Requirements for running myAvatar 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 10*, Windows 11 Windows Surface	Windows 10*, Windows 11 Windows Surface
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
Network	50kbs per Concurrent user Latency below 50ms Jitter below 2ms	60kbs+ per Concurrent User[†] Latency below 40ms[†] Jitter below 2ms

	Minimum	**Recommended**
	Avatar Methadone: 60kbs per user	Avatar Methadone 100kbs+ per Concurrent user
Browser	Chrome (Latest Official Release minus 2)	Chrome (Latest Official Release)
	Firefox (Latest Official Release minus 2)	Firefox (Latest Official Release)
	MS Edge (Latest Official Release minus 2)	MS Edge (Latest Official Release)
Java	**Recommended to use the latest released and supported version due to incremental security fixes available in each release** JRE 1.8.421 is supported. Requires MW Build 3197 or later. **Prior Supported Version History (32-bit only)** *Middleware Build 3135 or higher requires 1.8 u25 or higher JRE 1.8.411 Requires MW 3197 or later. JRE 1.8.401 Requires MW 3197 or later. JRE 1.8.391 Requires MW 3197 or later. JRE 1.8.381 Requires MW 3197 or later. JRE 1.8.371 Requires MW 3197 or later. JRE 1.8.361 Requires MW 3197 or later. JRE 1.8.351 Requires MW 3197 or later. JRE 1.8.341 Requires MW 3197 or later. JRE 1.8.331 Requires MW 3197 or later. JRE 1.8.321 Requires MW 3197 or later.	**Recommended Latest Version (32-bit only)** JRE 1.8.421 is supported. Requires MW Build 3197 or later. ** Support for Java 1.8 Update 291 or higher requires myAvatar MW 3197 or later. JBoss 4 users need to upgrade to JBoss7 (current version:-2022.01.01.build-3328) *JAWS 18 supported on JRE 1.8.151 with MW Build 1956

Minimum	**Recommended**

JRE 1.8.311 Requires MW 3197 or later.

JRE 1.8.301 Requires MW 3197 or later.

JRE 1.8.291 Requires MW 3197 or later.

JRE 1.8.281 Requires MW Build 2017.00.00 Build 1881 or higher

JRE 1.6. u22 to u49 (Known security faults, not recommended) (Windows 8+ requires JRE 1.6 u38 or later versions)

JRE 1.7.0_45

JRE 1.7.0 u51 (RADplus 2011 or higher + MW Build 2014.01.00.1276 or higher)

JRE 1.7 u55 to u80 (RADplus 2011 or higher + MW Build 2014.01.00.1276 or higher)

JRE 1.8 u5 to u71,73* (RADplus 2011 or higher + MW Build 2014.01.00.1276 or higher)

JRE 1.8 u77 - u131),Requires MW Build 2016.01.00 build 1735 or higher

JRE 1.8u141 is not supported.

JRE 1.8u144-241 is supported. Requires MW Build 2017.00.00 Build 1881 or higher

JRE 1.8u241 is supported. Requires MW Build 2017.00.00 Build 1881 or higher

JRE 1.8 u261 is supported. Requires MW Build 2017.00.00 Build 1881 or higher

JRE 1.8 u271 is supported. Requires MW Build 2017.00.00 Build 1881 or higher

JRE 9 is not supported.

Minimum	Recommended

*JAWS 15 only supported on JRE 1.7.0_55

*JAWS 18 supported on JRE 1.8.151 with
MW Build 1956

***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_10=Yes".

- OS Versions No longer supported: Windows XP, 7, 8, 8.1, 8RT.
- Windows 10 exists on Middleware version 2015.03.00.1676 and greater.

[†]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 do not respond to JAWS:

- 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.