

Medisoft 24

System Requirements



December 2019

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Product

Medisoft®

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Medisoft System Requirements

Below are the requirements for Medisoft 24.

Medisoft 24 Supported Operating Systems

NOTE: Medisoft 24 is a 32-Bit application, and on a supported 64-Bit platform, the application will run in a 32-Bit mode.

OPERATING SYSTEM	SERVER		WORKSTATION	
	Version of Medisoft 24		Version of Medisoft 24	
	Network Professional	Single-User or Advanced	Network Professional	Single-User or Advanced
Windows Server 2012 and R2	Y	N/A	Y	N/A
Windows Server 2016 Standard, Datacenter, Essentials	Y	N/A	Y	N/A
Windows Server 2019 Standard	Y	N/A	Y	N/A
Windows 10 Pro, Enterprise*	Y	Y	Y	Y
Windows 8 Professional 32-Bit	Y	Y	Y	Y
Windows 8 Professional 64-Bit	Y	Y	Y	Y

*Windows 10 S and Home are NOT supported.

IMPORTANT: Support for Windows Server 2008 will be discontinued January 14, 2020 and eMDs will no longer support Windows Server 2008 after that date. In addition, end of Lifecycle for Windows 7 is January 14, 2020 and eMDs no longer will support Windows 7 after that date.

Medisoft will not support Windows RT on the ARM processor.

Medisoft Hardware Requirements

Workstation (minimum required)

CPU (Processor)	Intel Pentium 4 2.0GHz
RAM (Memory)	2GB
Storage Space	10GB (20GB for Net Pro)*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	100Mbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Workstation (Recommended)

CPU (Processor)	Intel i3 or higher
RAM (Memory)	4GB
Storage Space	20GB*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

Server (Minimum Required)-Network Professional

CPU (Processor)	Intel Core 2 Duo 2.0GHz
RAM (Memory)	4GB
Storage Space	20GB*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	100Mbps
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.

Advantage Database Server 11.10 is required for Medisoft 24. eMDs recommends if you have a 64-bit computer, use 64 bit Advantage.

IMPORTANT: You also must have an Internet connection for all versions of Medisoft.

Server (Recommended)-Network Professional

CPU (Processor)	Intel i3 or higher
RAM (Memory)	8GB
Storage Space	40GB*
Optical Drive	DVD-ROM (required if installing from a CD)
Network Card (NIC)	1Gbps
Display Monitor	1024x768 (1280x800 for widescreen displays)

IMPORTANT: You also must have an Internet connection to use Network Professional.

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

Advantage Database Server 11.10 is required for Medisoft 24. eMDs recommends if you have a 64-bit computer, use 64 bit Advantage.

Server Operating System – Recommended

- Windows Server 2016 Standard

Server Operating System – Supported

- Windows 8 Professional/Enterprise (32 or 64 Bit)
- Windows 10 Pro and Enterprise*
- Windows Server 2012 (64 Bit) and R2 (64-Bit)
- Windows Server 2016 Standard (64 Bit), Datacenter, Essentials
- Windows Server 2019 Standard

*Windows 10 S and Home are NOT supported

Scanning

The scanning feature requires the use of a TWAIN-compatible scanner.

For reference, the following scanners were used in successful testing of the scanning feature. This is not an exclusive list and other TWAIN-compatible card scanners may also be compatible.

- ScanShell 800DX and 800DXN
- ScanShell 800N, 800R, 800NR
- ScanShell 1000N, 1000A, 1000NA
- ScanShell 2000N

- Ambir DS490
- Ambir DS687
- Ambir PS667
- Ambir PS600

- TTScanner

- Fujitsu 6130z

- Brother MFC 8680DN
- Canon PIXMA MX 452

Important notes:

- eMDs does not provide support for individual scanner hardware or software questions.
- if you are working with Terminal Services or a Remote Desktop Protocol, you will need additional software to connect a scanner to Medisoft, such as TSscan. Also, eMDs recommends that you close Medisoft prior to disconnecting a remote session.
- Be sure to set up and install the scanner on your computer or network before attempting to scan images from within Medisoft.
- eMDs recommends that you use a dedicated insurance card scanner for scanning insurance cards.
- It is always a good idea to calibrate the scanner after it is installed and clean it according to the manufacturer's recommendation.

Mobile

Medisoft Network Professional is required for using Medisoft Mobile.

Supported Mobile Devices

The following mobile devices are supported:

- iPad
- Android Tablet
- iPhone

The Patient Intake feature is supported on iPad's with display dimensions of 9.5 inches or greater. Android Tablet's with Display dimensions of 10 inches or greater.

Security

eMDs' Mobile Application utilizes HIPAA compliant data transmission safeguards, such as encryption and authentication for all Mobile Application connections and communication to secure and maintain confidentiality of data.

Supported Operating Systems

The following operating systems are supported:

Apple Operating Systems

- iOS10 and newer

Android Operating Systems

- 7.x and newer

Other Considerations

- You may wish to turn OFF auto-correct spelling if it is on your device. This will prevent unwanted changes as names and other words are entered.
- You may wish to turn OFF Smart Punctuation if it is on your device. This will prevent periods and other punctuation from automatically being applied to data entry.
- You may also wish to turn ON "Guided Access" in the iPad settings to keep the iPad in a single app. You can then triple-click the Home button to lock-in the app you wish to use so patients cannot roam around your device.
- You should require a password to operate your iPad or iPhone and turn-on "Find my iPad" or "Find my iPhone".
- eMDs recommends that you do not use Medisoft Mobile on split screen.

McKesson Practice Interface Center System Requirements

Hardware requirements

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

Software requirements

eMDs recommends that you install it on the same computer as your Advantage Database 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

- Windows Server 2012 and R2
- Windows Server 2016 Standard, Datacenter, Essentials
- Windows Server 2019 Standard
- Medisoft 19 SP1 or higher