# eReceipts Cloud Solutions

System Requirements

Overview

eReceiptsCloud and eReceiptsPlus services are fully managed by Kinective and run on Microsoft Azure Platform as a Service (PaaS). eReceiptsCloud and eReceiptsPlus are multi-tenant applications that focus on advanced security standards, data integrity, and reliability. eReceipts cloud solutions are a Software as a Service (SaaS) offering for all of the application requirements, including upgrades, database management, and data retention policy. This service is running in a High Available environment on the Kinective Cloud. Microsoft Entra ID (Microsoft Azure Active Directory) is a prerequisite for eReceipts cloud solutions and must be purchased separately.

Flow
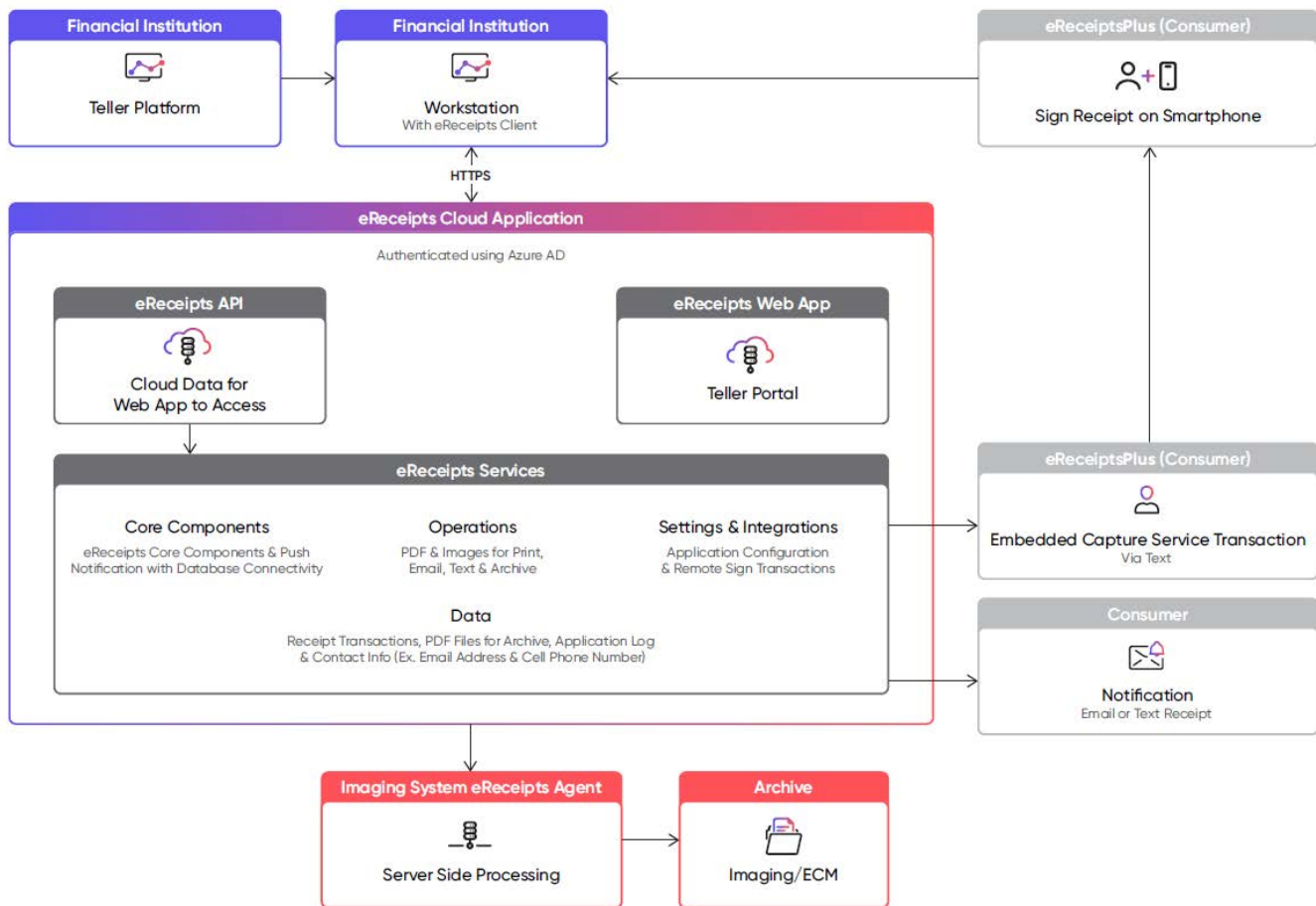
Workstation Requirements

Hardware	• Intel Dual Core 3.0GHz, 4GB RAM • 20GB+ free disk space • Display resolution 1280 x 960 minimum
Connectivity	• eReceiptsCloud and eReceiptsPlus connecting via HTTPS • eReceipts Client connectivity to eReceiptsCloud application
Supported OS	• Windows 11 and Windows 10 • Pro and Enterprise Windows versions are supported.
Supported Web Browsers	• N/A
Software	• .NET Framework 4.8 • Microsoft Visual C++ 2015 or later

Internet Bandwidth Requirements

eReceipts bandwidth requirements are based on all server calls that are typically involved in a single transaction. A transaction consists of the following calls:

- Transaction creation from customer data
- Acquisition of
  - Signature
  - Scanned images
  - Denominations
  - Identification
  - Memo
- Transaction printing and notifications
- Transaction archiving

Currently, it is estimated that a single transaction lifecycle will consume up to 0.2 megabits. A transaction lifecycle typically lasts for approximately 10 seconds, yielding 0.02 megabits of data per second (Mbps).

The following table shows recommended internet bandwidth provisioning based on eReceipts bandwidth use.

Concurrent Transactions per Branch (per Second)	Data Required (Mbps)	Recommended Internet Bandwidth Provisioning (Mbps)[1]
5	1	10
10	2	20
20	4	50

1. Recommendations are based on average estimated business network traffic in addition to eReceipts. Additional business application network usage may impact eReceipts performance and may require additional bandwidth.

Signature Capture Hardware Requirements

Refer to the In-Person Signature Device Order Form to purchase the latest supported Topaz and Wacom hardware: https://www.immonline.com/resource-center/in-person-signature-device-order-form/.

Hardware	- Topaz LCD Signature Pads - Touch-Capable Systems - Windows Pro Tablets - iPad[1] - Wacom[2] - Topaz GemView[2] - Verifast[3] - Smartphone[4]

1. iPads must be configured and fully functional on the institution's network before use.
2. Recommended for the best consumer experience. Not supported on Thin Client Configurations.
3. Fiserv Verifast module and Verifast tablet are required.
4. An eReceiptsPlus subscription is required. Customer must have access to a smartphone to use this service.

Scanning Requirements

eReceipts server and client components must be installed first in order to use a scanner. The following scanners are supported.

Hardware	**Canon Scanners** - Refer to the Canon Scanner Order Form to purchase the latest supported scanners: https://www.immonline.com/resource-center/canon-scanner-order-form/ - Ranger drivers are required. - Not supported in thin client configurations **MagTek Excella Scanners** - Refer to the MagTek Scanner Order Form to purchase the latest supported scanners: https://www.immonline.com/resource-center/magtek-scanner-order-form/ - Ranger drivers are required. - Supports USB 2.0 and Ethernet **Other Scanners** - Consult your Kinective representative for details about other scanning options.

Printer Connectivity

Receipt Printing	• A supported Thermal Printer, USB or Ethernet (comes with internal Ethernet card if ordered accordingly) • Thermal paper is required. Please contact Kinective.
Report Printing	• HP Laser Printer connectivity to the workstation (network or local)

Supported Printer Requirements

Printer	Printer Settings	eReceipts Settings
Epson TM-88VI	Printing Layout: User Defined Height: 2100	Receipt Style: Narrow[1]
Epson TM-88V	Printing Layout: User Defined Height: 2100	Receipt Style: Narrow[1]
Epson TM-90	Printing Layout: User Defined Height: 2100	Receipt Style: Narrow[1]
Epson TM-H6000II	Printing Layout: User Defined Height: 2100	Receipt Style: Narrow[1]
mCP30	No Changes	Receipt Style: Narrow[1]
TSP100	No Changes	Receipt Style: Narrow[1]
TSP700	No Changes	Receipt Style: Narrow[1]
TSP800	No Changes	Receipt Style: Wide

1. Narrow printing in landscape orientation does not support using a second logo.

Supported Thin Client Configurations

Note: Only IP scanners are supported.

Citrix Virtual Apps	Server • Version 7 2012 and 7 2203 Client • eReceipts Client must be launched as an administrator in Citrix environments. • Via RDP: Thick client or WYSE Terminal running Windows Embedded OS Terminals • Signatures supported with Citrix or Windows CDS (Citrix Device Service) only
VMware Horizon (VDI)	• Server: VMware Horizon 7.12 and 8.1.0 • Client: VMware Horizon on either thick client or a VMware Horizon device
Remote Desktop Services	• Server: Windows Server 2022 and 2019 (64-bit) host configured for Terminal Services • Client: Thick client via RDP or any WYSE device running Windows Embedded OS Terminals

Agent Requirements

If using the Archive Agent, Member Import Agent, or Verifast Agent, refer to the requirements listed here.

Dedicated Environment	• Agents must be installed on one dedicated server. • If using a test environment, all test agents must be installed on another dedicated server.
Software	• .NET Framework 4.8 • For Archive Agent, Adobe Reader is required to view archived PDFs that are stored locally in the configured archive path (e.g., C:\PDF). The archive path should be created manually on the server where Archive Agent is installed, and you must have Read/Write permissions for that folder.