



Hardware/Software Specifications for Self-Hosted Systems (Multi-Server)

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Introduction

Ebix recommends two or more servers for sites with more than 20 active users. The first step is deciding which type of configuration would best suit your agency. Once that is done you can build your servers based on the server hardware and software requirements.



As technology continues to advance, changes to these requirements will be made. Confirm with your IT Staff or consultant before purchasing equipment or software based on the requirements outlined in this document. Ebix, Inc. works to certify the latest version of software but recommends you contact Ebix, Inc. before making final server or software purchases.

Server Configurations

Following are the different types of configurations possible for deployment of EbixASP across multiple servers.

Two-Server Configuration (One Database & One Web Server)

In such a configuration, the web services and database services reside on two independent servers, providing adequate response time for up to 100 users. (The Web server will require that SQL Server client access tools be loaded, which does not require any additional SQL licenses.)

Two-Server Configuration (Cluster with Failover)

In such a configuration, the web services and the database services both reside on each of the two clustered servers. In a clustered arrangement, there is only one server that will be active at any given time. The other server monitors the first server for any failure and in such an eventuality, takes control. While this arrangement certainly reduces the possibility of any downtime, there will be response time lags due to the fact that only one server is providing all of the services at any given moment.

The configurations specified above do not provide for easy scaling up and would involve downtime of the site whenever scaling up is done.

Multi-Server Configuration (Minimum Four Servers)

In such a configuration, a minimum of two web servers and two database servers are created. The web servers are load balanced using hardware load balancing equipment. The database servers are configured as clustered servers and have failover redundancy.

Scalability

If the servers were arranged as per the Multi-Server Configuration above they can be scaled up in the following ways:

Web-Server Scalability

The web server can be scaled by setting up a load balancer such as Big IP* or Coyote Equalizer* between the Internet and the Web Servers. Clients may add as many web servers as required, but two large web servers should be able to handle 300 – 400 active users.

Database Scalability

Establishing a cluster in an Active/Passive mode can scale SQL Server database. A minimum of 2 servers is required for this. This configuration allows for setting up a redundant database server that acts as a stand-by and takes over the duties of the primary server should it go down. This configuration is required for maintaining guaranteed up time of the servers. This arrangement can be scaled up to a maximum of 4 servers in the same cluster.

*Ebix, Inc. does not recommend any specific brand of load balancer, and cannot be held responsible for any issues that may arise from the use of such products.

Server Hardware Requirements

Web Server(s)	Dual Intel Xeon 2.8 GHz or higher with 6 GB RAM. Server to be used only for EbixASP web server. Exceptions given for use as File Server, Print Server, DHCP Server, and EbixONE server with written permission from Ebix.
Database Server(s)	Dual Intel Xeon 2.8 GHz or higher with 6 GB RAM. Server to be used only for EbixASP database server.
SMTP Server	An SMTP server is required for sending out emails that are generated in the application. Microsoft Exchange Server Recommended.
Fax Server	Optional – used if you want to fax out of EbixASP
Download	If downloading with a carrier, an external IP address or URL must be provided at Self-Hosted Site

In accordance with the possible server configurations outlined above, following is the list of recommended hardware requirements. Note that these configurations are for 2 web servers and 2 clustered database servers with an External Raid Array. These are the *minimum* requirements for full redundancy. Please consult with Ebix on final hardware choice in order to accommodate changing technologies and hardware.

Web Server	
Qty	Examples of specific products that fulfill requirements
2	HP DL360 Dual Core or Quad Core Processor
2	(Additional Processor) for DL360
2	6GB for DL360
4	72GB 15K HD (hot swap)
2	3 Yr Onsite 24x7 Support

Database Server	
Qty	Examples of specific products that fulfill requirements
2	HP DL380 Dual Core or Quad Core Processor
2	(Additional Processor) for DL380
2	6GB for DL380
6	72GB 15K HD (hot swap)
2	3 Yr Onsite 24x7 Support

External Raid Array	
Qty	<i>Examples of specific products that fulfill requirements</i>
1	HP StorageWorks Modular Smart Array 500
1	HA Kit
4	72GB 15,000 rpm Universal Hard Drive (hot swap) Size varies based on client data, attachments
1	3 Yr. Onsite 24x7 Support
2	HP StorageWorks Cable Kit

Software Requirements

Server Software Requirements

Microsoft software and licenses are required. Note that these configurations are for 2 web servers and 2 clustered database servers. This is for 50 internal users. Since Microsoft licensing requirements can change often, we recommend working with your software vendor to obtain proper licensing for your environment.

Qty	Description
2	MS Windows Server 2008 R2 Server for Web Servers (32 or 64 bit)
2	MS Windows Server 2008 R2 Enterprise Server for Database Servers (32 or 64 bit)
2	SQL Server 2008 R2 Standard or Enterprise Edition (You may only need one license of SQL server if you are clustering in an active-passive failover situation)
50	Windows 2008 Client Access Licenses (number large enough to handle users and growth)
50	SQL Server 2008 Client Access Licenses (number large enough to handle users and growth)

Third-party Software/Tools Required

Software	Vendor	Description/Function
ASPEmail	www.aspemail.com	Immediate Emails –Single Server License- Registration Key may be installed on one server only - download the 32-bit Purchased version. Free or demo versions <i>not</i> supported.
ASPCrypt	Available from Ebix, no need to purchase.	Password Encryption. Will be setup with ASP server setup.
MS Excel 2013 or 2016	www.microsoft.com	Required for creating Excel Reports. (Home/Student edition will <i>not</i> work)
Zip Utility	www.winzip.com	Needed to zip very large files for storage

Check with Ebix, Inc. for optional faxing software and hardware requirements for fax integration with EbixASP.

No other software should be loaded on the server without prior written approval from Ebix, Inc. IT or Development Staff.

PC Requirements

PC 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 following site <https://get.adobe.com/reader/>

Optional Software

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

PC 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.

Additional Requirements / Information

Email	You must have a working email address so that we can contact you when necessary regarding updates or other announcements.
VPN / Remote Access	VPN access to web and database servers for initial setup and ongoing maintenance. If VPN access is not available some other similarly and easily accessible secure remote access can be used. Ebix Support may occasionally need administrative access to the servers and it is the client's responsibility to provide IP address, logon, and password information. Ebix recommends setting up a separate Administrator account (software installation and configuration) and User account (Ebix Support troubleshooting) for Ebix access.
Download	If downloading with a carrier, an external IP address or URL must be provided at Self-Hosted Site.
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.

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.

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**.