



Hardware/Software Specifications for Ebix-Hosted Systems

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Confirm with your IT staff or consultant before purchasing equipment or software based on the following requirements. As technology continues to advance, changes to these requirements will be made. Check EbixASP On-line help for the most current specifications.

Software Requirements

Operating System

Windows 10 PRO
Windows 10 Enterprise
Windows 11 PRO
Windows 11 Enterprise

Internet Browser

Chrome

Adobe Acrobat Reader – XI and DC

You can download from Adobe at the following site <https://get.adobe.com/reader/>

Optional Software

Microsoft Excel 2013 & 2016 – Required for exporting reports to Excel
Microsoft Outlook 2013 & 2016 for email Integration with EbixASP

Hardware Requirements

Computer Processor

Intel Pentium 400 MHz or higher

Memory

1 GB minimum; 2 GB recommended

Hard Drive Space

500 MB free space

Monitors & Display

Strongly recommend wide screen monitors; 20" monitor or larger with VGA 256 color display card minimum. EbixASP programs are designed based on wide screen monitors.

Recommended Screen Resolution: The site was designed for 1280 x 800 or higher screen resolution. Using a lower resolution will not display the screens correctly on your monitor.

Internet Connectivity and Bandwidth

Single User

DSL or Fiber (with minimum recommended speed of 10 MBPS)

Small Organizations (2 to 5 Users)

DSL or Fiber (with minimum recommended speed of 10 MBPS)

Medium Organizations (6 to 30 Users)

DSL or Fiber (with minimum recommended speed of 25 MBPS)

Large Organizations (more than 30 Users)

DSL or Fiber (with minimum recommended speed of 100 MBPS)



The above bandwidth recommendations are *minimum requirements only*. Performance of EbixASP is directly related to Internet bandwidth.

Recommendations are based upon simultaneous users. *Ebix, Inc. recommends that these minimums be exceeded whenever possible.*

Additional Requirements / Information

Email	You must have a working email address so that we can contact you when necessary regarding updates or other announcements.
Internet traffic and backup modem connection	Please be aware that the site is subject to normal Internet traffic as with any other Internet site. You may experience speed variations depending on the time of day and the Internet connection of your service provider. We also recommend that if your organization uses an ADSL, SDSL, or ISDN connection that you have a dial up or wireless modem connection available in the event that your service provider is down. This way, you may still be able to access your information from at least one workstation via a dial up connection to the Internet, provided you have an Internet service.
Terminal Server	<p>Agencies planning on using Citrix or Terminal Server for client connections to the EbixASP server are responsible for setting up the connectivity and for handling any issues between the Citrix/Terminal Server and EbixASP server.</p> <p>Ebix, Inc. provides a variety of ancillary programs (such as Ebix eForms, Document Merge and the Ebix Desktop Print Utility) that are designed to be installed on and run from individual PCs. Installation of these programs, typically on the terminal server as System Administrator, is the sole responsibility of the client.</p> <p>Ebix, Inc. cannot guarantee all functions and features of EbixASP or its ancillary programs will operate properly in a Citrix environment. Troubleshooting and problem resolution on the part of Ebix personnel to resolve issues due to the environment will be billable on a Time & Materials basis.</p>
Client PCs	Hardware and software installation, setup, and ongoing support on the client PCs are the end-users responsibility. All PCs must have PC settings set as instructed below.

Following are the minimum settings required for PCs accessing EbixASP. Please refer to the EbixASP Online help topic *Configure PCs for use with EbixASP* and *Internet Settings for EbixASP* for the most current recommendations.

Chrome Browser:

Setup EbixASP for Chrome Pop-up Blockers and Cookies:

1. Open **Setting** from the ... menu and select **Privacy and security**.
2. Select **Site Settings**, scroll down to **Pop-ups and Redirects**. Scroll down to **Allowed to send pop-ups and use redirects**, click on **Add**. You will need to do this twice to enter 2 urls: <https://www.ebixasp.com/> and <https://reports.ebixasp.com/>.
3. Select **Cookies and other site data**. Scroll down to **Clear cookies and site data when you close windows** and turn this option on by moving the bar to the right.
4. Scroll down to **Customized behaviors** and under **Sites that can always use Cookies** and click on **Add**. You will need to do this twice to enter 2 urls: <https://www.ebixasp.com/> and <https://reports.ebixasp.com/>. Check the box for **Include Third Party cookies on this site**.