IMM eSign

System Requirements for Cloud Environments

Workstation Requirements

Hardware

General

- Intel Dual Core 3.0GHz, 4GB RAM
- 20GB+ free disk space
- Video resolution 1280 x 960 minimum
- Connectivity to the IMM eSign cloud 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 LCD Signature Pads
- 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.)

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, Firefox[1], Google Chrome[1], Microsoft Edge[1,2]

Software

General

- Adobe Acrobat Reader (Applicable to XML only. For supported versions, refer to the Adobe Reader Compatibility Chart at https://www.immonline.com/guidelines/.)

Signing

- eSignature for IMM eSign Client licenses
- Document modifications for signature fields are required

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[1] Does not support signature pads.

[2] Does not support scanning.

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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 XenDesktop device
  - Signatures supported with Citrix or Windows CDS (Citrix Device Service) only

VMware Horizon (VDI)

- Server
  - VMware Horizon (VDI) 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

Remote Sign Downloader / Imaging Index Service Requirements

If using the Remote Sign Downloader or Imaging Index Service, a dedicated workstation or server is required with SQL Server installed.

Dedicated Environment	• A dedicated Windows workstation (Windows 7, 8.1, or 10) or a Windows server (2012 R2 or 2016)
SQL Server	• SQL Server Standard or Express 2012 SP2/SP3, 2014 SP1/SP2, 2016/2016 SP1, 2017
Memory	• 2 CPU, 8GB RAM

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