



Nextech Select

Technical Requirements

Equipment Recommendations

Business Confidential

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Table of Contents

Nextech Select Technical Requirements 3

- Data Server Requirements..... 3**
- Application Server Requirements (for large offices with >200 Users) 4**
- File Server Requirements..... 4**

Workstation Requirements 5

- Terminal Server Requirements..... 5**
- Thin/ Terminal Client Requirements 6**
- Telehealth 6**
- Peripherals & Other Optional Hardware..... 7**

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Nextech Select Technical Requirements

Adhering to the following specifications will enable your practice to best utilize our Client Server based applications. These requirements are for Nextech related applications only.

Data Server Requirements

The following is to be used as a guideline for Data Servers for Customers using Nextech Select Client Server model. Specific recommendations will vary depending on practice size/volume. Be aware that sites having more than 200 users may require Separate servers for SQL, application services and file storage for optimal performance. Any operating systems or browsers not listed in this document are not supported. For optimal performance it is recommend the Data server not be on a domain controller or Microsoft exchange server.

- **Remote Access (for support):** Support will connect using LogMeIn, Ring Central or Zoom Meetings.
- **SQL Server editions supported:** SQL server versions 2016, 2019. Standard Edition or higher is required for clients with 15+ Nextech licenses or NexEMR. ****Ensure you work with your SQL license provider to buy the appropriate SQL license. This is not provided by Nextech**** Note as of July 2022 SQL Server 2012 is no longer supported.
- **Hard Disks:** Mixed Use enterprise solid State drives (note Storage variable depending on office Size). For optimal Environments separate dedicated disks for Database and TempDB are recommended.
- **Local Area Network:** 1 gigabit minimum
- **Wide Area Network:** Nextech Recommends use of Remote Desktop to a terminal server for Remote locations. For non-Remote desktop WAN usage Requires 100 kb of network and internet bandwidth per user to function. If you are using other applications such as VOIP, payroll, accounting, video, email services you need to ensure you have reserved at least 100 Kbps per user for Nextech’s application use.
- **External Backup:** Customer is Responsible for daily automatic backups of entire server with offsite backup weekly.
- **Windows Updates:** Nextech Recommends all Windows updates be run on a regular, timely schedule.
- **Ram and CPU requirements: See below table by user load.**

	1-50	51-100	101-200	201-300	300-400	400+
RAM (w/o EMR)	16	32 GB	64 GB	64 GB	96 GB	128 GB +
RAM (with EMR)	32 GB	64 GB	96 GB	128GB	128GB +	128 GB +
CPU	Dual Core 2.3GHZ	Quad Core 2.6GHz	Quad Core 3.0GHz	8 Core 3.0GHz	8 Core 3.0+ GHz	12+ Core 3.0+GHz

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Application Server Requirements (for large offices with >200 Users)

- **Supported Operating Systems:** Windows Server 2012, 2012 R2, 2016, 2019
- **Remote Access (for support):** Support will connect using LogMeIn or Ring Central Meetings
- **Hard Disks:** Mixed Use enterprise solid State drives (note Storage variable depending on office size, if this will not be storage server Nextech will use <1GB of space)
- **Local Area Network:** 1 gigabit minimum
- **External Backup:** Customer is Responsible for daily automatic backups of entire server with offsite backup weekly. Note: app server backup only required if also acting as file server
- **Windows Updates:** Nextech Recommends all Windows updates be run on a regular, timely schedule.
- **RAM & CPU requirements:** Dual Core 2.6 GHz, 8 GB RAM

File Server Requirements

- Supported Operating Systems: Windows Server 2012, 2012 R2, 2016, 2019
- Remote Access (for support): Support will connect using LogMeIn or Ring Central Meetings
- Hard Disks: Mixed Use enterprise solid State drives (note Storage variable depending on office Size)
- Local Area Network: 1 gigabit minimum
- External Backup: Customer is Responsible for daily automatic backups of entire server with offsite backup weekly. Note: app server backup only required if also acting as file server
- Windows Updates: Nextech Recommends all Windows updates be run on a regular, timely schedule.
- RAM & CPU requirements Dual Core 2.6 GHz, 8 GB RAM

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Workstation Requirements

- **Supported Operating Systems:** Windows 8.1 Pro, Windows 10 Pro, Microsoft Windows 11 Pro (note that Home RT and windows S Mode are not supported. Windows 11 is only supported on version 16.4 of Nextech or greater)
- **RAM & CPU requirements:** Dual Core 2.6 GHz, 4 GB RAM
- **Hard Disk Space:** Minimum of 150GB of Free Space required.
- **Display:** 1024x768 resolution or higher, 24bit color (DPI and text larger than 125% not supported)
- **Windows Updates:** Nextech Recommends all Windows updates be run on a regular, timely schedule.
- **Remote Access (for support):** Support will connect using LogMeIn or Ring Central Meetings
- **Supported versions of Microsoft Office:** – Office 2013 and 2016 32 bit supported. Office 2019, or Office 365 32- or 64-bit versions are support. (Note Click to run only supported for 2019 or 365. Office must be installed on local pc; web versions are not supported)

Terminal Server Requirements

- **Supported Operating Systems:** Windows Server 2012, 2012 R2, 2016, 2019
- **Remote Access (for support):** Support will connect using LogMeIn or Ring Central Meetings
- **Supported versions of Microsoft Office:** – Office 2013 and 2016 32-bit are supported. Office 2019, or Office 365,32-bit or 64-bit versions are supported. (Note Click to run only supported for 2019 or 365. Office must be installed on local pc, web versions not supported). Note please check with Microsoft for licensing of office on a terminal server.
- **Windows Updates:** Nextech Recommends all Windows updates be run on a regular, timely schedule.
- **RAM & CPU requirements** Quad Core 2.6 GHz, 16 GB RAM
- Nextech recommends that you do not exceed 25 users per Terminal Server
- To properly run Terminal Services, Microsoft requires users to purchase CALs (Client Access Licensing) for Terminal Services and basic Windows server connectivity. Number of CALs needed depends on number of terminals/workstations on user's local network. For questions regarding CALs, refer to Microsoft website or contact local computer consultant.

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Thin/ Terminal Client Requirements

- **Supported Operating Systems:** Any OS that can connect (ex. using remote desktop) to a Windows Server. [User responsible for remote desktop setup. Nextech will handle program setup once user remotes in]
- **Microsoft Remote Desktop:** App should be updated to latest version.
- **Display:** 1024x768 resolution or higher required, 24bit color (DPI and text larger than 125% not supported)

Telehealth

Telehealth usage has additional requirements above and beyond the normal networking requirements:

- Mac/PC/Chromebook with camera, microphone, and speakers or a modern phone (iOS/Android) or an iPad.
- For a good experience in office, especially with multiple providers, you'll need at least 100/100 MBPS for your Internet connection.
- Google Chrome, Microsoft Edge, Mozilla Firefox, or Safari (latest release versions)
- You'll need to have the latest operating systems such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above.
- JavaScript must be enabled (this is enabled by default in most browsers)
- Make sure TCP ports 80 and 443 are open (sometimes firewalls will block these ports, ask your IT team if you can't connect with someone if this is causing it)
- **For iOS and Android:**
 - Use Safari on your iOS devices (latest version of iOS)
 - Google Chrome on your Android device
- **Compatibility:**
 - We are not compatible with Amazon Kindle and other e-readers.

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Peripherals & Other Optional Hardware

- Network Card: 1GB
- WIFI: 802.11ac wireless router with accurate number of access points for each user and location
- Printers: Windows Compatible printer
- iPad/iOS devices: Devices must run IOS 13.0 or higher.
- Barcode Scanners: Nextech supports Serial Emulation USB barcode scanners. Recommended models include *Honeywell Voyager 1200g* (wired) or *1202g* (wireless). [Keyboard wedge scanners are not supported]
- Document/Image Scanners: Nextech is compatible with TWAIN scanners and WIA camera/printer drivers. [TWAIN drivers are NOT remote desktop compatible. All remote peripheral setup is the responsibility of user IT personnel]
- Cash Drawers/Receipt Printers: Cash drawers and Receipt Printers must have OPOS Drivers (64 bit compatible). Installation of OPOS drivers is responsibility of user.
 - These devices are not supported over Terminal Server
- Topaz Signature pad - Model T-LBK462-BSB-R is only compatible model.
- Credit Card Readers: Credit card readers must be purchased through Nextech. Please contact your ISM for pricing