

CGM LYTEC System Requirements

December 2023

CGM LYTEC

Practice Management and EHR

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Product

CGM Lytec 2024

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CGM LYTEC 2024 Hardware and Software Requirements

This chapter identifies the hardware and software requirements for this release.

CGM LYTEC 2024 Single-User Hardware and Software Requirements

Hardware - Minimum Required

CPU Type	Intel Pentium IV 4.2GHz or faster
RAM (Memory)	2GB
Storage Space available	4GB*
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Hardware - Recommended

CPU Type	Pentium D 2.6GHz or faster
RAM (Memory)	8GB
Storage Space available	8GB*
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Workstation Operating System - Supported

- Windows 10 Pro/Enterprise (Windows 10 S and Home are NOT supported)
- Windows 11 Pro/Enterprise (Windows 11 Home is NOT supported)

Internet - Required

High-speed Cable, DSL, or Satellite Internet service.

Database - Version of SQL

CGM LYTEC Single User version uses SQL Server Express. With this application, the size of your database is limited to 10GB. SQL Server 2017 Express will use, at most, 1GB of RAM.

For information on which versions of SQL Server are supported on versions of Windows Server and Windows, see <https://learn.microsoft.com/en-us/troubleshoot/sql/general/use-sql-server-in-windows>

CGM LYTEC 2024 Professional or Multi-User Hardware and Software Requirements

Server Hardware - Minimum Required

CPU Type	Intel Pentium IV 4.3GHz or faster
RAM (Memory)	2GB
Storage Space available	6GB*
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Server Hardware - Recommended

CPU Type	Core 2 - 2.4GHz or faster
RAM (Memory)	8GB
Storage Space available	8GB*
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Server Operating System - Supported

- Windows Server 2016 Standard (64 Bit), Datacenter, Essentials
- Windows Server 2019 Standard
- Windows Server 2022 Standard
- Windows 10 Pro/Enterprise (Windows 10 S and Home are NOT supported)
- Windows 11 Pro/Enterprise (Windows 11 Home is NOT supported)

Network - Recommended

Consult with a licensed network vendor for proper wiring for your business computing environment. Wireless networks are not recommended. If a wireless network is the only option, eMDs requires the use of Terminal Services/RDP/ Thin Clients and does not support a direct connected wireless workstation.

Internet - Required

High-speed Cable, DSL, or Satellite Internet service.

Database - Version of SQL

Uses SQL Server 2017 Express. With this application, the size of your database is limited to 10GB. In addition, SQL Server 2017 Express will use, at most, 1GB of RAM.

For information on which versions of SQL Server are supported on versions of Windows Server and Windows, see <https://learn.microsoft.com/en-us/troubleshoot/sql/general/use-sql-server-in-windows>

Workstation Hardware - Minimum Required

CPU Type	Intel Pentium IV 2GHz or faster
RAM (Memory)	2GB
Storage Space available	6GB*
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Workstation Hardware - Recommended

CPU Type	Intel Pentium IV 2.6GHz or faster
RAM (Memory)	8GB
Storage Space available	8GB*
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Workstation Operating System - Supported

- Windows 10 Pro, Enterprise (Windows 10 S and Home are NOT supported)
- Windows 11 Pro/Enterprise (Windows 11 Home is NOT supported)

CGM LYTEC 2024 Client/Server Hardware and Software Requirements

Server Hardware - Minimum Required

CPU Type	Intel Pentium IV 4.3GHz or faster
RAM (Memory)	4GB
Storage Space available	6GB*
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Server Hardware - Recommended

CPU Type	Core 2 - 2.4GHz or faster
RAM (Memory)	8GB
Storage Space available	8GB*
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Larger Installations / Multiple Databases / Interfaces

There is no specific formula or rule for adding additional RAM and other resources as the number of users or transactions on a server increase.

As database size and/or number of users increase, you will need to add additional CPUs and cores to prevent performance degradation. For large systems it would be typical to have between 8 to 16 cores.

SQL can use the lesser of 4 sockets or 24 cores. For larger installations it is recommended to have a minimum of 8 CPU's, going up to 16 CPU's for the biggest sites.

CPU Type	8 or more Cores - 2.3 GHz or faster
RAM (Memory)	20GB
SQL Memory	16GB
Storage Space available	8GB
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Allocate 80% of resources to SQL and the Operating System can have 20%.

These recommendations are for a single production database. Additional databases will require, at a minimum, an increase in RAM and other resources.

If there are other components (for example, interfaces) on this server, you will need to add more memory.

Server Operating System - Supported

- Windows Server 2016 Standard (64 Bit), Datacenter, Essentials
- Windows Server 2019 Standard
- Windows Server 2022 Standard
- Windows 11 Pro/Enterprise (Windows 11 Home is NOT supported)

Network - Recommended

Consult with a licensed network vendor for proper wiring for your business computing environment. Wireless networks are not recommended. If a wireless network is the only option, eMDs requires the use of Terminal Services/RDP/ Thin Clients and does not support a direct connected wireless workstation.

Internet - Required

High-speed Cable, DSL, or Satellite Internet service.

Microsoft SQL Database - Supported

- Microsoft SQL 2019**
- Microsoft SQL 2017

*CGM LYTEC Client/Server will continue to use Microsoft SQL 2012 if it is already installed; however, certain new CGM LYTEC features will not work with SQL 2012. SQL 2012 is no longer supported by Microsoft nor CGM so it must be upgraded. To upgrade SQL it will need to be purchased and installed separately.

For information on which versions of SQL Server are supported on versions of Windows Server and Windows, see <https://learn.microsoft.com/en-us/troubleshoot/sql/general/use-sql-server-in-windows>

Workstation Hardware - Minimum Required

CPU Type	Intel Pentium IV 2GHz or faster
RAM (Memory)	4GB
Storage Space available	8GB*
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Workstation Hardware - Recommended

CPU Type	Core 2 2.4GHz or faster
RAM (Memory)	8GB
Storage Space available	8GB*
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

*Your database will grow as you add data to your practice, increasing the amount of space needed on the hard drive.

Workstation Operating System - Supported

- Windows 10 Pro, Enterprise (Windows 10 S and Home are NOT supported)
- Windows 11 Pro/Enterprise (Windows 11 Home is NOT supported)

CGM LYTEC 2024 Supported Operating Systems

OPERATING SYSTEM	SERVER		WORKSTATION	
	Version of CGM LYTEC 2024		Version of CGM LYTEC 2024	
	Client/Server	Single-User, Professional, or Multi-User	Client/Server	Single-User, Professional, or Multi-User
Windows 10 Pro, Enterprise*			Y	
Windows 11 Pro/Enterprise**	N/A	N/A		Y
Windows Server 2016 Standard, Datacenter, Essentials			Y	
Windows Server 2019 Standard				
Windows Server 2022 Standard	Y	N/A		Y

*Windows 10 S and Home are NOT supported.

**Windows 11 Pro/Enterprise (Windows 11 Home is NOT supported)

Revenue Management

Revenue Management uses Advantage Local Server. Advantage Local Server is limited to a maximum of five concurrent users. If you want to have more than five users accessing Revenue Management at the same time, you will need to upgrade to Advantage Database Server. Contact your Value Added Reseller for more information.

MPIC System Requirements

Hardware requirements

CPU (Processor)	Equivalent of Intel Quad Core Xeon 1.6GHz
RAM (Memory)	8GB
Storage Array Type	RAID-1
Network Card (NIC)	1Gbps (cannot be a teamed network card)
Hard Drive	At least 30GB

Software requirements

MPIC must be installed at the same location as your SQL server. It does not need to be installed on any of your workstations. Nor does it have to be dedicated.

You may use a virtual server with MPIC.

With Practice Partner 11.2 and newer

- Windows Server 2016 Standard, Datacenter, Essentials
- Windows Server 2019 Standard
- Windows Server 2022 Standard
- Lytec 2014 SP1 or newer
- SQL Server Express 2017 or 2019*

*SQL server express is NOT installed with MPIC. For Lytec, MPIC will use the version of SQL Server Express or Standard that Lytec is using.

For information on which versions of SQL Server are supported on versions of Windows Server and Windows, see <https://learn.microsoft.com/en-us/troubleshoot/sql/general/use-sql-server-in-windows>

Firewall settings

An installed firewall or router may block some of the needed Platform Services APIs.

The following must all be allowed:

identity.emdscloud.com	eligibilitybenefits.emdscloud.com
licensing.emdscloud.com	ppsmobile.emds.com
terminology.emdscloud.com	api.emdscloud.com

In addition, the two below are required if you are using CGM CONNECTION:

<https://cnx.cgmus.com/>

<https://cnx-mh.cgmus.com/>

Anti-Virus Software

An anti-virus solution should be installed with the CGM-recommended configurations. The application folder and client folder must be excluded from real-time/on-access scanning. CGM recommends scheduled scans when users are not in the system. Ensure that exclusions are set properly. CGM recommends turning off Windows Defender and other anti-virus programs during the CGM LYTEC Installation, and with Revenue Management (RM) installation and updates; otherwise, it may interact with files and some files may not get installed. Any anti-virus solution that does not allow for exclusions should not be installed. If asked by Support, you must be able to show the exclusions.

Important New Backup Information

IMPORTANT: It is highly recommended that, after entering your Customer Account ID and successfully registering your software, you make a backup of Lytec SharedData and store it safely offsite. In this way, in case your server fails or you have to set up a new server, you can restore from that SharedData backup. Registration of CGM LYTEC is tied to the server, so if you do not have your Lytec SharedData backed up, you will need to contact CGM Support to get your registration deactivated so it can be entered again. Perform this onetime backup in addition to the daily practice files backup, which should be performed and stored offsite. Under the new licensing model, the software may only be installed on one server. If the software is installed on additional servers, an error message will appear informing you that the customer is already registered and it will not be functional.

To back up your SharedData:

1. Close any open practices in Lytec.
2. Click the "L" in the top left corner of the Lytec screen.

3. Click Backup and Restore Database.

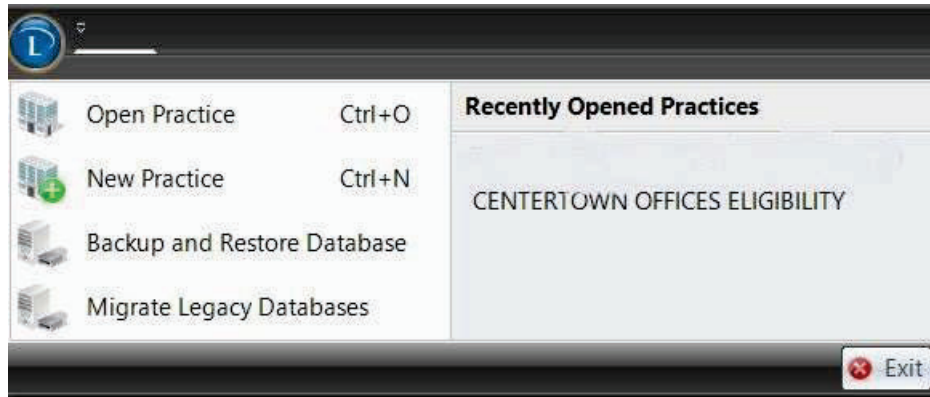


Figure 1. CGM LYTEC screen

The Confirm SQL SysAdmin screen opens.



Figure 2. Confirm SQL SysAdmin screen

4. Enter your credentials and click the OK button. The Manage Backups screen opens.

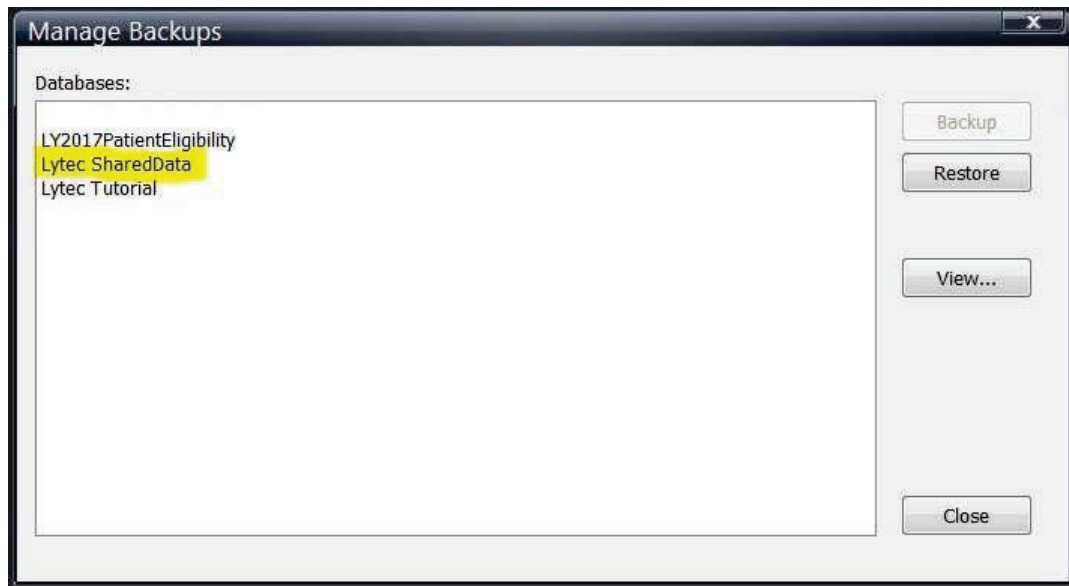


Figure 3. Manage Backups screen

5. Select Lytec SharedData and click the Backup button.
6. Follow the remaining prompts to create the backup.