



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

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## Introduction

In this configuration, both the web server and database server will reside on the same physical server. This configuration will be useful for a small user base of fewer than 20 active users. Since the database and web services are on the same physical server, there will be a certain performance overhead which would affect the response time as the number of users increase.



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.

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## Server Requirements

### Server Hardware Requirements

Server	Dual Intel Xeon 2.8 GHz or higher with 6 GB RAM. Server to be used only for EbixASP web and database server. Exceptions given for use as File Server, Print Server, DHCP Server, and EbixONE server with written permission from Ebix.
SMTP Server	A separate SMTP server is required for sending out emails that are generated in the application. Microsoft Exchange Server Recommended.
Fax Server (optional)	Separate PC or Server with modems for use with RelayFax software.

### Server Software Requirements

Microsoft software and licenses are required. Since Microsoft licensing requirements can change often, we recommend working with your software vendor to obtain proper licensing for your environment.

Qty	Description
1	MS Windows Server 2008 R2 Standard or Enterprise (32/64 bit)
1	SQL Server 2008 R2 Standard or Enterprise Edition
-	Windows 2008 Client Access Licenses (number large enough to handle users and growth)
-	SQL Server 2008 Client Access Licenses (number large enough to handle users and growth)

### Third-party Software/Tools Required

ASPEmail	<a href="http://www.aspemail.com">www.aspemail.com</a>	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	Additional purchase not required	Password encryption; will be setup with ASP server setup.
MS Excel 2013 or 2016	<a href="http://www.microsoft.com">www.microsoft.com</a>	Required for creating Excel Reports; Home/Student edition is not functional with Ebix ASP
Zip Utility	<a href="http://www.winzip.com">www.winzip.com</a>	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 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 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

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.

## 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 similar 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 when requested. Ebix recommends setting up separate Administrator (for software installation and configuration by Ebix personnel) and User (for Ebix Support troubleshooting) accounts.
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 &amp; Materials basis.</p>
Client PCs	Hardware and software installation, setup, and ongoing support on the client PCs are the end-users responsibility.

## PC Settings

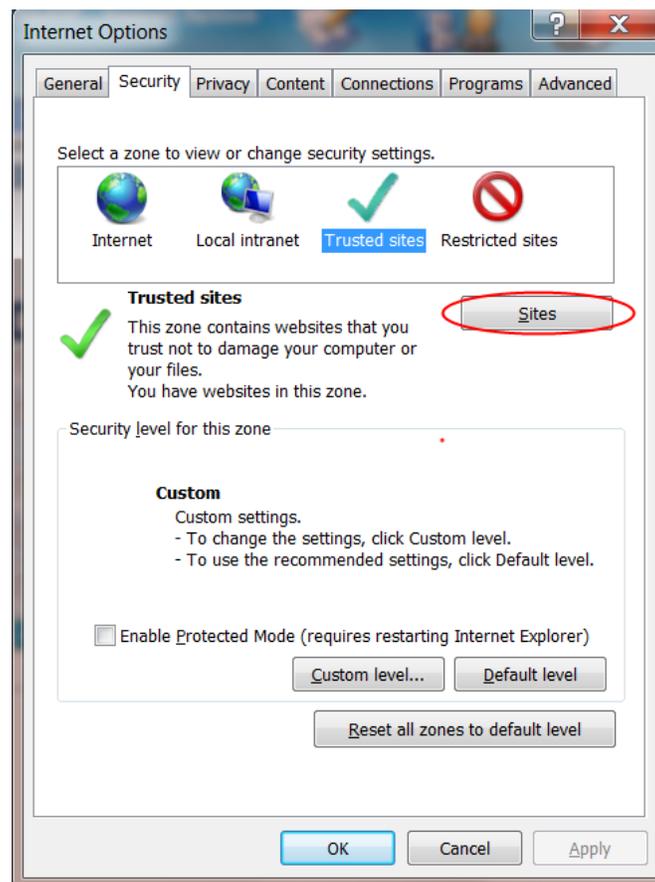
Following are the minimum settings required for PCs accessing EbixASP. Please refer to the EbixASP Online help topic *Configure PCs for use with EbixASP* and *Internet Settings for EbixASP* for the most current recommendations.

### Verify Internet Options Settings: IE 11

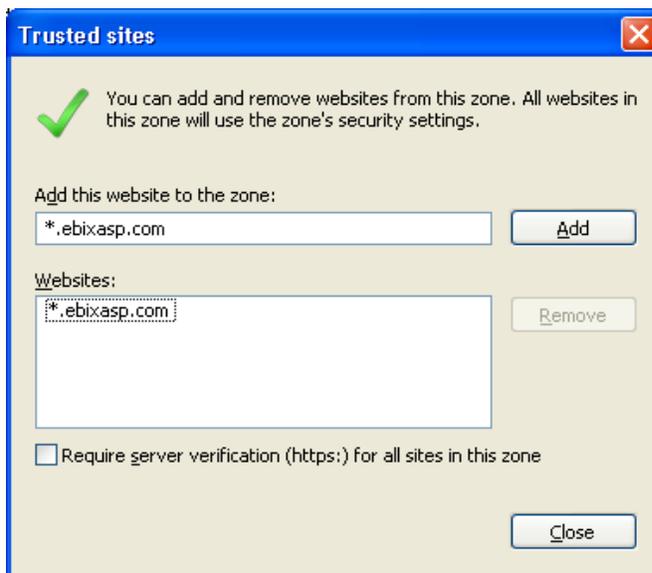
1. In Internet Explorer, access the Tools menu, and select Internet Options.
2. On the General tab under Browsing history, click on **Settings** and make sure that **“Every time I visit the webpage”** is selected.
3. Next to Disk Space to use, enter 128.
4. Click **OK** on the Settings panel.

### 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.



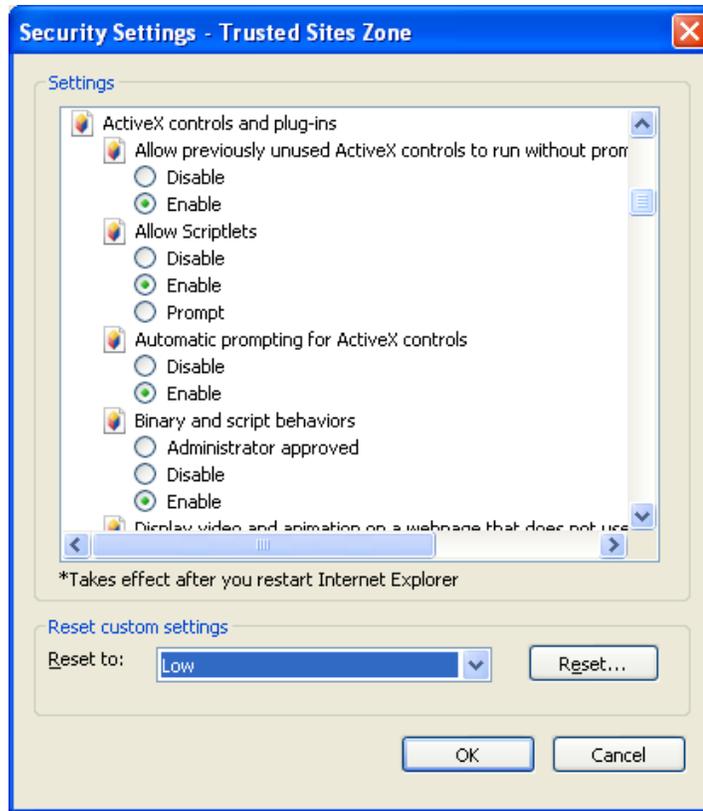
5. Enter **\*.ebixasp.com** and click **Add**.



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

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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.