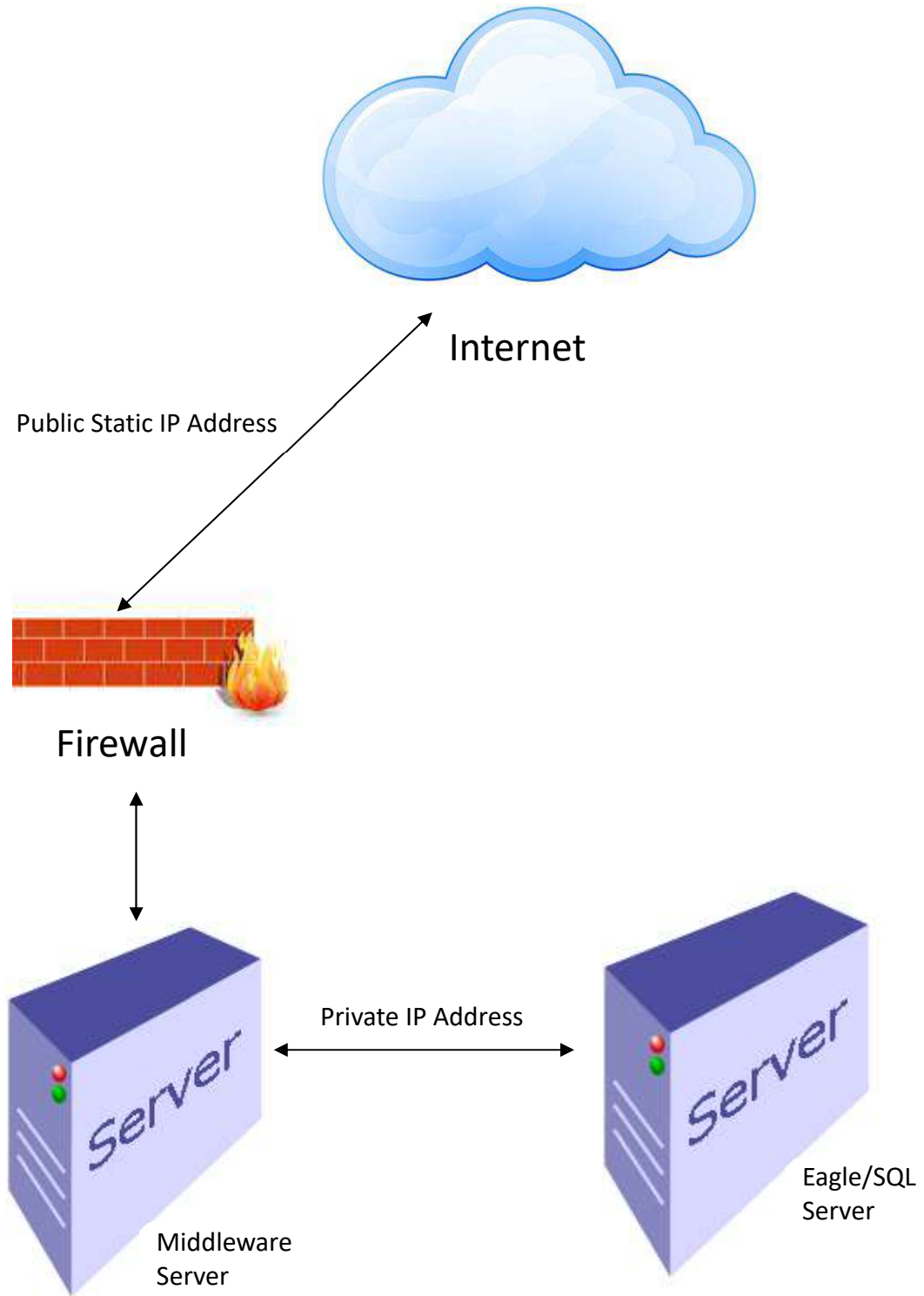## Hardware

1. Standard PC or Virtual Machine with 4GB RAM 20GB Disk space available
2. Either 2 Network Interface Cards (NIC's) using Static IP's.
   - One for Public IP (to connect to the Internet)
   - One for Private IP (to Connect to the Utilities Management/SQL server)
3. Or 1 NIC with Static Internal using port forwarding through Firewall for External connection.

Software

1. Operating System: Windows 10 Pro or higher/ Server 2016 or higher
   Edmunds GovTech will need one of the following:
   - Administrator Username and Password
   - User account with Administrator Privileges
     If User account is created for Edmunds GovTech, please make the password:
     Logics@123 or provide the password to Edmunds GovTech.
   - Let Edmunds GovTech know which option from the above is chosen.
     Please Include the username and password in an email to Edmunds GovTech Support at
     support@edmundsgovtech.com. This will automatically generate a support case to ensure that the
     information gets to the correct people.
2. Internet Information Service (IIS): Version 10 or higher. Additional IIS requirements located at
   Required Minimum Internet Information Services (IIS) Options.
3. Server must have Security TLS Version 1.2
4. Server must have a valid SSL certificate to ensure encrypted traffic over the internet.
5. Antivirus Software (Server will be connected to the cloud)
6. Bomgar Remote access software Installation/Setup Documentation located at How to set up
   Bomgar:.

Network

1. Will need a Static Public IP Address from your Internet Service Provider
   a. This is to keep your Eagle Server from being accessed directly by outside internet traffic.
   b. Required to be Static.
   c. Please let Edmunds GovTech know the IP Address as soon as possible so we can test the connection and
      configure the Middleware.
   d. Will need a Private IP Address on your Local Network (LAN)
      - This is so the Online Bill Pay application and/or IVR application can send/receive account information
        from the Eagle/SQL Server
      - Does not need to be static.
        o The Eagle Server IP will need to be Static.
2. Firewall will need to be configured to allow the following Edmunds GovTech IP addresses to
   communicate with the Middleware server:
   a. 34.202.25.8 (Edmunds GovTech OLBP/IVR Web Server)
      - It is required that you install an SSL Certificate on the Middleware Server, so all internet
        connections are secure.
      - If you have any questions or concerns, feel free to give Edmunds GovTech Support a call at
        (919) 232-2378 or email support@edmundsgovtech.com.

Logics
An Edmunds GovTech Company

Internet

Public Static IP Address

Firewall

Private IP Address

Middleware
Server

Eagle/SQL
Server

Bomgar Remote Connection

Bomgar is a cloud-based tool that provides Edmunds GovTech personnel the ability to provide remote assistance to our clients. Bomgar will be the only way Edmunds GovTech personnel will be able to access a user's workstation and provide hands on assistance without being on site. The download time should be quick, and installation requires minimum effort.

How to set up Bomgar:

1. Go to https://support.edmundsgovtech.com
2. Get the session key from the Edmunds GovTech support personnel follow the instructions for installation.
3. There will be a prompt where you are asked to allow elevated privileges to Bomgar Click on Yes or OK.
4. The session will be pinned in the Representative Console for Bomgar and you will not have a further need to be on the machine when Edmunds GovTech personnel need to access it.

As mentioned previously, Your IT Department personnel may have to aid installing the software, feel free to reach out to Edmunds GovTech if you have any questions.

Required Minimum Internet Information Services (IIS) Options

The following options are required in IIS to ensure proper operation of the middleware.

.NET Framework 3.5 Features
- NET Framework 3.5 (includes .NET 2.0 and 3.0)

.NET Framework 4.x Features
- ASP.NET 4.x
- WCF Services
- HTTP Activation

Web Server (IIS)
- Management Tools
- IIS Management Console
- Management Service
- IIS Management Scripts and Tools

Web Server
- Application Development
- ASP
- ASP.NET 4.x
- ISAPI Extensions
- ISAPI Filters
- .NET Extensibility 4.x
- Common HTTP Features
- Default Document

HTTP Errors
- Static Content
- Health and Diagnostics
- HTTP Logging
- Tracing
- Logging Tools
- Request Monitor
- Performance
- Static Content Compression

Security
- Request Filtering
- Windows Authentication
- Windows Process Activation Service
- Configuration APIs
- Process Model