



**CompuGroup™**  
Medical

# **CGM CLINICAL™ 8.2**

## **Hardware and Software**

### **Full Requirements**

**CGM CLINICAL™**

Integrated PM and EHR Software Suite

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## Full System Requirements

CGM CLINICAL version 8.2 customer configurations must meet the full system requirements as outlined in this document.

### Client Workstation/Laptop Specifications

To access the hosted application CGM CLINICAL 8.2, the following hardware and software are required for each client computer.

<b>Processor</b>	Intel® Core™ i5-3330s Processor 2.7 GHz; 3MB or faster
<b>Memory</b>	4 GB RAM (or higher) (Recommend minimum 8 GB)
<b>Storage</b>	120 GB formatted NTFS (SATA)
<b>Operating System</b>	Windows® 10 Professional (for CGM CLINICAL 8.2 build 17109 or higher only) (The build number for CGM CLINICAL 8.2 is in the AlteerBuild.ver file.) Windows® 8 or Windows® 8.1, 32-bit and 64-bit Windows® 7 Professional or Windows® 7 Ultimate, 32-bit and 64-bit
<b>Note</b> Mac OS® and hardware platform are not supported.	
<b>Internet Browser</b>	Microsoft® Internet Explorer® version 8 or higher
<b>Video</b>	Minimum resolution of 1024 X 768 16-bit color, 128 MB Video Card
<b>Remote Support</b>	Bomgar™ remote assistance tool (installed with CGM's assistance, at no cost to customer) CGM uses Bomgar™ to gain access to a client computer in order to provide remote support. A one-time, secure connection is established with that computer—the customer initiates the session and once the session is finished and closed, access to that computer is no longer available to CGM.
<b>Antivirus Software</b>	Eset NOD32, Symantec™ Antivirus™ (or a comparable business antivirus solution)
<b>OS License</b>	If your system configuration includes a domain, you must purchase the appropriate Server Client Access License (CAL) for your client workstation in order to be compliant with Microsoft® licensing agreements—for example, Microsoft® Windows® 2008 Server CAL (licensed at the server).
<b>Additional Software and Hardware</b>	<ul style="list-style-type: none"> <li>• Adobe® Reader® v11.0 (included with CGM CLINICAL installation)</li> <li>• Microsoft® Silverlight® v4.0 or higher (included with CGM CLINICAL installation)</li> <li>• Microsoft® .NET Framework 4.0 Extended (included with CGM CLINICAL installation)</li> <li>• Monitor, keyboard, and mouse</li> <li>• Anti-spyware recommended (Spybot Search &amp; Destroy®, Lavasoft Ad-Aware, Webroot Spy Sweeper®, or a comparable spyware removal utility)</li> </ul>

#### Notes

According to the terms of your support agreement, you must allow CGM remote access to your system so that we can provide technical support. CGM Customer Service requires that Bomgar™ remote assistance tool be used for troubleshooting and maintenance of CGM CLINICAL. The tool will be installed with CGM's assistance and at no cost to you. When remote assistance is required, a one-time, secure connection is established with the appropriate client computer—the customer initiates the session and once the session is finished and closed, access to that computer is no longer available to CGM. Only authorized CGM personnel may access your system; no CGM personnel will open, modify, or view Patient Health Information (PHI) documents or data not directly pertaining to the repair, troubleshooting, or maintenance of your CGM CLINICAL application.

#### To determine the build number for version 8.2, please do the following:

1. In **Windows Explorer**, in **Program Files**, navigate to the **Alteer** folder.
2. Open the **Bin** folder, and open the **AlteerBuild.ver** file.

## Office Location Local Server Recommendation

When using CGM CLINICAL 8.2 with more than 25 client machines, CGM recommends customers utilize a local server to store some elements of the application for optimal performance, user experience, and efficient administration.

CGM recommends this local server meet the following hardware and software requirements.

<b>Processor</b>	Dual Core Intel® Pentium® 2.4 GHz; 1 MB Cache; 800 MHz FSB Recommend: Dual Core Intel® Xeon® 5130; 4 MB Cache; 2 GHz; 1333 MHz FSB or faster
<b>Memory</b>	4 GB RAM or more
<b>Storage</b>	Two Physical Drives: 1. 320 GB C:\ drive, formatted NTFS (SATA) 2. 500 GB D:\ drive formatted NTFS (SATA) (CGM CLINICAL Office Drive)
<b>Operating System</b>	<ul style="list-style-type: none"> <li>Microsoft® Windows® Server 2008 32-bit</li> </ul> For eFax only: <ul style="list-style-type: none"> <li>Microsoft® Windows® Server 2008 Standard R2 (compatible with version 8.0 and higher only)</li> <li>Microsoft® Windows® Server 2012 R2 <i>(Fax cards are not compatible with 64-bit operating systems.)</i></li> </ul>
<b>Internet Browser</b>	Microsoft® Internet Explorer® version 8 or higher
<b>Video</b>	Minimum resolution of 1024 X 768 16-bit color
<b>UPS</b>	700 VA (auto shut down capable)
<b>Remote Support</b>	Bomgar™ remote assistance tool (installed with CGM's assistance, at no cost to customer) CGM uses Bomgar™ to gain access to a client computer in order to provide remote support. A one-time, secure connection is established with that computer—the customer initiates the session and once the session is finished and closed, access to that computer is no longer available to CGM.
<b>Antivirus Software</b>	Eset NOD32, Symantec™ Antivirus™ (or a comparable business antivirus solution)
<b>Additional Software and Hardware</b>	<ul style="list-style-type: none"> <li>Adobe® Reader® v11.0 (included with CGM CLINICAL installation)</li> <li>Microsoft® Silverlight® v4.0 or higher (included with CGM CLINICAL installation)</li> <li>Microsoft® .NET Framework 4.0 Extended (included with CGM CLINICAL installation)</li> <li>Monitor, keyboard, and mouse</li> <li>Anti-spyware recommended (Spybot Search &amp; Destroy®, Lavasoft Ad-Aware and Webroot Spy Sweeper®, or a comparable spyware removal utility)</li> </ul>

### Notes

1) CGM does not support software firewalls.

2) CGM CLINICAL does not operate over Terminal Services (TS). Using CGM CLINICAL with multiple TS sessions could cause data loss and/or corruption.

## Peripheral Specifications

### Printers

<b>Interface</b>	USB/Network
<b>Driver</b>	Post Script
<b>CGM Recommended</b>	Any laser printer that is connected through the network

### Desktop Scanners

For daily scanning tasks, a desktop scanner is required.

<b>Feed Type</b>	Multi-sheet / single-sided
<b>Resolution</b>	200dpi
<b>Interface</b>	USB/Network
<b>Driver</b>	TWAIN Compliant
<b>CGM Recommended</b>	<ul style="list-style-type: none"><li>• Fujitsu FI-5110C (or comparable model)</li><li>• Xerox® DocuMate™ 510 (or comparable model)</li></ul> (Multi-function scanners and all-in-one fax/scanner/copier machines are not recommended)

### High-Speed Scanners

For conversion of large amounts of paper, including patient charts, a high-speed, high-volume scanner is required. CGM recommends any TWAIN-compliant, high-speed, high-volume scanner from the following manufacturers.

<b>CGM Recommended</b>	Any TWAIN-compliant, high-speed, high-volume scanner manufactured by: <ul style="list-style-type: none"><li>• Canon</li><li>• Fujitsu</li><li>• Ricoh</li></ul>
<b>Resolution</b>	200dpi

### Notes

- 1) To find out if your practice requires a high-speed, high-volume scanner—and to verify compatibility—, please consult with your Project Manager.
- 2) Because these types of scanners can be costly, if a high-speed, high-volume scanner is required for your practice, you may want to consider procuring a temporary lease arrangement.

### Cameras

<b>CGM Recommended</b>	Logitech® QuickCam®
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## Network (LAN/WAN) Specifications

It is recommended that the customer site network meet the following specifications.

<b>LAN Protocol</b>	TCP/IP
<b>LAN IP Range</b>	DHCP range starting @ 192.168.1.10
<b>LAN Router</b>	Static Public IP, NAT Translation capable, DHCP Server capable LAN address: 192.168.1.1
<b>CGM CLINICAL Server IP</b>	Static @ 192.168.1.5
<b>Hardware</b>	Switched LAN; Firewall recommended

## Internet Connection

The following bandwidths are *minimum* requirements.

<b>Upload Bandwidth</b>	10.0 Mbps or greater
<b>Download Bandwidth</b>	100.0 Mbps or greater
<b>Internet Browser</b>	Microsoft® Internet Explorer® version 8 or higher

### Notes

- 1) CGM prefers Frame Relay, Dedicated T1, Business Class Cable, or Business Class SDSL. CGM does not recommend Point-to-Point T1 or Point-to-Point Frame Relay Connectivity.
- 2) From a business-continuity perspective, CGM recommends having a secondary Internet connection from a separate Internet service provider of a second type.
- 3) CGM recognizes that you may want to use wireless network technology at your practice. Although this can provide an effective means of LAN communication, CGM is unable to guarantee the reliability of this type of network infrastructure in conjunction with CGM CLINICAL.
- 4) Due to many variables, such as deployment options, facility uniqueness, and technology limitations, CGM Customer Service cannot effectively troubleshoot wireless connectivity issues remotely. As a result, CGM recommends that, if your practice chooses to pursue wireless networking, you obtain the services of a qualified IT contractor who is experienced with implementing, troubleshooting, and securing wireless networks. CGM is happy to provide you with a referral to an IT service in your area; please contact Customer Service for a referral.

## System Requirements Compliance

By signing below, Customer agrees to maintain the above-mentioned software and hardware at its business in order to interact efficiently with the CompuGroup Medical application CGM CLINICAL.

Signatures:

**CUSTOMER**

Signature:

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Printed  
Name:

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Title:

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Dated:

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**CGM CLINICAL/CompuGroup Medical**

Signature:

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Printed  
Name:

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Title:

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Dated:

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