Kofax SignDoc
Technical Specifications

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KOFAX

Document revision history

Date	Revision	Description
07/09/2020	1.0	Initial version.
10/09/2020	1.1	Added note on usage of client certificates for Device Connector.
20/10/2020	1.2	General requirements for SignDoc clients: Compatibility View is not supported for Microsoft Internet Explorer 11.
03/11/2020	1.3	Updated SignDoc Device Support.
15/07/2022	1.4	Note on x86_64 architectures for SignDoc servers.

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Chapter 1

About Kofax SignDoc technical specifications

Kofax SignDoc is an enterprise level e-signature product family, which may either be utilized as part of an integration, or as a standalone application. Due to its integration options, it provides a starting point for any digital transformation initiative, and provides a broad range of e-signing capabilities. Kofax SignDoc supports all signing scenarios in any location (in-branch, in-store, in-office, in-field, at home), assisted, or non-assisted as self-service.

The technical specifications in this document are specific to the following components of SignDoc 3.0.0:

- SignDoc Standard 3.0.0
- SignDoc Web 3.0.0
- SignDoc SDK 5.0.0
- SignAlyze 1.9.0
- SignDoc Device Support 3.0.0

This document lists the required amount of memory and disk space. You must meet these requirements to support your SignDoc system. These requirements specifically relate to SignDoc and do not include any amount of memory or disk space you require for the operating system, environment, or other software that runs on the same computer.

Chapter 2

Product requirements

SignDoc Servers

This section describes the software that runs on a server and references to requirements for SignDoc Standard server and SignDoc Web server. Requirements that only apply to one component are indicated as such.

Specification	Description
Hardware	A server class system is required to run SignDoc servers in an enterprise environment.
	SignDoc servers can be operated on x86_64 architectures (Intel / AMD CPUs).
	he processing power of each physical server directly affects performance. As a minimum requirement, a quad core processor running at 2 GHz should be used.
	Memory: Minimum 16 GB RAM, recommended 32 GB.
	Free disk space: Minimum 100 GB or more hard disk space.
Accessibility	1 GB network minimum, configured at full duplex, is required for this server and the database server.
	If the system is installed behind a firewall, HTTP or HTTPS ports should be open within firewalls that restrict client access across your WAN or LAN.
	Certain hardware is prone to networking issues when TCP offloading is enabled. If you experience frequent networking issues, or use a Virtual Machine (VM), disable TCP offloading. You must disable this setting at all levels, including the host operating for both the Virtual Machine and its host, and NIC; and all machines within the SignDoc server system including the database server. Refer to documentation from your vendor for instructions on how to disable TCP offloading.

Specification	Description

Server Operating Systems	We recommend that you upgrade to the latest operating system update for the following supported operating system versions.
	
	Microsoft Windows
	• Windows Server 64-bit 2012
	   • Microsoft Mainstream support end date: Oct. 9, 2018
	   • Microsoft Extended support end date: Oct. 10, 2023
	• Windows Server 64-bit 2012 R2
	   • Microsoft Mainstream support end date: Oct. 9, 2018
	   • Microsoft Extended support end date: Oct. 10, 2023
	• Windows Server 64-bit 2016
	   • Tested version: Windows Server 64-bit 2016 Standard (1607 14293.4046)
	• Windows Server 64-bit 2019
	   • Tested version: Windows Server 64-bit 2019 Standard (10.0.17763 Build 17763)
	
	Linux
	• CentOS/RHEL greater or equal to version 6
	   • RHEL maintenance updates for CentOS 6 until Nov. 30, 2020
	   • RHEL maintenance updates for CentOS 7 until Jun. 30, 2024
	• Ubuntu 18.04 LTS
	   • Tested version
	   • Canonical Ltd support until April 2023
	• Ubuntu 20.04 LTS
	   • Canonical Ltd Support until 2025

Web Servers/Web Application Servers	**SignDoc Standard** SignDoc Standard is supported for the provided installation package that includes a Windows Service or Docker container. **SignDoc Web** It is generally recommended to install the SignDoc Web as a Windows Service or run it as Docker container as described in the installation guide. **Application Server** • Apache Tomcat 9.0.x (tested version: 9.0.27) **Java runtime for application server** • Windows 64-bit: Java 11 • Linux 64-bit: Java 11 ℹ️ In case of manual installation, make sure that JCE with "unlimited strength" is available.

Specification	Description

DBMS
(SignDoc Standard only)
	Microsoft SQL Server
	• 2012
	   • Requires latest service pack and Microsoft Extended support (end date: Jul. 12, 2022)
	• 2014
	   • Microsoft Mainstream support end date: Jul. 9, 2019
	• 2016
	   • Service Pack 1 Microsoft Mainstream support end date: Jul. 9, 2019
	• 2017 (tested version: 2017.0140.17218.00)
	• 2019 (tested version: 15.0.2000.5)
	
	  ⓘ For direct access to the database, SQL Server Command Line Utilities or Management Studio must be installed.
	
	H2 DB
	• Supported for evaluation only

SMTP (SignDoc Standard only)	Using the email functionality, an SMTP server must be installed and/or accessible. The required SMTP configuration is dependent on the network setup for each organization, along with other factors. ⓘ Kofax SignDoc does not need to receive emails.

Required 3rd Party Technologies	• Windows systems
	   • Visual C++ 2017 Redistributable Package (x64)
	• Java Runtime Environment
	   • Windows 64-bit: Java 11
	   • Linux 64-bit: Java 11

Compatible Software	**Kofax Total Agility** (using SignDoc Standard) • 7.8 **Kofax Communication Manager** (using SignDoc Standard) • 5.4, 5.3, 5.2 **Kofax Power PDF** (using SignDoc Standard) • Windows version: 4.0 **Kofax FraudOne** (only SignDoc Web) • 4.3 or higher (via plugin version 3 of supported versions of SignDoc Web; see the *Kofax FraudOne Technical Specifications*.) ⓘ Requires updated FraudOne eForms plugin.
Languages supported	English

Specification	Description
Virtual System	You can deploy SignDoc server components on VMs running on operating systems as specified above.

SignDoc Clients

This section describes what users need on the client side to create and maintain accounts as well as to create and maintain signing packages in SignDoc Standard. It describes also what users need to sign or review documents using SignDoc Standard or SignDoc Web.

Requirements that apply to all clients of a web application are summarized in the General requirements section. Particular requirements that apply only to individual components are listed in a separate section.

General requirements

This section describes requirements that apply to all SignDoc clients not operating on mobile devices.

Specification	Description
Hardware	We recommend a standard office desktop computer with at least 2 GB of RAM (4 GB RAM is recommended). There are additional requirements for client applications when native handwritten signatures have to be captured.

Browser
(usage on desktop computer)
	Microsoft Edge
	• Microsoft Edge (tested version: 89.0.774.54)
	  • Governed by Microsoft Modern Policy
	  • Windows 10
	
	Microsoft Internet Explorer
	• Microsoft Internet Explorer 11 (tested version: 89.0.774.54, 64-bit)
	
	   ⓘ Compatibility View is not supported.
	   Not supported for photo capture as signature signing method, Swedish BankID (new features are developed for modern browsers).
	
	  • Windows 10, 8.1
	
	Google Chrome
	• Stable channel (tested version: 89.0.4389.90, 64-bit)
	
	Mozilla Firefox
	• ESR Version (current version) (tested version: 86.0.1, 64-bit)
	
	Safari
	• Mac OS X

Specification	Description
Operating Systems	We recommend that you upgrade to the latest operating system update for the following supported operating system versions. **Microsoft Windows** • Windows 10 (governed by Microsoft Modern Policy) • Windows 8.1 　• Microsoft Mainstream support end date: Jan. 9, 2018 　• Requires Microsoft Extended support (end date: Jan. 10, 2023) **Linux** • Only x86/x64 **Mac OS** • OS X

SignDoc Standard Manage Client and Administration Center

This section describes additional requirements and details for the client application to create and maintain accounts as well as to create and maintain signing packages using SignDoc Standard.

Specification	Description
Accessibility	We recommend an Internet connection capable of 100 Mbps.
Mobile operating system	We recommend administrating SignDoc Standard via desktop computer. ℹ️ When using a mobile device for administration, we recommend a medium size device (tablets, 768 px and up).
Languages supported	**GUI** available in: • Dutch, English, French, German, Italian, Japanese, Portuguese (Brazil), Simplified Chinese, Spanish

SignDoc Signing Client

This section describes additional requirements and details for the client web applications to sign or review documents. Deviations for the legacy SignDoc Web Browser Client are covered in the section SignDoc Web - Browser Client. Requirements for the SignDoc Mobile App are treated in section SignDoc Web - SignDoc Mobile client.

Specification	Description
Compatible Hardware	For desktop computers, we support devices that are compatible with the supported browser technology and supported client operating system as listed below as well as 10 GB or more free hard disk space for installing software for native handwritten signature capture. For mobile devices, we support devices that are compatible with the supported mobile operating system as listed below using device default (standard) browser technology. ⓘ On mobile devices, the handwritten signature capturing is supported with a minimum of HTML5 capture.
Accessibility	The browser-based signing clients require an Internet connection capable of the equivalent bandwidth of a 3G/LTE connection. Support mobile devices with mobile network or Wi-Fi network connectivity.
Mobile Operating Systems	**Apple OS** • iOS 14, 13, 12 (tested version 14, 13) • iOS 11, 10, 9.3 are deprecated • iPadOS 14, 13.1 **Google Android OS** • 10.x, 9.x, 8.x, 7.x, 6.x, (tested version 10, 8.1) **Microsoft Windows OS** • Windows 10 (governed by Microsoft Modern Policy)
Handwritten Signature Capture on mobile operating systems	The default (standard) browser technology delivered with the supported mobile operating system is supported for handwritten signature capturing.

Handwritten Signature Capturing
(using browsers on desktop computer)
	Microsoft Windows OS
	• Native handwritten signature capture support via SignDoc Device Support 3.0.0
	  • Microsoft Edge
	  • Microsoft Internet Explorer 11
	  • Google Chrome
	  • Mozilla Firefox (ESR)
	• HTML5 handwritten signature capture
	  • Microsoft Edge
	  • Microsoft Internet Explorer 11
	  • Google Chrome
	  • Mozilla Firefox (ESR)
	
	Apple Mac OSX
	• HTML5 handwritten signature capture
	  • Safari

Specification	Description
Swedish BankID service	**Microsoft Windows OS** • Microsoft Edge • Google Chrome • Mozilla Firefox (ESR)
Compatible Software (via browser on desktop computer)	**SignDoc Device Support** (only for Windows desktop systems) • 3.0.0 native signature capture via Google Chrome, Mozilla Firefox, Microsoft Edge or Microsoft Internet Explorer 11 ⓘ • The usage of "client certificates" requires Windows 10 as operating system. • Not supported for Internet Explorer 11: Compatibility View, photo capture.
Languages supported	**GUI** available in: • Dutch, English, French, German, Italian, Japanese, Portuguese (Brazil), Simplified Chinese, Spanish

SignDoc Web - Browser Client

This section describes details for the browser client of SignDoc Web that differ from the SignDoc Signing Client. General requirements are listed in the section General requirements.

Specification	Description
Handwritten Signature Capturing (via Browser on desktop computer)	HTML5 handwritten signature capture is only available for the SignDoc Web Browser client "mobile view". SignDoc Device Support 2.0.1 (only for Windows desktop systems)
Languages supported	**GWT GUI** available in: • Dutch, English, French, German, Italian, Japanese, Portuguese (Brazil), Spanish

SignDoc Web - SignDoc Mobile client

This section describes the requirements for the SignDoc Mobile app. SignDoc Mobile is a client application for SignDoc Web.

Specification	Description
Hardware	1 GB RAM

Specification	Description
Accessibility	SignDoc Web requires an Internet connection capable of the equivalent bandwidth of a 3G/LTE connection. Supported mobile devices with mobile network or Wi-Fi network connectivity.
Mobile Operating Systems	**Apple OS** • iOS 14, 13, 12 (tested version 14, 13) • iOS 11, 10, 9.3 are deprecated • iPadOS 14, 13.1 **Google Android OS** • 10.x, 9.x, 8.x, 7.x, 6.x, (tested version 10, 8.1) **Microsoft Windows OS** • Windows 10 (governed by Microsoft Modern Policy)
Handwritten Signature Capturing	Native handwritten signature capturing
Languages supported	Available in: • English

SignDoc SDK

SignDoc SDK enables the creation of applications that process SignDoc documents, rendering as images, signing, and verifying PDF and TIFF documents. It provides functionality to capture and verify handwritten signatures on mobile devices, or from specific USB signature pads. The technical specifications in this section are specific to SignDoc SDK 5.0.0.

SignDoc SDK is delivered as 64-bit package. For selected handwritten signature capturing components, a 32-bit version is available upon request.

Specification	Description
Hardware System Requirement for Development	**Windows** Microsoft Windows 10/8.1 (64-bit) Processor: Minimum 2 GB RAM, recommended 8 GB RAM 2 GB or more available disk space Additional disk space for development environment **Linux** Restricted to headless operations (no GUI and no GUI elements) **Android** Android development environment **iOS** As defined by iOS development environment

Specification	Description
Hardware **System Requirement for Deployment**	**Windows** 100 MB or more available disk space 1 GB RAM **Linux** 100 MB or more available disk space 1 GB RAM **Android** 1 GB RAM All Android devices are supported for signature capture. **iOS** 1 GB RAM 64-bit capable iOS hardware
Supported Platforms	android-arm64v8a android-armv7a darwin-x86_64 iOS-universal (arm64, x86_64) linux-x86_64 Win64 (amd64, x86) WinRT_x64
Software **System Requirement for Development**	**Windows, Linux** Java Development Kit (JDK) 11 Visual Studio 2017 **Android** As defined by Android development environment **iOS** X code 12
Software **System Requirement for Deployment**	**Windows** Visual C++ 2017 Redistributable Packages Java 11 **Linux** Java 11 **Android** 1 GB RAM **iOS** 1 GB RAM

Specification	Description
Toolkits	**Windows** • C, C++, .NET , Java **Linux** • C, C++, Java **Android** • Java **iOS** • C, C++

Specification	Description

Operating Systems	**Windows**
	
	• Windows 10 (64-bit)
	    • Governed by Microsoft Modern Policy
	• Windows 8.1 (64-bit)
	
	  ⓘ
	
	    • Windows 8.1 (64-bit) requires Microsoft Extended support (end date: Oct. 1, 2023)
	    • SignDoc SDK WinRT interface supports only Windows 10
	
	• Windows Server 64-bit 2012
	    • Microsoft Mainstream support end date: Oct. 9, 2018
	    • Microsoft Extended support end date: Oct. 10, 2023
	• Windows Server 64-bit 2012 R2
	    • Microsoft Mainstream support end date: Oct. 9, 2018
	    • Microsoft Extended support end date: Oct. 10, 2023
	• Windows Server 64-bit 2016
	• Windows Server 64-bit 2019
	
	Linux
	
	• CentOS/RHEL equal to or greater version 6
	    • RHEL maintenance updates for CentOS 6 until Nov. 30, 2020
	    • RHEL maintenance updates for CentOS 7 until Jun. 30, 2024
	• Ubuntu 20.04
	    • Canonical Ltd Support until 2025
	• Ubuntu 18.04 LTS
	    • Canonical Ltd support until April 2023
	
	Apple OS
	
	• OSX (tested version 10.15)
	• iOS 14, 13, 12 (tested version 14, 13)
	    • iOS 11, 10, 9.3 are deprecated
	• iPadOS 14, 13.1
	
	Google Android OS
	
	• 10.x, 9.x, 8.x, 7.x, 6.x, (tested version 10, 8.1)

Specification	Description
Mobile devices supported Pen	**Android** • S-Pen (requires device supporting S Pen) • Pens supported via Android SDK **Apple Pencil** • Apple Pencil 2nd generation (12.9" iPad Pro 3rd generation, 11" iPad Pro) • Apple Pencil (12.9" iPad Pro 1st and 2nd generation, 10.5" iPad Pro, 9.7" iPad Pro, iPad 6th generation, iPad Air 3rd generation, iPad mini 5th generation) **Wacom Stylus with Apple devices** • Intuos Creative Stylus (iPad Air 1 / 2, iPad mini 1 - 3, iPad 3 / 4) • Intuos Creative Stylus 2 (iPad Air 1, iPad mini 1 - 3, iPad 3 / 4) • Bamboo Stylus Fineline (iPad, iPad Air 1 / 2, iPad mini 1 - 4, iPad 3rd - 4th generation) • Bamboo Fineline (iPad Air 1 / 2, iPad mini 1 - 4, iPad 3rd - 6th generation, 10.5 inch iPad Pro, 12.9 inch iPad Pro 1st - 2nd generation) • Bamboo Fineline 2 (iPad, iPad Air 1 / 2, iPad mini 1 - 4, iPad 3rd - 4th generation) • Bamboo Sketch (iPad Air 1 / 2, iPad mini 1 - 4, iPad 3rd - 6th generation, 9.7 inch iPad Pro, 10.5 inch iPad Pro, 12.9 inch iPad Pro 1st - 2nd generation)
Mobile devices from Apple	**iPhone** • iPhone 11, 11 Pro, 11 Pro Max • iPhone X, XS, XS Max, XR • iPhone 8, 8Plus • iPhone 7, 7Plus • Phone 6S, 6S Plus • iPhone SE **iPad** • iPad Pro • iPad Air • iPad Mini • iPad ⓘ Apple devices not upgradable to specified operating systems are not available for the described SignDoc SDK version. Apple devices that are unsupported by Apple are not supported.

Specification	Description
Required 3rd Party Technologies	**Android** For S-Pen support: Samsung S-Pen SDK Pens supported via Android SDK
Languages supported	English

SignAlyze

SignAlyze is a standalone application to visualize handwritten biometric signatures, compare them, and validate certificates associated with the document including the signature data. It is an interactive tool providing forensic experts additional information for signature analysis. The technical specifications in this section are specific to SignAlyze 1.9.0.

Specification	Description
Hardware	We recommend 1 GHz or faster, at least 1 GB of RAM and 500 MB or more free hard disk space.
Client Operating Systems	We recommend that you upgrade to the latest operating system update for the following supported operating system versions. **Microsoft Windows** • Windows 10 (64-bit) • Governed by Microsoft Modern Policy ⓘ Windows 8.1 (64-bit) requires Microsoft Extended support (end date: Oct. 1, 2023)
Required 3rd Party Technologies	Microsoft shared runtime libraries: • Visual C++ 2017 Redistributable Packages
Compatible Software	**SignDoc Device Support** • 3.0.0 native signature capture ⓘ SignDoc Device Support includes DeviceConnector and also the drivers for supported handwritten signature capture devices previously available with Softpro Driver Setup.
Languages supported	**GUI** available in: • English • German

SignDoc Device Support

SignDoc Device Setup supports handwritten signature capture using external devices. It replaces the Softpro Driver Setup. The technical specifications in this section are specific to SignDoc Device Driver Setup 3.0.0.

Setup

The setup installs the SignDoc Device components.

Specification	Description
Hardware	We recommend 1 GHz or faster, at least 1 GB of RAM and 200 MB or more free hard disk space.
Operating Systems	We recommend that you upgrade to the latest operating system patch of the following supported operating system versions. **Microsoft Windows Client** • Windows 10 (64-bit) • Governed by Microsoft Modern Policy **Microsoft Windows Server** • 2019 • 2016 • 2012, 2012 R2
Required 3rd Party Technologies	• Microsoft Visual C++ 2017 Redistributable (x86) • Manufacturer device drivers for signature pads.
Languages supported	English

Core - Device Connector

The Device Connector enables the web-based capture of handwritten signatures. The Device Connector is also required to retrieve certificates.

ⓘ The usage of "client certificates" requires Windows 10 as operating system.

Specification	Description
Hardware	We recommend 1 GHz or faster, at least 1 GB of RAM and 200 MB or more free hard disk space.

Specification	Description
Browser	We recommend that you upgrade to the latest stable channel or long-term supported versions • Google Chrome • Mozilla Firefox • Microsoft Edge • Microsoft Internet Explorer 11 ⓘ Photo capture is supported as file upload.
Client Operating Systems	We recommend that you upgrade to the latest operating system update for the following supported operating system versions. **Microsoft Windows** • Windows 10
Required 3rd Party Technologies	• Microsoft Visual C++ 2017 Redistributable (x86) • Wacom STU Driver • Manufacturer device drivers for interactive Pen Displays and signature pads without display.
Compatible 3rd Party Technologies	**USB Signature Pads with LCD** • WACOM STU-500, STU-520, STU-530, STU-540 • WACOM STU-300 • WACOM STU-430 **Interactive Pen Displays** • WACOM DTU-1031 • WACOM DTU-1031X • WACOM DTU-1141, DTU-1141B • WACOM DTU-1631 **Signature Pads without Display** • WACOM Intuos Pro - Inking Pen: KP-130
Compatible Software	• Kofax SignDoc Standard 3.0.0 ⓘ SignDoc Web 3.0.0 requires DeviceConnector 2.

Core - SignPad Driver, Touch & Pen Support

SignPad driver components enable capture of handwritten signatures using WACOM devices and provide an access module for Windows integrated touch pen devices.

Specification	Description
Hardware	We recommend 1 GHz or faster, at least 1 GB of RAM and 200 MB or more free hard disk space.

Specification	Description
Client Operating Systems	We recommend that you upgrade to the latest operating system update for the following supported operating system versions. **Microsoft Windows** • Windows 10
Required 3rd Party Technologies	• Microsoft Visual C++ 2017 Redistributable (x86) • Wacom STU Driver • Manufacturer device drivers for interactive Pen Displays and signature pads without display.
Compatible 3rd Party Technologies	**USB Signature Pads with LCD** • WACOM STU-500, STU-520, STU-530, STU-540 • WACOM STU-300 • WACOM STU-430 **Interactive Pen Displays** • WACOM DTU-1031 • WACOM DTU-1031X • WACOM DTU-1141, DTU-1141B • WACOM DTU-1631 **Signature Pads without Display** • WACOM Intuos Pro - Inking Pen: KP-130
Compatible Software	• Kofax SignDoc 3.0.0

Core - Virtual Channel

The Virtual Channel component allows the usage of USB signature pads without a COM Port Mapping.

Specification	Description
Hardware	We recommend 1 GHz or faster, at least 1 GB of RAM and 1 MB or more free hard disk space.

Specification	Description

Operating System	**Microsoft Windows**
	
	• Windows 10, 8.1 (64-bit)
	• Windows 8.1 (32-bit or 64-bit) requires Microsoft Extended support (end date: Oct. 1, 2023)
	
	• Windows Server 64-bit 2008 R2
	  • Requires Microsoft Extended support (end date: Jan. 14, 2020)
	• Windows Server 64-bit 2012
	  • Microsoft Mainstream support end date: Oct. 9, 2018
	  • Microsoft Extended support end date: Oct. 10, 2023
	• Windows Server 64-bit 2012
	  • Microsoft Mainstream support end date: Oct. 9, 2018
	  • Microsoft Extended support end date: Oct. 10, 2023
	• Windows Server 64-bit 2016
	• Windows Server 64-bit 2019
	
	Linux
	• CentOS/RHEL greater or equal to version 6
	  • RHEL maintenance updates for CentOS 6 until Nov. 30, 2020
	  • RHEL maintenance updates for CentOS 7 until Jun. 30, 2024
	• Ubuntu 18.04 LTS
	  • Canonical Ltd support until April 2023
	• Ubuntu 20.04
	  • Canonical Ltd Support until 2025

Client - Server Protocol	**Windows** • ICA • RDP **Linux** • ICA

Required 3rd Party Technologies	• Citrix Client
	  • Windows (32-bit, 64-bit)
	  • Linux (x86)
	• Terminal Service - Microsoft Remote Desktop Client on Windows (32-bit and 64-bit)

Compatible 3rd Party Technologies	**USB Signature Pads with LCD** • WACOM STU-500, STU-520, STU-530, STU-540 • WACOM STU-300 • WACOM STU-430
Compatible Software	• Kofax SignDoc 3.0.0, 2.2