

Preparing for Sunrise Exchange ®

This information has been prepared to assist you to complete the necessary tasks for connection to Sunrise Exchange ®. It can be used in conjunction with the Sunrise Exchange ® Registration form.



This document is developed in reference with the guidelines provided by Cisco. Should you diverge from these recommendations you may need to engage 3rd Party technical opinion.

Sunrise Exchange ® Minimum Requirements

Hardware

If you are using a Broking System please refer to your Broking System vendor for their minimum hardware requirements.

In addition to the Broking System requirements, or if you would like to connect to **Ebix eBusiness Portal** we recommend the following:

- Pentium Core 2 Duo class processor or greater
- Microsoft TCP/IP installed
- 50 MB hard disk space
- At least 1GB RAM
- Administrator privileges
- Printer – Multi-tray recent model laser printer recommended

Software

- Adobe Acrobat® reader 8.0 minimum – refer to [Step 3. Adobe Acrobat](#)
- Internet Explorer (32-bit ONLY) 11.0 or above, with Compatibility view enable. Sun or Microsoft Java Virtual Machine also need to be active – refer to [Step 4. Internet Explorer versions](#)

Windows Version	Software VPN (for up to 6 workstations only)	Hardware Router
Windows Vista Business, Enterprise & Ultimate (32-bit ONLY - <u>64-bit Not Supported</u>)	No	Yes
Windows 7 Professional, Enterprise & Ultimate (32-bit/64-bit) 1.01	Yes	Yes
Windows 8 Pro, Enterprise (32-bit/64-bit)	Yes	Yes
Windows 8.1 Pro (32-bit/64-bit)	Yes	Yes
Windows 10 Pro, Enterprise (32-bit/64-bit)	Yes	Yes
Windows Server (32-bit/64-bit)	No	Yes

How do I know if my system is running on the 32-bit or 64-bit version of Windows?

<http://windows.microsoft.com/en-US/windows7/find-out-32-or-64-bit>

Note:

Sunrise Exchange ® does not support:

- Windows 2000
- Windows ME
- Microsoft XP
- Windows Vista Home Basic
- Windows Vista Professional, Enterprise & Ultimate - 64-bit
- Windows 7 Home Basic or Home Premium
- Windows 8 Home or Windows RT
- Apple Mac

Internet Connection

- ADSL2/ADSL2+/ADSL
- ISDN
- Cable
- Wireless

Note:

Sunrise Exchange ® does not support Satellite based Internet Connection.

If you require more than 6 simultaneous users connecting to Sunrise Exchange ®, you will require a Cisco Router. Refer [VPN Information Sheet](#) for further information.

Other

It is also recommended that you install Anti-virus software which is regularly updated.

To find out if Sunrise Exchange ® will work for your configuration, please contact our Support Team on 1800 331 018 or email support@ebix.com.au.

Access to the Internet

If you already have a broadband Internet connection available, you will need to ensure that the connection will meet the overall performance needs of your business. If you don't already have an Internet connection installed refer [Broadband Connection Considerations](#) for further information.

Adobe Acrobat

How do I know if I have Adobe Acrobat® installed on my computer?

Click on **S**tart and **P**rograms (or All Programs). If Adobe Acrobat® is installed on your computer you should be able to see Adobe Reader listed in your program list.

How do I know what version of Adobe Acrobat® I have on my computer?

The version should appear next to Adobe Reader in your Programs list i.e. Adobe Reader 5.0. If this does not show, open Adobe Reader, click on **H**elp and **A**bout Adobe Reader.

Where can I get Adobe Acrobat® Reader if I don't have it on my computer?

Adobe Acrobat Reader can be downloaded from

<http://www.adobe.com/products/acrobat/readstep2.html>

Internet Explorer versions

How do I know what version of Internet Explorer I have on my computer?

Open Internet Explorer; click on Help (or Tools) and About Internet Explorer. Only the first part of the version number is relevant.

On this screen it should also be noted if you are using a 32-bit or 64-bit edition of Internet Explorer. If version of IE displays 64-bit Edition, then it is 64-bit IE, otherwise it is a 32-bit browser.

Note:

64-bit Windows operating systems come with a 32-bit Internet Explorer (IE) browser as the standard (default) for viewing web pages. These operating systems also include a 64-bit Internet Explorer browser, however using it is optional and it must be explicitly selected to view web pages. As some web content may not work properly in a 64-bit browser, it is recommended using the default 32-bit browser and downloading 32-bit Java. Refer http://www.java.com/en/download/faq/java_win64bit.xml

What do I do if I have an earlier version of Internet Explorer?

Internet Explorer can be upgraded by visiting <http://windows.microsoft.com/en-US/internet-explorer/downloads/ie>

How do I know if I have Java installed in Internet Explorer?

Sunrise Exchange ® FormWork products require either Sun Java or Microsoft Java Virtual Machine (JVM) installed.

To check if you have Java installed:

Open Internet Explorer.

Click on **T**ools and select **I**nternet Options.

Go to the Advanced tab.

Scroll down and look for a heading titled Java (Sun) or Microsoft VM.

If both Java (Sun) and Microsoft VM appear:

Ensure that Java (Sun) is used only; untick all checkboxes under the Microsoft VM section.

Tick the one checkbox under Java (Sun).

Click **A**pply.

If Java (Sun) appears only:

Ensure the checkbox in this section is ticked, and click **A**pply.

If Microsoft VM appears only:

Ensure the option **JIT compiler for virtual machine enabled** has been ticked, and click **A**pply.

If neither Java (Sun) and Microsoft VM appear:

Java (Sun) can be downloaded from <http://java.com/en/download/manual.jsp>

Microsoft Windows

How do I know what version of Microsoft Windows I am running?

Right click on My Computer (on the desktop), and select **P**roperties.

Go to the General tab.

The Windows version will be listed under the System subheading.

VPN Tunnelling Software

Sunrise Exchange ® needs a connection using Virtual Private Network (VPN) based on Hardware or Software. Refer [VPN Information Sheet](#) for further information.

Sunrise Exchange ® Training

When a connection to Sunrise Exchange ® is complete applicable training materials will be made available.

In addition to the training materials, we also offer an 'Overview to Sunrise Exchange ®' WebEx training session.

WebEx training consists of a 1 hour WebEx session to be scheduled with up to 3 people in your office at your convenience.

WebEx is a web based software designed to allow instructor driven interactive, online training or demonstrations in real time. It is used in conjunction with the telephone or a teleconference facility and has the added advantage that the customer and demonstrator do not have to leave their office.

Want to know more about Sunrise Exchange ®

Visit our website www.ebix.com.au, or

Contact our Support Team on 1800 331 018 or email support@ebix.com.au

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