System Requirements for VisionVPM & Integrated Applications

The following are current guidelines for the VisionVPM application for new installations.

Please note that it is the responsibility of the practice to ensure that all aspects of your local area network are in place and operational prior to the commencement of implementation. This includes networking of workstations and terminals to the central server; connectivity of peripheral devices including printers; access from all workstations to suitable high speed Internet access as well as remote clinic connectivity if required.

We recommend that networks be hardwired, and we do not recommend wireless networking.

Further information on installations and server migrations is available on the Customer Portal.

Contacting the VisionVPM Service Desk

Should you wish to discuss any aspect of your technical environment, please contact the VisionVPM Service Desk.

	New Zealand	Australia
Phone	0800 847 876	1800 150 264
Email	support.visionvpm@covetrus.com	

Desktop Supported Hardware (Client Operating System)

Recommended Minimum Specifications

Processor: Intel Core i3 9th Gen, i5 7th Gen, i7 4th Gen, i9 7th Gen or AMD equivalent

RAM: 8 GB

HD Space: 128 GB HDD/SSD

Display: 1920 x 1080

Supported Operating Systems

- Windows 11 Pro or Enterprise 64-bit OS (Home Edition not supported)

Note: Windows 10 reached end of support with Microsoft on October 14, 2025

For best performance of application animations, we recommend a DirectX 9 capable graphics card. This is optional and not a requirement for running the application.

Using VisionVPM in a Windows emulator on a Mac computer is not a recommended setup.

Desktop Based Servers or Standard Server Hardware

Supporting up to 10 Desktops in Peer to Peer Setup

Recommended Minimum Specifications

Processor: Intel Core i7 7th Gen, i9 7th Gen

RAM: 16 GB

HD Space: 500 GB HDD/SSD (RAID 1) for OS, separate RAID 1 partition for database

Display: 1920 x 1080

Supported Operating Systems

- Windows Server 2019
- Windows Server 2022
- Windows Server 2025
- Windows 11 Pro or Enterprise 64-bit OS (Home edition not supported)

Note: Windows 10 reached end of support with Microsoft on October 14, 2025

Desktop Based Servers or Standard Server Hardware

For Remote Desktop Server Setup (formerly Terminal Server)

These servers have been sized for working with only the VisionVPM application. When servers will also support multiple concurrent third party products, the server specification will need to be revised depending upon the third-party products hosted and the number of user connections.

Scenario 1: Supporting up to 10 Desktops in Remote Desktop Server Setup

Recommended Minimum Specifications

Processor: Intel Xeon E3-1200 series (v5 family or greater)

RAM: 16 GB + 2 GB per user

HD Space: 500 GB HDD/SSD (RAID 1) for OS, separate RAID 1 for database

Display: 1920 x 1080

Supported Operating Systems

- Windows Server 2019
- Windows Server 2022
- Windows Server 2025

Scenario 2: Supporting up to 20 Desktops in Remote Desktop Server Setup

Recommended Minimum Specifications

Processor: Intel Xeon Skylake-SP (Model 4 or greater)

RAM: 32 GB + 2 GB per user

HD Space: 500 GB HDD/SSD (RAID 1) for OS, separate RAID 1 + 0 array for database

Display: 1920 x 1080

Supported Operating Systems

- Windows Server 2019
- Windows Server 2022
- Windows Server 2025

Thin Clients

- Recommended Minimum: HP T630 with Windows 11 IoT Enterprise, RDP 7.1 with a minimum of 8 GB of RAM.
- Other models of thin client with Windows 11 IoT Enterprise, RDP 7.1 and at least 8 GB of RAM should run the VisionVPM Interface within a Windows 2014 or later Terminal Services environment.

Note: Covetrus has not yet tested other Thin Clients with these specifications and cannot guarantee their performance or their behaviour. If you have specific models in mind, please check with the Covetrus team for the latest specification information.

Hosted Server Solutions

Hosted Server solutions are becoming more popular and VisionVPM is operating successfully in hosted environments. Both large and small clinics may utilise this solution to reduce hardware costs as the full infrastructure of having a server on site at the clinic is not required.

If you are considering this type of solution, please contact Covetrus and talk to our Implementation Team.

Additional Software Requirements

SQL Server

SQL Server 2019, 2022 or 2025 (available free from Microsoft) are recommended and included in the VisionVPM Server installation. The capacity of the database in these SQL versions is 10 GB which is ample for most clinics. All of these versions of SQL have been tested with VisionVPM.

Full versions of SQL can be used with VisionVPM and will be needed for larger databases or larger numbers of users. These may be included in some Microsoft Server packages, or may be purchased separately, at additional cost.

There are a number of different Microsoft Small Business Server packages. If you will be using Microsoft Small Business Server, please be aware of this and check that your intended package includes the required software and specifications for VisionVPM.

Microsoft .NET Framework

Full installation of .NET 4.7.2 is a minimum requirement when using the .NET appointment book in VisionVPM.

MS Office

MS Office and Office365 are not an essential requirement for VisionVPM but do provide increased options from VisionVPM including Microsoft Word mail merges and export of reports to Excel.

Individual Client and Animal documents can be merged using VPMDocs (a free standard application within VisionVPM), if required. Note that this can only be used within VisionVPM, it is not a standalone word processing package. VisionVPM also includes other proprietary documents and reports which do not require Microsoft Office.

Note: VisionVPM does *not* interface with OpenOffice or other word processor or spreadsheet programs.

Covetrus Mobile Vet



Prerequisites

VisionVPM

- Latest version of VisionVPM (min VisionVPM 2022.2 or above)
- Latest version of VisionVPM RestAPI Service Setup (min v2022.11.10.1 or above)
- .NET Appointment Book

Mobile Device Requirements

Android

- Android version 7.1 or above (API level 25 – Nougat)
- Minimum screen resolution: 1136 x 640
- RAM 1GB
- 50MB free space
- Local Wifi access to machine that has the VPMRestAPI installed
- Rear-facing camera

iOS

- iOS devices version 12.5.4 or above (i.e. iPhone 5S+, iPad Air, or iPad Mini 2+)
- Minimum screen resolution: 1136 x 640 (iPhone 5S+ or iPad Mini 2+)
- Local Wifi access to machine that has the VPMRestAPI installed
- Rear-facing camera

VPMAccess

Prerequisites

VisionVPM

- Latest version of VisionVPM (min VisionVPM 2022.2 or above)
- Latest version of VisionVPM RestAPI Service Setup (min v2022.11.10.1 or above)
- .NET Appointment Book
- Optional: to use Consent Forms, these must be enabled in VPMReports

Mobile Device Requirements

Android

- Tablet 10″ Android Lollipop (SDK 21)
- Minimum screen resolution: 1136 x 640
- RAM 1GB
- 50MB free space
- Local Wifi access to machine that has the VPMRestAPI installed
- Rear-facing camera

iOS

- iPad 10″ Minimum iOS 8
- Local Wifi access to machine that has the VPMRestAPI installed
- 50MB free space
- Rear-facing camera