

Webconnect/Avatar Installation Requirements

Hardware Recommendations

4 gigabytes of RAM (memory)
2 gigahertz (GHZ) or faster 32/64 bit (processor)
22"-23" Flat Screen Monitor (Screen Resolution 1920X1080)
2 GB or greater in addition to OS/other applications (hard drive)

Software Requirements

Windows 7 or Windows 10 (32/64 bit versions)
Internet Explorer v11 (will not work with Edge browser)
Java Version 8u121 (this is an older version of Java / do not update once it is installed)
Anti-Virus and Malware protection (recommended)

Required Port Activations

Open Ports (Middleware): 80, 443, 8080, 8443, 46000 thru 46010, 46100 and 8972
Open Ports (Reporting): 1972, 1975, 46006 and 8972

Recommended Bandwidth

Recommended 220kps per concurrent user.

Required 120kps per concurrent user.

Latency below 50ms

Jitter below 2ms

Avatar **will not work** if bandwidth per concurrent session falls below 64kps.

Supported Platforms

Windows 7 Professional or Enterprise version (either 32 bit or 64 bit).*

Windows 10 (either 32 bit or 64 bit).

Avatar is **not supported** on other versions of Windows, Linux, Apple or Android.

Supported Browsers

Avatar requires only Internet Explorer v11 (32 bit version).

Avatar is **not supported** on Edge, Mozilla Firefox, Google Chrome, Safari, and Opera.

Supported Screen Resolutions

Avatar requires a minimum screen resolution of 1024x768.

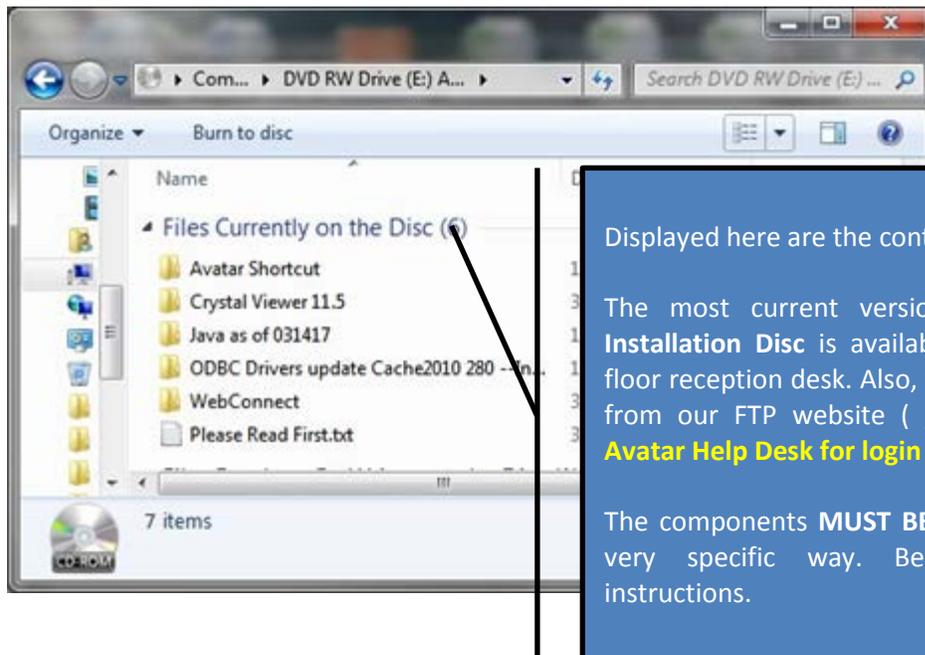
Avatar will not display properly at screen resolutions below 1024x768.

Supported Java Versions

Only Java 8 update 121 is supported.

**Microsoft extended support for Windows 7 will End of Life (EOL) January 2020. This means Windows 7 will not be HIPPA compliant beyond January 2020.*

Installation Instructions



You must have **Administrator Rights** to your computer before proceeding in order to successfully install these components. **Work with your IT Support Staff as your first point of contact for installation assistance.** The IT Support Staff can then contact Avatar Help Desk for support (415.255.3788).

1. Install Crystal Viewer (Report Viewer software)

Uninstall any previous version of the Crystal Viewer before installing 11.5. Inside this folder is the "Report_Viewer_11.5_Cache2010.exe."

Copy the Report Viewer file to desktop and right mouse click on it then, choose from the dropdown menu, the option to **Run as Administrator** to correctly installation this component.

2. Install ODBC Drivers

After Installation of the Crystal Viewer is complete, please copy to the desktop and open "ODBC Drivers update Cache2010 280 -- Install after Report viewer". Right mouse click on each ODBC installation package and choose **Run as Administrator** from the right-click dropdown menu. If asked to Modify or Repair, choose Repair.

3. Install Java (version 8u121)

Please uninstall any previous versions of Java before proceeding to install the correct version of Java. After the ODBC drivers have been installed and your current Java has been uninstalled, please proceed to the folder "Java as of 031417". Open each folder and right mouse click on the Java installation program and choose "**Run as Administrator**".

4. Install WebConnect (Pulse Secure software)

If your site does not use WebConnect to get to Avatar you may skip this step completely. Open the "WebConnect" folder. Right mouse click on the "PulseSecureInstallerService.exe" and choose "**Run as Administrator**".

IMPORTANT: There are 2 versions of Java and of the ODBC drivers. If you are using a 64bit operating system computer you should install both the x86/32bit and x64/64bit versions of ODBC and Java.