

# VMVIEW SYSTEM REQUIREMENTS

**Below are the optimal/recommended and minimum system requirements to connect to Southwest General Health Center's VMView remote access solution.**

## **Operating System Optimal recommendation:**

Windows 7 (32 or 64 Bit)

## **Memory , CPU and Disk optimal recommendations:**

4 Gigabytes RAM, Intel Core i3 or greater 200MB free hard disk space.

## **Broadband Internet Connection optimal recommendation:**

5 MB download speed or greater. If you access from behind a firewall , tcp/udp port 4172 outbound must be allowed.

## **Minimum Supported Requirements:**

### **Operating Systems supported:**

Windows XP SP3 (32 bit only)

Windows Vista SP1 or SP2 (32bit only)

Windows 7 or Windows 7 SP1 (32 bit and 64 bit)

Mac OS X Leopard 10.5 and Snow Leopard 10.6 : *\*Due to technology limitations within the Mac Client, performance can be significantly slower. A Broadband connection of 5MB or greater is highly recommended.*

### **Memory , CPU and Disk requirements:**

Windows XP SP3: 2 Gigabytes RAM, Pentium 4 or greater, 200Mb free space.

Windows Vista SP1 : 2 Gigabytes RAM, Pentium Core or Greater, 200Mb free space.

Windows 7 (32 bit and 64 bit): 2 Gigabytes RAM, Pentium Core 2 or greater, 200Mb free space.

Mac OS X Leopard 10.5 and Snow Leopard 10.6 2GB RAM, Pentium Core 2 or greater, 200 Mb free space.

### **Broadband Internet Connection recommendation:**

2 MB download speed or greater. If you access from behind a firewall , tcp/udp port 4172 outbound must be allowed. (Cable broadband is preferred over DSL. Please check with your city services department to see what Broadband options are available in your area)

### **Additional Information:**

If you launch a remote desktop with the PCoIP display protocol in full screen or window mode on an iMac with Retina 5K display and the screen size is more than 4K (4096 x 2160), auto fit does not work for the remote desktop if you change the display to full resolution (Connection > Resolution > Full Resolution).

Workaround. None. This problem is caused by a PCoIP limitation