

2026 Kroll Pharmacy Management Solution System & Hardware Requirements Customer Reference Guide

Version: Rev 3 Issued March 2026

This guide outlines the minimum hardware and system requirements needed to run the Kroll Pharmacy Management Solution at your pharmacy. If you are unsure whether your current setup qualifies, please contact your TELUS Health representative before making any purchases. All hardware must be approved by TELUS Health prior to installation.



Supported Peripheral Devices

Document Scanners

- ✓ Plustek MobileOffice D430 Plus
- ✓ Plustek SmartOffice PS286 Pro
- ✓ Ricoh fi-7160 / fi-8170



Check TELUS
Availability

Digital Signature Pads

- ✓ Wacom STU-540



Check TELUS
Availability

Barcode Scanners

- ✓ Zebra DS8108
- ✓ Honeywell 1950G / 1960G



Check TELUS
Availability

Thermal Printers

- ✓ Zebra ZD421D
- ✓ Zebra ZD621D
- ✓ Bixolon XD5-400



Check TELUS
Availability

Laser Printers

- ✓ Lexmark MS823N
- ✓ Lexmark MS331DN
- ✓ Lexmark MS431DN



Check TELUS
Availability

Network Equipment

- ✓ FortiGate-40F (Router)
- ✓ TP-Link ER7206 (Router)
- ✓ D-Link 8-port / 24-port Gigabit Switch



Check TELUS
Availability



Computer & Server Requirements

Primary Workstation

Main
Terminal

CPU	6+ Core, ~3.0 GHz (AMD or Intel)
RAM	32 GB
Storage	500 GB (OS) + 1 TB (Data) SSD/NVMe required
OS	Windows 11 Pro



Sold by TELUS
Dell Primary
Workstation ProMax
Ultra 7 265 32GB
Win11

Secondary Workstation

Additional
Terminals

CPU	6+ Core, ~3.0 GHz (AMD or Intel)
RAM	16 GB
Storage	1 TB (OS) SSD/NVMe required
OS	Windows 11 Pro



Sold by TELUS
Dell Workstation
ProSlim Ultra 5
235 16GB Win11

Dedicated Server

5+
Terminals

CPU	Intel Xeon 8+ Core ~3.0 GHz
RAM	64 – 128 GB
Storage	2x500GB (OS) + 2x2 TB (Data) SSD/NVMe, RAID recommended
OS	Windows Server 2025 Standard



Sold by TELUS
Dell Server T160
Xeon 6 6369P/6357P
64GB 15 user CAL

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Not Supported — Please Do Not Use These Environments

Cloud Hosting (AWS, Azure, GCP)

Virtual Machines (VMware, Hyper-V, VirtualBox)

Wireless-only network connections

Existing systems: Windows 10 supported

Nothing older than Windows 10

Not Supported — Hardware

All Mobile/Low Power Series

INTEL 13th Generation and below

INTEL H, T, U, V, Y Series

AMD GE, HS, H, HS, U, C, T suffix

AMD Ryzen AI, Athlon, and Ryzen 3



Internet & Network Requirements

Internet Connection

Minimum: 25 Mbps download / 10 Mbps upload
Recommended: Business-class connection for pharmacies with 8 or more workstations.

A stable, high-speed connection is essential for daily operations.

Local Network (In-Pharmacy)

Minimum: Gigabit Ethernet (1,000 Mbps)
Recommended: 2.5G, 5G, or 10G for larger pharmacies.

All computers and servers must be connected via wired Gigabit infrastructure.

Important Information for Your Pharmacy

Hardware Must Be Pre-Approved



Before installation is scheduled, all hardware must be reviewed and approved by TELUS Health. Installations will be cancelled if hardware does not meet requirements.

Replace Hardware Every 3–5 Years



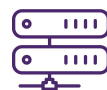
To keep your pharmacy running smoothly and securely, **plan to upgrade or replace your computers and server every 3 to 5 years.**

Daily Backups Are Required



Automated daily backups are mandatory. Your backup storage must hold at least 7 days of backup history. Contact TELUS Health if your database exceeds 2TB.

5+ Terminals? You Need a Server



If your pharmacy operates 5 or more workstations, a **dedicated server is strongly recommended** to ensure performance and reliability.

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If you're using or planning to use a **virtual machine (VM)** for Kroll, read this guide. It covers important rules and risks you need to understand.

Important: Kroll is only supported on physical hardware — not virtual machines. If problems occur, you may need to move to physical hardware to get support.



Official Policy — What This Means for You

Physical Hardware Required

Kroll is supported *only* on dedicated physical hardware. Running it on a virtual machine is not an officially supported configuration.

Use at Your Own Risk

If you choose to deploy Kroll in a VM, *you accept full responsibility for any performance or stability issues.*

TELUS Support may request proof of VM configuration and resource allocation.

Migration May Be Required

If serious issues occur in a VM environment, TELUS may require you to migrate Kroll to physical hardware before support can resume.

These best practices reduce your risk of problems, but they do **not** make your VM setup officially supported.



VM Readiness Checklist

Your IT team must confirm **ALL** of the following before running Kroll in a VM

- ✓ Dedicated vCPU Cores — Map directly to physical cores only
- ✓ Dedicated RAM — Locked for Kroll, no dynamic memory
- ✓ Dedicated Storage — Guaranteed speed, no sharing
- ✓ Dedicated Network — Own connection, no bandwidth limits
- ✓ No Dynamic Scaling — Disable auto-scaling and throttling
- ✓ No Hypervisor Caching — Disable write-delaying cache
- ✓ No Thin Provisioning — Storage fully allocated upfront
- ✓ No Snapshots While Running — Disable while Kroll services are running
- ✓ No Resource Overcommitment — Don't over-allocate resources
- ✓ Isolated from Other Workloads — Don't share host with demanding apps
- ✓ Hypervisor Logs Available — Ensure IT can access logs
- ✓ Backup Strategy Tested — Test before going live



Platform-Specific Settings for Your IT Team

Key configurations required based on which VM software you use

VMware ESXi

- ✓ Don't assign more virtual CPUs than physical cores available
- ✓ Ensure storage meets required read/write speed (IOPS)
- ✓ Don't use vMotion while Kroll is running
- ✓ Disable memory ballooning — it reclaims RAM and causes slowdowns

Microsoft Hyper-V

- ✓ Disable Dynamic Memory — keep RAM fixed and reserved
- ✓ Use fixed-size VHDX disks only
- ✓ Don't use shared storage without guaranteed throughput
- ✓ Disable checkpoints while Kroll runs — causes write delays

Proxmox / KVM

- ✓ Use dedicated storage pools for Kroll only
- ✓ Don't share ZFS pools with high-demand workloads
- ✓ Disable memory ballooning — prevents unexpected RAM loss
- ✓ Set CPU type to "host" for best compatibility

