

A wide-angle photograph of a city skyline at dusk or dawn, with a semi-transparent red rectangular overlay in the center. The text 'BillTrak Suite System Requirements' is centered within this red area in white, bold, sans-serif font.

# BillTrak Suite System Requirements

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## Operating System

BillTrak Suite supports the following operating system:

- Windows 10

## Network Configuration

Connectivity from the client PCs to the web server at no less than 4 megabit per second (Mbps); ping rate of <250 milliseconds (MS) with a packet loss rate less than 1%.

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**Note:** Network performance is a function of bandwidth, latency, packet loss, congestion, routing, the amount of data being transferred, and more. The above parameters are intended as rough guidelines only. If your network is more responsive than the above guidelines, then perceived response times will improve. If your network is less responsive than the above guidelines, then perceived response times will degrade.

Network configuration is a complex process that requires joint collaboration between your IT staff and TEOCO at system implementation time. Subsequent troubleshooting, along with performance analysis and/or tuning, is equally complex and also requires joint collaboration to evaluate and resolve.

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## Disk Space

BillTrak Suite has minimal disk space requirements, as users access it through Web Client applications. However, the BillTrak Suite interfaces with Microsoft Office for exporting data, which requires disk space of varying size, depending on the data set being exported.


## Screen Resolution



TEOCO recommends a minimum screen resolution of 1024 x 768.



## Browser

BillTrak Suite supports the following browser:

- Microsoft Edge  based on Chromium



**Note:** BillTrak Suite supports the new Microsoft Edge  based on Chromium, *not* the Legacy version of Microsoft Edge .

	
Legacy Version of Microsoft Edge (not supported)	New Microsoft Edge Based on Chromium (supported)

**Compatibility View**

BillTrak should *not* be included in the websites displayed in Compatibility View.

**Trusted Sites**

The BillTrak and BillTrak Analysis Module (BAM) URL's should be added to the browser's Trusted Sites.

**Clearing Cache**

To improve performance, the user should clear the browser's cache following any release of a new version of BillTrak Suite. This removes files that the application no longer needs. It is done by deleting the browsing history.

**Remembering User Preferences**

In order for BillTrak to remember user preferences (.e.g., which sections of the Invoice Summary are collapsed) from session-to-session, any option for deleting browsing history on exit should *not* be enabled.

## Microsoft Office

BillTrak Suite supports the following versions of Microsoft Office:

- Microsoft Office 2016
- Microsoft Office 2019

## Adobe Reader

BillTrak Suite requires Adobe Reader for viewing PDF attachments in BillTrak and Claim Center.

## Java Runtime Environment (JRE)

BillTrak Suite supports JRE 8 (1.8.0\_40) and JRE 7 (1.7.0.55).

- ▶ *Java required for Rate Management Module (RMM).*
- ▶ *To detect your computer's Java version, visit [www.java.com](http://www.java.com) and click **Do I have Java?***



### Write Access to Java Security Folder Required to Open RMM

In order for Rate Management Module (RMM) to open on a particular computer, the user needs to have write access to the Java Security folder (**C:\Program Files (x86)\Java\jre[version]\lib\security**).

If you have Admin access to the computer, you can grant a user write access to the folder by doing the following:

1. From the **C:\Program Files (x86)\Java\jre[version]\lib** folder, right-click on the **Security** folder and select **Properties**.
2. Unmark the “Read-only” check box.
3. On the **Security** tab, give the current user full control of this folder.
4. Click **Apply**.

## OpenWebStart for RMM Access

In order to run Rate Management Module (RMM), users need to have OpenWebStart installed. It can be installed via the following link:

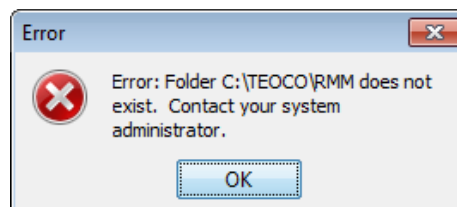
- ▶ [Java Web Start is dead. Long live OpenWebStart! - openwebstart.com](#)

OpenWebStart will allow users to download and open the .jnlp file that launches RMM.

## RMM Attachment Folder

For Rate Management Module (RMM) users, the **C:\TEOCO\RMM** folder must be created on the user’s local machine for RMM attachment.

If RMM does not find this folder when the user attempts to save, open, or copy an RMM attachment, a message is displayed saying that the folder is missing:



The name that the folder must have is defined in the database (in the APP\_INFO table for the “RMM Restricted File Folder” field). This name defaults to **C:\TEOCO\RMM**. If the folder name definition has been changed in the database and the user does not have a local folder with that name, the above Error message would say that the folder with that name does not exist.