System Requirements

Version 10.2
Release date: January 2023

Control ID: R 2.1

Synchronizing Healthcare

CGM CompuGroup™ Medical ™

Contents

Introduction

CompuGroup Medical approved the system requirements and technical details outlined in this document as of the release date of this version. The information in this document may change as we test and upgrade CGM ENTERPRISE EHR for compatibility with the latest software and hardware.

We realize that each of our customers may have different computing environment and needs. For assistance in determining the requirements and details for your environment, please contact our Customer Support team at (855) 270-6700, Monday through Friday, 8 A.M. to 5 P.M. Eastern Time.

System requirements

This section identifies the hardware/software components and other requirements CompuGroup Medical identifies as necessary for the successful installation and use of CGM ENTERPRISE EHR 10.2.

If you are running other applications on the same computer that is running CGM ENTERPRISE EHR, make sure you allow for these other applications when calculating requirements, such as memory and storage. Running other applications on the same computer that is running CGM ENTERPRISE EHR may affect the performance of the EHR application.

Using hardware that you did not purchase from CompuGroup Medical, or that CompuGroup Medical has not tested, may negatively affect the EHR software performance.

Computers must meet the requirements detailed in this section before CompuGroup Medical will load the EHR software.

	Important
	The loading EHR software on a client's PC does not transfer any liability of the computer's hardware or software to CompuGroup Medical.

Server specifications

The following server specifications identify requirements for a small-to-midsize practice. Consult your Account Manager for practices with more than 65 users. CompuGroup Medical will perform a custom analysis for practices with more than 101 users.

Server specifications	
Component	**Requirement**
Processor	Quad Core Intel® Xeon 2.7 GHz or greater
Memory	12GB RAM base + 192 MB per user minimum
Storage[1] [2]	Hardware RAID controller (RAID level 1 and 10 recommended) C: Partition for OS 120 GB minimum with at least 20 GB free D: Partition >/= 250 GB available disk space (25 GB base + 35 GB per physician) E: Partition for swap space

---

[1] Scanning may require additional resources (RAM, processor, and/or hard drive space).

[2] For optimal configuration use two (2) arrays: First array - O/S under Raid 1; Second array - four (4) drives under Raid 10.

Server specifications	
Component	**Requirement**
Operating system	Microsoft Windows Server 2016 Microsoft Windows Server 2019 Microsoft Windows Server 2022 **Important:** *All versions of Microsoft Windows Small Business Server are not supported.*
Internet browser	Google Chrome (default browser), Firefox, Microsoft Edge, or Opera
Video	Minimum resolution of 1024 x 768, 16-bit color; minimum 17" flat screen monitor
Network adapter	100/1000 Mbps gigabit Ethernet
UPS	Auto shutdown capable recommended Refer to your equipment manufacturer for the appropriate wattage requirements
Firewall	HIPAA-compliant firewall (See https://www.hhs.gov/hipaa/for-professionals/security/laws-regulations/index.html for more information.) FTP (outgoing, ports 20, 21) SSL (bidirectional, port 443)
Backup device	Capacity of backup device should be equal to, or larger than, the total disk space to ensure you can complete a system backup. (See the *Technical backup information* section in this document for more information about backing up the EHR application.)
Antivirus software[3]	ESET NOD32® Antivirus (or a comparable business antivirus solution) **NOTE:** *Exclude the EHR and EPM directories and databases from continuous scans. Consider an antivirus/antispyware hardware appliance.*

---

[3] Antivirus and antispyware typically consume additional computer resources.

Server specifications	
Component	Requirement
Additional software and hardware	Adobe® Acrobat® Reader® v11.08 or higher Java 6 JDK and JRE Antispyware recommended[3] Monitor, keyboard, and mouse
Remote support/upgrades	Bomgar (Software installed with CGM assistance at no cost.)

Server location requirements

The server hardware should be located in a facility that meets the conditions listed in the following table.

Server location requirements	
Element	Requirement
Power[4]	Requires a dedicated circuit with an isolated ground
Ventilation	Not over 80° Fahrenheit Ventilated room with air conditioning present
Cleanliness	Keep server and server area free of dust Server must be placed in an area easily accessed for cleaning
Static	Use static mats or sprays to control static around server Avoid carpeted areas
Moisture	Avoid areas high in humidity or mildew, such as basements Avoid installing near water heater tanks

---

[4] Standard servers require an 110V 15 AMP circuit. However, voltage requirements may vary depending upon the specific server configuration.

Client computer specifications

CGM ENTERPRISE EHR requires the following hardware and software for each client computer (desktop, laptop, or tablet).

Client computer specifications	
Component	**Specification**
Processor[5]	Intel® Quad Core™ : 2.66 GHz : 3 MB cache : 1066 MHz FSB or faster
Memory[5]	8 GB RAM
Storage[5]	80 GB formatted NTFS (SATA) – 4 GB free after OS installation **Recommended:** 120 GB formatted NTFS (SATA)
Operating system	Windows 10 Professional Windows 11 Professional **Notes:** *If running multiple CGM applications, see the requirements for the other application(s), for compatibility acceptance.* *Mac OS® and hardware platform are not supported.*
Internet browser	Microsoft® Edge Other supported browsers are Chrome, Firefox, and Opera
Video	Minimum resolution of 1024 x 768, 32-bit color
Network adapter	100/1000 Mbps gigabit Ethernet
Remote support	(See note below.)
Antivirus software	ESET NOD32® Antivirus (or a comparable business antivirus solution)

---

[5] Scanning may require additional computer resources.

Client computer specifications	
Component	**Specification**
Additional software and hardware	Adobe® Acrobat® Reader® v11.08 or higher

JAVA Runtime Environment Version 8

Antispyware recommended

Monitor, keyboard, and mouse |

Note

According to the terms of your support agreement, you must allow CGM remote access to your system when you ask CGM to provide technical support.

For remote assistance, you (the client) will initiate a one-time, secure connection with the appropriate computer. When the session finishes and closes, CGM can no longer access that computer.

Only authorized CGM personnel may provide technical support and access your system to provide that support.

CGM personnel will not open, modify, or view patient health information documents or data not directly pertaining to the repair, troubleshooting, or maintenance of your CGM ENTERPRISE EHR application.

Peripheral specifications

The printer and scanner specifications are listed in this section.

Printer specifications

Printer specifications	
Printer feature	**Specification**
Interface	HP business class laser supporting PCL 6 codes, networked, or locally attached (USB or parallel)
CGM recommendation	Laser printer that is connected through the network
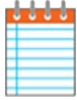
	Note
	CGM provides printer drivers only for CGM provided printers.

Scanner specifications

Daily scanning tasks require use of a desktop scanner that meets the specifications detailed below.

Scanner specifications	
Scanner feature	**Specification**
Feed type	Multi-sheet / single sided
Interface	USB
Driver	TWAIN compliant
CGM recommendation	Fujitsu fi-7160 (or comparable model)

Internet connection

CGM ENTERPRISE EHR requires a full-time, broadband Internet connection, and recommends minimum bandwidth speeds (below) for optimal performance of the EHR application.

If the broadband connection supports additional Internet traffic, higher bandwidth may be required.

Internet connection	
Concurrent users	Minimum down
1-5	25 Mbps
6 -15	50 Mbps
16 - 50	75 Mbps
51>	150 Mbps
The latency test average should be less than 70ms.	

Site to WAN recommendations

Site to WAN recommendations	
Concurrent users	Minimum down
1-5	25 Mbps
6-15	50 Mbps
16-50	75 Mbps
51>	150 Mbps

Note

CGM prefers Business Class Cable or Fiber

Technical backup information

You must perform a full system backup on all files on the system to help ensure you can completely restore a CGM ENTERPRISE EHR application in the event of a system failure, re-imaging, or hardware upgrade.

CompuGroup Medical recommends running a daily, full system backup.

A full system backup is a complete backup of all files on the system. A full system backup helps ensure you can restore the system to working order in the shortest time possible, because you backed up the operating system, data, and all programs.

A full system backup includes all files on all drives attached to the system, local and networked (SAN, NAS, NFS, SAMBA, etc.). This includes the operating system, the data, and the applications, such as CGM ENTERPRISE EHR and CGM ENTERPRISE PM.

	Important
	You **must** shut down CGM ENTERPRISE EHR services during a backup.

	Note
	You (the client) are responsible for the completion of a backup, which includes verifying the following: • The backup is complete. • The content in the backup is the same content as in the original files. • You can restore the files from the backup. Use the following batch files to stop and start EA Server and DB services and to execute database backup commands. • **Pre:** d:\cemr\backup\stop.bat • **Post:** d:\cemr\backup\emrstart.bat

Pre-installation worksheet

CGM ENTERPRISE EHR server details	
Item	**Details**
Server Name: (as reported by hostname command)	
Fully Qualified Domain Name:	
Server/Domain Administrator Username: (login with administrative privileges; can be different than Administrator)	
Server/Domain Administrator Password:	
Hard Drive Capacity GB:	
Memory Installed GB:	
Windows Version: (Including Standard or ENTERPRISE and service pack)	
Processor Type and Clock Speed:	
Number of Processors as interpreted by Windows System Information: (For example, a single dual-core processor is two processors)	
Is a proxy server set up on your network?	☐ Yes ☐ No
IP Address_____ Port_____	

System requirements compliance

By signing below, the customer agrees to maintain the above-mentioned software and hardware at its business to interact efficiently with the CompuGroup Medical application CGM ENTERPRISE EHR. The customer also acknowledges the sole responsibility of performing and verifying a daily, full system backup as delineated within this document.

Customer Signature: _____

Printed Name: _____

Title: _____

Dated: _____