Workstation Requirements and Configuration

(Windows 10/Windows 11)

(All requirements subject to change.)

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Assurance Reimbursement Management™

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Purpose

This document provides minimum and recommended system requirements for software and hardware on workstations used to access Assurance Reimbursement Management™ (Assurance) and other claims management products. These workstations are known collectively as **Assurance workstations**.

As with all recommendations for computer configurations, your satisfaction with processing speed is directly proportional to the capacity of the equipment.

Note: For important information on system configuration and support, security updates and specialized deployment information, please review the General Technical Information topic within this document.

Assurance workstation requirements

Component	Configuration
Processor (CPU)	Intel dual core or equivalent Pentium® IV 2.0ghz or faster processor
Memory (RAM)	Recommended: 8 GB | Required: 4 GB
Hard drive space available	Optimal: 20 GB | Minimum: 16 GB
Workstation operating system	Microsoft® Windows® (Windows) 11 (64-bit) Microsoft® Windows® (Windows) 10 (64-bit)
Internet connection	Business Class Broadband (T-1, etc.)
Remote support connection	LogMeIn, WebEx or VPN with Cisco or Nortel clients
Remote support applications	Windows Remote Desktop
Monitor size	Recommended: 17” monitor or larger. Larger if concurrently using several applications.
Monitor display resolution	Required: 1024 x 768 resolution or higher. Recommended: Support for 24-bit color.
Printers	See “Printer Information for Printing Claim Forms” for details.
Other software	Supported: Adobe® Acrobat Reader® DC. Latest tested version: 2024.003.20112 (64bit)
Web browser	Google Chrome™ (Google), Microsoft Edge™ (Edge), Edge in Internet Explorer® (IE) mode

Printer information for printing claim forms

Printing claims from Assurance is tested with various printer types. Clients are successfully using printers from many manufacturers.

Assurance follows the NUBC guidance on printing UB-04 claims to pre-printed forms on laser printers. These guidelines also apply when printing 1500 claims on laser printers. For more information, visit the NUBC web site: http://www.nubc.org/subscriber/index.dhtml.

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Laser Printers

Basic laser printer requirements for printing claims:

Component	Configuration	Notes
Memory	2 MB, up to printer maximum	High volume printing performance may be improved with additional memory.
Post-script driver	Yes, use the latest post-script driver provided by the manufacturer	Required for printing UB-04 claims to a laser printer
Edge-to-edge printing	Yes, if supported by printer	Recommended for printing UB-04 claims to a laser printer
Trays	One if all printing is done to white paper	Multiple if printing to different types of paper (e.g., red claim forms).

Tractor Feed Impact Printers

Basic tractor feed printer requirements:

Component	Configuration
Memory	1 MB or higher

Requirements for specialized workstations

A specialized workstation is an Assurance workstation from which specific modules will run. Specialized workstations must meet the additional requirements defined in this section.

General Information

Client-side add-ons are not required to successfully use Assurance products. When used, they are installed only on workstations that the client selects. Product performance on these workstations will vary depending on the transaction volume, PC speed, host connection speed, and other user preferences. Typical environments may require a partially dedicated PC for a given specialized process. High volume environments may require one or more dedicated PCs. Your installation or support team can provide information related to your unique environment.

Data Extract Add-on module (DEP)

Custom DEP, version 3, has one additional workstation requirement:

- Java® 1.8 or higher
- Zulu 8.38.0.13 (JRE version) or higher

For important information on system configuration and support, security updates and specialized deployment information, please review the General Technical Information section in this document.

Component	Configuration
Processor (CPU)	Intel Core Duo or equivalent Minimum: Pentium® IV 2.0ghz or faster processor
Memory (RAM)	2GB on 64-bit workstation
Hard drive space available	1GB of available disk space

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Component	Configuration
Patient accounting system host access*	Attachmate Personal Client 6.5 or later, Reflection for Windows, or Meditech Terminal Emulation software
Remote support connection	Dedicated internet connection (Minimum speed is 56K)

General technical information

- **Operating system information:** Clients are advised to follow the Microsoft guidelines for operating system support and application of security updates. For detailed information, visit the Microsoft Life Cycle website at: http://support.microsoft.com/lifecycle/.
- **Service packs and security updates:** Clients are notified when major operating system, application, and database service packs (i.e. Windows Service Pack X) are approved for use with Assurance products. Following the notification from Assurance Support, clients are advised to promptly apply Windows Workstation Service Packs.
- **Internet connectivity:** Client-side performance in the ASP environment is influenced by a number of factors, including the internet bandwidth available at the time the application is in use. Clients are advised to review their normal network utilization as part of the implementation cycle.
- **Unsupported workstation components:** Optum cannot guarantee support for any operating system or other workstation component that is not specifically listed in the workstation requirements.

Configuring a client workstation

Windows updates

All critical updates must be installed.

Adobe® Acrobat Reader® (Acrobat Reader)

Acrobat Reader must be installed on each workstation. The latest version of Acrobat Reader certified with Assurance is 2024.003.20112 (64 bit).

Browser settings

Refer to the Chrome, Edge, or Edge in IE Mode section below for settings specific to the appropriate browser.

Chrome settings: Chrome version

Use the latest Chrome version.

Edge settings: Edge version

Use the latest Edge version.

Edge in IE mode settings

This topic covers browser information specific to Edge in IE mode. These settings apply to all supported Edge versions unless otherwise marked.

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Enable Internet Explorer integration using group policy

1. Download and use the **latest Microsoft Edge Policy template**.
2. Open **Group Policy Editor**.
3. Click **User Configuration/Computer Configuration > Administrative Templates > Microsoft Edge**.
4. Double-click **Configure Internet Explorer integration**.
5. Select **Enabled**.
    - Under **Options**, set the drop-down value to **Internet Explorer mode**
6. Create or update existing site list XML (see Appendix 1 – Current sites XML)
7. Click **User Configuration/Computer Configuration** > **Administrative Templates** > **Microsoft Edge**.
8. Double-click **Configure the Enterprise Mode Site List**.
9. Select **Enabled**.
10. Under **Options**, type the location of website list. You can use one of the following location formats:
    - (Recommended) HTTPS location: https://iemode/sites.xml
    - Local network file: \\network\shares\sites.xml
    - Local file: file:///c:/Users/<user>/Documents/sites.xml
11. Click **OK** or **Apply** to save these settings.

The browser is now configured to access Assurance.

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Appendix 1: IE mode in Edge sites XML content

This appendix defines the content needed in the sites XML file for using IE Mode in Edge with Assurance, including the Edge policies and compatible operating systems**.**

Updating the hostname

For all versions, the updated Assurance web address must be included within <domain exclude="true"> listings:**[hostname]/**. Update the hostname in the list to reflect the site you access for Assurance. Use the URL without https:// or any path.

For example, the hostname for ASP02 should be asp02.arm.**optum.com**.

Current sites XML

```
<site-list version="8.7.5">
  <shared-cookie host="[hostname]" name="BrandingPath" path="/" source-
engine="Both"></shared-cookie>
  <shared-cookie host="[hostname]" name="Client" path="/" source-
engine="Both"></shared-cookie>
  <shared-cookie host="[hostname]" name="CID" path="/" source-engine="Both"></shared-
cookie>
  <shared-cookie host="[hostname]" name="LegacySessionCookieName" path="/" source-
engine="Both"></shared-cookie>
  <shared-cookie host="[hostname]" name="LoginType" path="/" source-
engine="Both"></shared-cookie>
  <shared-cookie host="[hostname]" name="sc" path="/" source-engine="Both"></shared-
cookie>
  <shared-cookie host="[hostname]" name="SecurityCredentials" path="/" source-
engine="Both"></shared-cookie>
  <shared-cookie host="[hostname]" name="UID" path="/" source-engine="Both"></shared-
cookie>
  <shared-cookie host="[hostname]" name="UserRoleId" path="/" source-
engine="Both"></shared-cookie>
  <shared-cookie host="[hostname]" name="IeMode" path="/" source-
engine="Both"></shared-cookie>
  <site url="[hostname]/ARM.UI">
    <compat-mode>Default</compat-mode>
    <open-in allow-redirect="true">MSEdge</open-in>
  </site>
  <site url="[hostname]/Home/UserHome.asp">
    <compat-mode>Default</compat-mode>
    <open-in allow-redirect="true">MSEdge</open-in>
  </site>
  <site url="[hostname]/Administration/AdminPortal.asp">
    <compat-mode>IE11</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/Administration/FileTypeMaintenance.asp">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/Administration/ManageGroups.asp">
    <compat-mode>IE7Enterprise</compat-mode>
```

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```
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Administration/ManageUsers.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Administration/ReconPayerProfileMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Administration/RestrictAccess.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Administration/SpinOffMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Administration/SpinOffSelection.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Administration/SplitMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Claims/Filter.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Claims/MassAppealResume.asp">
  <compat-mode>IE11</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Claims/RSRTFilter.asp">
  <compat-mode>IE5</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Claims/WorkingGroupDisplay.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/common/Shared/Pages/DisplayError.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Dashboard/AccuPostLink.aspx">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Dashboard/BIDashboard.asp">
  <compat-mode>IE7Enterprise</compat-mode>
```

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```
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Dashboard/reconciliationManager.asp">
  <compat-mode>IE11</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Legacy/Claims/Filter.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Legacy/Claims/WorkingGroupDisplay.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Legacy/SupportTools/ProductUpdate.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Pages/pasSignOnTest.aspx">
  <compat-mode>IE11</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Remits/Filter.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Shared/Calendar/Calendar.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Shared/Pages/PDFViewer.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/Shared/Pages/Working.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/BannedAddressesMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/BridgeArchive.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/CCILookup.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Claims/ImportClaims.asp">
  <compat-mode>IE7Enterprise</compat-mode>
```

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```
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Claims/Report.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/ClientSetMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/CreateSubmitter.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/DESFileTypes.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/DESMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/DirectEntry.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/EventLog.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/FeaturePreviewMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/FieldMapping.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/GroupMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/JobTypeMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/LinkClients.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Logging.asp">
  <compat-mode>IE7Enterprise</compat-mode>
```

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```
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/ManageRemits.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/NotesFileMapping.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/OCILog.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/OutsourceMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/PhoneHome.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/ProductProfileMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/ProductUpdate.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Registration.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Reports/Filter.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Reports/ReportCreate.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Reports/ReportList.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/Reports/ViewResponses.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/ServerMaintenance.asp">
  <compat-mode>IE7Enterprise</compat-mode>
```

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```
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/SetPayerStatus.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/SetPhysicianStatus.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/SiloInformation.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/StuckClaims.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/SystemExport.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/SystemImport.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/TicketLookUp.asp">
  <compat-mode>IE11</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/SupportTools/UploadFile.asp">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/TestMode/CFILoad.aspx">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/TestMode/ClaimFilter.aspx">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/TestMode/Messages.aspx">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/TestMode/ReportCreate.aspx">
  <compat-mode>IE7Enterprise</compat-mode>
  <open-in allow-redirect="true">IE11</open-in>
</site>
<site url="[hostname]/TestMode/ReportList.aspx">
  <compat-mode>IE7Enterprise</compat-mode>
```

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```
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/TestMode/SubmitTestClaims.aspx">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/TestMode/UserHome.aspx">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/TestMode/WorkingGroupDisplay.aspx">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/Transactions/GetPasswordResetQuestion.asp">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/Transactions/SSOLogoff.asp">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
  <site url="[hostname]/UnsupportedBrowser.asp">
    <compat-mode>IE7Enterprise</compat-mode>
    <open-in allow-redirect="true">IE11</open-in>
  </site>
</site-list>
```

Update an existing Sites XML with Site List Manager

URL: https://learn.microsoft.com/en-us/deployedge/edge-ie-mode-site-list-manager

1. Replace all occurrences of **[hostname]** in the xml to reflect the site you access for Assurance. Use the URL without https:// or any path.

   For example, the hostname for ASP02 should be asp02.arm.optum.com.
2. In the Enterprise Site List Manager, select **Import from XML**.
3. Select **Choose file** to select your site list file from step 1, and select **Open**.
4. Select **Load** to add the sites or shared cookies from the file to the editor.
5. In the Enterprise Site List Manager, select **Export to XML**.
6. Enter a **version number** and a **file name**.
7. Select **Export**.

You can save the file locally or to a network share. However, you must make sure you deploy it to the location specified in your group policy.

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