

RETAIL

**Yourcegid** | RETAIL  
Software for Business

Technical Prerequisites

Yourcegid Retail On Demand  
Y2 2016 Edition

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# ■ Technical Prerequisites

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## 1. Foreword

This document describes the technical prerequisites associated with Yourcegid Retail On Demand Y2, a SaaS (Software as a Service) solution hosted by Cegid.

This document covers the technical requirements for workstations, peripherals and network aspects.

If these technical prerequisites are satisfied, the correct operating of the Yourcegid Retail On Demand Y2 solution will be ensured. Cegid shall not be held responsible for any issues resulting from the malfunctioning of the application, if these prerequisites have not been respected.

The evaluation and the audit of the latency between user's sites and the Cegid Cloud are the responsibility of the Customer.

In the case of concurrent use of other Cegid applications, the Customer must ensure that the recommendations common to all the offers proposed are effectively met. For customized advice, please contact your account manager.

After testing, a customer may decide that a configuration that does not respect these prerequisites, however, meets his needs. If a bug is reported to the Help Desk, the latter will intervene only if the anomaly can be reproduced in that environment meeting the prerequisites.

Please notice:

- ✓ The Customer must identify his 32-bit or 64-bit architecture in each of the tables presented in this document (refer to the additional information in the appendices.)



**The end of support dates for the main third-party software solutions used in the Cegid offer and edited by Microsoft are referenced in the Appendices of the following document under the title: "Microsoft Support Information."**

## 2. Workstations (Desktops, Laptops, Terminals...)

### WINDOWS PCs

Components	Minimum	Supported
Processor	Intel Core i3	Intel Core i3/i5/i7
Operating system <b>x86-32 bits</b>	Windows 7 SP1	Windows 7 SP1 / 8.1
Operating system <b>x64-64 bits</b>	Windows 7 SP1	Windows 7 SP1 / 8.1 / 10
Edition	Professional	Professional
Memory	2 GB	4 GB <sup>(1)</sup>
.Net Framework	4.5.2	4.5.2



An "Administrator" access right is required only to install a Cegid application. Minor updates and the later use of the application only require usual standard rights.

<sup>(1)</sup> Elements to increase according to analyses carried out (operating system, number of local applications...)

### 3. POS Terminals

<b>POS TERMINALS</b>		
<b>Components</b>	<b>Minimum</b>	<b>Supported</b>
Processor	Intel Core i3	Intel Core i3/i5/i7
Operating system <b>x64-64 bits</b>	Windows 7 SP1	Windows 7 SP1 / 10
Edition	Professional	Pro / POS Ready 7 or Enterprise LTSC 2015 / 2016
Memory	2 GB	4 GB <sup>(1)</sup>
Display resolution	1024 x 768	
.Net Framework	4.5.2	4.6.2



An "Administrator" access right is required only to install a Cegid application. Minor updates and the later use of the application only require usual standard rights.

<sup>(1)</sup> Elements to increase according to analyses carried out (operating system, number of local applications...)

## 4. Terminals for Yourcegid Retail Cataloging / Clienteling / Shopping

### Terminal characteristics

TABLET PC/REGISTER		
Components	Minimum	Recommended
Processor	Intel Core i3	Intel Core i5 <sup>(1)</sup>
Operating system x64-64 bits	Windows 10	Windows 10
Edition	Enterprise LTSB 2016	Enterprise LTSB 2016
Memory	4 GB	1 GB
Networking	WiFi card	WiFi card or wired network
Monitor	10"	10" or larger
Display resolution	1366*768	1680*1050 or higher



An "Administrator" access right is required only to install a Cegid application. Minor updates and the later use of the application only require usual standard rights.

<sup>(1)</sup> Elements to increase according to analyses carried out (operating system, number of local applications...)

### Certified Receipt Printers

EPSON printers are generally supported and the following are certified:

- The EPSON TMH 6000 IV printer with WiFi or Ethernet modules.)
- The EPSON TM 88 V and VI printers (with WiFi or Ethernet modules.)
- The EPSON P60 II printer (with WiFi module)
- The EPSON TM-m30 printer (with WiFi module)

Printers will operate in mobility mode if you implement a WiFi network and a local network in the store.

## 5. Peripheral Devices for Yourcegid Retail Mobile POS

### Communications

The devices communicate **only** via the WiFi network.

### Certified Apple Devices – Yourcegid Retail Mobile POS V4

DEVICES		
Model	Operating system	
iPod TOUCH 5 / 6	OS 8 minimum	
iPhone 5 / 5S (5c excluded) iPhone 6 / 6S / 6S Plus / SE iPhone 7 / 7 Plus	OS 8 minimum	
iPad Mini 2 / 3 / 4	OS 8 minimum	
iPad 4 / Air / Air 2	OS 8 minimum	

The following cases can be used with these devices:

- Incoterm iSMP Companion for all devices
- Ingenico iCMP for all devices
- Linea-Pro 5 for iPod 5 and iPhone 5 only
- Honeywell Captuvo SL22 for iPod 5 or SL42 for iPhone 5 only



The Ingenico cases, iSMP and iCMP, require the use of the centralized transaction management solution from Ingenico called AXIS.



The Verifone Payware cases require the use of the centralized transaction management solution called ADYEN.

- Verifone Payware E315 for iPod Touch
- Verifone Payware E355 for all devices



## Certified Receipt Printers

These printers are certified:

- The EPSON TMH 6000 IV printer (with Wi-Fi or Ethernet modules.)
- The EPSON TM 88 V printer (with Wi-Fi or Ethernet modules.)
- The EPSON P60 II printer (with WiFi module)
- The EPSON TM-m30 printer (with WiFi module)

Printers will operate if you implement a WiFi network and a local network in the store

## 6. Peripheral Devices for Yourcegid Retail Mobile Inventory

### Communications

**Operating:** The PDA is used to scan items in "Disconnected mode" (without network access) The device is then connected to the computer hosting the following software applications: "Windows Mobile Device Center", Hub Copy" and "Yourcegid Retail Y2". Data is then transferred from the PDA to the computer where this data will be integrated with Yourcegid Retail Y2.

<b>REQUIRE SOFTWARE</b>	
<b>Components</b>	<b>Remark</b>
Windows Mobile Device Center	A Microsoft Windows component configured by CEGID.
Hub Copy	Provided and configured by CEGID.

### Certified PDAs

<b>PDAs</b>	
<b>Model</b>	<b>Operating system</b>
Motorola MC 2180	Win CE 6
Motorola MC 3100	Win CE 6
Motorola MC 3190	Win CE 6
Motorola MC 3200	Win CE 6
Honeywell Dolphin 6110	Win CE 6
Datalogic Skorpion X3	Win CE 6

## 7. Printers & Peripherals

The Cegid applications use the printing infrastructure of the Windows environment. We have to ensure that the print devices do have the certified printing drivers, especially on 64x platforms for an efficient support of the used operating systems (for clients and servers).



Instead of exchanging directly with each device, the POS terminal communicates with a generic multi-device connector called CPOS.

Customers or partners can develop their own drivers to connect their specific devices.

The CPOS connector does not concern:

- Network printers
- Label printers
- Barcode readers
- Inventory terminals

## Receipt Printers (except fiscal printer)

There are two operating modes:

- Via a CPOS driver provided by Cegid to communicate with EPSON and compatible printers.
- Via OPOS drivers provided by other vendors (i.e. HP or IBM.)

## Customer Display

There are two operating modes:

- Via a CPOS driver provided by Cegid to communicate with EPSON and compatible displays.
- Via OPOS drivers provided by other vendors (i.e. HP or IBM.)

## Cash Drawer

There are two operating modes:

- Via a CPOS driver provided by Cegid to communicate with EPSON and compatible cash drawers.
- Via OPOS drivers provided by other vendors (i.e. HP or IBM.)

## Barcode Scanner

Bar code readers: all models connected in USB mode or as 'keyboard/SU' interface (Wedge mode) with the "CR/LF" settings applying automatically after the reading of a bar code.

## Magnetic Card Reader

**HP models:** External MSR device in USB mode driven by the OPOS layer (OPOS version 2.62) + the CPOS layer.

MSR device integrated with the HP AP5000 POS terminal driven by the OPOS layer + the CPOS layer.

## Document Reader

3M model: "QS 1000" reader driven by the CPOS layer with software components "3M™ Page Reader SDK" in version 3.1.10 or "AssureIDTM".

## Fingerprint reader

U.are.U model: "4000B" device driven by the CPOS layer with the software components "DigitalPersona One Touch for Windows SDK" in version 1.6.1.

**U.are.U model:** "4500" device driven by the CPOS layer with the software components "DigitalPersona One Touch for Windows SDK" in version 1.6.1.

### EFT Drivers

Y2 uses EFT solutions via CPOS drivers.

These solutions are specific to every country and EFT requirements.

Cegid provides CPOS driver templates that can be:

- Used in current condition in some cases
- Adapted in other cases
- Serve as templates to develop others

To validate that a driver already exists for the solution you are using in your scope of use, please contact your sales consultant.

### Other Printers

For other types of printers, especially network printers, rewritable and label printers, please contact your sales consultant.

## 8. Country Packages

The concept of “Country Packages” includes many elements about deployment specifics in different countries including the following information:

- Translation management
- Tax management
- For some countries, specific reports and receipt formats
- For some countries, management of fiscal references
- For some countries, integration of local components such as:
  - Specific functional components
  - Packaged exports
  - Tax printers or components
- For some countries, software certification

Please refer to documentation dedicated to “Country packages” to get information about the technical requirements about their specific components.

## 9. Networking

### General Characteristics

The Yourcegid Retail On Demand Y2 solutions are entirely operated by Cegid.

Customers can access their Yourcegid Retail On Demand Y2 solution via a Telecom infrastructure set up by them, in compliance with Cegid's technical recommendations as described in the following paragraphs.

The user experiences of Yourcegid Retail On Demand Y2 depends mainly on response time between the user workstation and the Cegid Cloud.

The network infrastructure must provide a sufficient bandwidth and a low latency.

### Supported Standard Telecom Access Type : Internet Access

The customer may use a consumer Internet access to be able to access and use his Yourcegid Retail On Demand Y2 solution. The Internet access is granted via ADSL, VDSL, SDSL, or Optical fiber in accordance with the requirements defined in section "Sizing your accesses". This section also specifies the minimum speed values recommended by Cegid.

If the use of the Internet access beyond the interactive flows with the Yourcegid Retail On Demand Y2 solution justifies it, or if the customer wants to do so, he may dedicate an Internet line meeting the technical prerequisites of this document for the exclusive use of his Yourcegid Retail On Demand Y2 solution.

Warning: within the Internet connection mode, there is, in general, no SLA guarantee proposed by the provider for availability or response time. Therefore, the customer subscribes to an Internet offer from an ISP without any QoS (Quality of Service) guarantee on availability and response time.

## Sizing your access

The sizing of your accesses to your Yourcegid Retail On Demand Y2 solution depends on several criteria:

- Cegid’s recommendations specific to each solution
- The effective use of your Yourcegid On Demand Y2 solution
- Ancillary uses of your Internet access besides your Yourcegid On Demand Y2 solution (browsing, e-mailing, etc.)

The technical requirements for the access to your Yourcegid Retail On Demand Y2 solution are summarized in the table hereafter:

Number of concurrent users	Technology	Minimum line speed	Maximum Latency
< 3	ADSL (*)	1 Mb/s	100 ms
3 à 9	SDSL	1 Mb/s	
10 à 24	SDSL	2 Mb/s	
25 à 80	SDSL ou fibre	4 Mb/s	
>= 80	Analyse spécifique		

(\*) in an ADSL environment, failures and slowdowns linked to this technology may occur.

**Therefore an SDSL connection is mandatory for 3 or more concurrent users for an efficient use of the Yourcegid Retail On Demand Y2 solution.**

### **Important remarks:**

- These recommendations are valid only in the context of interactive sessions with the online application Yourcegid Retail On Demand Y2.
- These recommendations do not take into account the bandwidth requirements necessary to run applications other than Yourcegid Retail On Demand Y2, to exchange information with other Information System applications or with the platform (file sharing type or document downloading), or the support of other Internet flows, such as internet browsing or e-mailing...



### Flow to be allowed – Firewall and proxy settings

- TCP 443 flow must be open to access the Cegid Cloud
- The URL to access to Yourcegid Retail On demand is  
<https://9xxxxxxx-retail-ondemand.cegid.cloud:443/Y2/>
- Use of Internet (or http) proxies is not recommended
  - In the case of proxy usage on your network infrastructure, it is strongly recommended to exclude flows that access the Cegid Cloud.
    - Flows to exclude are:  
<https://9xxxxxxx-retail-ondemand.cegid.cloud>
  - It is recommended not to authorize Cegid Cloud data flows through the proxy. Proxy application modules can cause failures and/or slowdowns.
- In case of a remote support session with Cegid, the website <https://www.teamviewer.com> must be accessible.
- The Yourcegid Retail On Demand Y2 solution can be accessed via the 3G or 4G mobile network.  
**Please note:** Performance and availability are directly dependent on the coverage provided by the IPS and the available bandwidth.

## 10. APENDICES



### Terminology Details Concerning Processor Architectures

In documents issued by Cegid, the 64-bit term refers to the architecture – or instruction set - named x86-64, often abbreviated as x64.

This architecture is a 64-bit extension of the conventional Intel 32-bit instruction set x86 and has been introduced by AMD, initially as AMD64. It is supported by all EM64T Intel processors (this acronym designates at Intel the support for this instruction set) and also by all the 64-bit AMD processors.

*This architecture must not be mistaken for the one known as IA-64, implemented by the Intel processors of the Itanium family, which is a distinct and incompatible 64-bit architecture. IA-64 and the Itanium processors are outside the Cegid 64-bit scope and are not validated.*



## Cegid's Policy Concerning the Application of Microsoft Patches

To correct malfunctioning and/or to improve the support and the security of its products, Microsoft regularly provides updates to be applied to the solutions concerned.

These updates are, among others:

### **Service Packs (Windows 7)/Updates (Windows 8):**

Set of fixes and changes that apply to a product. These service packs are quite a few (often less than 5 in the whole product lifecycle.) They can be minimums required for installing Microsoft or Cegid solutions, or even third-party applications.

→ Cegid tests the service packs/updates in conjunction with the applied solutions and publishes information soon after their release by Microsoft (prerequisite notes identify **explicitly** versions and levels of service packs supported).

### **Quality Update**

Set of software fixes that correct security or robustness issues, releases by Microsoft on a supported version/service pack/update (including Extended support for security patches.) These fixes are generally provided on a monthly basis via Windows and/or Microsoft Update.

Microsoft recommends installing these hotfixes (Categorized as important/critical or recommended.) Although Microsoft tests updates extensively for compatibility with deployed applications, there is a risk of undesired edge effects in a particular environment. Cegid therefore recommends testing the implementation of the Quality Updates on a "pilot environment" representative of the production environment, and then accepting its deployment in concentric circles on the other machines. (Cegid may propose the implementation of various tools provided by Microsoft to meet this issue.)

### **Specific updates:**

Unavailable online, these updates are created to address a particular problem. They are delivered by Microsoft exclusively when dealing with an identified problem.



## Support Information for Microsoft Products

The operating systems mentioned in this appendix are subject to the support conditions and particularly to the “end of support” conditions from their respective publishers.

A reminder of the standard end of support dates for these products is shown below; more detailed and extensive information is available from the publishers concerned. (It is sometimes possible, beyond the dates of full support of the product to get security patches or some other patches, if you have subscribed a contract for additional chargeable support.)

Microsoft lifecycle <http://www.microsoft.com/lifecycle>

To benefit from the latest technological developments and from the publisher’s support if required, it is important to consider the product lifecycles, as well as a migration towards later platforms supported by the various business solutions.

Microsoft Products (Publisher’s Information)		
Marketed product	End of main support (date mm/dd/yyyy)	Remark
Windows 7 Professional	1/13/2015	
Windows 8.1 Professional	1/9/2018	
Windows 10 Professional	10/13/2020	