



# MediMizer System Requirements

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**NOTE: iRequestManager and MediMizer Web are modules designed to work with MediMizer they cannot be purchased to run separately.**



## MediMizer Standalone and Demo System Requirements

The standalone and demo installations run with both the application and database server on the same workstation. MediMizer is a Microsoft C#.NET application connecting to a Microsoft SQL Server database server. Either can use the Microsoft SQL Server Express database server that installs with the program.

- Processor: 64-bit x64, 3.2 GHz or faster, multi-core recommended.
- Operating System: Windows 8.1, Windows 10, Windows Server 2012 (including R2), Windows Server 2016, Windows Server 2019.
- Microsoft SQL Server (Standard or Enterprise Edition) or Microsoft SQL Server Express 2012, 2012 R2, 2014, 2016, 2017, 2019 for database. Note: SQL Server 2014 or later is recommended.
- Memory: 8 GB RAM minimum, 16 GB recommended.
- Free Disk Space on C drive: 60 GB.
- Local administrator rights required for initial installation and update installations.
- Full Control rights to both network shared folder and local client installation folder.
- User Access Control (UAC) must be turned off.
- Video card: 2 MB, 1024x760 minimum resolution, 16 bit color minimum.
- Video display DPI must be set at **96 DPI – not higher**.
- A current version of your Internet browser.
- Internet access required to send e-mail, view web links, send messages to pagers.
- Local hard disk write caching disabled.
- Windows-compatible printer, locally or on network. Printer driver must be installed locally.
- Serial port or working serial-to-USB adapter and USB port if using medTester interface
- SMTP is required to email reports or send text and pages. This feature is optional but popular.
- PDF Reader required for viewing .pdf files.
- Spreadsheet Application required for opening and viewing .xls documents.
- May be used on Windows tablets or laptops (laptop processor 2.2 GHz minimum) using a wireless network
- Must have full control permissions for Windows temporary directory (defined by TEMP or TMP environment variable), including file create and delete rights.
- Must have at least read permissions for Windows and Windows\System32 directories.
- We recommend latest Windows and security software updates.
- Virtual Servers or workstations (such as VMware) may be used.

Windows 2000, Windows Vista, Windows 98, Windows NT 4.0, Novell Netware and Windows ME operating systems are no longer supported. Windows 8.1 is supported but Windows 8.0 is not. (Windows 8.0 was an initial temporary release.) If you are on Windows 7 we will work with you, but we can not certify it is compatible. We do not run or test on Windows 7.



## MediMizer Enterprise Networked System Requirements

### General Requirements for Servers

The following requirements apply to servers where any component of MediMizer will be running. See specific requirements for additions and exceptions.

- Processor: 64-bit x64, 3.2 GHz minimum 3.4 GHz or faster recommended, Dual Core minimum.
- Operating System: Windows 8.1, or Windows Server 2012 (including R2), Windows Server 2016, Windows Server 2019.
- Memory: 8 GB RAM Minimum, 16 GB recommended and should be increased as database size increases to ensure optimal performance.
- Free Disk Space on Installation drive: 60 GB.
- We recommend latest Windows and security software updates.
- Virtual servers or workstations (such as VMware) may be used.
- No client licensing required.

#### Notes:

All users must have local administrator rights on either domain or database workstation in order to Access databases OR users must be granted DB\_OWNER rights to the MediMizer database.

Each user will need the client application installed on his/her workstation. MediMizer is licensed by the maximum number of concurrent users. There is no limit to the number of workstations where it may be installed.

Windows 2000, Windows Vista, Windows 98, Windows NT 4.0, Novell Netware and Windows ME operating systems are no longer supported. Windows 8.1 is supported but Windows 8.0 is not. (Windows 8.0 was an initial temporary release.) If you are on Windows 7 we will work with you, but we can not certify it is compatible. We do not run or test on Windows 7.



## Network Requirements

If you are using MediMizer on a network,

- 100/1000 Mbs or better network.
- Network Card: 32/64 bit, 100/1000 Mbps or higher bandwidth.
- Switches recommend, or non-cascading hubs (100 Mbps 24 port).
- Network file server disk write caching DISABLED.
- Hub: None recommended.
- Dedicated Bandwidth: 10-20 Mbps per client.

## File Server (for Network Shared Folder)

A central file server contains files needed by all clients of MediMizer, including reports, linked documents, and a client installer program. A shared folder is used by all clients to access shared data. A single file server is needed for the system.

- Free Disk Space: 100 GB

## Microsoft SQL Server Express Database Server

For systems with up to 10 concurrent users, Microsoft SQL Server (Standard or Enterprise Edition) or Microsoft SQL Server Express 2012/2012R2/2014/2016/2017/2019 can be used for the database and operate on a server or workstation. Larger sites should use Microsoft SQL Server (Standard or Enterprise Edition).

- Requirements listed under “General Requirements for Servers”.
- No client licensing required.
- Microsoft SQL Server (Standard or Enterprise Edition) or Microsoft SQL Server Express 2012, 2012 R2, 2014, 2016, 2017, 2019 for database (Note: Microsoft SQL Server 2014 or later is recommended.)
- All users must have local administrator rights on either domain or database workstation in order to Access databases OR users must be granted DB\_OWNER rights to the MediMizer database.

Note: There is no hard-coded limit to the number of users that can attach to SQL Server Express but their CPU and memory limits impose practical limits on the number of users that can achieve acceptable response times from a SQL Server Express database.

SQL Server Express (2012/2014/2016/2017/2019) - The SQL engine supports 1 CPU, 1GB RAM, and a 10 GB database size.



## SQL Server Database Server

For systems with more than ten concurrent users, a Microsoft SQL Server (Standard or Enterprise Edition) should be used. MediMizer, Inc. does not include or sell Microsoft SQL Server.

- Requirements listed under “General Requirements for Servers”.
- Microsoft SQL Server (Standard or Enterprise Edition) or Microsoft SQL Server Express 2012, 2012 R2, 2014, 2016, 2017, 2019 for database (Note: Microsoft SQL Server 2014 or later is recommended.)
- Either 32 or 64-bit edition of Microsoft SQL Server. 64-bit edition is preferred because it can address more RAM. Note that Microsoft SQL Server 64-bit edition requires a 64-bit edition of Windows.
- Processor or site license to Microsoft SQL Server. Processor license is usually less expensive unless you have many SQL Servers.
- Microsoft SQL Server Management Studio (SSMS) installed on server. Must be SSMS for version of Microsoft SQL Server you are using or newer. For Microsoft SQL Server Express, there is a free Microsoft SQL Server Management Studio Express Edition available as a free download from Microsoft.
- System administrator rights required to install or migrate databases.
- DB\_OWNER rights to MediMizer databases.
- We recommend using the SQL\_Latin1\_General\_CP1\_CI\_AS collating sequence on your database server. Our databases require that collating sequence. If you use a different collating sequence, you will need to run our Data Migration Tool to get your database converted for your database server.
- Database names used with MediMizer must consist of letters, digits, or underscores (no spaces or other punctuation).
- We recommend keeping all servers updated with the latest Windows, Microsoft SQL Server and security software updates.
- Database server can be shared with other applications.
- Database server may reside on same server as the network file share, iRM Web Portal web server, MediMizer Messaging Server, MediMizer Web Software Server and/or MediMizer application. For best performance, dedicate a server to just SQL Server.
- For best performance, configure server with separate drives for Windows and Microsoft SQL Server programs, database files and log files. This is not mandatory.



## Client Workstation Requirements

MediMizer is a Microsoft .NET 4.7.1 Windows Form thick client application. Each user will need the client application installed on his/her workstation. MediMizer is licensed by the maximum number of concurrent users. There is no limit to the number of workstations where it may be installed.

- Processor: 32-bit x86 or 64-bit x64, 2.5 GHz minimum 3.4 GHz or faster, multi-core recommended.
- Memory: 8 GB RAM Minimum, 16 GB recommended.
- Free Disk Space on Installation drive: 60 GB.
- We recommend latest Windows and security software updates.
- Virtual servers or workstations (such as VMware) may be used.
- Local administrator rights required for initial installation and update installations.
- Modify rights to both network shared folder and C:\Program Files\MediMizer folder (or C:\Program Files (x86)\MediMizer folder for 64-bit systems).
- Operating System: Windows 8.1, Windows 10 or Windows Server 2012 (including R2), Windows Server 2014, Windows Server 2016, Windows Server 2019.
- When running under 64-bit systems, application must be installed in C:\Program Files (x86)\MediMizer folder.
- Full Control rights to both network shared folder and local client folder C:\Program Files\MediMizer folder (or C:\Program Files (x86)\MediMizer folder for 64-bit systems).
- User Access Control (UAC) must be turned off.
- Video card: 2 MB, 1024x760 resolution, 16 bit color minimum.
- Video display DPI must be set at **96 DPI – not higher**.
- A current version of your Internet browser.
- Internet access required to send e-mail, view web links, send messages to pagers.
- Local hard disk write caching disabled.
- Windows-compatible printer, locally or on network. Printer driver must be installed locally.
- Serial port or working serial-to-USB adapter and USB port if using medTester interface.
- SMTP is required to email reports or send text and pages. This feature is optional but popular
- PDF Reader required for viewing .pdf files.
- Spreadsheet application required for opening and viewing .xls documents.
- May be used on Windows tablets or laptops (Laptop processor 2.2 GHz Minimum) using a wireless network
- Must have full control permissions to MediMizer directory and all subdirectories.
- Must have full control permissions for Windows temporary directory (defined by TEMP or TMP environment variable), including file create and delete rights.
- Must have at least read permissions for Windows and Windows\System32 directories.
- We recommend latest Windows and security software updates.
- Virtual Servers or workstations (such as VMware) may be used.



## **Citrix or Windows Terminal Server**

Many MediMizer Inc. customers have successfully implemented MediMizer using Citrix server products. MediMizer Inc. will assist users running MediMizer under Citrix or Windows Terminal Server but the customer must rely on their own Citrix experts for most aspects of the installation. By noting that MediMizer can work on a Citrix MetaFrame or XenApp Servers, MediMizer Inc. is not endorsing a product implementation or configuration.

All requirements of FILE SERVER plus the following:

- Available Memory: 8 GB RAM or more per user.
- Multi-core processor.

## **Crystal Reports Designer Workstation**

Crystal Reports Designer is licensed by named user. A licensed copy of Crystal Reports will be needed for each user who wants to design custom reports with Crystal Reports Designer. Your MediMizer purchase might include one license to Crystal Reports Designer. Additional licenses may be purchased from MediMizer Inc., through SAP (the owner of Crystal Reports), or other authorized Crystal Reports resellers.

Crystal Reports Designer may be installed on same workstation with the MediMizer Client or separately.

Note that we only support design of reports with Crystal Reports XI R2, Crystal Reports 2011, Crystal Reports 2013, Crystal Reports 2016; Crystal Reports 2008 and earlier versions of Crystal Reports (8.5, 9, or 10) are not supported and the designed reports may not work correctly when imported into MediMizer.

- Crystal Reports 2013 latest Service Pack required for Windows 8.1 or higher.
- DB\_OWNER rights to all MediMizer databases.



## iRequestManager Requirements

These requirements only apply if you are using the optional iRequestManager work request module. This module will be licensed separately as a one-time charge. Any number of clients may enter requests without additional licensing. Owners of iRequestManager in earlier versions of MediMizer may upgrade their iRequestManager at no charge with the purchase of the MediMizer 16 upgrade.

## iRequestManager Web Server

The iRequestManager ASP.NET application allows clients to enter and check status of work requests submitted to MediMizer through a web browser.

- MediMizer 15 or Higher (See “General Requirements for Servers” for RAM and Hard Disk Space requirements).
- Microsoft Internet Information Services (IIS) web server, Version 7.x or higher.
- **For IIS 7.x or higher, IIS 6 Compatibility Components must also be installed.**
- **ASP.NET 4.5 or Higher.**
- We recommend keeping all web servers updated with the latest Windows, IIS, ASP.NET, and security software updates.

## iRequestManager Web Client

The web client allows hospital personnel to enter work requests from a web browser anywhere in the hospital without special set-up.

- Does not need to meet requirements “General Requirements for Servers”.
- Web browser: Current version of your Web Browser.
- Access to iRequestManager Web Server on intranet or Internet.
- Client-side scripting (JavaScript) enabled.
- No ActiveX plug-ins or Java applets are needed.

## MediMizer Messaging Server (MMS)

The message server is used by iRequestManager for automated emailing, paging, and printing. It is also used by the MediMizer application for automated emails. Needed for both Web Portal and Legacy iRequestManager configurations. It also supports the legacy work request system similar to the Automated Request Receiver (ARR) in earlier versions. MMS can run as a Windows service. May be on same server as database server, file server, and/or web server without a logged in user.

- Requirements listed under “General Requirements for Servers”.
- Requires a Windows account with DB\_OWNER rights to MediMizer database(s) and Full Control rights to MediMizer Network Shared folder.
- SMTP server available to send e-mail and pages.
- We recommend keeping all servers updated with the latest Windows and security software updates.





## MediMizer Web Software Requirements

These requirements only apply if you are using the optional MediMizer Mobile Work Order, Web Equipment or Web Dashboard and Reporting modules. May be on same server as database server, file server, and/or web server without a logged in user.

- MediMizer 15 or Higher. Both your Medimizer and Web product must be kept up to date.
- Operating System: Windows 8.1, Windows 10, Windows Server 2012, Windows Server 2016 or Windows Server 2019 is required for the Web Server used for MediMizer Web Software.
- Microsoft Internet Information Services (IIS) 7.x or higher.
- **For IIS 7.x or higher, IIS 6 Compatibility Components must also be installed.**
- **ASP.NET 4.5 or Higher.**
- Browsers Supported: Microsoft Internet Explorer 8.0+, Mozilla FireFox 32.0+, Google Chrome 43.0+, Apple Safari 8.0+.
- A Domain Service Account is required for the installation. The Service Account will need Full control rights to the main share file.
- SQL Server Management Studio version must support the version of SQL Server you are using and will be required to also provide the Domain Service Account with db\_owner rights to any databases you want to use with MediMizer Web Software. Express version may be used.