

RECOMMENDED SYSTEM REQUIREMENTS

WORKSTATIONS

- Operating System:** Microsoft[®] Windows[®] 10 or 11 (64-bit). Home Editions are not supported.
Microsoft[®] .NET Framework 4.8 or higher is required.
- Processor:** Intel[®] Core[™] i5 processor or higher.
- RAM:** 64-bit operating system, 8 GB or higher is recommended.
Loan Producer[®] and Mortgage Servicer[®] clients will use up to 1.5 GB of workstation memory.
Pentaho[®] Report Designer requires 2 GB of RAM on the workstation.
NOTE: Running related apps (Administrator, Security, and Accountant) at the same time will require more memory.
- Disk Drive Space:** 1 GB for each FICS[®] client (Loan Producer[®], Loan Accountant[®], Mortgage Servicer[®], Mortgage Accountant[®]).
3 GB for each workstation with Pentaho[®] Report Designer and supporting software. SSD drives are recommended.
- Other Software:** A PDF reader is required.
Microsoft Edge[®] browser and Edge WebView2 Runtime. Microsoft[®] Internet Explorer[®] (IE) is not supported.
- Peripherals:** Hardware accelerated graphics card. Screen resolution of 1,024 x 768 pixels or higher.
Pentaho[®] Report Designer requires a minimum 1580 x 960 pixels screen size.

SERVERS

Standalone users can treat server references below as their workstation.

APPLICATION SERVER

It is possible to run Loan Producer[®], Mortgage Servicer[®], and Commercial Servicer[®] on the same server.

- Operating System:** Windows Server[®] 2019 or Windows Server[®] 2022 Datacenter and Standard Edition.
Standalone users may also use Windows[®] 10 or 11. Home Editions are not supported.
Microsoft[®] .NET Framework 4.8 or higher is required.
- Processor:** Minimum of 4 CPU Cores.
- RAM:** Allow at least 8 GB of memory for the Windows[®] operating system. In addition, please refer to the table below to determine the amount of additional memory to be added.
NOTE: If using Loan Producer[®] on the same server as Mortgage Servicer[®], calculate memory requirements for each FICS[®] system separately and add together.
- | | | | | |
|-------------------------|------|-------|-------|-----|
| Number of users: | 1-10 | 11-20 | 21-30 | 31+ |
| GB of RAM used: | 4 | 8 | 12 | 16 |
- Disk Drive Space:** 4 GB for each major FICS[®] system (Loan Producer[®] and Mortgage Servicer[®]). For optimal performance, enterprise SSD drives and hardware RAID are recommended.
- Other Requirements:** Internet access is required from the server. WinZip[®] 9 or higher or 7-Zip 4.62 or higher is required for unzipping downloaded software updates. Microsoft Edge[®] browser and Edge WebView2 Runtime. Microsoft[®] Internet Explorer[®] (IE) is not supported.

DATABASE SERVER

The database software can be on the same server as the application software if you have 5 or less users. Larger customers will get optimal performance by storing the database on a separate server. Enterprise SSD drives and hardware RAID are recommended.

The operating system and processor requirements for the database server are the same as the application server.

- RAM:** 16 GB
- Disk Drive Space:** 6 GB for Microsoft[®] SQL Server[®].
60k bytes for each loan on Loan Producer[®]. 20k bytes for each loan on Mortgage Servicer[®].
For Radstar[®], allow approximately 3 GB of storage space for every 1,000 loans per year.
- Database Mgmt System:** Microsoft[®] SQL Server[®] (2019 or 2022) - Microsoft[®] SQL Server[®] Express Edition is supported.

PENTAHO® ANALYTICS SERVER SOFTWARE

Pentaho® Analytics Server software cannot be run on the same server as Loan Producer® and Mortgage Servicer®.

Operating System:	Windows Server® 2019 or Windows Server® 2022 Datacenter and Standard Edition.
Database	
Mgmt System:	Microsoft® SQL Server® (2019 or 2022) - PostgreSQL 14 is supported.
Processor:	4 CPU Cores
RAM:	16 GB with 12 GB dedicated to Pentaho® Analytics Server
Disk Drive Space:	50 GB for Pentaho® Install and Analytics Server

REMOTE DESKTOP SERVICES (RDS) OR CITRIX® SERVER

For performance reasons, ClickOnce installations on individual workstations are recommended over this option.

Operating System:	Windows Server® 2019 or Windows Server® 2022 Datacenter and Standard Edition.
Processor:	Minimum of 4 CPU cores.
RAM:	In addition to 8 GB, see the Workstation RAM specs above.
Remote Desktops (RDP) and Published App Sessions:	See Workstation specs above.

OTHER

Printers:	Microsoft® Windows® 10 or 11 supported printer. HP LASERJET printers are recommended. NOTE: Loan Producer® requires at least 2 MB of memory and two paper trays. Loan Producer® documents may be licensed from Wolters Kluwer Financial Services/VMP® Mortgage Solutions at 1-800-552-9410 and any document services provider that can read a MISMO® 3.3 file.
Backup:	Electronic or physical media backups of all FICS® programs and data files are highly recommended.
System Performance:	Larger loan volumes and number of users may require higher specifications. If system performance is degrading as more users are added, monitor the CPU and memory of the application server or RDS or Citrix® Server for high utilization. Adding more CPUs or load balancing between two or more application servers or RDS or Citrix® Servers can help alleviate this condition.

EXAMPLE NETWORK CONFIGURATION:

The Application Server needs Internet Access to the following:

Loan Producer® and Mortgage Servicer®

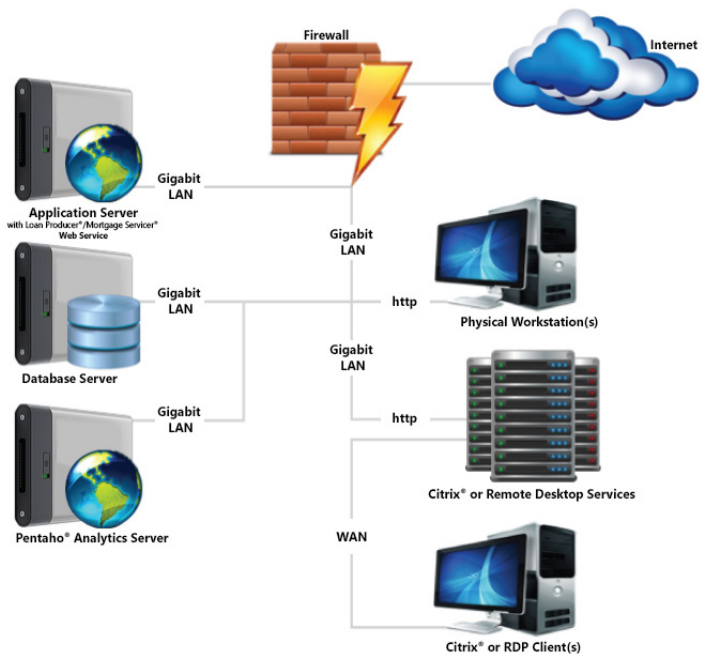
- <https://license.FICS.com>
- <https://FICSUpdate.LoanWare.com>
- <https://clientaccess.FICS.com>
- <https://www.FICS.com>
- https://*.FICSHelp.com
- Third Party Interface Web Sites

Loan Producer®

- <https://ws.loanproducer.com> (LoanProducer.com®)

Mortgage Servicer®

- <https://ws.eStatusConnect.com> (eStatus Connect®)



FICS®, LOAN PRODUCER®, LOAN ACCOUNTANT®, LOANPRODUCER.COM®, MORTGAGE SERVICER®, MORTGAGE ACCOUNTANT®, ESTATUS CONNECT®, COMMERCIAL SERVICER® and RADSTAR® names and logos are registered trademarks of FINANCIAL INDUSTRY COMPUTER SYSTEMS, INC. Microsoft, Microsoft Edge, Internet Explorer, SQL Server, Windows, and Windows Server are registered trademarks of Microsoft Corporation in the United States and other countries. WinZip® is a registered trademark of WinZip International LLC. Citrix® is a registered trademark of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries. Intel, the Intel logo, and Intel Core, are trademarks of Intel Corporation in the U.S. and/or other countries. Pentaho® is a registered trademark of Hitachi Vantara LLC in the U.S. and other countries. PostgreSQL is a trademarks or registered trademark of the PostgreSQL Community Association of Canada, and used with their permission.