

# System Requirements

## Main Computer Versus Local Computer

First, let's define the computers that run Amazing Charts.

In Amazing Charts, the **server** (sometimes referred to as the "main computer") is the computer that stores your Amazing Charts database.

Other computers in the office, known as **workstations**, connect to the server over the network to access Amazing Charts.

In larger practices (typically with more than a few users or over 10 workstations), we strongly recommend dedicating one computer to act solely as the **server** to ensure better performance and reliability.

In very small or solo practices, one computer may serve as both the **server** and the **workstation**, meaning it stores the database and runs Amazing Charts at the same time.

## Hardware Requirements

|                  | Server (Main Computer)                                       |                                                | Workstations (Local Computers) |                         |
|------------------|--------------------------------------------------------------|------------------------------------------------|--------------------------------|-------------------------|
|                  | Recommended                                                  | Minimum                                        | Recommended                    | Minimum                 |
| Processor        | Intel i7 or equivalent (*or Xeon E3)                         | Intel i5 or equivalent                         | Intel i3 or equivalent         | Intel i3 or equivalent  |
| Operating System | Windows 11 Pro<br>Windows Server 2019<br>Windows Server 2022 | Windows 10 Pro – 64 bit<br>Windows Server 2016 | Windows 11 Pro                 | Windows 10 Pro – 64 bit |
| RAM              | 24 GB                                                        | 16 GB                                          | 8 GB                           | 8 GB                    |
| Hard Drive       | 2 TB or more based on imported items                         | 1 TB or more based on imported items           | 32 GB                          | 16 GB                   |

\* For large practices (over 6 clinicians)

Amazing Charts follows the Microsoft Operating System Lifecycle. In general, this means five years of Mainstream Support, which includes features and security updates, followed by five years of Extended Support, which only includes security updates. At the end of the Extended Support period an operating system is considered to be End of Life (EOL) and is no longer supported by Microsoft.

The Home editions of Windows 10/11 are not HIPAA compliant and are not supported by Amazing Charts.

### Windows Server 2016 is EOL on January 11, 2027

Amazing Charts does not test installations of Amazing Charts on Mac computers using Windows virtual machines/emulators and therefore our Technical Support Team will be unable to assist with any installation, connection, or performance issues of Amazing Charts in those environments.

## Windows OS Service Packs

Once you identify your operating system, please make sure you are on the latest Service Pack from Microsoft.

We do not advise installing AC on Home versions of any Windows OS.

| Microsoft Windows Operating System | Service Pack Required |
|------------------------------------|-----------------------|
| Windows Server 2019 or 2022        | Latest Service Pack   |
| Windows 11                         | Latest Service Pack   |

## Supported Browser

Chrome is the supported browser for optimal results.

## Wired or Wireless?

While many of our clients use a wireless network without any issues, wireless connections may cause slowness and connectivity issues even when configured correctly.

*Amazing Charts strongly recommends that all computers are hardwired to the Main ("Server") and that medical practices avoid running their EHR over a wireless network.* For best network performance we suggest a wired gigabit connection.

If you must use a wireless network, we suggest using equipment that can take advantage of the 802.11n standard with multiple access points.

We recommend you contact your IT professional to assist you with hardware-related needs outside of the Amazing Charts software.

## AC in the Cloud

If you are using the Amazing Charts EHR Hosted / AC in the Cloud solution, we recommend Business Class Internet speed. There is a minimum upload speed requirement of 256 Kilobytes/s or 2 megabits/s (Mbps).

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## Amazing Backup

There is a minimum upload speed requirement of 256 Kilobytes/s or 2 megabits/s (Mbps). If you do not meet the minimum requirement, contact your ISP to upgrade to Business Class Internet speed.

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