exchange folders when transferring information between supported devices and the relevant web application. To prevent endpoint-protection software from interrupting these transfers, the following folders and all subfolders beneath them must be excluded from on-access scanning.

Local component	Required folder exclusion
D4Web Agent	C:\CentaurSoftware\D4webAgent
CMScanTW	C:\CMScanTW

Configure the narrowest path-based exclusion supported by the endpoint-protection product. The exclusion must include every subfolder beneath each listed path. Depending on the product, the exclusion may also apply to scheduled or on-demand scans. Practices should review the security vendor's documentation and verify the effective scope after configuration.

Do not configure drive-wide, file-extension-wide, process-wide or global exclusions. Restrict write access to these folders to the relevant Centaur component, its service account and authorised users. Do not use the folders for general file storage.

Endpoint detection and response, behavioural monitoring, network protection, tamper protection and the Windows host firewall should remain enabled wherever supported.

Peripheral and integration requirements

Integration	Requirement
SMS and email	A working Internet connection is required.
Claiming and payment terminals	Connection methods vary by terminal. Confirm the required cable, workstation connection and vendor system requirements before installation.
Printers	Use a current printer supported by its manufacturer and install current drivers. Consider a network printer when several workstations require access.
Scanners and imaging devices	Use manufacturer-supported devices with drivers certified for the installed Windows 11 release.

Supported imaging-device integrations

The following imaging systems can link with Dental4Web and MediaWeb PACS Imaging: ACTEON, CDR DICOM, CliniView, Conexio, DBSWIN, Digora, iRYS MyRay, Kodak/Carestream, Morita i-Dixel, Romexis, Scanora, Sidexis, Sopro, VistaSoft, DTX Studio, and SMARTDent/RIOView.

Other imaging software may run locally but will not integrate with Dental4Web or MediaWeb PACS Imaging unless Centaur confirms compatibility. Confirm the current integration and driver requirements before purchasing or replacing imaging equipment.

Practice IT recommendations

- Use an IT provider experienced with business networks, endpoint security and clinical devices.
- Maintain current operating system, browser, printer and device-driver updates.
- Test the backup Internet connection and document how staff will change connections during an outage.
- Review Internet capacity, network ports and workstation performance when adding users, devices or integrations.
- Contact the relevant device or terminal vendor for integration-specific connection and support requirements.

Support

For product support, email support@centaursoftware.com.au or visit our knowledge base, [eSupport](#) or our [Centaur Software contact page](#).

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This guide provides general system requirements and configuration guidance for Dental4Web and MediaWeb PACS Imaging. Requirements may change as supported platforms, browsers, devices and integrations evolve.

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