



CompuGroup™
Medical

CGM webPRACTICE Self-Hosted Hardware and Software Full Requirements February 13, 2025

CGMwebPRACTICE™
Fully Web-Based Practice Management Suite



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FULL SYSTEM REQUIREMENTS

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

Server Specifications

When using CGM webPRACTICE in the self-hosted model, a server is required with hardware and software as outlined below.

| | |
|---|--|
| Processor | Quad Core Intel® Xeon 3.0 GHz |
| Memory | 12 GB RAM for Windows® 2016 16 GB RAM for Windows® 2019 |
| Storage | Hardware RAID controller (RAID 5 or RAID 10 required) <ul style="list-style-type: none"> • Serial-attached-SCSI (SAS) drives • >/= 250 GB available disk space <i>after</i> OS install |
| Operating System | <ul style="list-style-type: none"> • Microsoft® Windows® Server 2016 • Microsoft® Windows® Server 2019 • Internet Information Services (IIS) installed onto drive C: with at least 20 GB free on the system partition. <p><i>Caution: Installation to Microsoft Windows Small Business Server (all editions) is not supported.</i></p> |
| Database Licensing (installed by CGM US) | <p><i>New Servers only for new clients or re-installations</i> - CGM webPRACTICE runs on InterSystems' Cache technology. InterSystems offers several license versions depending on the CPU count of your server:</p> <p><u>Windows® 2016 & Windows® 2019</u></p> <ul style="list-style-type: none"> ○ 1 to 16 Cores – Entrée ○ Unlimited Cores – Elite ○ Unlimited Cores – Enterprise <p>(Note that this is not the bare-metal CPU count, but the CPU count visible to the Operating System. Verify with your CGM US Sales Representative that you have the correct license version for your server.)</p> |

Server Specifications (cont.)

| | |
|---|---|
| Internet Browser | Google Chrome Microsoft® Edge® |
| Video | Minimum resolution of 1024 x 768, 16-bit color |
| Network Adaptor | 1000 MBPS Gigabit Ethernet |
| UPS | 1000 VA (auto shut down capable) |
| Firewall | HIPAA-compliant firewall (see www.hipaa.org or www.hhs.gov/ocr/hipaa , for more information) <ul style="list-style-type: none"> • 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 a complete system backup can be completed. |
| Antivirus Software | Business version anti-virus solution recommended |
| Additional Software and Hardware | <ul style="list-style-type: none"> • Adobe® Reader® - current version • Microsoft® .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs. • Java 8 (LTS) JDK - (Azul Zulu 8.68.0.21-CA-win64 OpenJDK Runtime Environment build 1.8.0_362-b09) • Microsoft® Excel or LibreOffice recommended • Anti-spyware recommended • Monitor, keyboard, and mouse |

Client Computer Specifications

CGM webPRACTICE 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 | 8 GB RAM |
| 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® 10 Pro or Enterprise • Windows® 11 Pro • Mac OS <p>Notes:</p> <ol style="list-style-type: none"> 1. <i>If running multiple CGM US applications, see the requirements for the other CGM applications for compatibility acceptance.</i> 2. <i>For detailed specifications for Mac computers, see the Mac Computer Specifications section of this document.</i> |
| Internet Browser | Google Chrome Microsoft® Edge® |
| Video | Minimum resolution of 1024 x 768, 32-bit color |
| Network Adapter | 1000 MBPS Gigabit Ethernet |
| Remote Support | 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. |

Client Computer Specifications (cont.)

| Antivirus Software | Business version anti-virus solution recommended |
|---|--|
| Additional Software and Hardware | <ul style="list-style-type: none"> • Adobe® Reader® - current version • Microsoft® .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs. • 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 so that we can 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 |

Peripheral Specifications (cont.)

Desktop Scanners

For daily scanning tasks, a desktop scanner is required.

| | |
|------------------------|---|
| Feed Type | Multi-sheet / single sided |
| Interface | USB/Network |
| Driver | TWAIN Compliant - Note: compliant is different from compatible. |
| CGM Recommended | <ul style="list-style-type: none"> Fujitsu FI-7160 or FI-7260 (or comparable model) Xerox® DocuMate™ 510 (or comparable model) Panasonic KV-S1026C (or comparable model) <p>Multi-function scanners and all-in-one fax/scanner/copier machines are not recommended.</p> <ul style="list-style-type: none"> EcoScan i4d or i6d Card Scanners (Insurance Cards, Drivers Licenses) |

For CGM webSCAN and CGM Direct Scanning: A Twain compliant scanner must be installed on each workstation that will be using CGM webSCAN. **Note:** compliant is different from compatible. **Recommended for CGM webSCAN™:** Inuvio EcoScan® i4d or i6d Card Scanners. The scanner must scan dual-sided and have auto-scan functionality that will automatically scan cards when inserted into scanner.

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 | Minimum Down |
|---|--------------|
| 6 – 15 | 50 Mbps |
| 16 – 50 | 75 Mbps |
| 51 > | 150 Mbps |
| The latency test average should not be > 70 ms. | |

Notes: 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.



Multi-Factor Authentication (MFA) Specifications

If you elect to use MFA, CGM webPRACTICE requires the following for each individual user that will log on to CGM webPRACTICE.

Multi-Factor Authentication (MFA) Mobile device for each User with one of the following MFA apps installed:

- Microsoft Authenticator
- Google Authenticator

If you are unable to deploy a mobile device application, you can contact your Sales team to discuss using a Hardware token provided by CGM.

Mac Computer Specifications

CGM webPRACTICE requires the following hardware and software for each client computer (Desktop or MacBook).

| | |
|-------------------------|--|
| Processor | Intel® Core™ 2 Duo; Core i3, Core i5, Core i7, Core i9, Intel Core M, or Xeon processor |
| Memory | 8 GB RAM <i>Recommended: 12 GB RAM (for best performance)</i> |
| Storage | <ul style="list-style-type: none">SSD drive is recommended for better performance600 MB on the boot volume (Macintosh HD) for Parallels Desktop application installation (<i>only if using CGM webSCAN</i>)100 GB additional disk space for virtual machines (<i>only if using CGM webSCAN</i>) |
| Operating System | Current version Guest Operating System (<i>only if using CGM webSCAN</i>) <ul style="list-style-type: none">Windows® 10 Pro or Enterprise (Parallels required)Windows® 11 Pro (Parallels required) Notes: <i>If running multiple CGM US applications, see the requirements for the other CGM US applications for compatibility acceptance.</i> |
| Internet Browser | Google Chrome Microsoft® Edge® |

Mac Computer Specifications (cont.)

| | |
|---|---|
| Remote Support | 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 | Business version anti-virus solution recommended |
| Additional Software and Hardware | <ul style="list-style-type: none">• Adobe® Reader® - current version• Microsoft® .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs (<i>Only if using CGM webSCAN</i>)• Microsoft® Excel or LibreOffice recommended• Anti-spyware recommended |

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 in the *Technical Documents* folder located within the *Knowledge Tree* folder.

Server Specifications

Only the technical requirements that are in addition to the CGM webPRACTICE System Requirements are listed below.

| | Details |
|-------------------------|---|
| All CGM webTOOLS | <p>Must meet the current CGM webPRACTICE System Requirements.</p> <p>Must be running on the most current version of CGM webPRACTICE. Your Project Manager can provide you with the current version number.</p> |
| CGM webMOBILE | <p>SSL Certificate: Purchased or generated SSL certificate properly set up in Internet Information Services.</p> <p>Note: SSL purchase is not required. SSL Certificate can be created in Windows.</p> <p>Port 443: Port 443 needs to be opened on the firewall to allow access to the CGM webPRACTICE server.</p> |
| CGM webVERIFY | Must be able to communicate with https://direct.emedixus.com . |
| CGM PinPoint | Must be able to communicate with https://managedocs.com . |
| CGM PAY | <p>Network Requirements - The following site must be accessible:</p> <p>https://transportal.emedixus.com must be accessible from the CGM webPRACTICE server and workstations.</p> |

Client Computer Specifications

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 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. Apple iPhone v3 or newer using Safari Android using Google Chrome 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 webSCAN | <p>Scanner: A Twain <u>compliant</u> scanner must be installed on each workstation that will be using CGM webSCAN. Note: compliant is different from compatible.</p> <p>Recommended: Inuvio EcoScan[®] i4d or i6d Card Scanners. The scanner must scan dual-sided and have auto-scan functionality that will automatically scan cards when inserted into scanner.</p> <p>Additional Software: .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs.</p> |
| CGM Direct Scanning | <p>Scanner: A Twain <u>compliant</u> scanner must be installed on each workstation that will be using CGM webSCAN. Note: compliant is different from compatible.</p> |
| CGM PinPoint | <p>Internet Browser</p> <p>To connect to CGM PinPoint from within CGM webPRACTICE or to CGM PinPoint directly:</p> <p>Google[®] Chrome[®] - latest version Microsoft[®] Edge[®] - latest version</p> |
| CGM PAY | <p>Internet Browser</p> <p>Cannot use Internet Explorer or Microsoft[®] Edge[®] in IE mode with CGM PAY.</p> <p>Network Requirements:</p> <p>https://transportal.emedixus.com must be accessible from the CGM webPRACTICE server and workstations.</p> |

TECHNICAL BACKUP INFORMATION

This information describes the files and directories, which must be backed up to ensure the ability to completely restore a CGM webPRACTICE system from backup in the event of a system failure, re-imaging, or hardware upgrade.

Completion of a backup includes verification of the backup completion and integrity, along with the periodic verification that the backup can be restored.

Full System Backup

A full system backup is a complete backup of all files on the system. This includes the operating system (e.g. Windows), the application (e.g. CGM webPRACTICE), and the data. Having a full system backup allows you to restore the system to working order in the shortest time possible since the operating system, data, and all programs are saved. A full system backup includes all files on all drives, local and networked (SAN, NAS, NFS, SAMBA, etc.), attached to the system.

Data Backup

A data backup stores the data files on the system which are changed regularly. Unlike the full system backup, the data backup does not back up the program files or the operating system. The data backup requires the existence of a full system backup or a complete reinstallation of the operating system and all associated programs to return the CGM webPRACTICE system to functionality.

A Data Backup must be completed daily.

- The database must be stopped before the backup is completed with the following **command**:
{Cache installation drive}:\cachesys\bin\css stop cache
- After the backup has completed, the Cache database must be restarted with the following command: {Cache installation drive}:\cachesys\bin\css start cache
- The following directories must be backed up daily to ensure that your system is adequately protected. All files and directories below the listed directory must be backed up daily:

| Location | Contents |
|--|-------------------------------------|
| {Cache installation drive}:\CacheSys | Cache Database, and configuration |
| {Installation drive}:\PermlImages | EOB Scan images |
| {Installation drive}:\Transcription | Transcriptions |
| {Installation drive}:\CacheWeb | Required Cache files |
| {Installation drive}:\Remits | Electronic EOB (Insurance carriers) |
| {Installation drive}:\Reports | Confirmation reports for claims |
| {Installation drive}:\Claims | Claim files |
| {Installation drive}:\stmts | Statements |
| {Installation drive}:\TempImages | Temporary Images to be linked |
| {Installation drive}:\Program Files\Intellicus | CGM webREPORTS™ data |

PRE-INSTALLATION REQUIREMENTS WORKSHEET

CGM webPRACTICE Server Details

| | |
|--|--|
| Server Name: (as reported by hostname command) | |
| Fully Qualified Domain Name: | |
| Server/Domain Administrator Username (You can designate a different login with administrative privileges other than Administrator.) | |
| Server/Domain Administrator Password: | |
| Hard Drive Capacity GB: | |
| Memory Installed GB: | |
| Windows Version: (including Standard or Enterprise and service pack) | |
| Drive letter where CGM webPRACTICE should be installed: | |
| Processor Type and Clock Speed: | |
| Number of Processors as interpreted by Windows System Information: (For example, a single Dual-Core processor would be 2 processors) | |
| Is a proxy server set up on your network? | <input type="checkbox"/> Yes <input type="checkbox"/> No IP Address _____ Port _____ |



SYSTEM REQUIREMENTS COMPLIANCE

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

CUSTOMER

Signature: _____

Printed Name: _____

Title: _____

Dated: _____