PRONTO*Sign*™ System Requirements

Product Brief

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About AlphaTrust

We pioneered electronic signature solutions in 1998, and since then our solutions have processed millions of critical business transactions each year for satisfied customers in banking, insurance, financial services, and other industries. We are trusted by some of the largest enterprise and service provider companies globally.

Our solutions easily integrate with existing applications enabling high volume, digital transaction management to reduce costs and dramatically improve the overall customer experience while adhering to strict regulatory and compliance requirements.

Through continuous innovation we are delivering the most advanced and cost effective eSignature workflow orchestration solutions on the market.

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Server System and Hardware Requirements

This system requirements document is applicable to on-premise deployments of PRONTO*Sign*™ software only.

PRONTO*Sign*™ software has three primary components:

1) Web applications (ASPX pages and web service endpoints).
2) A Microsoft SQL Server database.
3) A Secure Document Repository (SDR), located on an NTFS file system.

You may use either physical or virtual servers. The recommendations below assume that for virtual machines, the recommended [1]cores and memory are dedicated to the virtual machine and not shared across multiple VMs.   Shared VM resources will degrade performance according to the degree of resource sharing.

The following configurations are typical and are used to recommend resource configurations. Please note that the disk space required in the repository is a function of size and number of documents you process through the PRONTO*Sign*™ software. A typical transaction with 100KB of document data (files, file snapshots and images) would require about 100KB of file system disk space and consume about 8KB of database space.

Configuration Option 1 – Single PRONTO*Sign*™ installation with the SQL Server database and repository on the same server. This is a typical deployment for a development, test environment or small use environment.

Configuration Option 2 – Dual, redundant PRONTO*Sign*™ application servers with the common SQL server database on a remote machine and the common file repository on a remote file share (server or SAN device). This is a typical deployment for a production environment.

Hardware Components	Option 1	Option 2 (per server)
Recommended Configuration: Processor Cores (CPUs 2.8GHz Xeon equivalent times 4 cores each)	4	8
Memory	8GB	8GB
[1] Minimum Local Disk Space	80GB	80GB
[2] These recommended configurations can handle the steady state transaction processing load indicated at right per hour per server, based on a standard transaction. [3] Additional horizontal web application servers may be added for increased capacity.	3,500	5,000 (10,000 for two servers)

[1] Performance and recommendations based on a physical or dedicated virtual CPU cores with performance equivalent to an Intel Xeon 2.8GHz processor core or better.
[2] A standard transaction is a transaction containing 100KB or less of document data. Modify the local disk space requirements where the repository is on the local system to suit your particular transaction volumes and document

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sizes. For example 100,000 standard transactions (files, file snapshots, and images) would need 10GB of file disk space and 800MB of SQL Server disk space.

[3] These throughput figures assume low latency between nodes in the system (i.e. between the calling application, the SQL database, and the file share). The file share is presumed to be a dedicated SAN share connected via a high throughput connection.   The use of busy data center network connections between nodes will, of course, degrade throughput.

System Requirements for PRONTO*Sign*™

Server OS - Microsoft Windows Server 2008 R2, Windows Server 2012, or Windows Server 2012 R2 (recommended).

Database – Microsoft Database software (SQL Server 2008, 2008 R2, 2012, or 2014) is supported. You may use an existing SQL Server installation in your computing environment on the local or on a remote machine, or you may install a new instance of SQL Server locally or remotely. SQL Server 2008 R2 Express, 2012 Express, or 2014 Express can accommodate approximately 1,250,000 PRONTO*Sign*™ transactions before reaching its 10GB database size limit. Therefore, SQL Express is only recommended for non-production systems.

System Requirements for Web Applications Using the Services of PRONTO*Sign™*

Any operating system (Linux, Unix, Windows, AS/400, Mainframe, etc.) that can communicate via HTTP is acceptable. Communication protocols supported include: WS-I Web Service Profile, WS-* Web Service Profiles, Windows Communication Foundation (WCF) 4.5.
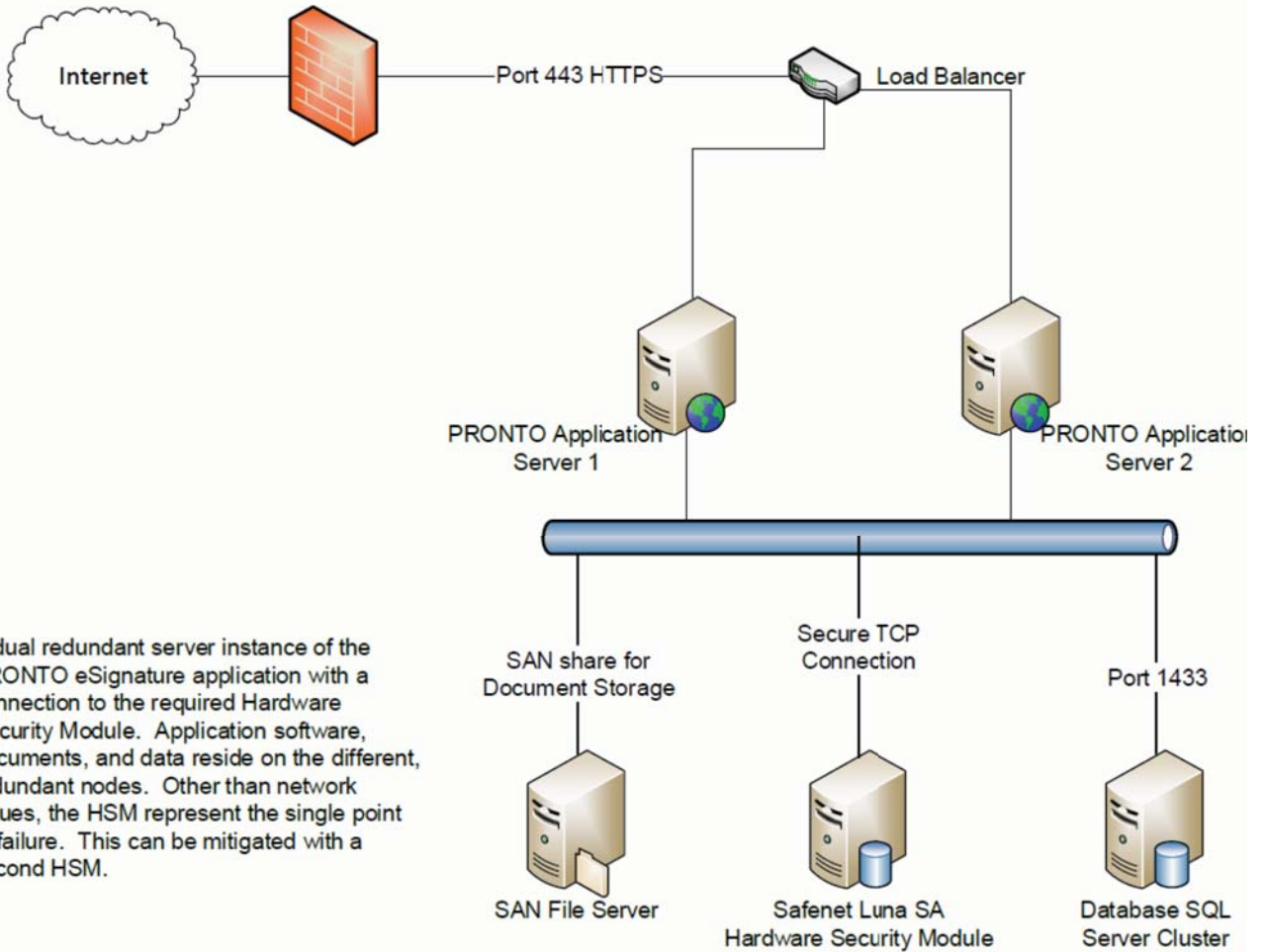
Client (End-User) System Requirements

Any device (PC, Mac, iPhone, iPad, Android, Windows tablet/phone, BlackBerry) with a standard modern web browser (Internet Explorer 8.0+, Opera 8+, Safari, Firefox, Chrome, iOS (Safari/Chrome iPhone/iPad), Blackberry 5+, Android device) is supported.

- Viewing signed Acrobat® PDF documents requires Adobe® Reader v7 or higher. A PDF viewer such as Adobe® Reader is not required for the signing process.
- Use of optional electronic signature pads is supported on Windows (Windows 7, Windows 8, Windows 10) with Internet Explorer 9.0 or higher.
- Use of optional end-user digital certificates is supported for certificates and PKI software that interoperates with Microsoft CryptoAPI (requires Windows 7, Windows 8, or Windows 10 with Internet Explorer 9.0 or higher - CAPICOM).

Typical Redundant Deployment (Option 2)

AlphaTrust PRONTO eSignature Dual Redundant Network Diagram

Internet — Port 443 HTTPS — Load Balancer

PRONTO Application Server 1

PRONTO Application Server 2

A dual redundant server instance of the PRONTO eSignature application with a connection to the required Hardware Security Module. Application software, documents, and data reside on the different, redundant nodes. Other than network issues, the HSM represent the single point of failure. This can be mitigated with a second HSM.

SAN share for Document Storage

Secure TCP Connection

Port 1433

SAN File Server

Safenet Luna SA Hardware Security Module

Database SQL Server Cluster

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