



DrakeHosted

System Requirements

Supported Operating Systems¹

- Windows 7
- Windows 8
- Windows 10

Minimum System Requirements

- Broadband connectivity (1.5Mbps or better² download speeds)
- 1 GHz processor
- 1 GB of RAM (32-bit) or 2 GB of RAM (64-bit)
- Monitor capable of 1024 x 768 screen resolution
- Refer to [Citrix](#) for web browser compatibility

Minimum Peripheral Requirements

- HP-compatible laser printer³ with support for the PCL-5e printer language and the Arial font
- TWAIN-compliant scanner³ for scanning capabilities within Drake Document Manager
- Citrix-compatible⁴ Topaz Signature pad³ for e-Sign capabilities
- Citrix-compatible⁵ barcode scanner for barcode scanning capabilities
- Credit Card Readers/Swipe Card Readers are not supported in Hosted. If you intend to use E-Pay to take credit card payments, you will have to manually key in the credit card information.
- Label printers, such as Dymo and Seiko, are not supported in Hosted due to Citrix compatibility issues.
- **Important note regarding docking stations:** Drake recommends against the use of a docking station when using Drake Hosted. Docking stations are often not compatible with the Citrix Receiver or Citrix Workspace, and we've seen problems when used in conjunction with a dual monitor setup. In addition, some mouse performance issues have also been linked to docking stations.

Minimum Software Requirements

- To fully use the GruntWorx product suite in Drake Hosted, you must also purchase the monthly subscription to Microsoft Office for the station(s) that will be using GruntWorx.

These are the minimum requirements to run most Drake Software products. For superior performance, we recommend system upgrades above the stated minimums. Actual requirements will vary based on your system configuration and the features and other programs you wish to install.

Notes

1. Testing scope has included the primary Windows operating systems. In addition, basic software functionality has been tested on the following tablets and systems in the Drake Hosted Environment:

- Nexus 7
- Samsung Galaxy Tablet
- Chromebook (Note: our testing showed that Chromebooks lack printing and file transfer support)
- iPad Air
- MacBook Air
- Microsoft Surface

Drake Hosted achieved acceptable performance on these tablets and systems for the most commonly used software features when used with the appropriate compatible Citrix Receiver or Citrix Workspace client. Drake will provide generic instructions to be used with any Citrix Receiver or Citrix Workspace client, with the understanding that some compatibility and performance issues may not have a resolution.

Important notes:

- Printing is not available from tablet devices, including Microsoft Surface.
- MacBook Air: Printing tax forms and reports from Drake Software was tested using an HP LaserJet P1006 and an HP Office Jet J4680 All-in-One, connected by USB. Tests showed acceptable performance.

2. As the number of simultaneous connections increases on the same broadband network within your office, higher bandwidth may be required to maintain optimal performance.

3. Our testing of peripheral devices indicates that devices meeting the stated minimum requirements should be compatible with the Drake Hosted Citrix-based platform; however, our testing scope only includes a small subset of the devices available for purchase. If a device meeting the minimal requirements is not working optimally, Drake will take reasonable business measures to troubleshoot and resolve the issue, with the understanding that some compatibility and performance issues may not have a resolution.

4. The Topaz SignatureGem, Model T-LBK-462-BSB-R, has been tested with Citrix-based hosting technology. While all pad features may not be available when used with a Citrix-based hosting service, it meets the minimum requirements necessary to capture electronic signatures and apply them to documents in the Drake Hosted environment. Topaz BSB and BBSB models are designed for use in Citrix environments and should also work with Drake Hosted. See the various models on the Topaz website – topazsystems.com.

5. The Metrologic Focus model MS 1690 (USB) has been tested with Drake Hosted. Other barcode scanners with a similar feature set should work with Drake Hosted.

Date last modified: 11/27/2018