EchoOneApp System Requirements

	DATABASE HOST	CLIENT
Processor	1.5 GHz (2 GHz or higher recommended)	1.5 GHz or higher
RAM	4 GB (8 GB or more recommended)	2 GB (4 GB or more recommended)
Hard Disk Space	10 GB	1 GB
Operating System	Windows Server 2008 R2 or later	Windows 7 or later
Database Software	Microsoft SQL Server 2008 or later	N/A
Prerequisite Software	Refer to SQL Server prerequisites	Microsoft .NET Framework 4.5.1
PDF Editing Software	N/A	Adobe Acrobat 9 or later (Standard or Pro), Nitro Pro 10 (can be obtained from Echo)
Internet Connectivity	N/A	Required to obtain licensing, PSV, online form completion, Forms Library access
PREMIUM TOOLS		
Microsoft Office	N/A	Microsoft Office 2010 or later

Microsoft SQL Server is a relational database management system that is required to run EchoOneApp. Installing SQL Server on a domain controller is not recommended.

The .NET Framework is a component of the Microsoft Windows® operating system used to build and run Windows-based applications. For more information about the .NET Framework, visit: http://www.microsoft.com/net

Adobe Acrobat or **Nitro Pro 10** is required for workstations to scan, design, view, and complete forms through EchoOneApp. **Adobe Acrobat** is a third-party software developed by Adobe Systems Incorporated. Echo, a HealthStream Company does not distribute, license, or sell Adobe Acrobat. You can learn more or purchase Adobe Acrobat from: http://www.adobe.com/products/acrobat.html.
Nitro Pro 10 is a third-party software developed by Nitro Software, Inc. Echo. a HealthStream Company is an authorized reseller of Nitro Pro 10.

Adobe Reader can be used in lieu of Adobe Acrobat or Nitro Pro 10 to view and complete forms through EchoOneApp. Adobe Reader cannot be used to scan, design or edit the form templates. Adobe Reader is a third-party software developed by Adobe Systems Incorporated. Echo, a HealthStream Company does not distribute or license Adobe Reader. You can learn more or download Adobe Reader from: http://www.adobe.com/products/reader/

Microsoft Office is required if licensed for the ExportTool, an EchoOneApp premium tool. Office is also required for the contact import feature.

Web Tools System Requirements

NoPen, OneApp Web, API, ClariPhy, Dashboards		
	WEBSITE HOST	**CLIENT**
Processor	1.5 GHz (2 GHz or higher recommended)	NoPen and OneApp Web require Microsoft Silverlight 5. For Silverlight OS and browser requirements, please visit: https://www.microsoft.com/getsilverlight/locale/en-us/html/installation-win-SL5.html ClariPhy and Dashboards require an internet browser that is HTML5 compatible.
RAM	4 GB (8 GB or more recommended)	
Hard Disk Space	2 GB	
Operating System	Windows Server 2008 R2 or later	
Application Framework	Microsoft .NET Framework 4.0	
Web Server	IIS 7.5 (or later) with ASP.NET	

Onboarding		
	WEBSITE HOST	**CLIENT**
Processor	1.5 GHz (2 GHz or higher recommended)	Internet browser that is HTML5 compatible with JavaScript and Cookies enabled
RAM	4 GB (8 GB or more recommended)	
Hard Disk Space	2 GB	
Operating System	Windows Server 2008 R2 or later	
Application Framework	Microsoft .NET Framework 4.5.2	
Web Server	IIS 7.5 (or later) with ASP.NET	

NoPen, OneApp Web, ClariPhy and Dashboards, EchoOneApp premium tools, require additional Application Framework and Internet Services to function. Both are web-based applications that require a properly configured web server with direct access to the EchoOneApp databases. For external access, a registered public URL is required with public DNS settings configured to point the URL to the static IP address of the web server. If the web server is behind a firewall (recommended), that firewall will have to be configured with the public URL to allow access to the web server. If you have an SSL certificate (recommended), the firewall and web server will have to be configured to use that certificate.

API (Application Programming Interface), an EchoOneApp premium tool, allows EchoOneApp to interface with other systems. Using Java or C# applications, data can be queried or inserted/updated from the EchoOneApp database by making calls to the web service.

Microsoft Internet Information Services (IIS) is a set of Internet-based services for servers created by Microsoft for use with Microsoft Windows®. IIS is required only if licensed for NoPen, OneApp Web, API, ClariPhy, Dashboards, or Onboarding. For more information about IIS, please visit: http://www.iis.net

Microsoft Silverlight is a web application framework. Silverlight can be downloaded and installed on-demand when running NoPen or OneApp Web and does not necessarily have to be installed beforehand. For more information about Silverlight, please visit: http://www.silverlight.net

EchoOneApp Cloud System Requirements

	CLIENT
Operating System	Windows 7 or later Intel-based Mac running OS X 10.9 or later (requires Microsoft Remote Desktop app)
Remote Desktop Connection	RDC 7.0 or later for Windows (RDC 8.1 recommended) Microsoft Remote Desktop 8.0.xx or later for Mac
Browser (Windows only)	IE, Edge, Safari, Chrome (IE recommended for SSO)
Internet Connectivity	Broadband connection

EchoOneApp, delivered as IaaS (infrastructure as a service) / cloud infrastructure services, is an alternative delivery and hosting method for EchoOneApp and its associated applications. Echo can provide access to a cloud-based application server in which users can open and run EchoOneApp and its associated applications via Microsoft's Remote Desktop Services over the internet. Echo will provide: Remote Desktop Services licenses, a dedicated instance of Microsoft SQL Server 2012 Express, IIS (when applicable), EchoOneApp, PDF editing tools, Microsoft Office 2010 Standard, antivirus software and any applicable SSL certificates.

The **Remote Desktop Connection (RDC)** client is required to connect to the host server. These components are typically integrated into the operating system but updates may be available for older versions.

Note: The hardware, software, and other materials required pursuant to this Exhibit are to be provided by Licensee at its own expense. They must be installed and in working order prior to Software System utilization. Echo, a HealthStream Company strongly recommends having a backup plan in place to preserve critical database files. System requirements are subject to change without notice. All trademarks are property of their respective owners. It is important to keep your computer updated with Microsoft Windows® critical updates.