

System Requirements

IMM eSignPlus 2020

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.

General Hardware

- Intel Quad Core Xeon
- A backup mechanism
- A dedicated IMM eSignPlus 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.

IMM eSignPlus Server (Web Application Server)

CPU

- Small Institutions (1-100 Users): 4 Cores (or VCPUs for VMware) @ 3.0 GHz or faster
- Medium and Large Institutions (101+ Users): 8 Cores (or VCPUs for VMware) @ 3.0 GHz or faster

Memory

- Small Institutions (1-100 Users): 16GB RAM
- Medium and Large Institutions (101+ Users): 32GB RAM

Supported OS

- Windows Server 2012 R2, 2016, and 2019 (Standard)

Database Server

CPU

- Small Institutions (1-100 Users): 4 Cores (or VCPUs for VMware) @ 3.0 GHz or faster
- Medium Institutions (101-500 Users): 8 Cores (or VCPUs for VMware) @ 3.0 GHz or faster
- Large Institutions (500+ Users): 16 Cores (or VCPUs for VMware) @ 3.0 GHz or faster

Memory

- Small Institutions (1-100 Users): 16GB RAM
- Medium Institutions (101-500 Users): 32GB RAM
- Large Institutions (500+ Users): 64GB RAM

Dedicated SQL Server

- SQL Server Standard 2012 SP4, 2014 SP2, 2016 SP2, 2017, 2019

Supported OS

- 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>

Software

- .Net Framework 4.7.1 or later
- IIS

Virtual Environment (If Applicable)

- VMware ESXi host 6.7
- IMM VM must meet hardware and software specs above
- ESXi host must have adequate resources for all VMs

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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 eSignPlus Server)

Signing Devices^{1,2,3}

- Topaz LCD Signature Pads
- Touch-Capable Systems: Windows Touch-Enabled Devices (Windows 10 Pro Tablet), iPad⁴ (iOS 13 or newer), Wacom⁵, Topaz GemView⁶, Verifast⁸

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
- Windows 10 Built-In Cameras

Supported OS

- Windows 10 (Professional or Enterprise)

Supported Web Browsers

- Google Chrome⁹
- Microsoft Edge⁹
- Microsoft Internet Explorer 11
- Mozilla Firefox⁹

Software

- Adobe Acrobat Reader is required for Internet Explorer 11. 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 Internet Explorer, only SigPlus is required. For other web browsers, install SigPlus and the Topaz SigPlusExtLite SDK. Then, install browser extensions. 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 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 eSignPlus is supported with the mobile browser experience using iPad 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.

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Supported Thin Client Configurations

Citrix Virtual Apps and Desktops (XenApp and XenDesktop)

Server

- Citrix Virtual Apps and Desktops 72003

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 7.12
- Client: VMware Horizon on either thick client or a VMware Horizon device

Remote Desktop Services

- Server: Windows Server 2012 R2, 2016, 2019 (64-Bit) host configured for Terminal Services
- Client: Thick client via RDP or any WYSE device running Windows Embedded OS Terminals