

CHS Hosted System Requirements

CHS Utilizes a proprietary VPN solution. Once installed, the end user will connect to a hosted server and sign on to a virtual desktop. **Each Computer should meet industry standards including the key points listed below.** If any of these are unfamiliar, please share this document with your IT support so they will be prepared to support your infrastructure during the transition. If appropriate, please have them verify the following specifications ahead of installation and **fax the signed portion to 413-668-0022.**

	Minimum	Recommended
Processor	Dual Core or higher	Quad Core i5 or higher
Ram	4 GB	8 GB
Storage	6 GB free space	250 GB SSD
Network	1 GB Wired or Wireless-N (802.11n)	<i>same</i>
Internet Speed	3.0 MBPS Down / 1.5 MBPS Up	100 MBPS Download / 10 MBPS Upload
Operating System	Windows 8.1 Pro or Higher fully patched	Windows 10 Professional

Internet and Local Network Bandwidth

Anything slower than the minimum will likely result in a **slow end user experience**. If more than 10-20 Users will be connecting, consider that your locations total bandwidth will be shared between all users and services. CHS Suggests getting as much bandwidth as possible within your budget, since CHS Hosted Client software will use a portion of your site's total bandwidth.

Windows OS

Must be within Microsoft Mainstream Support

- For **Windows 10** Extended Support dates, please review the Microsoft Lifecycle policy at <https://support.microsoft.com/en-gb/lifecycle/search?alpha=Windows%2010>
- For best results, it is recommended that you turn Windows User Account Control (UAC) off
- Windows Remote Desktop Client should be upgraded to the most recent version available for the OS
- We suggest disabling power saving features, including sleep, hibernate, as well as advanced power settings on your NIC
- Windows Editions Professional or higher supported

Virus Protection

- CHS will **only** install CHS Hosted Access on PCs equipped with **AnitVirus** Software
- Our solution is tested and supported with GFI Cloud and Microsoft Security Essentials. Other security software may need to have exceptions made by client IT Staff. If none are available, we may require that you switch to a supported security software.

Hardware Components and Environment

Please refer to the table below. These system requirements DO NOT include considerations needed for other Roles, Features or Programs that another party may install on the device such as Dictation, Faxing, Scanning Software.

Firewall

Any third-party firewall may need to have the following exception: UDP port 1194 incoming/outgoing

Printers and Scanners

Most host-based printers will work. To scan directly into our applications a TWAIN compatible scanner is required. Otherwise an import method may be used. Support and drivers should be available for the version of Windows that your devices are installed on. Check your device manufacturers specifications for supported Operating Systems and updated drivers.

Scope of Work

Please indicate the details below to ensure appropriate resource booking

____ Number of PC's needing to connect

____ Number of concurrent logins (People who will be logging on to use the Hosted software)

____ If you have a network scanner, please list the model number here: _____

____ Non-Standard Printers _____

i.e. Form Feed, Label, Prescription or any other type of printer that uses a sheet not 8.5x11"). Please provide us with a list of printers with model numbers. Drivers must be available for Window Server 2012 R2 x64 and Windows Server 2016.

Support Access

A CHS Support Technician will install and Configure Ericom Access Pad along with TSPrint and TSScan from Terminal works.

On the day of installation, we will need administrative access to all PC's via our Remote Support System

I have confirmed the designated CHS Hosted Client Computers at my practice meet the requirements detailed above.

Signature	Printed Name
Date:	IT Company