

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. Please consult IMM support for your specific requirements. Specifications are subject to change without notice.

System Types	Virtual via OVA download: VMware ESXi or Microsoft HyperV
System Resources	Servers are created as Virtual Servers at IMM and downloaded as a fully installed (yet to be configured) server. Manual setup of these resources is not required.
Disk Space	Drives need to be in some type of redundant storage (RAID array, SAN, etc.) to prevent downtime. <ul style="list-style-type: none">• C (OS drive): At least 70GB of free space (after installing the OS and all Windows Updates).• E (Application drive): 60GB if you will manage (and increase as needed) drive space. 160GB if you will allocate space one time.
Processor	8 Cores (or VCPUs for VMware) @ 2.6 GHz or better (minimum configuration)
RAM	16GB of RAM
Hardware	Intel Quad Core Xeon 3.0 GHz
Supported OS	Microsoft Windows Server 2012 R2 and 2016 Standard (Small Business Edition not supported)
Other	<ul style="list-style-type: none">• Gigabit Network Interface• Microsoft Internet Explorer 11• This server must be joined to same domain as the client workstations.• The domain must have normal access to a fully functional Domain/Active Directory server.

SQL Server Requirements (Physical or Virtual)

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| Software | <ul style="list-style-type: none">• IMM eSign comes preinstalled with SQL Server Express. SQL Server Express may be configured as a standalone server if desired.• A dedicated SQL Server may be used: SQL Server Standard 2012 SP2/SP3, 2014 SP1/SP2, 2016/2016 SP1, or 2017.• For details, refer to Microsoft's SQL Server requirements. |
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Workstation Requirements

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| Hardware | <p>General</p> <ul style="list-style-type: none">• Intel Dual Core 3.0GHz, 4GB RAM• 20GB+ free disk space• Video resolution 1280 x 960 minimum• Connectivity to server (IMM eSign Server) <p>Signing Devices</p> <p>Note: 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/.</p> <ul style="list-style-type: none">• Topaz LCD Signature Pads• PC Touch-Capable Systems<ul style="list-style-type: none">○ Windows Touch-Enabled Devices (Windows 8.1 Pro Tablet, Windows 10 Pro Tablet)○ iPad¹ |
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System Requirements

Workstation Requirements (Cont.)

- Wacom²
- Topaz GemView²

Attachment Scanning

- ScanShell 3000D/3100D
- Canon P-215/P-215 II
- TWAIN scanner drivers are supported. Financial institutions are responsible for testing.

Supported Cameras³

- Microsoft Lifecam HD-3000
- Microsoft PC Camera (Gembird)
- Microsoft Lifecam For Business
- Windows 10 Built-In Cameras

Supported OS

- Windows 7, Windows 8.1, Windows 10 (Professional or Enterprise)

Supported Browsers

- Internet Explorer 11.x, Firefox⁴, Google Chrome⁴, Safari⁴

Software

- Adobe Acrobat Reader (Refer to the Compatibility Chart: <https://www.immonline.com/guidelines/>.)
- .NET Framework 4.6.2 or later (Some versions of SQL Server require .NET Framework 3.5 SP1.)

¹ iPads must be configured and fully functional on the institution's network before use.

² Recommended for the best consumer experience. Not supported on Thin Client Configurations.

³ To use a camera with Chrome or Firefox web browsers, HTTPS is required.

⁴ Does not support signature pads.

Supported Thin Client Configurations

Citrix XenApp and Citrix XenDesktop

- Server
 - Versions 7.6, 7.9, 7.14, and 7.17
 - 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 CE
 - Via Citrix Receiver: thick client or WYSE Terminal running Windows CE (Desktop sharing only)
 - Citrix Receiver on either thick client or XenDesktop device
 - Signatures supported with Citrix or Windows CDS (Citrix Device Service) only

VMWare View

- Server
 - VMware Horizon 6.11, 7.1, and 7.4
- Client
 - VMWare View on either thick client or a VMWare View device

Remote Desktop Services (Terminal Services)

- Server
 - Windows 2012 R2 (64-Bit) host configured for Terminal Services
 - Windows 2016 (64-Bit) host configured for Terminal Services
- Client
 - Thick client via RDP or any WYSE device running Windows CE