# IMM eSign *plus* 2018

## 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 3.0 GHz<br>• 16GB RAM recommended<br>• A backup mechanism<br>• A dedicated IMM eSign *plus* Server (staged for installation)<br>   o Volume Partitions (Required)<br>      C:   At least 70GB of free space after the installation of the OS<br>      E:   100GB, if you will allocate space one time. |
| **Supported OS** | • Windows Server 2012 R2 and Windows Server 2016 (Windows Server Essentials not supported) |
| **Software** | • .Net Framework 4.6.2 or later<br>• IIS |
| **Virtual Environments (If Applicable)** | • VMWare ESX host 5.0 or later<br>• IMM VM must meet hardware and software specs above<br>• 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<br>• For details, refer to Microsoft's SQL Server requirements. |

### Workstation Requirements

| | |
|---|---|
| **Hardware** | **General**<br>• Intel Dual Core 3.0GHz, 4GB RAM<br>• 20GB+ free disk space<br>• Video resolution 1280 x 960 minimum<br>• Connectivity to server (IMM eSign *plus* Server)<br><br>**Signing Devices**<br>**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/.<br>• Topaz Signature Pads<br>• PC Touch-Capable Systems<br>   o Windows Touch-Enabled Devices (Windows 8.1 Pro Tablet, Windows 10 Pro Tablet)<br>   o iPad (iPads must be configured and fully functional on the institution's network before use with IMM eSign.)<br>   o Wacom (Recommended for the best consumer experience; Not supported on Thin Client configurations)<br>   o Topaz GemView (Recommended for the best consumer experience; Not supported on Thin Client configurations) |

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### Workstation Requirements

**Attachment Scanning**

- ScanShell 3000D/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*, Google Chrome*, Safari*

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

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

\* 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 (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 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 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