



CompuGroup™
Medical

CGM webPRACTICE™ v7.4 Hardware and Software Full Requirements

CGMwebPRACTICE™
Fully Web-Based Practice Management Suite



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FULL SYSTEM REQUIREMENTS

CGM webPRACTICE™ v7.4 customer configurations must meet the full system requirements as outlined in this document.

CLIENT COMPUTER SPECIFICATIONS

CGM webPRACTICE v7.4 requires the following hardware and software for each client computer (Desktop, Laptop, and Tablet).

Processor	Intel® Core™ 2 Duo; 2.66 GHz; 3 MB; 1066 MHz FSB or faster
Memory	2 GB RAM <i>Recommended: 3 - 4 GB RAM (for best performance)</i>
Storage	80 GB formatted NTFS (SATA) – 40 GB Free after OS installation <i>Recommended: 120 GB formatted NTFS (SATA)</i>
Operating System	<ul style="list-style-type: none"> • Windows® 7 Professional, Ultimate or Enterprise • *Windows® 8 Professional or Enterprise • Windows® 10 Pro or Enterprise

Notes:

1. *If running multiple CGM US applications, see the requirements for the other CGM US applications for compatibility acceptance.*
2. *Mac OS® and hardware platform are not supported.*
3. **Windows 8 and Windows 10 do not support CGM webSCAN™ (formerly ScanSharp) or CGM eDOCS™.*

Note: Existing CGM webPRACTICE Client systems only - If you are using Microsoft Windows Vista or XP we will no longer be able to provide support to you on Windows Vista or XP after the “End of Life” date has passed. Please note that “End of Life” for Microsoft Windows Vista was April, 2012 and Windows XP was April 8, 2014. Please consult a CGM US representative for details.

Internet Browser	Microsoft® Internet Explorer® version 9, 10, or 11 with 128-bit Encryption <i>Note: IE 10 and IE 11 are supported using Compatibility View only.</i>
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Client Computer Specifications (cont.)

Video	Minimum resolution of 1024 x 768, 32-bit color
Network Adapter	1000 MBPS Gigabit Ethernet
Remote Support	Not applicable. When CGM US support must gain access to a client computer to provide assistance, a one-time, secure connection is established with that computer—the client user initiates the session, and, after the session is finished and closed, access to that computer is no longer available.
Antivirus Software	Symantec™ AntiVirus™ (or a comparable business antivirus solution)
Additional Software and Hardware	<ul style="list-style-type: none"> • Adobe® Acrobat® Reader® v9.0 or higher • Microsoft® .NET Framework 2.0 and 3.5 with current Service Packs • JAVA JRE v8 (JRE1.8.0_66-b18) or higher • Microsoft® Excel or LibreOffice recommended • Anti-spyware recommended • Monitor, keyboard, and mouse

Note: According to the terms of your support agreement, you must allow CGM US remote access to your system to provide technical support. When remote assistance is required, a one-time, secure connection is established with the appropriate client computer—the client user initiates the session and, once the session is finished and closed, access to that computer is no longer available. Only authorized CGM US personnel may access your system; no CGM US 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 webPRACTICE application.

Peripheral Specifications

Printers

Interface	USB/Network
CGM Recommended	Laser printer that is connected through the network and managed by the server

Desktop Scanners

For daily scanning tasks, a desktop scanner is required.

Feed Type	Multi-sheet / single sided
Interface	USB/Network
Driver	TWAIN Compliant
CGM Recommended	<ul style="list-style-type: none"> • Fujitsu FI-5110C (or comparable model) • Xerox® DocuMate™ 510 (or comparable model) • EcoScan i6d Card Scanner (Insurance Cards, Drivers Licenses) <p>Multi-function scanners and all-in-one fax/scanner/copier machines are not recommended.</p>

Internet Connection

CGM webPRACTICE products require a full- time, broadband Internet connection. The bandwidth speeds are the minimum recommendation for optimal experience with CGM webPRACTICE. If there is additional Internet traffic in the office, higher bandwidth may be required. For assistance in determining how much bandwidth your office may need to accommodate your scanning and image retrieval, please contact our Professional Services team at (855)-270-6700 Monday through Friday, 8 AM to 5 PM, Eastern Time.

Concurrent Users	Min. Down	Min. Up
1 – 5	512 Kbps	256 Kbps
6 – 10	640 Kbps (Typical DSL)	512 Kbps
11 – 20	750 Kbps (Half T1)	512 Kbps
21 – 50	1.5 Mbps (Full T1)	
51 >	T1 + 750 Kbps per 30 Concurrent users	

The latency test average should not be > 70ms.



Internet Connection (cont.)

Notes:

1. CGM US 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. CGM US recognizes that you may want to use wireless network technology at your practice. Although this can provide an effective means of LAN communication, CGM US is unable to guarantee the reliability of this type of network infrastructure in conjunction with CGM webPRACTICE.
3. Due to many variables—such as, deployment options, facility uniqueness, and technology limitations, CGM US Support and Technical Services teams cannot effectively troubleshoot wireless connectivity issues remotely. As a result, CGM US 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 WEBTOOLS TECHNICAL REQUIREMENTS

When using any of the CGM webTOOLS products, the following specifications are required. The most current version of the Technical Requirements for each CGM webTOOL can also be found in *CGM webPRACTICE Help* in the *Technical Documents* folder located within the *Knowledge Tree* folder.

Only the technical requirements that are in addition to the CGM webPRACTICE System Requirements for each client computer (Desktop, Laptop, and Tablet) are listed below.

	Details
CGM webMOBILE	<p>Web Browser Requirements for Mobile Devices</p> <p>Internet HTML: Standard language Version 3.2 or newer.</p> <p>Other: JavaScript</p> <p>Cascading Style Sheet (CSS) to view webMOBILE as designed. (CSS2.0 compliant recommended.)</p> <p>Mobile Devices – Supported OS</p> <p>Windows Phone 7 or newer using Internet Explorer v7 or newer.</p> <p>Apple iPhone v3 or newer using Safari</p> <p>Android using Google Chrome</p> <p>Blackberry 7250 (v4.1+)</p> <p>Note: The appearance of webMOBILE on Blackberry devices is more basic due to the limitations of the Blackberry browser.</p> <p>**Touchscreen devices are recommended for optimal performance.</p>
CGM webPAY	<p>Internet Browser: Confirm the following on each workstation that will be using CGM webPAY to collect credit card payments:</p> <ul style="list-style-type: none"> • https://*.mpaygateway.com and https://*.payspan.com added as Trusted Sites. • Overriding Automatic Cookie Handling selected in the Privacy Settings.
CGM webSCAN	<p>Scanner: A Twain compliant scanner must be installed on each workstation that will be using CGM webSCAN.</p> <p>Recommended: Inuvio EcoScan® Card Scanners, Document Scanners and Automatic Document Feed Scanners.</p> <p>Operating System: Note: Windows 8 and Windows 10 do not currently support CGM webSCAN.</p>



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 US application CGM webPRACTICE.

CUSTOMER

Signature: _____

Printed Name: _____

Title: _____

Dated: _____