

Avatar Running Natively on Windows PC

Client PC

	Minimum	Recommended
Processor	gigahertz (GHz) or faster 32-bit (x86)	2 gigahertz (GHz) or faster 32-bit (x86) or 64-bit †
Memory	1GB Memory or greater † (This is in addition to base OS and other application requirements)	2GB Memory or greater † This is in addition to base OS and other application requirements)
Hard Drive	1GB or greater † (This is in addition to base OS and other application requirements)	2GB or greater † (This is in addition to base OS and other application requirements)
OS	Windows 7, 8* (8.1*) Windows 8 RT (Not Supported) Windows 10*	Windows 7, 8* (8.1*) Windows 10*
Monitor	VGA or higher (1024 x 768 pixels) Monitors with resolution known as 1080p or FHD(1920x1080) and K / Ultra HD (3840 x 2160), 2K / QHD (2560 x 1440) is not supported. This includes all high resolution and retina displays such as (Microsoft Surface and HP Spectre) Avatar will show very small. Support is under review.	VGA or higher (1024 x 768 pixels) Monitors with resolution known as 1080p or FHD(1920x1080) and K / Ultra HD (3840 x 2160), 2K / QHD (2560 x 1440) is not supported. This includes all high resolution and retina displays such as (Microsoft Surface and HP Spectre) Avatar will show very small. Support is under review.
Mouse	Microsoft Mouse, or compatible pointing device	Microsoft Mouse, or compatible pointing device



	Minimum	Recommended
Network	<p>50kbs per Concurrent user</p> <p>Latency below 50ms</p> <p>Jitter below 2ms</p> <p>Avatar Methadone: 60kbs per user</p>	<p>60kbs+ per Concurrent User[†]</p> <p>Latency below 40ms[†]</p> <p>Jitter below 2ms</p> <p>Avatar Methadone 100kbs+ per Concurrent user</p>
Browser	<p>IE 9 (Windows 7)</p> <p>IE 10 (Windows 7, 8)</p> <p>IE 11 (Windows 7, 8.1, 10)</p> <p>(IE 32 bit only in compatibility mode)</p> <p>Chrome (16-69)</p> <p>Firefox (53-62)</p>	<p>IE 10 (Windows 7, 8)</p> <p>IE 11 (Windows 7, 8.1,10)</p> <p>(IE 32 bit only in compatibility mode)</p> <p>Chrome (Latest Official Release (currently 69))</p> <p>Firefox (Latest Official Release (currently 62))</p>
Java	<p><u>Recommended to use the latest released and supported version due to incremental security fixes available in each release</u></p> <p>JRE 1.8u181 is supported. Requires MW Build 2017.00.00 Build 1881 or higher</p> <p><u>Prior Supported Version History (32-bit only)</u></p> <p>JRE 1.6. u22 to u49 (Known security faults, not recommended) (Windows 8+ requires JRE 1.6 u38 or later versions)</p> <p>JRE 1.7.0_45</p> <p>JRE 1.7.0 u51 (RADplus 2011 or higher + MW Build 2014.01.00.1276 or higher)</p>	<p><u>Recommended Latest Version (32-bit only)</u></p> <p>JRE 1.8u201 is supported. Requires MW Build 2017.00.00 Build 1881 or higher</p> <p>*JAWS 18 supported on JRE 1.8.151 with MW Build 1956</p>



	Minimum	Recommended
	<p>JRE 1.7 u55 to u80 (RADplus 2011 or higher + MW Build 2014.01.00.1276 or higher)</p> <p>JRE 1.8 u5 to u71,73* (RADplus 2011 or higher + MW Build 2014.01.00.1276 or higher)</p> <p>JRE 1.8 u77 - u131), Requires MW Build 2016.01.00 build 1735 or higher</p> <p>JRE 1.8u141 is not supported.</p> <p>JRE 1.8u144-201 is supported. Requires MW Build 2017.00.00 Build 1881 or higher</p> <p>JRE 9 is not supported.</p> <p>*JAWS 15 only supported on JRE 1.7.0_55</p> <p>*JAWS 18 supported on JRE 1.8.151 with MW Build 1956</p>	

*Notes: Middleware configuration Needs: The rpclient_local.properties setting should exist for each supported version of the OS versions used. For example: "radplusclient.supportedSystem.Windows_8.1=Yes" And "radplusclient.supportedSystem.Windows_8=Yes" or radplusclient.supportedSystem.Windows_10=Yes". Windows 8 will already exist on Middleware build 1130 and later. Windows 10 exists on 2015.03.00.1676.

†All product specifications are guidelines based on a standard demand of the application only. A multi-tasking computer system would include core OS requirements, other applications and processes, and the variability of usage and setup of myAvatar. These will need to be considered for the final computer specifications desired for optimal performance.

JRE patch-set updates are not supported. This includes 8u72 and 8u74.

JAWS known limitations

Forms that did not respond to JAWS were:

- Treatment Plan



- Individual Cash Posting (posting grid section)
- Any forms with a TDE (Tabular Data Entry) grid
- Widgets such as “myCalendar”, client Medications, Coming in Today
- All tab keys must be kept in the correct sequence.

