



Product Documentation

System Requirements

Imprivata Patient Access

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Document revision

System Requirements

This section includes information about the system requirements for Imprivata Patient Access. Any limitations are noted in the support details or footnotes.

Microsoft Entra ID Requirements

This section includes information about requirements for Patient Access in Microsoft Entra ID (formerly Azure Active Directory).

Imprivata IP Addresses

Add the static egress addresses for Imprivata IP addresses as trusted locations in Microsoft Entra ID:

- 44.207.16.175/32
- 44.196.189.191/32
- 34.195.47.118/32

Microsoft Entra ID Groups

Microsoft Entra ID is required to control access to the Patient Access Admin Console.

In Microsoft Entra ID, define at least one Admin group for Patient Access administrators. Move the Microsoft Entra ID Global Admin and any other admins you'd like managing Patient Access into this group.

Registration Desktop Requirements

This section includes information about the system requirements for Patient Access registration desktops. Any limitations are noted in the support details or footnotes.

If a component is not listed, then its official status is "Not Supported".

Item	Descriptions
Operating System	Windows 11 (x64) Windows 10 (x64) - all versions through Windows 10, November 2021 Update / version 21H2
Processor	Recommended: Intel Quad Core i5 2.5 GHz or greater with 4 GB of RAM Minimum: Intel Pentium Dual Core - 2.0 GHz processor or faster with at least 2 GB of RAM
Available Disk Space	Recommended: 6 GB Minimum: 1.5 GB
Microsoft Visual C++ Redistributables	Installed on the endpoint and on the Citrix server when the Imprivata Patient Access Virtual Channel component is installed there. <ul style="list-style-type: none">• Microsoft Visual C++ Redistributable x64 2015-2022 version 14.40 or later• Microsoft Visual C++ Redistributable x86 2015-2022 version 14.40 or later Only needed for customers using Citrix Virtual Apps.

Item	Descriptions
Microsoft .NET Framework 4.7.2 or later	Microsoft .NET Framework 4.7.2 or later installed wherever the Imprivata Patient Access Epic Connector component is installed. <ul style="list-style-type: none"> For Citrix, this will be on the Citrix server. For a full Imprivata Patient Access client install of Epic, this will be on the endpoint.
Display and Peripherals	1400 x 900 or higher-resolution monitor Microsoft Mouse or compatible pointing device Keyboard USB 2.0 or 3.0 ports USB Web Cam (confirm model with Imprivata)

Registration Kiosk Requirements

This section includes information about the system requirements for Patient Access Epic Welcome Kiosks. Any limitations are noted in the support details or footnotes.

If a component is not listed, then its official status is "Not Supported".

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Item	Descriptions
Operating System	Windows 11 (x64) Windows 10 (x64) - all versions through Windows 10, November 2021 Update / version 21H2
Processor	Recommended: Intel Quad Core i5 2.5 GHz or greater with 4 GB of RAM Minimum: Intel Pentium Dual Core - 2.0 GHz processor or faster with at least 2 GB of RAM
Available Disk Space	Recommended: 6 GB Minimum: 1.5 GB
Display and Peripherals	1280 x 1024 or higher-resolution monitor Microsoft Mouse or compatible pointing device Keyboard USB 2.0 or 3.0 ports USB Web Cam (confirm model with Imprivata)

Kiosk Language Support

Language
English
Spanish

Recommended Cameras

High definition (HD) cameras perform better than standard definition (SD) cameras. Lower resolution cameras are not recommended due to outdated technology.

Virtual Desktop Infrastructure

The following table details the support status for virtual environments. If a component is not listed, then its official status is "Not Supported".

Imprivata also recommends that you check with your vendor for recommended configuration.

Citrix Virtual Apps and Desktops

Formerly known as XenDesktop and XenApp. Includes Citrix StoreFront.

Version	Notes
7 2402 LTSR	
7 2311	
7 2203 LTSR	See Known Issue below.
7 1912 LTSR	CU 7 and higher

Citrix Workspace App for Windows

Version	Notes
2402 LTSR	
2311	
2203 LTSR	See Known Issue below.
1912 LTSR	CU 7 and higher

Known Issue: Citrix has identified a memory leak in the Citrix virtual channel when a webcam is forwarded over the virtual channel. With this memory leak, the webcam stops working after roughly 10-25 uses of the camera. To resolve the memory leak issue, customers need to use 2311 or higher VDA and 2311 or higher CWA clients.

Workaround: When the webcam stops working after roughly 10-25 uses of the camera, to work around the issue, the end user must log off the Citrix Storefront session, then log back in. In some scenarios, the user may also need to unplug and plug in the USB webcam.

Patient Access Admin Console

Browsers

The following browsers are supported for accessing the Patient Access Admin Console



NOTE:

The software version and date when Imprivata will end support for a third-party product is typically when the third-party vendor (for example, Microsoft) has previously declared its end of support.

Browser	Support Information
Google Chrome	Yes
Microsoft Edge Chromium	Yes