

## System Requirements for 5.x Releases

The recommended minimum hardware and software specifications for Ventiv Claims Enterprise 5.x are described below. Other configurations may be supported. Contact Ventiv Support for more information.

**Note:** Ventiv reserves the right to change supported browsers and operating systems to reflect the current versions supplied or previous versions supported by 3<sup>rd</sup> Parties (e.g. Microsoft).

### Desktop Hardware and Software

Minimum Specifications	Additional Details
<b>PC</b>	
2GHz processor or faster Minimum 3GB of RAM	
<b>Operating System</b>	
Windows 7	Windows 10
<b>Display</b>	
1280 x 1024	<b>Preferred:</b> 1440 x 900 or higher is recommended.
<b>Monitors</b>	
	<b>Note:</b> Dual monitors are recommended when using the Document Image Assignment feature or when using the Document Image functionality for extended periods of time.
<b>Desktop Software</b>	
Adobe Reader DC	
Microsoft Excel 2013 and Word 2013	<b>Supported:</b> Office 365/Office 2016
<b>Browser</b>	
<ul style="list-style-type: none"> <li>• Chrome</li> <li>• Edge</li> <li>• Internet Explorer 11</li> <li>• Safari (Mac)</li> </ul>	<b>Note:</b> Add Ventiv Claims Enterprise as a Trusted Site in your Internet settings. See the <a href="#">Browser Settings</a> section for additional information, including information about disabling <a href="#">pop-up blockers</a> .
<b>Single Sign-On</b>	
	<b>Note:</b> SiteMinder requires the use of cookies to implement authentication. However, WebDAV does not support cookies, so all HTTP calls from WebDAV cannot be authenticated.

## Database and Application Server Hardware and Software

Minimum Specifications	Additional Details
<b>Database Server Software</b>	
<ul style="list-style-type: none"> <li>MS SQL Server 2012</li> <li>Oracle 12C R1 or R2</li> </ul>	<p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>MS SQL Server 2014</li> <li>Oracle 18C R1</li> </ul>
<b>Applications Server Software</b>	
<ul style="list-style-type: none"> <li>Linux x64 Red Hat variations (RHEL, Oracle, CentOS) Kernel 2.6.18-164 or greater.</li> <li>Windows 2008 Enterprise Server R2</li> </ul>	<p><b>Additional Versions Supported:</b></p> <ul style="list-style-type: none"> <li>Windows Server 2012 R2</li> </ul> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>x64 Red Hat Enterprise Linux, Linux x64 Red</li> </ul>
<ul style="list-style-type: none"> <li>Tomcat 8.5.x</li> </ul>	<p><b>Note:</b></p> <p>This does not include certification for http/2, which will be addressed in a future release.</p>
<ul style="list-style-type: none"> <li>Java 8</li> </ul>	<p><b>Note:</b></p> <p>Java 8 including OpenJDK</p>
<ul style="list-style-type: none"> <li>Ad Hoc Reporter (Self-Hosted Clients Only) <ul style="list-style-type: none"> <li>Requires separate Application Server</li> <li>Java 1.8 installed and included in PATH</li> <li>Tomcat 8.5.x</li> <li>Access to empty schema (not Ventiv Claims Enterprise 5.x database server)</li> </ul> </li> </ul>	<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Self-Hosted Clients need an additional instance of Tomcat and a database for Jasper repository.</li> <li>Ventiv highly recommends running Jasper on a separate server.</li> </ul>

Minimum Specifications	Additional Details
<b>Database and Application Server Hardware</b>	
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• The Application and Database servers must run Enterprise.</li> <li>• Ventiv Claims Enterprise 5.x is <b>not</b> certified in a proxy. We will provide <i>support</i> on using the application in a VM environment, but it is not <i>certified</i>. If you use the application in a VM environment, we recommend the following minimum requirements. <ul style="list-style-type: none"> <li>• Do not host Ventiv Claims Enterprise on the same virtual host as another application.</li> <li>• Provide enough memory overhead for the operating system as well as the application. The minimum OS overhead varies based on other services on the host (e.g. antivirus software, DLP, etc.). Minimum recommendations are: <ul style="list-style-type: none"> <li>○ Windows Server: 2-3GB</li> <li>○ Linux: 2GB</li> </ul> </li> <li>• Provide a minimum of 2 vCPUs.</li> <li>• Underlying storage for the virtual machine should be Enterprise grade Tier 1 storage.</li> <li>• Ventiv reserves the right to request that the application be moved to physical servers if a VM issue cannot be resolved. Ventiv will not provide VM services.</li> </ul> </li> </ul>	
<p><b>Minimum:</b></p> <ul style="list-style-type: none"> <li>• 4-Core x64 servers with current generation Xeon CPUs</li> <li>• Minimum 8GB RAM for Database server</li> <li>• Minimum 8GB RAM for Application server</li> </ul> <p><b>Note:</b> Sizing of hardware depends on the following:</p> <ul style="list-style-type: none"> <li>• Number of users</li> <li>• Application usage</li> <li>• Database size</li> <li>• Business performance requirements</li> </ul>	<p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>• 8-Core x64 server with current gen of Xeon CPUs.</li> <li>• At least 16GB of RAM or more and quad processors needed for optimum performance of Database servers.</li> <li>• At least 8GB of RAM or more needed for Application servers. Additional memory may be necessary for larger implementations.</li> <li>• 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.</li> </ul>

## Network

Minimum Specifications	Additional Details
<b>Internet Connection</b>	
<p><b>Download:</b></p> <ul style="list-style-type: none"> <li>1.5Mb/sec of Internet bandwidth</li> </ul> <p><b>Upload:</b></p> <ul style="list-style-type: none"> <li>384Kbps of Internet bandwidth</li> </ul>	<p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>1.5Mb/sec upload</li> <li>Performance can vary depending on the user's infrastructure (Firewall/Proxy configuration, etc.).</li> <li>A Tier 1 ISP that provides Broadband (DSL, Cable) or ISDN for remote users is recommended.</li> <li>Firewall Settings: Web connections must be allowed from the users to the Ventiv Claims Enterprise application server. The Ventiv Claims Enterprise application server requires network access to the Ventiv Claims Enterprise database server. Additional access may be needed from the Ventiv Claims Enterprise application server to email or file servers on standard network ports.</li> </ul>

## Printers and Scanners

Minimum Specifications	Additional Details
<b>Printers</b>	
<ul style="list-style-type: none"> <li>Check Printers – HP Laserjet family that have MICR toner cartridges available</li> <li>Letter/Report Printer – HP Laserjet</li> </ul>	
<b>Scanners</b>	
<ul style="list-style-type: none"> <li>Recommend scanning to PDF (Black and White) to support document splitting</li> <li>300 DPI</li> <li>Compression set to CCITT4</li> <li>Able to scan to either a network folder or email address depending on client preference</li> <li>Scan should be binary</li> <li>Scan should produce file in portrait layout. 8.5 X 11 mode, not cropped</li> <li>Scanner should include OCR capabilities</li> </ul>	

## Quick Reference Guide

Key: S = Supported; P = Preferred; N = Not Supported

Desktop Standards								
Browsers				Operating System		Microsoft Office		Adobe Acrobat Reader
Chrome	IE11	Edge	Safari (Mac)	Windows 7	Windows 10	2013	Office 365/2016	DC
P	S	S	S	S	P	S	S	S

Server Standards							
Tomcat	Oracle		MS SQL Server		Operating System		
8.5.X	12C R1/R2	18C R1	2012	2014	2008 R2	2012 R2	Linux x64
S	S	P	S	P	S	S	S

## Browser Settings

This section contains information about adjusting browser settings for optimal Claims Enterprise performance.

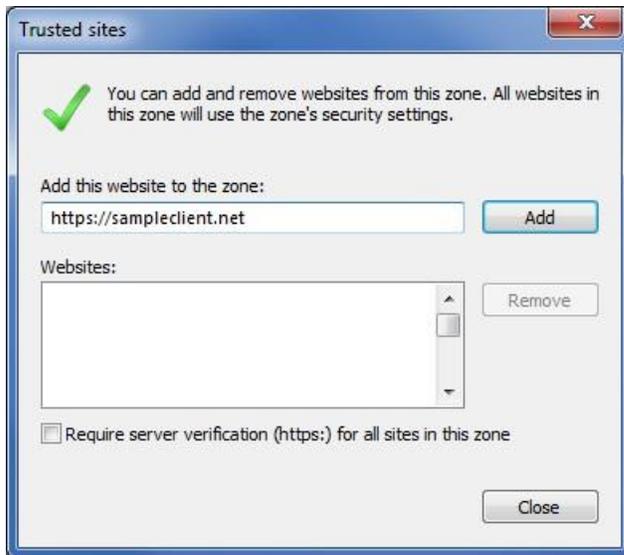
### Trusted Site Security Settings (Internet Explorer)

Use the following steps to add Claims Enterprise to the Trusted Sites Zone.

1. From the Internet Options dialog (Internet Explorer > Tools menu > Internet options), select the **Security** tab.
2. From the **Select a zone to view or change security settings** section, select **Trusted sites**.
3. Click the **Sites** button.
4. Enter the URL of your Claims Enterprise environment.

**Note:** The address in the following illustration is for demonstration purposes. Use the address for your Claims Enterprise environment.

If your URL starts with https:, you can clear the **Require server verification (https:) for all sites in this zone** checkbox.



5. After entering the URL in the field, click the **Add** button.
6. Click **Close** on the Trusted sites dialog.

**Note:** To use the ad hoc reporting functionality, use the same steps to add your report server URL as a Trusted Site.

## Compatibility Issues

### Popup Blockers

Pop-up blockers can cause issues when using Claims Enterprise. To resolve this, you can turn off pop-up blockers for all sites, or add applicable sites to the list of sites that allow pop-ups. Note that after adding a site to the list of sites that allow pop-up blockers, you may need to exit and restart your browser.

The following browser-specific navigation to the pop-up blocker settings is provided for your convenience, but please check your browser’s documentation for the latest detailed instructions on disabling pop-up blockers on a global or per-site basis.

- **Chrome:** Settings > Advanced > Privacy and Security > Site Settings > Popup and Redirects
- **Edge:** Settings > View Advanced Settings button > Block Pop-Ups
- **Internet Explorer:** Tools > Internet Options > Privacy tab > Pop-up Blocker
- **Safari:** Preferences > Security > Block Pop-Up Windows

### Google Toolbar

The Google Toolbar interferes with the file transfer utility on the System Info page. If you have this installed, uninstall the toolbar and try the transfer again.

## Troubleshooting Guidelines

The following table describes common issues and their corresponding resolutions.

Issue	Resolution
A portion of a window is cut off and not all fields or buttons are visible.	Configure the site as a <a href="#">Trusted Site</a> .
Users receive a “Browser is not compatible with this application” error.	Users receive this message when they are using a browser for which Claims Enterprise is not certified or supported. Supported browsers are detailed in the System Requirements section of the release notes.

Issue	Resolution
<p>The cache becomes corrupt.</p>	<p>A browser cache is a temporary store of data to improve the performance of Internet applications and websites. Sometimes this cache becomes corrupted or out of date.</p> <p>To resolve this, do a hard refresh by pressing Ctrl+F5 while the application web address is listed in the browser address field.</p> <p>If this does not resolve the issue, delete the temporary internet files. From the Internet Options dialog (Internet Explorer &gt; Tools &gt; Internet options), click the <b>Delete</b> button in the <b>Browsing history</b> section. From the Delete Browsing History dialog, select the content to delete, and then click the <b>Delete</b> button. Restart the browser and retry the application.</p>
<p>Users cannot open Correspondence.</p>	<p>Verify that the required browser settings are applied.</p>
<p>Correspondence is opening as read-only and cannot be saved.</p>	<p>Verify that the required browser settings are applied.</p>
<p>Users can log on to Claims Enterprise but receive a blank page with a "Please turn off pop-up" message.</p>	<p>Before logging on, ensure that the Internet pop-up blocker is disabled.</p>
<p>Users receive a "Do you want to display the nonsecure items" message.</p>	<ul style="list-style-type: none"> <li>• Verify that the required browser settings are applied.</li> <li>• Ensure that the site is set up as a trusted site.</li> <li>• Verify that trusted sites are set to display mixed content by enabling the <b>Display mixed content</b> setting (Internet Explorer &gt; Tools &gt; Internet options &gt; Security tab &gt; Custom level button &gt; Miscellaneous section &gt; Display mixed content).</li> </ul>
<p>Users are unable to see files in System Administration or Scheduler.</p> <p>OR</p> <p>Users receive an error when viewing the Payments with Errors report through the Job Run Viewer.</p>	<p>Go into Internet Options &gt; Security tab &gt; Trusted sites &gt; Custom Level and enable all of the radio buttons except for the pop-up blocker, which should be disabled.</p> <p>Additionally, the User Authentication logon should be "Automatic logon with current username and password."</p> <p>After changing these settings, close the browser and Claims Enterprise, restart the computer, open a document, and then go back into Claims Enterprise to try opening a report.</p>
<p>Users are unable to download files from File Transfer on the System Information tab.</p>	<p>The Google Pop-Up block interferes with the file transfer utility on the Sys Info page. If you have this installed, uninstall the toolbar and try the transfer again.</p>

Issue	Resolution
<p>Users receive a “Cannot open spreadsheet in Excel” error when attempting to open a Reserve Worksheet from the Reserve tab.</p>	<p>In some cases, this can be resolved by adding Claims Enterprise as a <a href="#">Trusted Site</a>. Disable the <b>Allow websites to open windows without address or status bars</b> setting as described in the <a href="#">Miscellaneous Settings</a> section.</p>
<p>Users are unable to add Claims Enterprise as a trusted site. Internet Explorer appears to save Claims Enterprise as a trusted site, but when users recheck the settings, it is not listed. In addition, when attempting to remove trusted sites, the system does not retain the settings.</p>	<p>This issue can occur when the local System Administrator adjusts an Internet Explorer security setting. Check with your local System Administrator.</p>