

Product System Requirements and Compatibility Matrix

Before installing Encompass or other products offered by ICE Mortgage Technology, verify the system requirements detailed in this document. When installing Encompass, additional third-party applications (such as Amyuni PDF Converter) are installed by the Encompass Installation Manager if the applications are not already on your computer.

System requirements are subject to change as ICE Mortgage Technology updates the software to accommodate new features and regulation requirements.

This compatibility matrix provides information about the interoperability of the ICE Mortgage Technology suite of products and various components, operating systems, browsers, and other products. Refer to this Legend to understand the *Recommended*, *Supported*, *Not Supported*, and *Incompatible* designations in the matrices.

Legend	
Key	Meaning
Recommended	Fully Supported. We recommend this combined platform for the best experience.
Supported	We support usage of this version and will fix issues that are found.
Not Supported	We have not tested and do not support usage of this version, however, it has been known to be used successfully at some customer sites.
Incompatible	We have tested this version and it does not work with our solution.
	<p>NOTE: Minimum requirements are based on the computer running the operating system, the Microsoft Office application and Encompass. Other applications running on the computer have their own requirements that need to be taken into consideration.</p> <p>Minimum Internet connection requirements are based on average bandwidth usage. Bandwidth usage varies based on the number of users accessing items over the Internet, as well as the Encompass features and other applications being accessed over the Internet. In general, additional bandwidth will improve the user experience during peak usage periods, for example, during month-end closing.</p> <p>Only the <i>Recommended</i> and <i>Supported</i> items indicated in this compatibility matrix have been tested for compatibility with Encompass. Any third-party applications, extensions, and integrations used within your environment must be independently tested for compatibility and will not be recognized as compatible with Encompass by ICE Mortgage Technology.</p> <p>ICE Mortgage Technology supports only the current and previous 1 (one) major release version of Encompass (i.e., the last major release version prior to the most current major release version). Encompass features, function, and all ancillary services dependent on Encompass are not designed to function or retain compatibility with an unsupported version. ICE Mortgage Technology does not release product changes to unsupported versions of our products and services.</p>

Encompass Developer Connect

Important Update to Transport Layer Security (TLS)

Please read the following if you are using Encompass Developer Connect™ APIs (Application Programming Interfaces) and using browsers or applications via Transport Layer Security (TLS) 1.0 or 1.1.

ICE Mortgage Technology is continually upgrading systems and applications to adhere to current industry security standards and protocols in order to protect our clients' data. As such, we have deprecated support for TLS 1.0 and TLS 1.1 (Transport Layer Security) and replaced those versions with TLS 1.2 which supports stronger, more secure cipher suites.

Applications that are compiled with Microsoft® .NET 4.5 do not need to be enhanced either in code or via Windows registry to support TLS 1.2. Applications that are compiled with .NET 4.6 or later will support TLS 1.2 by default.

Accessing ICE Mortgage Technology's Encompass Developer Connect APIs using browsers or applications via TLS 1.0 or 1.1 was disabled as of April 7, 2018. Please make sure that you have enabled your applications with the TLS 1.2 protocol in order to leverage ICE Mortgage Technology's APIs.

Please [click here](#) for instructions on how you can upgrade .NET applications with the TLS 1.2 protocol.

Encompass

Please note: The system requirements represented here reflect a single instance of Encompass running on a user's workstation. It is not recommended to run more than a single Encompass user session while operating with the minimum requirements listed in this document. Encompass response times will be impacted with multiple user sessions running concurrently, commensurate with the system hardware and network specs listed in this document.

	Encompass	22.2	22.1
Bandwidth	Internet Speed	A broadband Internet connection supporting a minimum of 1.5 Mbps up and downstream bandwidth, per concurrent bandwidth user, available for Encompass at point of ingress/egress.	
Hardware	CPU	<ul style="list-style-type: none"> - Intel Core i3, i5, or i7 @ 2.8GHz (minimum) - Intel Core i5 or i7 @ 3.3GHz (recommended) - or equivalent AMD <p>For each client machine where Encompass is installed (i.e., the Encompass <i>smart client</i>) a minimum of 2 cores is recommended</p>	<ul style="list-style-type: none"> - Intel Core i3, i5, or i7 @ 2.8GHz (minimum) - Intel Core i5 or i7 @ 3.3GHz (recommended) - or equivalent AMD <p>For each client machine where Encompass is installed (i.e., the Encompass <i>smart client</i>) a minimum of 2 cores is recommended</p>
	Memory (RAM)	<p>Windows 10 8GB (minimum) for 64-bit 12GB (recommended) for 64-bit</p>	<p>Windows 10 8GB (minimum) for 64-bit 12GB (recommended) for 64-bit</p>
	Hard Drive Space	Minimum 700 MB or 25% free space, whichever is greater; 4GB is recommended	Minimum 700 MB or 25% free space, whichever is greater; 4GB is recommended

	Encompass	22.2	22.1
Hardware <i>(Continued)</i>	Monitor Resolution	1024 x 768 or greater	1024 x 768 or greater
	These monitor resolution recommendations are for use with a zoom level of 100% or less. Some Encompass features may become inoperable for zoom levels above 100%.		
Third-Party Framework	Microsoft .NET 4.0 full framework	Not Supported	Not Supported
	Microsoft .NET 4.5 full framework	Not Supported	Not Supported
	Microsoft .NET 4.5.2 full framework	Not Supported	Not Supported
	Microsoft .NET 4.6 full framework (Windows 10 requires .NET 4.6 (or later))	Not Supported	Not Supported
	Microsoft .NET 4.7.1 full framework along with this patch provided by Microsoft	Not Supported	Not Supported
	Microsoft .NET 4.7.2 full framework	Supported	Supported
	Microsoft .NET 4.8 full framework	Supported	Supported
	Citrix	Not Supported	Not Supported
	Microsoft Terminal Services	Not Supported	Not Supported

	Encompass	22.2	22.1
Standard Encompass Installations	Windows 10 (version 21H2)	Supported	Supported
Workstation Operating Systems (64-bit only)	Windows 11 (version 21H2)	Supported	Supported
<p>NOTE: Only 64-bit versions are supported for all listed Operating Systems unless otherwise noted.¹ Operating system virtualization software, such as Parallels for Mac and VMWare, is not supported.</p>	<p>Earlier build versions of Windows 10 that were listed in previous versions of this Matrix were removed in May 2022 since they have reached their end of service according to Microsoft. For more information on past and current Windows 10 releases, visit the Microsoft Build page.</p>		
	<p>¹ Starting with Encompass 19.3, Windows for 32-bit systems is not formally tested or supported. You may continue to install and use Encompass 19.3 (and earlier) in these 32-bit systems, but ICE Mortgage Technology will not provide support to address issues that may occur.</p> <p>Windows running on 64-bit operating systems can process more RAM compared to 32-bit operating systems (which are limited to 4 GB of addressable memory). Hence, we strongly recommend a 64-bit system (with larger memory as mentioned in this table) over a 32-bit system. System degradation has been observed for users on 32-bit operating systems when using Document Conversion or multiple applications in addition to Encompass.</p>		

	Encompass	22.2	22.1
Non-Standard Encompass Installations Server Operating Systems (64-bit only) NOTE: Only 64-bit versions are supported for all listed Operating Systems unless otherwise noted. ¹ Operating system virtualization software, such as Parallels for Mac and VMWare, is not supported.	Windows 2003 Server	Not Supported	Not Supported
	Windows Vista	Not Supported	Not Supported
	Windows 2008 Server	Supported	Supported
	Windows 2012 Server	Supported	Supported
	Windows 2016 Server	Supported	Supported
	Windows 2019 Server	Supported	Supported
¹ Starting with Encompass 19.3, Windows for 32-bit systems is not formally tested or supported. You may continue to install and use Encompass 19.3 (and earlier) in these 32-bit systems, but ICE Mortgage Technology will not provide support to address issues that may occur. Windows running on 64-bit operating systems can process more RAM compared to 32-bit operating systems (which are limited to 4 GB of addressable memory). Hence, we strongly recommend a 64-bit system (with larger memory as mentioned in this table) over a 32-bit system. System degradation has been observed for users on 32-bit operating systems when using Document Conversion or multiple applications in addition to Encompass.)			

	Encompass	22.2	22.1
Application Dependencies	Office 2013 (excluding "Home and Student" edition)	Supported	Supported
	Office 2016 (excluding "Home and Student", "Home and Business" editions)	Supported	Supported
	Office 2019 (including Click-to-Run versions)	Supported (compatible only with Encompass client workstations with supported Windows 10 operating system installed)	Supported (compatible only with Encompass client workstations with supported Windows 10 operating system installed)
	Office 365 (version 2106 - 2107)	Supported (compatible only with Encompass client workstations with supported Windows 10 operating system installed)	Supported (compatible only with Encompass client workstations with supported Windows 10 operating system installed)
	Office 365 (version 2202)	Supported (compatible only with Encompass client workstations with supported Windows 10 operating system installed)	Supported (compatible only with Encompass client workstations with supported Windows 10 operating system installed)
	Adobe Reader DC	Supported	Supported
	Internet Explorer (10.x)	Not Supported	Not Supported
	Internet Explorer (11.x)*	Recommended (Please ensure the Display intranet sites in Compatibility View option is selected in Compatibility View settings)	Recommended (Please ensure the Display intranet sites in Compatibility View option is selected in Compatibility View settings)

Microsoft Office Online and/or online app versions of Office products (such as Word Online) are not supported. You must be using a licensed, local version of Office products installed on your computer when working with Encompass.

Click-to-Run versions of Office 2019 are supported. All other Click-to-Run versions of Office are not supported. (See KA #36092 for steps to check your Click-to-Run Office version number.)

*Refer to [KA 114063](#) in the Resource Center for an update on Internet Explorer (IE11) support in Encompass 22.2.

Encompass (Web Version)

In order to utilize the web version of Encompass, you must also be using Encompass Banker Edition. The web version of Encompass is not supported for use with Encompass Broker Edition.

Tablets (Landscape view)*	Apple iPad Air, iPad Air (9.7 inch), or iPad Mini running iOS 10.2.0 or higher • Safari	Supported
	Apple iPad Pro (12.9 inch) running iOS 10.2.0 or higher • Safari	Supported
	Google Nexus 10 running Android 6.0.1 or higher • Chrome (current version)	Supported
*Portrait view is not supported.		
Phones	Apple iPhone 5, 5s, or 6 running iOS 10.2.0 or higher • Safari	Supported
	Apple iPhone 6 Plus running iOS 10.2.0 or higher • Safari	Supported
	Google Nexus 5 or 6 running Android 6.0.1 or higher • Chrome (current version)	Supported
	Samsung Galaxy S5 running Android 6.0.1 or higher • Chrome (current version)	Supported
Desktop Browsers	Chrome (current version)	Supported
	Edge (current version)	Supported
	Firefox (current version)	Supported
	Safari (current version)	Supported
	Internet Explorer	Not Supported

AIQ Admin

Operating System (for Desktop access only)	Microsoft Windows 7, 8 or 10 (32-bit or 64-bit)	Supported
Browsers (for Desktop and Web access)	<ul style="list-style-type: none"> • Chrome (current version) • Firefox (current version) • Safari (current version) • MS Edge (current version) • Internet Explorer 11 	Supported
Browser Requirements	JavaScript enabled	Recommended
Browser Pop-up Settings	Browser pop-up settings should be set to allow pop-ups for the specific AIQ domain website your company is using to access the system.	Recommended
Browser Toolbars	For improved usability and productivity in the browser, it is recommended to turn off as many browser toolbars to release screen-estate for the AIQ applications.	Recommended

AIQ Desktop

Memory	6 GB of RAM minimum (8 GB RAM preferred)	Recommended	
Processor	Quad-Core i5 processor 3.5 Ghz or faster	Recommended	
Operating System	Microsoft Windows 7, 8 or 10 (64-bit)	Supported	
Storage	At least 3 GB of free space for document caching	Recommended	
Monitor size	22" monitor or greater	Recommended	
User account	Write access to the local machine	Recommended	
	Write access to the local public folder	Recommended	
	Write access to the Windows Program Data directory	Recommended	
	Access to local printers	Recommended	
Virtual Environments*	Terminal Services / Thin Client / Microsoft Windows Server 2008 and Windows Server 2012	Not Supported	
	Citrix XenApp (V 5.0 or higher)	Not Supported	
<p>*AIQ Desktop can be used in the virtual environments specified above, but there are certain limitations. Technical support for AIQ Desktop in virtual environments is not provided. While you may be able to install and run a Desktop client on a virtual environment, you may encounter issues, notice some instability, slowness, or timeout. AIQ has conducted limited testing of the Desktop application in virtual environments, but this testing is basic in nature. No thorough functional or performance testing has been conducted to ensure stability of your workflows in virtual environments.</p>			
Scanners*	Image resolution	Between 200-300 DPI	Recommended
	Image quality	Black and White (Text only recommended for all form documents)	Recommended
		Color (Only for high color documents such as Appraisals, Passports, etc.)	Recommended
		Grayscale	Not Recommended

Scanners* (Continued)	Page orientation	Autofeed scanners should be set to detect mixed letter and legal pages. Image detection should be set to rotate all images to the portrait page orientation.	Recommended
	Scanners with email	An email function on a scanner may be configured to automatically email a scan directly into AIQ by using one of the system's inbound email addresses. If the scanner has an editable email subject line for scanned transmissions, a folder attribute can be entered to route the scanned file directly into the folder.	Recommended
* There is no preferred scanner brand or model. AIQ Desktop is compatible with any scanner that can produce a PDF or TIF file. Images should be scanned with the following settings to maximize performance and maintain small packages that may be sent/uploaded to investors.			
Application Dependencies	Microsoft Visual C++ Redistributable 2010 x64 (This library must be installed before AIQ Desktop)		Supported
	Microsoft Visual C++ Redistributable 2015 x86 (This library is included into the installer)		Supported
	Microsoft Visual C++ Redistributable 2015 x64 (This library is included into the installer)		Supported

AIQ Guest

Browsers (for Desktop and Web access)	<ul style="list-style-type: none"> • Chrome (current version) • Firefox (current version) • Safari (current version) • MS Edge (current version) • Internet Explorer 11 (The option "Use software rendering instead of GPU rendering option" must be disabled) 	Supported
Browser Requirements	JavaScript enabled	Recommended

AIQ Web

Operating System	Microsoft Windows 7, 8 or 10 (64-bit)	Supported
Browsers	<ul style="list-style-type: none"> • Chrome (current version) • Firefox (current version) • Safari (current version) • MS Edge (current version) • Internet Explorer 11 (The option "Use software rendering instead of GPU rendering option" must be disabled) 	Supported
Browser Pop-up Settings	Browser pop-up settings should be set to allow pop-ups for the specific AIQ domain website your company is using to access the system.	Recommended
Browser Toolbars	For improved usability and productivity in the browser, it is recommended to turn off as many browser toolbars to release screen-estate for the AIQ applications.	Recommended

AllRegs

	AllRegs Online	
Browsers	Chrome (Current Version)	Recommended
	Firefox (current version)	Supported
	Microsoft Edge	Supported
	Internet Explorer (10.x)	Not Supported
	Internet Explorer (11.x)	Not Supported
Workstation Operating Systems	Windows 10	Supported (Windows 10 April 2018 (version 1803) is the minimum recommended version)

Insights

Insights		
Desktops & Laptops		
Browsers	Chrome (Current Version)	Recommended
	Microsoft Edge (Current Version)	Recommended
	Safari (Current Version)	Supported
	Firefox (Current Version)	Supported
	Internet Explorer	Incompatible
Monitor Resolution	1366 x 768 or higher	Recommended
Tablets		
Browsers	Chrome (Current Version)	Recommended
	Microsoft Edge (Current Version)	Recommended
	Safari (Current Version)	Supported
	Firefox (Current Version)	Supported
	Internet Explorer	Incompatible
	For tablets, the Landscape view is recommended. The Portrait view is not recommended.	
Screen Resolution	1024 x 768 or higher	Supported
Phones		
	Not Supported	

Encompass Consumer Connect

Desktops & Laptops	Windows 10.X or higher <ul style="list-style-type: none"> • Edge (current version) • Chrome (current version) • Firefox (current version) 	Recommended
	Mac OS X (current version) <ul style="list-style-type: none"> • Safari (current version) • Chrome (current version) 	Recommended
Tablets (in Portrait and Landscape modes)	Apple iPad and iPad Pro running iOS 14 or higher <ul style="list-style-type: none"> • Safari • Chrome 	Recommended
	Samsung Galaxy tablets running Android 9 or higher <ul style="list-style-type: none"> • Chrome (current version) 	Recommended
Phones	Apple iPhone X running on 14 or higher	Recommended
	Samsung Galaxy S8 or higher running on Android 9 or higher	Supported

Encompass CRM, Loan Center, Appraisal Center, and Title Center

Desktops & Laptops	Windows 7 and 8.X <ul style="list-style-type: none"> • Internet Explorer (current and preceding version) • Chrome (current version) • Firefox (current version) 	Recommended
	Mac OS X (current version) <ul style="list-style-type: none"> • Safari 	Recommended
Tablets (in Landscape & Portrait* mode)	Apple iPad Air, iPad Air2, iPad mini 2, or iPad mini 3 running iOS 8.1.1 or higher <ul style="list-style-type: none"> • Safari 	Recommended
	Google Nexus 10-inch tablets running Android 4.4 or higher <ul style="list-style-type: none"> • Chrome (current version) 	Recommended
	Apple iPad 3 or iPad 4 running iOS 8.1.1 or higher <ul style="list-style-type: none"> • Safari 	Supported
	Google Nexus 7-inch and 9-inch tablets running Android 4.4 or higher <ul style="list-style-type: none"> • Chrome (current version) 	Supported
	Responsive Web Design*	Supported
Phones	Not Supported	
* Portrait mode and responsive web design support applies to Encompass CRM only		

Encompass Product and Pricing Service (EPPS)

For use with Encompass. Please refer to the Encompass system requirements on page 3.

	EPPS	
Browsers	Chrome (Current Version)	Recommended
	Microsoft Edge	Supported
	Internet Explorer (9.x)	Not Supported
	Internet Explorer (10.x)	Not Supported
	Internet Explorer (11.x)	Not Supported
	Firefox	Not Supported

Encompass TPO Connect

Desktops & Laptops	Windows 7, 8.X, and 10 <ul style="list-style-type: none"> • Microsoft Edge (current version) • Chrome (current version) • Firefox (current version) 	Recommended
	Mac OS X (current version) <ul style="list-style-type: none"> • Safari 	Supported
Tablets	Not Supported	
Phones	Not Supported	

Mavent Compliance Service

Mavent Compliance Service		
PDF Reader	Acrobat Reader (9.x)	Supported
	Acrobat Reader (10.x)	Supported
	Acrobat Reader (11.x)	Supported
	Acrobat Pro (9.x)	Supported
	Acrobat Pro (10.x)	Supported
	Acrobat Pro (11.x)	Supported
	Acrobat Pro (DC)	Supported
Browsers	Internet Explorer (7.x)	Not Supported
	Internet Explorer (8.x)	Not Supported
	Internet Explorer (9.x)	Not Supported
	Internet Explorer (10.x)	Supported
	Internet Explorer (11.x)	Recommended
	Microsoft Edge (current version)	Not Supported
<p>Note: In Internet Explorer, it is recommended that you use the Compatibility View. In Compatibility View, websites will be displayed as if you were viewing them in a previous version of Internet Explorer, which will often correct display problems.</p>		

TQL Services

For use with Encompass. Please refer to the Encompass system requirements on page 3.

	TQL Services	
Browsers	Internet Explorer (10.x)	Supported
	Internet Explorer (11.x)	Recommended
Adobe Reader	Adobe Reader XI	Not Supported
	Adobe Reader DC	Supported

Velocify – LeadManager, Dial-IQ, LoanEngage, Pulse

Desktops & Laptops	Windows 7, 8.X, 10, Vista, XP SP3 Please ensure that your browser is set up to accept cookies and that JavaScript is enabled	Supported
	Mac OS X (current version)	Not Supported*
Browsers	Most recent stable versions of: <ul style="list-style-type: none"> • Microsoft Edge <ul style="list-style-type: none"> ○ Microsoft Edge Legacy is not supported. • Chrome • Firefox 	Supported
Phones & Tablets	LoanEngage uses responsive web design in Internet Explorer 11 and Chrome (current stable version)	Supported (LoanEngage)
Softphone Software (to enable voice over Internet Protocol (VoIP) calls)	JavaScript must be enabled; Firewall should be set to allow RTMP, TCP, and HTTP traffic on the following ports: 1935, 843, 80, and 443. Velocify Pulse requires that the Softphone modal be open on a second monitor (not the same monitor that Velocify Pulse is rendered on).	Required
Monitor Resolution	1280 x 1024 or greater (to ensure proper rendering of LeadManager on your supported browser)	Recommended
* Velocify products are not formally tested or supported on Mac OS. That said, no issues have been observed with users using LeadManager on Mac OS X 12.x or above.		

Velocify		
Internet Connectivity & Bandwidth	<ul style="list-style-type: none"> LeadManager: minimum 100kbps per user (both upload and download) 	Recommended
	<ul style="list-style-type: none"> LeadManager with Dial-IQ enabled: minimum 200kbps per user (both upload and download) when utilizing a softphone or a VoIP desk phone <i>Note: This recommendation does not apply when using a traditional landline or cell phone</i> 	Recommended
	<p>LeadManager and LoanEngage are only supported in one browser tab at a time and clearing your browser cache and cookies regularly is highly recommended to avoid potential feature issues that may occur when working in multiple browser tabs.</p> <p>Velocify Pulse is supported up to a maximum of 5 open Salesforce browser tabs to ensure Dial-IQ can perform optimally. Clearing browser cache and cookies is recommended when switching between Sandbox orgs and Production.</p>	
	<ul style="list-style-type: none"> If Dial-IQ is being used with a traditional landline, one (1) available inbound line per active user is required. Dial-IQ places one (1) inbound call per agent in order to initiate an outbound dial to the lead. 	Required
	<ul style="list-style-type: none"> Standard USB headsets are recommended for use with Dial-IQ softphone. Echo-suppression-enabled headsets are recommended for best results. 	Recommended

Single Sign-On (SSO) Compatibility

Single Sign-On (SSO) is an authentication process that enables users to authenticate securely with multiple websites or applications by logging in only once with one set of credentials, a user name and password. When a user logs into an SSO website or application, a trusted identity provider (IdP) verifies the user's credentials. To authenticate the user, the identity provider prompts the user to enter a user name and password for the website. Once the user is authenticated, the identity provider grants access to the websites and/or applications.

Review the applications below for SSO compatibility:

Applications	AIQ	Not Supported
	AllRegs	Not Supported
	Encompass	Supported
	Encompass (Web Version)	Supported
	Encompass Consumer Connect (Administration Portal)	Supported
	Encompass Consumer Connect (Borrower Portal)	Supported
	Encompass Data Connect	Not Supported
	Encompass Developer Connect API Integrations	Supported
	Encompass Product & Pricing Service (EPPS) (Administration Portal)	Not Supported
	Encompass TPO Connect	Not Supported
	Insights	Not Supported
	Simplifile	Not Supported
	Velocify	Supported
Identity Provider (IdP)	SAML 2.0 Compliant	Supported