



Hardware & Software Requirements Hosted by EBIX, Inc.

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

Software Requirements

Internet Browser

Microsoft Internet Explorer 8

Adobe Acrobat Reader – 8 or 9

You may Download from the following site <http://www.adobe.com> Be sure to review their system requirements based on the version you want to download.

Operating System

Microsoft Windows XP with Service Pack 2 or 3, Microsoft Vista, Windows 7

Optional Software

Microsoft Excel 2003, 2007 or 2010 – Required for exporting reports to Excel

Microsoft Outlook 2007 or 2010 for email Integration with EbixASP

Scanning software of your choice - EbixASP allows attachments but client must provide JPG, PDF, or other file.

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

Recommend wide screen monitors; 17" monitor with VGA 256 color display card minimum.

Screen Resolution: The site was designed for 1024 x 768 screen resolution. Using a lower resolution will not display the screens correctly on your monitor.

Internet Connectivity and Bandwidth

Single User

ISDN minimum. Recommend DSL or Cable Modem.

Small Organizations (2 to 5 Users)

ADSL or Cable Modem (1.1 to 1.5 Mbps downstream and 128 Kbps upstream minimum)

Medium Organizations (6 to 30 Users)

SDSL or dedicated T1 (1.5 Mbps to 3 Mbps downstream, 256 Kbps to 1.1 Mbps upstream minimum)

Large Organizations (more than 30 Users)

Dedicated T1(s) or multiples (1.5 Mbps or higher for each T1 minimum)

**** Performance of EbixASP directly related to Internet bandwidth. Recommendations based upon simultaneous users. ****

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 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, such as AOL, Earthlink, etc. |
| Terminal Server | 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. Programs that must be installed on the PC, such as the Ebix Desktop Print Utility, Document Merge and eForms, must be installed on the terminal server as Administrator before any terminal clients can use. |
| 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

Below 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 8.0

In Internet Explorer, access the Tools menu, and select Internet Options.

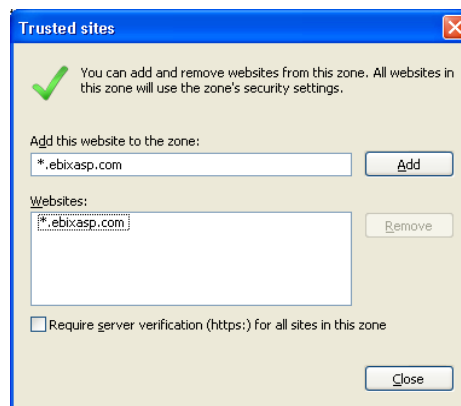
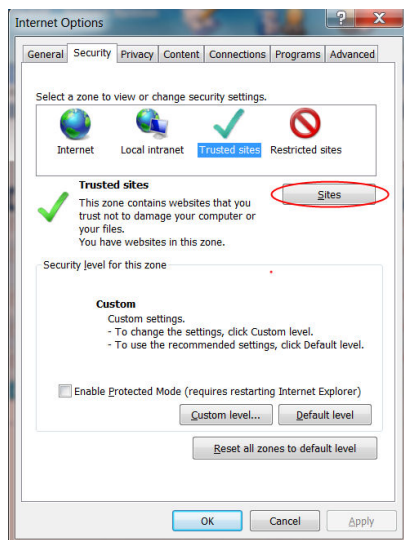
On the General tab under Browsing history, click on **Settings** and make sure that "**Every time I visit the webpage**" is selected

Next to Disk Space to use, enter 128

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 appear.

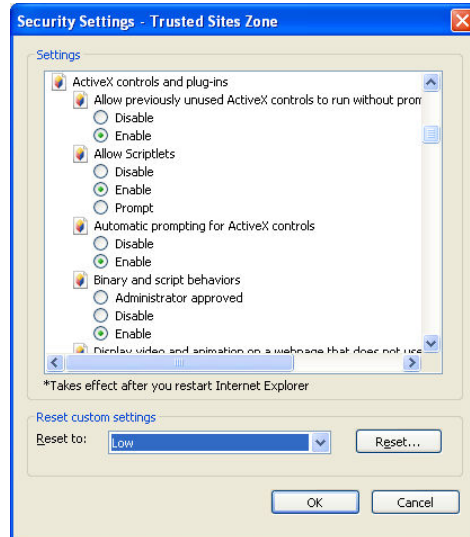


5. Enter ***.ebixasp.com** and click **Add**.

Note:

Make sure the 'Require server verification' check box is unmarked, otherwise you will be unable 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.