



iVOS Technical Requirements V06112014 – For Current Clients as of June 2014

The recommended minimum hardware and software specifications for iVOS version 4.2 and higher are described below. Other configurations may be supported; please contact Aon eSolutions Support for more information.

Note: Aon reserves the right to change supported browsers and operating systems to reflect the current versions supplied or previous versions supported by Microsoft.

Desktop Hardware

Minimum Specifications	Additional Details
PC	
2GHz processor or faster Minimum 2GB RAM for Windows XP	Minimum 3GB of RAM for Windows Vista/Windows 7.
Operating System	
Windows Vista, Windows 7 or Windows 8.1	Windows Vista is supported for all versions 4.2 and higher. Note: Windows 7 is only supported for version 4.3.24 and higher. Windows 8.1 is supported for use with the following versions of iVOS: <ul style="list-style-type: none"> • Version 4.4.3.24 code stream and higher. • Version 4.5.05 code stream and higher.
Display	
1024x768 or higher	1280x1024 or higher is recommended. Users must have “small fonts” set on their desktops. This is done via the Windows Display Properties window.

Database and Application Server Hardware and Software

Minimum Specifications	Additional Details
Server	
Note: The iVOS application is not certified or supported in a virtual environment. iVOS is not certified or supported when running behind a web proxy. The Application and Database servers must run on separate hardware dedicated to iVOS.	
4-Core x64 servers with current generation Xeon CPUs Minimum 8GB RAM for Database server Minimum 8GB RAM for Application server Note: Sizing of hardware will be dependent on the following: <ul style="list-style-type: none"> ▪ Number of users ▪ Application usage ▪ Database size ▪ Business performance requirements 	Preferred: 8-Core x64 server with current generation of Xeon CPUs. At least 16GB of RAM or more and quad processors are needed for optimum performance of Database servers. At least 8GB of RAM or more are needed for Application servers. Additional memory may be necessary for larger implementations.



	Disk space requirements depend on the amount of historical data, annual claims volume, and whether optional modules (e.g. Document Imaging) are selected and saved.
Supported: Windows 2003 Enterprise Server SP2 64-bit, Linux x64 Red Hat variations (RHEL,Oracle,CentOS) Kernel 2.6.18-164 or greater.	Preferred: Windows 2008 Enterprise Server R2 x64 Red Hat Enterprise Linux, Linux x64 Red
Java SE 6.0 32 or 64 bit (also known as JDK 1.6.0) compliant Application Server. Java SE 6.0 64 bit is preferred. Note: Java SE 6.0 32-bit Application Server is supported for current clients only. All new clients will need to be running on Java SE 6.0 64-bit compliant Applications Servers.	iVOS version 4.2 and higher have been certified with the following specific Application Server versions: <ul style="list-style-type: none"> ▪ Apache Tomcat 5.5.x (Not supported for new clients) ▪ Apache Tomcat 6.0.x ▪ IBM WebSphere 6.1 and 7.0 (Not supported for new clients) iVOS versions 4.4.0 and 4.5.0 have been certified with the following specific Application Server versions: <ul style="list-style-type: none"> ▪ Apache Tomcat 7.x ▪ IBM WebSphere 8.0

Additional Software

Minimum Specifications	Additional Details
Database Server Software	
Supported: MS SQL Server 2005 with SP3 (standard or above) Oracle 10G-R2.05 (Linux)	Preferred: MS SQL Server 2008 (standard or above). Oracle 11G-R2 (Linux)
Desktop Software	
Adobe Reader 8.x, 9.x,10.x and 11.x	Note: Adobe Reader 11x is supported on iVOS 4.5.01 and higher.
Microsoft Excel and Word 2007, 2010, and 2013.	Office 2013 is supported in for use with the following versions of iVOS: <ul style="list-style-type: none"> • Version 4.4.3.24 code stream and higher. • Version 4.5.0.0 code stream and higher.
Single Sign-On	
Note: SiteMinder requires the use of cookies to implement authentication. However, WebDAV does not support cookies, so all HTTP calls from WebDAV cannot be authenticated.	

Network

Minimum Specifications	Additional Details
Internet Connection	
Download: 1.5Mb/sec of Internet bandwidth Upload: 384Kbps of Internet bandwidth	Preferred: 1.5Mb/sec upload for hosted Bill Review Services. Performance can vary depending on the user's infrastructure (Firewall/Proxy configuration, etc.). A Tier 1 ISP that provides Broadband (DSL, Cable) or ISDN for remote users is recommended. Firewall Settings: Web connections must be allowed from the users to the iVOS application server. The



	iVOS application server requires network access to the iVOS database server. Additional access may be needed from the iVOS application server to email or file servers on standard network ports.
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Browser

Minimum Specifications	Additional Details
Browser	
Internet Explorer 7, 8, 9, 10, or 11 (IE9, 10, and 11 in compatibility mode only).	<p>IE9 is supported in compatibility mode only for iVOS versions 4.4.3x and higher.</p> <p>IE10 is supported in compatibility mode only for the following versions of iVOS:</p> <ul style="list-style-type: none"> • Version 4.4.3.24 code stream and higher. • Version 4.5.05 code stream and higher. <p>IE11 is supported in compatibility mode with Windows 8.1 for the following iVOS versions:</p> <ul style="list-style-type: none"> • Version 4.4.3.24 code stream and higher. • Version 4.5.05 code stream and higher. <p>Note: Only the versions listed are supported. Functionality can vary for other browsers and versions. For more detailed documentation about Browser settings, please contact Aon eSolutions Service Desk.</p>

Printer and Scanner

Minimum Specifications - Printers	Minimum Specifications - Scanner
<p>Check Printers – HP Laserjet family that have MICR toner cartridges available</p> <p>Letter/Report Printer – HP Laserjet</p>	<p>Recommend scanning to PDF (Black and White) to support document splitting</p> <p>300 DPI</p> <p>Compression set to CCITT4</p> <p>Able to scan to either a network folder or email address depending on client preference</p> <p>Scan should be binary</p> <p>Scan should produce file in portrait layout. 8.5 X 11 mode, not cropped</p>

Jasper Reporting

Minimum Specifications	Additional Details
<p>Java 1.7 installed and included in the PATH</p> <p>Tomcat 7 installed</p> <p>Access to an empty Oracle schema</p>	<p>Jasper Ad Hoc Reporting is an additional module for sale beginning with release 4.5x. Self-Hosted Clients will need to have an additional instance of Tomcat and an Oracle database for the Jasper repository.</p> <p>eSolutions highly recommends running Jasper on a separate server. For additional information, or to request documentation on installing the Ad Hoc Reporting module, please contact Aon eSolutions Support</p>



Quick Reference Guide

End User Standards															
iVOS Version	Supported Browsers					Desktop Operating System ***			Microsoft Office ***			Adobe Acrobat Reader			
	IE7	IE8	IE9	IE10 Compatibility Mode	IE11 Compatibility Mode	Windows Vista	Windows 7	Windows 8.1 ****	2007	2010	2013	8.x	9.x	10.x	11.x
4.22x															
4.32.5x	S	P	N	N	N	S	P	N	S	P	N	S	S	S	N
4.4.0.x	S	P	N	N	N	S	P	N	S	P	N	S	S	S	N
4.4.1.x	S	P	N	N	N	S	P	N	S	P	N	S	S	P	N
4.4.2.x	S	P	N	N	N	S	P	N	S	P	N	S	S	P	N
4.4.3.x	S	S	P	N	N	S	P	S	S	P	S	S	S	P	N
4.4.3.24 and above	S	S	P	S	S	S	P	S	S	P	S	S	S	P	N
4.4.4.x	S	S	P	N	N	S	P	N	S	P	N	S	S	P	N
4.5.0.x	S	S	P	S	N	S	P	S	S	P	P	S	S	P	S
4.5.05 and above	S	S	P	S	S	S	P	S	S	P	P	S	S	P	S

Server Standards																
iVOS Version	Supported Tomcat Versions			WebSphere **				Oracle		MS SQL Server				Server Operating Systems		
	5.5	6.035*	7	6	6.1	7	8	10G	11G	2000	2005	2008	2008-R2	2003 SP2	2008 R2	Linux x64
4.22x																
4.32.5x	S	P	N		P		S	P	S		S	P	N	S	N	S
4.4.0.x		S	P		P		S	S	P		S	P	N	S	S	S
4.4.1.x		S	P		P		S	S	P		S	P	N	S	S	S
4.4.2.x		S	P		P		S	S	P		S	P	N	S	S	S
4.4.3.x		S	P		N		P	S	P		S	S	P	S	S	S
4.4.3.24 and above		S	P		N		P	S	P		S	S	P	S	S	S
4.4.4.x		S	P		N		P	S	P		S	S	P	S	S	S
4.5.0.x		N	P		N		P	S	P		N	N	P	S	B	S
4.5.05 and above		S	P		N		P	S	P		N	N	P	S	S	P

S = Supported	P=Preferred	N = Not Supported	B = Being Certified	■ = No Longer Supported
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Quick Reference Notes:

*It is highly recommended that you upgrade to 6.035 a minimum due to security concerns on 6.0

** WebSphere is being supported for current clients only. The version 6.1 information appears for reference only

*** Microsoft stopped supporting Windows XP as of April 8, 2014. Aon eSolutions is following Microsoft's lead on ending support of Windows XP, too.

iVOS Release Lifecycle - Please note the following chart is for reference only!

iVOS Release	Production Release Date	Mainstream Support End Date	Extended Support End Date	Eligible for new platform certification
4.22.x	08/26/2010	07/05/2012	08/26/2013	N
4.32.5.x	07/02/2011	10/26/2012	08/26/2015	N
4.4.0.x	11/11/2011	02/22/2013	08/26/2015	N
4.4.1.x	03/02/2012	08/23/2013	08/26/2015	N
4.4.2.x	07/05/2012	07/05/2017	07/05/2019	N
4.4.3.x	10/26/2012	10/26/2017	10/26/2019	N
4.4.4.x	02/22/2013	08/23/2013	02/22/2015	N
4.5.0.x	08/23/2013	08/23/2018	08/23/2020	Y

Mainstream Support – Actively being maintained with periodic patches being released.

Extended Support – Patches provided for critical severity level one issues only.

Note: The above chart is for reference purposes only. If you have a client who is having issues with a release where support has ended, please check with your manager or Scot Whigham. If a client needs to be upgraded to a newer release, support reserves the right to move the client to an interim release as part of the process.