

System Requirements

Server Requirements

The server specifications presented here are to be used as a general minimum requirement and may differ based on factors such as your financial institution's size and volume of transactions. These requirements apply to the Web Forms to Workflow Solution Pack. Please consult IMM support for your specific requirements. Specifications are subject to change without notice.

Hardware

- Intel Quad Core Xeon
- 4 Cores (or VCPUs for VMware) @ 2.6 GHz or higher (minimum configuration; 8 cores recommended)
- 16GB RAM recommended (Depending on the size of the institution, the RAM can be increased or decreased.)
- A backup mechanism
- A dedicated IMM eSign *plus* Server (staged for installation)
 - Volume Partitions (Required)
 - C: At least 70GB of free space after the installation of the OS
 - E: 100GB, if you will allocate space one time.

Supported OS

- Windows Server 2012 R2, 2016, and 2019 (Standard)

Software

- .Net Framework 4.6.2 or later
- IIS

Virtual Environments (If Applicable)

- VMWare ESX host 5.0 or later
- IMM VM must meet hardware and software specs above
- ESX host must have adequate resources for all VMs

SQL Server Requirements (Physical or Virtual)

Software

- SQL Server Standard 2014 SP2, 2016 SP2, 2017, 2019
- For details, refer to Microsoft's SQL Server requirements and features.

Workstation Requirements

Hardware

General

- Intel Dual Core 3.0GHz, 4GB RAM
- 20GB+ free disk space
- Video resolution 1280 x 960 minimum
- Connectivity to server (IMM eSign *plus* Server)

Signing Devices^{1, 2, 3}

- Topaz LCD Signature Pads
- Touch-Capable Systems Windows Touch-Enabled Devices (Windows 10 Pro Tablet), iPad⁴ (iOS 13 or newer), Wacom⁵, Topaz GemView⁵

Attachment Scanning

- ScanShell 3100D
- Canon P-215/P-215 II
- TWAIN scanner drivers are supported. Financial institutions are responsible for testing.

Supported Cameras^{6, 7}

- Microsoft Lifecam
- Windows 10 Built-In Cameras

System Requirements

Workstation Requirements

Supported OS

- Windows 10 (Professional or Enterprise)

Supported Web Browsers

- Internet Explorer 11.x, Firefox⁸, Google Chrome⁸

Software

- Adobe Acrobat Reader is required for Internet Explorer 11.x. Refer to the Compatibility Chart: <https://www.immonline.com/adobe-reader-compatibility/>.
- For Firefox and Google Chrome, Adobe Acrobat Reader is not required.⁸

¹ Refer to the In-Person Signature Device Order Form to purchase the latest supported Topaz and Wacom hardware: <https://www.immonline.com/portfolio-posts/sigpadorderform/>.

² For Internet Explorer, only SigPlus is required. For Firefox and Google Chrome, install SigPlus and the Topaz SigPlusExtLite SDK. Then, install browser extensions. Refer to the Topaz SigPlusExtLite User Installation Guide: https://www.topazsystems.com/software/SigPlusExtLite_UserInstall.pdf. For silent installations, refer to <https://www.topazsystems.com/silentinstallerform.html>.

³ Refer to the Adobe Sign system requirements for details about remote signer requirements: <https://helpx.adobe.com/sign/system-requirements.html>.

⁴ iPads must be configured and fully functional on the institution's network before use.

⁵ Recommended for the best consumer experience. Not supported on Thin Client Configurations.

⁶ To use a camera with Chrome or Firefox web browsers, HTTPS is required.

⁷ Other cameras may work. Financial institutions are responsible for testing.

⁸ Consult your IMM representative to determine if there are any additional requirements for your integration.

Supported Thin Client Configurations

Citrix Virtual Apps and Desktops (XenApp and XenDesktop)

- Server
 - Version 7 2003
 - Memory
 - 6–8 Users: 2 CPU, 8GB Memory
 - 10–12 Users: 4 CPU, 8–12GB Memory
- Client
 - Via RDP: thick client or WYSE Terminal running Windows Embedded OS Terminals
 - Via Citrix Receiver: thick client or WYSE Terminal running Windows Embedded OS Terminals (Desktop sharing only)
 - Citrix Receiver on either thick client or XenDesktop device
 - Signatures supported with Citrix or Windows CDS (Citrix Device Service) only

VMware Horizon (VDI)

- Server: VMware Horizon 7.12
- Client: VMware Horizon on either thick client or a VMware Horizon device

Remote Desktop Services

- Server: Windows Server 2012 R2, 2016, 2019 (64-Bit) host configured for Terminal Services
- Client: Thick client via RDP or any WYSE device running Windows Embedded OS Terminals