System/Network Minimum Requirements

OPIE Practice Management Suite

Client PC Requirements (desktop workstations on the LAN)

- **Processor** - 1.4GHz or higher processor recommended; 1GHz minimum required
  - Intel i5™ family processor recommended
- **RAM** - 2GB or more of RAM is recommended; 1GB minimum required
- **Hard Drive** - 500 Megabytes of available space required to install the OPIE program
  - A normal client’s hard drive size ranges from ~100 to 500 Gigabytes depending on the storage need of the user.
- **Monitor and Video Card** - Super VGA (1024 × 768) or higher-resolution capable
  - A secondary monitor is recommended for the primary scheduling workstation.
- **Keyboard and mouse** – Be sure to include these peripheral devices when ordering a new computer
- **NIC (Network Interface Card a.k.a. Ethernet Card)** – Minimum data transmission speed of 100Mbps
  - 1Gb is recommended but not needed for small office scenarios
- **Operating System** – OPIE works best on the newest computers running Windows 10 (64 bit)*, Windows 7 (64 bit), or Windows 8.1 Pro. Windows 8 Pro and Windows 7 (32 bit) work but are not recommended.
  - Please contact your IT professional to ensure your Windows 10 machine has information sharing restricted to protect against unwanted upload of PHI.
  - Windows 8 RT, Windows ‘Home’ and Windows ‘Basic’ type operating systems are not supported
  - OPIE Requires Microsoft .NET 4.5 or greater
- **Document Scanner** (for patient charting) – A TWAIN compliant scanner, connected directly to the client PC is required for most clerical workstations. Scanning over remote desktop is possible by sharing the workstation's “scans” folder or by purchasing Remote-Scan software. Network scanners are not supported by OPIE Support and must be configured and maintained by your IT personnel.
- **UPS (Uninterruptible power supply)** – Provides continuous power to devices (computer) during brief power outages. This device replaces surge protectors.
- **PC Peripheral Devices** –
  - Camera - USB-based digital still shot camera recommended (patient charting)
  - Video - USB-based digital video camera recommended (patient charting)
  - Printer - Color printer

Note: For businesses that only use a single computer, the OPIE Server can adhere to the Client PC Requirements recommendations.

Server Requirements

- **Processor** – 2.0 GHz or higher processor minimum required
  - Intel i7, Xeon Nehalem or newer family of processors are recommended
- **RAM** - 4GB or more of RAM is recommended; 2GB minimum required
  - Servers using terminal services for remote desktop should increase RAM by 256MB per remote desktop user.
- **Hard Drive** - 2+ GB of available hard disk space required to install the OPIE program
  - Typical minimum server configuration contains two (2) hard drives of 250 GB each minimum in a RAID1 configuration
- **Monitor and Video Card** (optional for console usage) - Super VGA (1024 × 768) or higher-resolution capable
System/Network Requirements

- Keyboard and mouse or compatible pointing device

- **Backup Device** – An external hard drive is a common form of backup for some facilities due to its portability and security possibilities.
  - Web based data backup solutions are available. Products such as Carbonite, Google Drive or Dell Data Safe Online work well and are significantly cheaper than reentering your data!

- **NIC (Network Interface Card)** – 1Gb recommended. 100Mbps transmission speed minimum required.

  - Also supported are the first Windows Server 2012 and Server 2008 (first release).
  - Small Business Server, Foundation, and Essentials variants can be deemed sufficient upon discussion regarding Remote Desktop Services limitations
  - Small office environments of 6 workstations or less can use Windows 7 PRO 64bit, Windows 8 PRO 64bit, or Windows 10 PRO 64bit for the server operating system if there are NO remote facilities requiring access to OPIE.
  - OPIE Requires Microsoft .NET4.5 or greater

**Remote Access** (Remote Desktop Services) – Remote desktop should be enabled and a port mapped from the router/modem to the server (may use non-default port number if needed). If Remote Desktop cannot be configured, alternate methods such as LogMeIn.com or TeamViewer are possible but not recommended for daily use.

- **Remote Desktop Services CALs** (Client Access Licenses) – If remote offices plan to use OPIE, they will do so via Remote Desktop to the main office’s server. Purchase additional Remote Desktop Services CALs as required.

- **UPS (Uninterruptible power supply)** – Provides continuous power to device (server) during brief power outages. This device replaces surge protectors.

**Data Backup, Surge and Power protection**

It is your responsibility to ensure that data is backed up regularly, stored in a secure location, and that your server is protected with an Uninterruptible Power Supply (UPS) to protect against electrical surges and outages. We can help you develop a backup strategy on request, but someone in your office should be responsible for ensuring proper implementation and for regularly confirming that your backup procedure is working correctly. OPIE Software requires that the “OPIE” folder on your server is backed up regularly to minimize lost data in the event of database corruption, hardware failure or other adverse events. A full, nightly backup of the OPIE folder should be run after 8:30pm (your time). You should keep at least 1 week (2 weeks recommended) of full OPIE folder backups in their respective date’s folder and a monthly archive of two backups from the stored weeks.

**Workgroup/Domain**

- Windows domain elevated to at least 2003 is preferred; Workgroup environment minimum
  - Users require read/write/modify permissions

**Standard/Common LAN Requirements**

**Network Devices** - Gigabit Ethernet (wireless LAN capable if needed) Router (NAT/Firewall capability recommended) and Switch (depending on number of devices);

- **IP Addressing** - Static IP or Dynamic DNS Service (allows remote access support)
  - Statically assign an IP address to the server using Private Addressing and map a port number from the router/modem to the server’s IP address.

- **Network Media** (cabling) - CAT5e rated or higher Ethernet cable (enough for your office)

- **UPS** (Uninterruptible power supply) – Provides continuous power to device (router/modem/switch) in moments of power outages. This device replaces surge protectors. (see details about backup/power below)

- OPIE does not support the use of a proxy. A list of domains can be provided to allow a bypass, if necessary.
System/Network Requirements

Remote Facilities

- Remote offices (if applicable) working outside of the main facility’s LAN will require Windows Remote Desktop Connection application (available for PC and Mac) to connect to the main office’s OPIE server.
  - This scenario requires a Windows Server operating system listed above in server requirements.
- The OPIE application cannot be loaded on remote facility workstations (even over VPN). The amount of data transmitted from the OPIE client to the server is too high for a normal Internet connection. You must Remote Desktop to either the terminal server or a dedicated workstation (if single remote user) is required for OPIE users who are outside the main facility’s LAN.

Remote Access (Remote Desktop Services)
Remote desktop should be enabled and a port mapped from the router/modem to the server (may use non-default port number if needed). If Remote Desktop cannot be configured, alternate methods such as LogMeIn.com or TeamViewer are possible but not recommended for daily use.

- Remote Desktop Services CALs (Client Access Licenses) – If remote offices plan to use OPIE, they will do so via Remote Desktop to the main office’s server. Purchase additional Remote Desktop Services CALs as required.
- UPS (Uninterruptible power supply) – Provides continuous power to device (server) during brief power outages. This device replaces surge protectors.

Standard/Common ISP Requirements

- Internet Connection – High speed internet connection (DSL, Cable, or DS1) preferably 3 Mbps download ~300 Kbps Upload speed or higher (for single office environment)
  - If remote facilities will be using OPIE, the Main location should increase the upload speed per user, as needed, to facilitate the extra upload data. DSL is not recommended at the main facility if Remote Desktop Services will be used.
- IP Addressing - Static IP or Dynamic DNS Service (allows remote access support)

Optional Networking Devices

- Wireless Access Point, Wireless Network Adapters (802.11n preferred; 802.11g minimum)

Support Personnel

- For setup, installation and support we will need contact information for the technical person responsible for maintaining your network. This person should be familiar with your network router, remote access solutions and Windows networking environments, including all necessary admin passwords for server, workstation and networking devices.

Technical Support Checklist

- Before you leave the client facility please ensure that our support staff has access to Remote the server via RDP
- Remote office users can print locally via Remote Desktop (Terminal) Services
- Local drives are shared for copying scanned documents and other images
- All client printers and scanners function
- Contact OPIE Support with credentials & address to remote server. The phone number is 1-800-876-7740 Ext 3 or email: opiesupport@oandp.com