

5.2 System Requirements

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ePASS™ 5.2 System Requirements

To run ePASS components *AccelaCAPTURE™* or *AccelaSMART™*, you must have an available Microsoft SQL Server database host (client supplied) and ePASSport 5.2 (supplied by White Plume at installation). These are minimum specifications. Clients with larger amounts of data should consider a more robust setup. Specific requirements are as follows:

Database requirements: Microsoft SQL Server (client-supplied)

- Microsoft SQL Server 2014, 2016, 2017 or 2019 Editions. (Note: This must be client supplied; however, you can use an existing SQL server)
- You must follow the system requirements associated with the selected edition of Microsoft SQL Server, the selected operating system, and with any other software involved. For more information, see <https://support.microsoft.com/en-us/kb/2681562> and <https://technet.microsoft.com/en-us/windowsserver/bb414778.aspx>
- Smaller installations may opt to use SQL 2014, 2016, 2017 or 2019 Express Editions, only with the approval of White Plume.
- Remote control capability (see below)

Server/Workstation requirements for ePASSport and Microsoft SQL Server:

- Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2012, Windows Server 2016 or Windows Server 2019.
 - It is highly recommended that all operating systems be updated to the **latest** available service pack.
- Pentium-class processor – 2.0 GHz or faster
- 30 GB free disk space
- 4 GB RAM (32 bit) or 8 GB RAM (64 bit) minimum
- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4.8
- Network interface card
- Video card and monitor configured for a resolution of 1024 x 768 or higher
- It is highly recommended that the ePASSport application and Microsoft SQL Server (see above) be co-located, though they can be hosted on separate workstations
- Remote Control capability (see below)

Remote control:

White Plume has a new tool allowing easier remote connectivity to our customers. ConnectWise, which uses two-factor authentication with AES-256 block encryption, will increase our ability to provide efficient and secure support using next generation encryption and reporting. The ConnectWise installation is easy, and takes less than two minutes to complete, and is free to our clients. Multiple instances of ConnectWise are allowed should IT or another Vendor happen to use the same product as many do. For additional information, visit the ConnectWise website at <http://www.ConnectWise.com> or contact White Plume support at support@whiteplume.com.

System requirements are always subject to change. Please visit <http://www.whiteplume.com> or call 877-633-7226 x114 to verify the latest revision date of the system requirements. This version is current as of 2/22/2022.

AccelaCAPTURE™ 5.2 System Requirements

All AccelaCAPTURE workstations require a connection to the ePASS SQL database. AccelaCAPTURE can run either in a wired or wireless configuration according to practice preference. Regardless of setup, all AccelaCAPTURE workstations must meet the following minimum requirements:

Workstation requirements

- Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2012, Windows Server 2016 or Windows Server 2019
 - It is highly recommended that all operating systems be updated to the latest available service pack
- Pentium-class processor— 2.0 GHz or faster
- 2 GB RAM (32 bit) or 4GB RAM (64 bit)
- 20 GB free disk space
- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4.8 or greater
- Local or network-accessible printer
- Connection to the ePASS SQL database server at a speed of 1.5 Mbps or greater
- Video card and monitor configured for a resolution of 1024 x 768 or higher, 96 dpi (100%)
- Wireless access point or network interface card to provide wired or wireless network access
- AccelaSMART must also be loaded on at least one workstation to complete processing
- AccelaCAPTURE and AccelaSMART can be co-located, as long as the workstation meets the minimum requirements for all components loaded on that workstation

Thin-client configurations

- AccelaCAPTURE can run in a Citrix or WTS environment but is not supported as a browser application. **The client is responsible for all thin-client infrastructure, including support and capacity.**
- A thin-client environment is highly recommended for clients with over 10 AccelaCAPTURE workstations.
- The thin-client server must meet the system requirements associated with the selected thin-client application (Citrix or WTS), the selected operating system for the server, and with any other software involved.
- White Plume does not support the thin-client server and therefore does not set additional system requirements for those applications.
- Real-world examples can be provided upon request to help with server sizing. However, it is important for each client to consider what additional applications will be on the server and how many users will be accessing the thin-client application simultaneously in order to adequately equip the server(s).
- AccelaCAPTURE users with a connection to the database server lower than 10Mbps should consider a thin client deployment for better performance.

AccelaSMART™ 5.2 System Requirements

All AccelaSMART workstations require a connection to the ePASS and ePASSport SQL databases and must meet the following minimum requirements:

Workstation requirements

- Full workstation required—AccelaSMART cannot be deployed in a thin client environment using Windows Terminal Server (WTS) or Citrix Server
- Windows 8, Windows 8.1, Windows 10 or Windows 11.
 - It is highly recommended that all operating systems be updated to the latest available service pack
- Pentium-class processor— 2.0 GHz or faster
- 2 GB RAM (32 bit) or 4 GB RAM (64 bit)
- 20 GB free disk space
- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4.8 or greater
- Local or network-accessible printer
- Connection to the ePASS SQL database server at a speed of 10 Mbps or greater
- AccelaCAPTURE and AccelaSMART can be co-located, as long as the workstation meets the minimum requirements for all components loaded on that workstation
- Video card and monitor configured for a resolution of 1024 x 768 or higher, 96 dpi (100%)
- Remote control capability (see below)

Remote Control

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AccelaPASS™ with AccelaSmart:

If you will be downloading charge messages into AccelaSMART from an external source, such as an electronic health record or lab system, you will need an AccelaPASS interface. The AccelaPASS interface is charged separately from AccelaSMART, so please verify that you have purchased an AccelaPASS interface if needed. Interface information is as follows:

- An interface must be written specifically for your setup.
- White Plume can work with you and a third-party vendor to write the interface.
- Interface specifications will be provided to the appropriate personnel as needed.