CGM MEDISOFT Clinical System Requirements Guide

December 2025

CGM MEDISOFT

Practice Management and EHR

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Product

CGM MEDISOFT v30

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Chapter 1 - CGM MEDISOFT Clinical v30 System Requirements

Below are the system requirements for CGM MEDISOFT Clinical v30.

Windows 10 - End of Support

As of October 14, 2025, Microsoft ended support for Windows 10 (version 22H2) and will no longer provide technical assistance, security updates or feature updates. CGM recommends that you upgrade all your computers currently using Windows 10 to Windows 11.

Supported Operating Systems

	SERVER	WORKSTATION	DATABASE
	Version of CGM MEDISOFT v30	Version of CGM MEDISOFT v30	Version of c-tree Server
OPERATING SYSTEM	CGM MEDISOFT Clinical with CGM MEDISOFT Network Professional	CGM MEDISOFT Clinical with CGM MEDISOFT Network Professional	c-tree Server 7.12 Standard
Windows Server 2016 Standard, Datacenter, Essentials Windows Server 2019 Standard Windows Server 2022 Standard	Y	N/A	Y**
Windows 11 Pro and Enterprise**	N	Y	NA

**CGM MEDISOFT Clinical is NOT supported for Windows 11 Home version.

- CGM MEDISOFT Clinical requires a domain/Active Directory infrastructure.
- Each CGM MEDISOFT Clinical user must have a unique Windows/domain username for security reasons.
- CGM MEDISOFT will not support Windows RT on the ARM processor.
- You no longer need to disable SMB2. The installation of CGM MEDISOFT Clinical will do this.

eMDs strongly recommends 64-bit operating systems for database servers and thin client servers.

CGM MEDISOFT Clinical hardware and software requirements

Workstation (minimum required)

CPU (Processor)	Intel Core i3 or higher
RAM (Memory)	4 GB or greater
Storage Space	128 GB drive or greater (minimum 30GB of available space) *
Network Card (NIC)	Wired 1Gbps Connection (no wireless)
Display Monitor	1024x768 (1280x800 for widescreen displays)
Computer Type	Business grade desktop or laptop
Internet	Required. High-speed Fiber, Cable, DSL, or Satellite Internet service

Workstation (Recommended specifications)

CPU (Processor)	Intel Core i5 or higher
RAM (Memory)	8 GB or greater
Storage Space	256 GB Solid State Drive (SSD) or greater (minimum 30GB available space) *
Network Card (NIC)	Wired 1Gbps Connection (no wireless)
Display Monitor	1024x768 (1280x800 for widescreen displays)
Computer Type	Business grade desktop or laptop
Internet	Required. High-speed Fiber, Cable, DSL, or Satellite Internet service

Server (Minimum Required)

CPU (Processor)	Intel i5 or higher
RAM (Memory)	8 GB or greater
Storage Space	256 GB drive or greater (minimum 50GB available space) *
Network Card (NIC)	Wired 1Gbps Connection (no wireless)
Display Monitor	1024x768 (1280x800 for widescreen displays)
Computer Type	Business grade desktop or laptop
Internet	Required. High-speed Fiber, Cable, DSL, or Satellite Internet service

*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 CGM MEDISOFT Clinical v30. eMDs recommends if you have a 64-bit computer, use 64 bit Advantage.

Server (Recommended specifications)

CPU (Processor)	Intel Xeon or higher
RAM (Memory)	16 GB or greater
Storage Space	256 GB Solid State Drive (SSD) or greater (minimum 50GB available space) *
Network Card (NIC)	Wired 1Gbps Connection (no wireless)
Display Monitor	1024x768 (1280x800 for widescreen displays)
Computer Type	Business grade server
Internet	Required. High-speed Fiber, Cable, DSL, or Satellite Internet service

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

CGM MEDISOFT requires an Internet connection to work properly. However, if you lose your Internet connection, you will be able to use CGM MEDISOFT for up to 30 days without your Internet connection. After this, you will receive a warning message that you have seven days to connect before you are locked out of CGM MEDISOFT.

For a complete list of system requirements for CGM MEDISOFT Clinical, see *CGM MEDISOFT Clinical System Requirements* in the System Administration and System Requirements of the CGM MEDISOFT v30 Documentation page in Salesforce.

Recommendation:

It is recommended that, after entering your Customer Account ID and successfully registering your software, you make a backup of the Medisoft Root Data (which includes SharedData tables) 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 your registration information from that Root Data backup. Registration of CGM MEDISOFT is tied to the server, so if you do not have your Medisoft Root Data backed up, you will need to contact Support to assist in getting your registration reactivated. (This process can take an extended time.) Perform this backup in addition to the verifiable daily practice files backup, which should be safely stored offsite.

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 Medisoft Root data (which includes SharedData tables) 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 Root Data backup. Registration of CGM MEDISOFT is tied to the server, so if you do not have your Medisoft

Root Data backed up, you will need to contact CGM Support to get your registration deactivated so it can be entered again. Perform this one-time 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.

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 CGM MEDISOFT, such as TSscan. Also, eMDs recommends that you close CGM 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 CGM 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.

MPIC 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 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
- Medisoft 19 SP1 or newer
- SQL Server Express 2017 or 2019*

*SQL server express is NOT installed with MPIC. For Medisoft, you will need to download SQL Server Express. Versions 2008, 2012, and 2014 are NOT supported. You can download version 2017 from here:

- https://www.microsoft.com/en-us/sql-server/sql-server-2017

Firewall settings

HTTPS connections must be allowed to the following:

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:

cnx.cgmus.com/

cnx-mh.cgmus.com/

The following is required if you are using CGM PAY:

*.paygateway.com

The following are required if you are using InteliChart:

auth3.intelichart.com

api3.intelichart.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 MEDISOFT 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.

Advantage Database Licenses and Interfaces/Integrations:

For CGM MEDISOFT Network Professional, interfaces/integrations will utilize an Advantage Database (ADS) license for that interface. This has not changed from previous CGM MEDISOFT versions. This includes CGM MEDISOFT Mobile, CGM MEDISOFT+CGM PLUS interface, CGM MEDISOFT EHR (Medisoft Clinical) interface, MPIC, CGM MEDISOFT+CGM APRIMA interface, CGM CONNECTION interface, and Medisoft Online Scheduling. These interfaces are not available in Medisoft Basic and Medisoft Advanced so Advantage Database licensing is not affected.

If using multiple interfaces/integrations, as long as they are on the same server/PC, any applications that accesses the Advantage Database should share the 1 license being utilized. This means users should make certain that they have enough Advantage Database licenses for their regular users, plus at least one additional license for other interfaces/integrations.