

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

Hardware

- Intel Quad Core Xeon
- 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 (Standard) and Windows Server 2016 (Standard and Datacenter)

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 2012 SP2/SP3, 2014 SP1/SP2, 2016/2016 SP1, 2017
- For details, refer to Microsoft's SQL Server requirements.

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

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/>.

- Topaz Signature Pads
- PC Touch-Capable Systems
 - Windows Touch-Enabled Devices (Windows 8.1 Pro Tablet, Windows 10 Pro Tablet)
 - iPad (iPads must be configured and fully functional on the institution's network before use with IMM eSign.)
 - Wacom (Recommended for the best consumer experience; Not supported on Thin Client configurations)
 - Topaz GemView (Recommended for the best consumer experience; Not supported on Thin Client configurations)

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Attachment Scanning

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

Supported Cameras

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

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

Supported OS

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

Supported Web Browsers

- Internet Explorer 11.x, Firefox¹, Google Chrome¹, Microsoft Edge^{1,2}

Software

- Adobe Acrobat Reader (For supported versions, refer to the Adobe Reader Compatibility Chart at [https://www.immonline.com/guidelines/.](https://www.immonline.com/guidelines/))
- .Net Framework 4.6.2 or later

Note: Some versions of SQL Server require .NET Framework 3.5 SP1.

¹ Does not support signature pads.

² Does not support scanning.

Supported Thin Client Configurations

Citrix XenApp and Citrix XenDesktop

- Server
 - Versions 7.9, 7.14, 7.17, and 7.18
 - 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 (only Desktop sharing supported)
 - Citrix Receiver on either thick client or a XenDesktop device
 - Signatures supported with Citrix or Windows CDS—Citrix Device Service only

VMware Horizon (VDI)

- Server
 - VMware Horizon 7.1, 7.4, and 7.7
- Client
 - VMware Horizon on either thick client or a VMware Horizon device

Remote Desktop Services (Terminal Services)

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