IMM eSign 2022

Server Requirements

Important Notices	• The server specifications presented here are to be used as general minimum requirements and may differ based on factors such as your financial institution's size and volume of transactions. • Specifications are subject to change without notice. • Please consult IMM Support for your specific requirements.
Server Installation	• Installation is performed via OVA download. • VMware ESXi or Microsoft Hyper-V is used for deployment. • Manual configuration of hardware and software resources is not required for the IMM eSign Server. Virtual servers are created at IMM and downloaded by the financial institution. Once downloaded, the financial institution has a fully installed server that only requires user configuration before setup is complete.
System Upgrades	• Upgrade is performed via "Easy Install" eSign setup. • Manual configuration of server hardware and software resources is required before running the eSign setup. Refer to the server specifications presented here for prerequisites and minimum requirements.
General Hardware	• Intel Quad Core Xeon (recommended) or comparable
Disk Space	Drives need to be in some type of redundant storage (RAID array, SAN, etc.) to prevent downtime. • C (OS drive): At least 70GB of free space after installing the operating system (OS) and all Windows updates. • E (Application drive): 60GB if you will manage drive space (and increase as needed). 160GB to allocate space one time.
IMM eSign Server (Web Application Server)	**CPU** • Under 100 Users: 4 Cores (or VCPUs for VMware) @ 3.0 GHz or faster • Over 100 Users: 8 Cores (or VCPUs for VMware) @ 3.0 GHz or faster **Memory** • Under 100 Users: 16GB RAM • Over 100 Users: 32GB RAM **Supported Operating Systems** • Windows Server 2012 R2 (Standard), Windows Server 2016 (Standard and Datacenter), Windows Server 2019 (Standard), Windows Server 2022 (Standard) **Software** • .Net Framework 4.7.1 or later • IIS **Additional Requirements** • Gigabit Network Interface • An SSL certificate must be issued to your fully qualified domain name. The SSL certificate must be purchased from an external provider such as GoDaddy or Verisign. Self-certified SSL certificates are not supported. • This server must be joined to the same domain as the client workstations. • The domain must have normal access to a fully functional Domain/Active Directory server.

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Server Requirements (Continued)

Database Server

CPU
- Under 100 Users: 4 Cores (or VCPUs for VMware) @ 3.0 GHz or faster
- Over 100 Users: 8 Cores (or VCPUs for VMware) @ 3.0 GHz or faster

Memory
- Under 100 Users: 16GB RAM
- Over 100 Users: 32GB RAM

SQL Server
- Under 100 Users: IMM eSign comes preinstalled with SQL Server Express.
- Over 100 Users: A dedicated SQL Server is required.
- SQL Server Standard 2014 SP2, 2016 SP2, 2017, 2019.

Supported Operating Systems
- Refer to Microsoft's OS requirements based on your SQL version:
  https://docs.microsoft.com/en-us/troubleshoot/sql/general/sql-server-windows-8-later-versions

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Workstation Requirements

Hardware	**General**
	• Intel Dual Core 3.0GHz, 4GB RAM
	• 20GB+ free disk space
	• Display resolution 1280 x 960 minimum
	• Connectivity to server (IMM eSign Server)
	• Windows Authentication
	Signing Devices[1,2,3]
	• iPad (iOS 14 or newer)[4]
	• Topaz GemView Devices[5]
	• Topaz LCD Signature Pads
	• Verifast Devices[6]
	• Wacom Devices[5]
	• Windows Touch-Enabled Devices (Windows Pro Tablets)
	Attachment Scanning
	• ScanShell 3100D
	• Canon P-215/P-215 II
	• TWAIN scanner drivers are supported. Financial institutions are responsible for testing.
	Supported Cameras[7,8]
	• Microsoft LifeCam
	• Built-In Cameras supported by Windows
Supported Operating Systems	• Windows 11 and Windows 10 (Professional or Enterprise)
Supported Web Browsers	• Google Chrome[9]
	• Microsoft Edge[9]
	• Mozilla Firefox[9]
	• Internet Explorer mode in Microsoft Edge (Supported, Not Recommended)[10]
Software	• .Net Framework 4.7.1 or later
	• Adobe Acrobat Reader is required for Internet Explorer mode in Microsoft Edge. Refer to the Compatibility Chart: https://www.immonline.com/support/adobe-reader-compatibility/.
	• For all other web browsers, Adobe Acrobat Reader is not required.

1. Refer to the In-Person Signature Device Order Form to purchase the latest supported Topaz and Wacom hardware: https://www.immonline.com/resource-center/in-person-signature-device-order-form/.
2. For Topaz devices, 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 Acrobat 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. IMM eSign is supported with the mobile browser experience only.
5. Recommended for the best consumer experience. Not supported on thin client configurations.
6. Fiserv Verifast module and Verifast tablet are required.
7. To use a camera with Google Chrome, Microsoft Edge, or Mozilla Firefox web browsers, HTTPS is required.
8. Other cameras may work. Financial institutions are responsible for testing.
9. Consult your IMM representative to determine if there are any additional requirements for your integration.
10. Photos are not supported with Internet Explorer mode in Microsoft Edge.

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Supported Thin Client Configurations

Citrix Virtual Apps and Desktops (XenApp and XenDesktop)

Server
- Citrix Virtual Apps and Desktops 7 2203

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 8 2203

Client
- VMware Horizon on either thick client or a VMware Horizon device

Remote Desktop Services

Server
- Windows Server 2016, 2019, or 2022 (64-bit) host configured for Terminal Services

Client
- Thick client via RDP or any WYSE device running Windows Embedded OS Terminals

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