



Hardware/Software Specifications for Ebix-Hosted Systems

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Rev. 10/2019

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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 7 Professional
Windows 7 Enterprise
Windows 7 Ultimate
Windows 8 PRO
Windows 8 Enterprise
Windows 10 PRO with IE 11 (See **NOTE** below)
Windows 10 Enterprise with IE 11 (See **NOTE** below)

Internet Browser

Microsoft Internet Explorer 11
NOTE: Microsoft Edge will not work with EbixASP

Adobe Acrobat Reader – X and XI

You may Download from the following site <http://www.adobe.com>. Be sure to review the vendor's system requirements based on the version to be downloaded.

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

200 MB free space (minimum required for full installation of Microsoft Internet Explorer)

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

Recommend DSL or Cable Modem.

Small Organizations (2 to 5 Users)

ADSL or Cable Modem (1.1 to 1.5 Mbps downstream and 300 Kbps upstream minimum)

Medium Organizations (6 to 30 Users)

SDSL or dedicated T1 (1.5 Mbps to 3 Mbps downstream, 450 Kbps to 1.1 Mbps upstream minimum)

Large Organizations (more than 30 Users)

Dedicated or multiples T1(s) (3.0 Mbps up and down combined)



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.

PC Settings

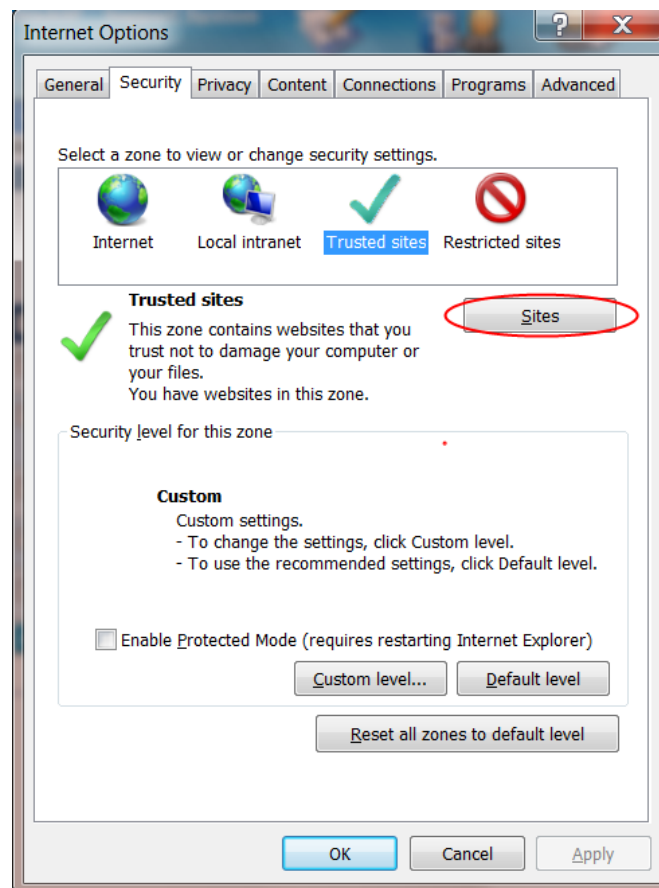
Following are the minimum settings required for PCs accessing EbixASP. Please refer to the EbixASP Online help topic *Configure PCs for use with EbixASP* and *Internet Settings for EbixASP* for the most current recommendations.

Verify Internet Options Settings: IE 11

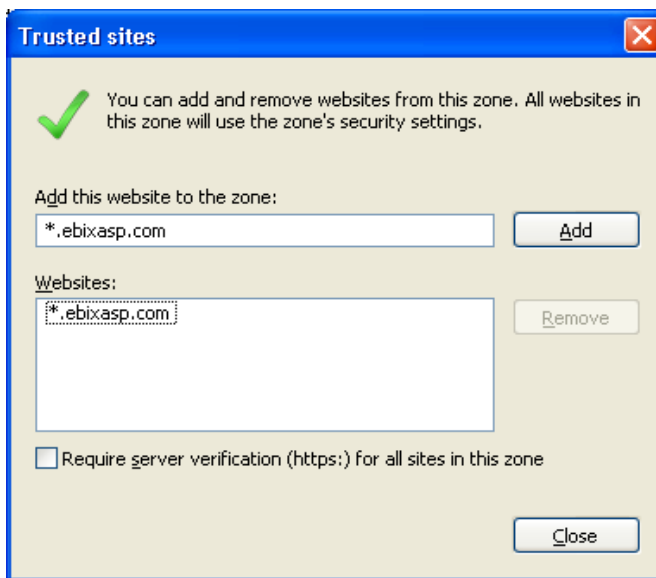
1. In Internet Explorer, access the Tools menu, and select Internet Options.
2. On the General tab under Browsing history, click on **Settings** and make sure that **“Every time I visit the webpage”** is selected.
3. Next to Disk Space to use, enter 128.
4. Click **OK** on the Settings panel.

Add EbixASP as Trusted Site:

1. Open **Internet Options** if not already done above.
2. Click on the **Security Tab**.
3. Click on the **Trusted Sites** icon.
4. Click on the **Sites...** button. The Trusted Site window will display.

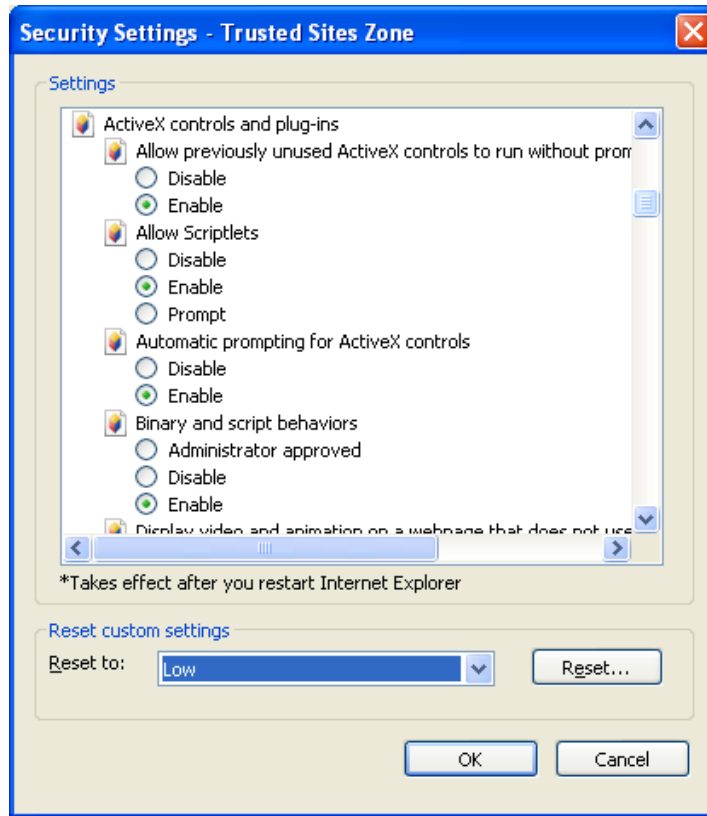


5. Enter ***.ebixasp.com** and click **Add**.



Make sure the “Require Server Verification” checkbox is unmarked, otherwise you will not be able to add the address as a Trusted Site.

6. Click **Close** to return to the *Internet Options > Security* tab.
7. Click the **Custom Level...** button to open the *Security Settings - Trusted Sites Zone*.
8. Change *Reset to:* drop down to **Low** then click the **Reset...** button. Choose **Yes** if warning message to make changes appears.



9. Under Settings, scroll down to the section *ActiveX controls and plug-ins* and make sure **all** radio buttons are marked **Enabled**.
10. Scroll down to the section *Miscellaneous* and make sure *Access data sources across domains* is **Enabled**.
11. Scroll down to the section *Scripting* and make sure all radio buttons are marked **Enabled**.
12. Click **OK** to close the *Security Settings - Trusted Sites Zone* window. Choose **Yes** if warning message to save appears.
13. Click **OK** to close the *Internet Options* window.