

RETAIL

Yourcegid | RETAIL
Software for Business

Technical Prerequisites

Yourcegid Retail Y2

Cegid

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■ Technical Prerequisites

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1. Foreword

This document describes the technical prerequisites associated with the Yourcegid Retail Y2 On Premises solution, installed and running on the Customer's site. This solution is released by Cegid.

This document covers the technical issues relating to various servers, telecommunications and networking, workstations and peripheral devices. If these technical prerequisites are satisfied, the correct operating of the Yourcegid Retail Y2 On Premises 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.

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

Remark

The prerequisites for the Yourcegid Retail Intelligence offering are described in a dedicated documentation and are not discussed in this document.

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 management of backups is supported by the Customer according to the backup tools and methods he uses. During the installation, Cegid will provide all necessary information regarding the data to be backed up and the precautions to be taken during the backup and restore procedures. Cegid recommends a full backup of the servers (database, application, Web...) with all disks without exception, as well as the Windows registry.

Cegid does not support a configuration based on third-party software (operating system, database, etc.), if the latter is not supported by its editor (Microsoft, Oracle...).



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

2. Windows Database Server / SQL Server

DATABASE SERVER		
Components	Minimum	Recommended
System unit	Xeon Dual-Core or > ⁽¹⁾	Xeon Dual-Core or > ⁽¹⁾
Operating system x86-32 bits	W2008 SP2	W2008 SP2
Operating system x64-64 bits	W2008 SP2	W2012 R2
Edition	Standard	Standard, Enterprise or Datacenter
Language	FR or EN	FR or EN
Memory	2 GB	4 GB or > ⁽¹⁾
Hard drive	100 GB SCSI	SAS 15K rpm in RAID ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
SQL Server		
Database engine x86-32 bits	SQL 2008 SP4 ⁽²⁾	SQL 2008 R2 SP3 ⁽³⁾
Database engine x64-64 bits	SQL 2008 SP4 ⁽²⁾	SQL 2012 SP2 ⁽³⁾
Edition	Standard	Standard or Enterprise
Language	FR or EN ⁽⁴⁾	FR or EN ⁽⁴⁾
Collation	CI_AS ⁽⁵⁾	CI_AS ⁽⁵⁾
Minimum compatibility level of databases	SQL 2008 (100)	SQL 2008 (100) or SQL 2012 (110)
Database option " Service Broker "	Active	Active
Software		
.Net Framework ⁽⁶⁾	4.0	4.5.2

⁽¹⁾ Elements to increase according to analyses carried out (operating system, number of users, and number of used databases...). We recommend dedicating the database engine to the Cegid solution to avoid the following conflicts:

- Incompatibility between the different choices for database configurations
- No control of performance linked to the load arising from another application
- Changes in database versions that may occur at different moments
- Heterogeneous maintenance procedures (for example backup procedures)

⁽²⁾ Cegid has tested and supports SQL Server 2008, SQL 2008 R2 on Windows Server 2008 and Windows Server 2008 R2.

⁽³⁾ Cegid has tested and supports SQL Server 2012 on Windows Server 2008 R2 and Windows Server 2012 /2012 R2.

⁽⁴⁾ SQL Server must be deployed in the same language as Windows Server (for example, SQL Server EN can be deployed in various localized Windows Server versions.)

⁽⁵⁾ CI_AS (**C**ase **I**nsensitive – **A**ccent **S**ensitive). The language of the collation is to be chosen by the customer; however it must be case insensitive (CI) and accent sensitive (AS).

⁽⁶⁾ Required for Cegid Database Maintenance (CDM). The "Client Profile" version is sufficient, but the "Full" version can be used too.

How to Manage Issues about Collation

Each country has its own specific characteristics in the way things are sorted and ranked. In other words, the alphabetical order differs from one country to the other.

Moreover, additional elements can be taken into account when performing sorts, such as case-sensitivity or accent-sensitivity...

SQL Server handles these specific characteristics and enables the selection of the collation criterion.

By default, SQL Server proposes the Windows criterion.

For example, on a French operating system, the collation is French_CI_AS:

- French
- Case insensitivity (CI = Case Insensitive)
- Accent sensitivity (AS = Accent Sensitive)

This criterion, chosen at the installation step, becomes the default SQL Server criterion.

However, it will be possible to create or attach databases with a different collation.

This choice has multiple impacts:

- The order in which the user expects to recover the data may be different from the result return by SQL Server.
- Several multi-database queries may be inoperative if the databases concerned do not have the same collation.
- The consolidation of data from several servers and / or databases with different collations will be compromised.

The backup set used to create a new folder is provided with the French collation (French_CI_AS).

If no action is performed, the database will be attached to SQL Server with this collation that may differ from the collation used by Windows collation and / or by SQL Server.

It may also differ from the collation wanted by the customer. In some cases, it would be necessary to perform a change in the collation criterion for the database.

Contact CEGID support if such an operation is needed.

For customers outside France

Most of time, the French_CI_AS collation provided at installation does not trigger any problem for these customers.

Therefore, the installation will be done just in the same way as for a French workstation.

If a customer wants, for whatsoever reason, to have another collation, the collation criterion for the database must be changed as described, once the product installed and the first folder created.

For multinational companies and sites spread over several countries:

In order to keep homogeneous data and enable some consolidation operations the customer may want to perform, it will be necessary to define a unique collation that will be used on all sites.

As far as possible, we recommend using the default collation provided by the installation of Yourcegid Retail Y2 V11 (French_CI_AS or Latin1_general_100_CI_AS). If another collation is chosen, it would be necessary to change the collation criterion of the database after the installation of the database.

For more simplicity, we recommend you to choose, when you install SQL Server, this collation **in place of the one proposed by default**.

3. Windows Database Server / Oracle Database

DATABASE SERVER		
Components	Minimum	Recommended
System unit	Xeon Dual-Core or > ⁽¹⁾	Xeon Dual-Core or > ⁽¹⁾
Operating system x86-32 bits	W2008 SP2	W2008 SP2
Operating system x64-64 bits	W2008 SP2	W2012
Edition	Standard	Standard or Enterprise
Language	FR or EN	FR or EN
Memory	2 GB	4 GB or > ⁽¹⁾
Hard drive	100 GB SCSI	SAS 15K rpm in RAID ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
Backup	Mandatory ⁽²⁾	Mandatory ⁽²⁾
Oracle		
Database engine x86-32 bits	11gR2 (11.2.0.3 patch 1) ⁽³⁾	11gR2 (11.2.0.4) ⁽⁴⁾
Database engine x64-64bits	11gR2 (11.2.0.3 patch 1) ⁽³⁾	11gR2 (11.2.0.4) ⁽⁴⁾
Edition	Standard ⁽⁵⁾	Standard or Enterprise ⁽⁵⁾
Character set	AL32UTF8 ⁽⁶⁾	AL32UTF8 ⁽⁶⁾
Software		
.Net Framework ⁽⁷⁾	4.0	4.5.2

⁽¹⁾ Elements to increase according to analyses carried out (operating system, number of users, and number of used databases...). We recommend dedicating the database engine to the Cegid solution to avoid the following conflicts:

- Incompatibility between the different choices for database configurations
- No control of performance linked to the load arising from another application
- Changes in database versions that may occur at different moments
- Heterogeneous maintenance procedures (for example backup procedures)

⁽²⁾ Cegid recommends realizing a hot backup of the production databases via the Recovery MANager (RMAN) tool.

⁽³⁾ Cegid has tested and supports Oracle 11gR2 (11.2.0.3 patch 1) on Windows Server 2008/2008 R2.

⁽⁴⁾ Cegid has tested and supports Oracle 11gR2 (11.2.0.4) on Windows Server 2008/2008 R2/2012.

⁽⁵⁾ The Oracle Database Standard Edition supports a server with maximum 4 processors (sockets).

⁽⁶⁾ Only the AL32UTF8 character set is supported with Oracle Database 11gR2.

⁽⁷⁾ Required for Cegid Database Maintenance (CDM). The "Client Profile" version is sufficient, but the "Full" version can be used too.

4. Linux Database Server / Oracle Database

DATABASE SERVER		
Components	Minimum	Recommended
System unit	Xeon Dual-Core or > ⁽¹⁾	Xeon Dual-Core or > ⁽¹⁾
Operating system x64-64 bits	Oracle Linux 6.2 ⁽²⁾ Red Hat Ent. Linux 6.2 ⁽²⁾	Oracle Linux 6.2 or + ⁽²⁾ Red Hat Ent. Linux 6.2 or + ⁽²⁾
Language		
Memory	4 GB	8 GB or > ⁽¹⁾
Hard drive	100 GB SCSI	SAS 15K rpm in RAID ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
Backup device	Tape drive ⁽³⁾	Tape drive ⁽³⁾
	Oracle	
Database engine x64-64bits	11gR2 (11.2.0.3) ⁽⁴⁾	11gR2 (11.2.0.4) ⁽⁴⁾
Edition	Standard ⁽⁵⁾	Standard or Enterprise ⁽⁵⁾
Character set	AL32UTF8 ⁽⁶⁾	AL32UTF8 ⁽⁶⁾

⁽¹⁾ Elements to increase according to analyses carried out (operating system, number of users, and number of used databases...).

We recommend dedicating the database engine to the Cegid solution to avoid the following conflicts:

- Incompatibility between the different choices for database configurations
- No control of performance linked to the load arising from another application
- Changes in database versions that may occur at different moments
- Heterogeneous maintenance procedures (for example backup procedures)

⁽²⁾ Only the level of update is a minimum and version 6 of Linux is mandatory.

Some Red Hat Enterprise Linux versions support a server with maximum 2 processors.

Oracle Linux supports a server with no maximum number of processors and/or cores.

⁽³⁾ Cegid recommends realizing a hot backup of the production databases via the Recovery MANager (RMAN) tool.

⁽⁴⁾ Cegid has tested and supports Oracle Database 11gR2 (11.2.0.3 and 11.2.0.4) on an Oracle Linux 6 and Red Hat Enterprise 6 server.

⁽⁵⁾ The Oracle Database Standard Edition supports a server with maximum 4 processors (sockets).

⁽⁶⁾ Only the AL32UTF8 character set is supported with Oracle Database 11gR2.

Specific Case of the Cegid Database Maintenance (CDM) Tool

The Cegid Database Maintenance (CDM) tool is used to perform changes in the application version for updating the database structure.

This CDM tool is traditionally installed on the server that hosts the database, within the context of a server running on Windows Server; the database used is SQL Server or Oracle Database.

AS the CDM tool is a Windows executable, it cannot be installed on the server that hosts the database, if the latter is an Oracle database installed on a Unix or Linux server.

In this case, the CDM tool must be installed on an existing business application server. In absolute terms, it would also be possible to install the CDM tool on a dedicated server or on an administration PC/VM.

Please note that the CDM require strong bandwidth with the DB as it is designed as an client-server application

The following additional prerequisite must be applied to the server that hosts the CDM tool:

Software		
	Minimum	Recommended
.Net Framework ⁽¹⁾	4.0	4.5.2

⁽¹⁾ Required for Cegid Database Maintenance (CDM). The "Client Profile" version is sufficient, but the "Full" version can be used too.

5. Business Application Server - Internet Information Services

This server is always installed on the Customer's **Intranet**.

If there is an access via the **Internet**, a routing server must be installed too. This is the server where the encryption SSL certificate will be deployed. Thus, only one certificate will be required, even if other IIS application servers are added later.

BUSINESS APPLICATION SERVER

Components	Minimum	Recommended
System unit	Xeon Dual-Core or > ⁽¹⁾	Xeon Dual-Core or > ⁽¹⁾
Operating system x64-64 bits	W2008 R2 SP1	W2012 R2
Memory	4 GB	4 GB or > ⁽¹⁾
Hard drive	100 GB SCSI	SAS 15K rpm in RAID ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
	Software	
IIS (Internet Information Services) ⁽⁶⁾	7.5	8.5
.Net Framework	3.51 ⁽²⁾ & 4.5 ⁽⁷⁾	3.51 ⁽²⁾ & 4.5.2
Client for Oracle solutions	11gR2 (11.2.0.3) ^{(3) (4)}	11gR2 (11.2.0.4) ^{(3) (5)}

⁽¹⁾ Elements to increase according to analyses carried out (operating system, number of users...)

To be defined with your presales consultant

⁽²⁾ .Net Framework 3.51 is required for the installation on Windows Server 2008 R2 (it is not required for Windows Server 2012/2012 R2).

⁽³⁾ 32-bit AND 64-bit versions of the Oracle client must both be installed on an x64 operating system.

⁽⁴⁾ Cegid has tested and supports Oracle 11gR2 (11.2.0.3) on Windows Server 2008/2008 R2.

⁽⁵⁾ Cegid has tested and supports Oracle 11gR2 (11.2.0.4) on Windows Server 2008/2008 R2/2012/2012R2.

⁽⁶⁾ The business application servers within a same "server farm" must have the same version.

⁽⁷⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

6. Reporting and / or scheduled tasks server

This server is always installed on the Customer's **Intranet**.

If there is an access via the **Internet**, a routing server must be installed too. This is the server where the encryption SSL certificate will be deployed. Thus, only one certificate will be required, even if other reporting and / or scheduled tasks servers are added later.

REPORTING AND / OR SCHEDULED TASKS SERVER

Components	Minimum	Recommended
System unit	Xeon Dual-Core or > ⁽¹⁾	Xeon Dual-Core or > ⁽¹⁾
Operating system x64-64 bits	W2008 R2 SP1	W2012 R2
Memory	4 GB	4 GB or > ⁽¹⁾
Hard drive	100 GB SCSI	SAS 15K rpm in RAID ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
	Software	
.Net Framework	3.51 ⁽²⁾ & 4.5 ⁽⁶⁾	3.51 ⁽²⁾ & 4.5.2
Client for Oracle solutions	11gR2 (11.2.0.3) ^{(3) (4)}	11gR2 (11.2.0.4) ^{(3) (5)}

⁽¹⁾ Elements to increase according to analyses carried out (operating system, number of users...)

To be defined with your presales consultant

⁽²⁾ .Net Framework 3.51 is required for the installation on Windows Server 2008 R2 (it is not required for Windows Server 2012/2012 R2).

⁽³⁾ 32-bit AND 64-bit versions of the Oracle client must both be installed on an x64 operating system.

⁽⁴⁾ Cegid has tested and supports Oracle 11gR2 (11.2.0.3) on Windows Server 2008/2008 R2.

⁽⁵⁾ Cegid has tested and supports Oracle 11gR2 (11.2.0.4) on Windows Server 2008/2008 R2/2012/2012R2.

⁽⁶⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

7. Application Request Routing Server

This server interleaves between the business application servers and a Cegid application running on a user device. This server is required when several application servers are implemented, or if at least one application server can be accessed via the Internet.

If there is an access via the **Internet**, the encryption SSL certificate will be deployed on this server. The server is then deployed within the customer's DMZ. Thus, only one certificate will be required, even if other application servers are added later.

A fixed public IP address is required for publishing this server on the Internet.

ROUTING SERVER ⁽⁵⁾		
Components	Minimum	Recommended
System unit	Xeon Dual-Core or > ⁽¹⁾	Xeon Dual-Core or > ⁽¹⁾
Operating system x64-64 bits	W2008 R2 SP1	W2012 R2
Memory	4 GB	4 GB or > ⁽¹⁾
Hard drive	100 GB SCSI	SAS 15K rpm in RAID ⁽¹⁾
Network card ⁽³⁾	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
	Software	
IIS (Internet Information Services) ⁽⁴⁾	7.5	8.5
ARR (Application Request Routing)	2.5	3.0
.Net Framework	4.5 ⁽⁶⁾	4.5.2
TCP ports	443 ⁽²⁾	443 ⁽²⁾

⁽¹⁾ Elements to increase according to analyses carried out (operating system, number of users...)

⁽²⁾ When the SSL protocol is implemented (access from the Internet), the TCP port 443 (non modifiable port) is used for SSL communications. For more details about certificates, refer to the appendices in this document.

⁽³⁾ A second network card is required once the ARR platform is doubled, for example to respond to scenarios about fault tolerance of this feature.

⁽⁴⁾ The routing servers within a same "server farm" must have the same version.

⁽⁵⁾ The Customer is responsible for securing his DMZ and the resources that are exposed there. Therefore, he must implement any required means to protect the access to the routing server, especially from potential external attacks. Cegid's services teams may support the customer in implementing some measures (security devices...) to optimize the security level of a solution of that type.

⁽⁶⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

8. Workstations (Desktops, Laptops, Terminals...)

WINDOWS PCs		
Components	Minimum	Recommended
System unit	Core i3	Core i3/i5/i7
Operating system x86-32 bits	Windows 7 SP1	Windows 7 SP1 or Windows 8.1
Operating system x64-64 bits	Windows 7 SP1	Windows 7 SP1 or Windows 8.1
Edition	Professional	Professional
Language	FR or EN	FR or EN
Memory	2 GB	4 GB ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
Monitor	15"	17" or >
Video card	65,000 colors	65,000 colors
Display resolution	1024 x 768	1440 x 900
Size of the text displayed on the screen	Standard size 96 PPP	Standard size 96 PPP



An "Administrator" access right is required to install and update a Cegid application. The later use of the application only requires usual standard rights.

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

⁽²⁾ Microsoft recommends the installation of the 32-bit Office 2010/2013 version, even in 64-bit environments.

⁽³⁾ Office 2013 is supported on Windows 7 and Windows 8.1.

⁽⁴⁾ An access via the Internet is required for remote assistance by Cegid's Helpdesk team (WebEx tool), and for important system updates if the latter are not delivered via another deployment tool (critical system patches, update of certificate lists...)

⁽⁵⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

⁽⁶⁾ After 01/12/2016, only the latest version of Internet Explorer available for system platform itself supported, will receive the support and patches (including security patches). Further information to the following address:

<http://blogs.msdn.com/b/ie/archive/2014/08/07/stay-up-to-date-with-internet-explorer.aspx>.

WINDOWS PCs

	Software	
Desktop applications (OLE link)	Office 2007 SP3	Office 2010 SP2 ⁽²⁾ or Office 2013 SP1 ^{(2) (3)}
.Net Framework	4.0 ⁽⁵⁾	4.5.2
Tools	Adobe Acrobat 9	Adobe Acrobat 11
Internet access	Yes ⁽⁴⁾	Yes ⁽⁴⁾
Internet browser	Internet Explorer 8.x ⁽⁶⁾	Internet Explorer 11.x ⁽⁶⁾
ActiveX	WebEx ⁽⁴⁾	WebEx ⁽⁴⁾



An "Administrator" access right is required to install and update a Cegid application. The later use of the application only requires usual standard rights.

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

⁽²⁾ Microsoft recommends the installation of the 32-bit Office 2010/2013 version, even in 64-bit environments.

⁽³⁾ Office 2013 is supported on Windows 7 and Windows 8.1.

⁽⁴⁾ An access via the Internet is required for remote assistance by Cegid's Helpdesk team (WebEx tool), and for important system updates if the latter are not delivered via another deployment tool (critical system patches, update of certificate lists...)

⁽⁵⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

⁽⁶⁾ After 01/12/2016, only the latest version of Internet Explorer available for system platform itself supported, will receive the support and patches (including security patches). Further information to the following address:

<http://blogs.msdn.com/b/ie/archive/2014/08/07/stay-up-to-date-with-internet-explorer.aspx>.

9. POS Terminals

POS TERMINALS		
Components	Minimum	Recommended
System unit	Core i	Core i
Operating system x86-32 bits	Windows 7 SP1	Windows 7 SP1
Operating system x64-64 bits	Windows 7 SP1	Windows 7 SP1
Edition	Professional	Professional or POS Ready 7 (x64)
Language	FR or EN	FR or EN
Memory	2 GB	4 GB ⁽¹⁾
Network card	100 Mb/s	1 Gb/s
DVD drive	Yes	Yes
Monitor	15"	17" or >
Video card	65,000 colors	65,000 colors
Display resolution	1024 x 768	1440 x 900
Size of the text displayed on the screen	Standard size 96 PPP	Standard size 96 PPP



An "Administrator" access right is required to install and update a Cegid application. The later use of the application only requires usual standard rights.

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

⁽²⁾ Microsoft recommends the installation of the 32-bit Office 2010/2013 version, even in 64-bit environments.

⁽³⁾ Office 2013 is supported on Windows 7 and Windows 8.1.

⁽⁴⁾ An access via the Internet is required for remote assistance by Cegid's Helpdesk team (WebEx tool), and for important system updates if the latter are not delivered via another deployment tool (critical system patches, update of certificate lists...)

⁽⁵⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

⁽⁶⁾ After 01/12/2016, only the latest version of Internet Explorer available for system platform itself supported, will receive the support and patches (including security patches). Further information to the following address:

<http://blogs.msdn.com/b/ie/archive/2014/08/07/stay-up-to-date-with-internet-explorer.aspx>.

POS TERMINALS

	Software	
Desktop applications (OLE link)	Office 2007 SP3	Office 2010 SP2 ⁽²⁾ or Office 2013 SP1 ^{(2) (3)}
.Net Framework	4.0 ⁽⁵⁾	4.5.2
Tools	Adobe Acrobat 9	Adobe Acrobat 11
Internet access	Yes ⁽⁴⁾	Yes ⁽⁴⁾
Internet browser	Internet Explorer 8.x ⁽⁶⁾	Internet Explorer 11.x ⁽⁶⁾
ActiveX	WebEx ⁽⁴⁾	WebEx ⁽⁴⁾



An "Administrator" access right is required to install and update a Cegid application. The later use of the application only requires usual standard rights.

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

⁽²⁾ Microsoft recommends the installation of the 32-bit Office 2010/2013 version, even in 64-bit environments.

⁽³⁾ Office 2013 is supported on Windows 7 and Windows 8.1.

⁽⁴⁾ An access via the Internet is required for remote assistance by Cegid's Helpdesk team (WebEx tool), and for important system updates if the latter are not delivered via another deployment tool (critical system patches, update of certificate lists...)

⁽⁵⁾ After 01/12/2016, Framework versions 4, 4.5 and 4.5.1 will no longer receive updates from Microsoft in favor of version 4.5.2. Further information to the following address:

<http://blogs.msdn.com/b/dotnet/archive/2014/08/07/moving-to-the-net-framework-4-5-2.aspx>.

⁽⁶⁾ After 01/12/2016, only the latest version of Internet Explorer available for system platform itself supported, will receive the support and patches (including security patches). Further information to the following address:

<http://blogs.msdn.com/b/ie/archive/2014/08/07/stay-up-to-date-with-internet-explorer.aspx>.

POS terminals certified with Yourcegid Retail Y2

Modular POS terminals		
HP	rp5800	Windows 7 Pro x86

"All-In-One" POS Systems		
AURES	Sango	Windows 7 Pro x64
AURES	Sango	Windows POS Ready 7 x64
AURES	Teos Wide	Windows 7 Pro x86
AURES	Yuno	Windows 7 Pro x64
AURES	Yuno	Windows POS Ready 7 x64

POS Certifications to Come		
HP	rp7800	Windows POS Ready 7 x64
HP	rp7800	Windows 7 Pro x64
TOSHIBA	TCx Wave A 30	Windows POS Ready 7 x64

10. Tablets for Yourcegid Retail Mobile Y2 Clienteling

Communications

Operating: the device communicates via Wi-Fi with a Wi-Fi access point which in turn is linked to a router connected via a VPN to the business application server(s). The device talks and therefore sends the information directly to the business application server. It is possible to make devices communicate through HTTPS directly on the Internet by implementing the management of SSL certificates.

Wi-Fi coverage: Requires a presales technical study (payable service), whether it is a study based on a plan of the building on which the nature of walls, floors and the places where the devices will be located are specified, or a study by a technician who visits the site.

The solutions integrating radio (Wi-Fi) are real projects and need to be managed as such. Therefore, presales and deployment features need to be systematically planned and defined.

<u>Wi-Fi</u>	
Components	Minimum
Protocol	Wi-Fi 802.11 b/g
Wi-Fi Security	WEP, WPA
Certified access points	Motorola AP-5131 (industrial model) Linksys WAP54G (basic model) D-Link DAP-1160 (basic model)

Characteristics of tablets

TABLET		
Components	Minimum	Recommended
System unit	Intel Core i3	Intel Core i5 ⁽¹⁾
Operating system x64-64 bits	Windows 8.1	Windows 8.1
Edition	Professional	Professional
Language	FR or EN	FR or EN
Memory	4 GB	4 GB ⁽¹⁾
Monitor	10"	10" or larger
Video card	65,000 colors	65,000 colors
Display resolution	1280*800	1920*1080
	Software	
Internet access	Yes ^{(2) (3)}	Yes ^{(2) (3)}
Internet browser	Internet Explorer 11.x	Internet Explorer 11.x
ActiveX	WebEx ⁽²⁾	WebEx ⁽²⁾



An "Administrator" access right is required to install and update a Cegid application. The later use of the application only requires usual standard rights.

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

⁽²⁾ An access via the Internet is required for remote assistance by Cegid's Helpdesk team (WebEx tool), and for important system updates if the latter are not delivered via another deployment tool (critical system patches, update of certificate lists...)

⁽³⁾ An Internet access is requires of the geolocation feature for stores.

11. Peripheral devices for Yourcegid Retail Mobile POS

Communications

Operating: only with **Wi-Fi**: the device communicates via Wi-Fi with a Wi-Fi access point which in turn is linked to a router connected via a VPN to the business application server(s). The device talks and therefore sends the information directly to the business application server. It is possible to make devices communicate through HTTPS directly on the Internet by implementing the management of SSL certificates.

Wi-Fi coverage: Requires a presales technical study (payable service), whether it is a study based on a plan of the building on which the nature of walls, floors and the places where the devices will be located are specified, or a study by a technician who visits the site.

The solutions integrating radio (Wi-Fi) are real projects and need to be managed as such. Therefore, presales and deployment features need to be systematically planned and defined.

<u>Wi-Fi</u>	
Components	Minimum
Protocol	Wi-Fi 802.11 b/g
Wi-Fi Security	WEP, WPA
PDA / Receipt printer Communications	Bluetooth (Class II, v 2.0 EDR)
Certified access points	Motorola AP-5131 (industrial model) Linksys WAP54G (basic model) D-Link DAP-1160 (basic model)

Certified Apple Devices – Yourcegid Retail Mobile POS V3

<u>DEVICES</u>		
Model	Operating system	
iPod TOUCH 5	iOS 7 minimum	
iPhone 5S (not 5c)	iOS 7 minimum	
iPad Mini 2	iOS 7 minimum	
iPad Mini Retina	iOS 7 minimum	

The following cases can be used with these devices:

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



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

Certified Apple Devices – Yourcegid Retail Mobile POS V4

DEVICES	
Model	Operating system
iPod TOUCH 5	iOS 8 minimum
iPod TOUCH 6	iOS 8 minimum
iPhone 5S (not 5c)	iOS 8 minimum
iPhone 6 / 6S	iOS 8 minimum
iPad Mini 2	iOS 8 minimum
iPad Mini 4	iOS 8 minimum
iPad Mini Retina	iOS 8 minimum
iPad Air	iOS 8 minimum

The following cases can be used with these devices:

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



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

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 (with Wi-Fi)

12. 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 software applications such as "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.

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

Certified PDAs

<u>PDAs</u>		
Model	Operating system	
Motorola MC 2180	Win CE 6	
Motorola MC 3200	Win CE 7	
Honeywell Dolphin 6100	Win CE 5 or 6	

13. 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.

Now, 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

Network Printer

Laser printers (graphic mode): **HP** or **Lexmark** having undergone the Cegid tests and configuration.

Network card 10/100 Mbit.

16 MB minimum memory, emulation excluded.

Receipt Printer (excluding tax printer)

Printer types: **Epson or compatible** (ESC/POS), **IBM** and **HP** driven by OPOS layer from the vendor and CPOS layer (Cegid POS.)

EPSON printers must include a series or parallel interface.

IBM printers driven by OPOS drivers must include a USB interface (with or without power supply) or a series interface.

EPSON models (ESC/POS) which are compatible and certified for the Front-Office are: TMH6000 / TMH5000 / TMU950 / TMU675 / TMT88 / TMT70 / TMU220 / TM-J7100.

WINCOR models (ESC/POS) which are compatible and certified for the Front-Office are: TH210 / TH230 / TH320.

IBM models which are compatible and certified for the Front-Office are: 4610-TG3 / 4610-2NR / 4610-TF6 / 4610-1NR (OPOS version \geq 1.13 + CPOS).

HP model compatible and certified for the Front Office: A799 (OPOS version 1.8.53 + CPOS).

TOSHIBA model compatible and certified for the Front Office: TRST-A10 (OPOS + CPOS).

AURES models (ESC/POS) which are compatible and certified for the Front-Office are : ODP 333 (RS232 / USB) and ODP200H III

Rewritable printer

STAR model: TCP-400 printer supported by a CPOS layer with the "VisualCardOCX" software components in version 1.9.0.

Label Printer

For a better printing quality of the finished product labels on specialized printers, we recommend the use of **ZEBRA** printers certified by Cegid.

These printers must include a network interface (or possibly a Cegid validated network box).

Certified models sold by CEGID:	
PAXAR	Monarch 9642
PAXAR	Monarch 9825
PAXAR	Monarch 9830
PAXAR	Monarch 9855
ZEBRA	Z4MPlus
ZEBRA	TLP -2844-Z
ZEBRA	ZM400
ZEBRA	ZM600
ZEBRA	GK420t

Models tested but not sold by CEGID:	
ZEBRA	TLP -2746-E
ZEBRA	TLP-2824
ZEBRA	S4M
COGNITIVE	Advantage LX (US printer)

Important remarks

In general, the implementation and configuration of label printers requires the intervention of a functional Yourcegid Retail Y2 project manager.

There are some restrictions linked to each of the printer models tested (for example, fonts linked to the print driver cannot be used since they are not known by the business application server which results in lower print quality and speed.)

Customer Display

All certified customer display models are directly driven by the Front-Office via CPOS layers (Cegid POS.)

EPSON models: DMD105 / DMD100. This peripheral device is connected to the dedicated RS-232 serial port (ESC/POS) between the POS terminal and the receipt printer.

AURES model: OCD-100 and OCD-150. These peripheral devices are connected to the dedicated RS-232 serial port (ESC/POS).

WINCOR model: BA63. This peripheral device is connected to the dedicated RS-232 serial port (ESC/POS).

IBM model: driven by the OPOS layer (version ≥ 1.13) + the CPOS layer from CBR version 10. It is connected to the self-powered 15-pin serial port (IBM SUREPOS 545 POS model), or 9-pin serial port interface (IBM SUREPOS 566) POS model) – IBM proprietary connector technology.

HP model: USB customer pole display LD220 driven by the OPOS layer (version 1.9.1) + the CPOS layer. Display integrated with the **HP AP5000** POS terminal driven by the OPOS layer + the CPOS layer.

Cash Drawer

EPSON model or compatibles: these devices are directly driven by Front-Office + the CPOS layer (Cegid POS.) This peripheral is connected to the DK socket (RJ12 format) of the receipt printer.

HP model: the drawer is driven by the OPOS layer (OPOS version 1.8.53) + the CPOS layer.

IBM model: the drawer is driven by the OPOS layer (OPOS version 1.13) + the CPOS layer. It is connected to the 'Cash Drawer' interface of the POS terminal from the SurePOS series – IBM proprietary connector technology.

AURES model: 3S 333, directly driven by Front-Office + the CPOS layer (Cegid POS.) This peripheral is connected to the DK socket (RJ12 format) of the receipt printer.

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" (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.

Scales

Mettler Toledo device: Checkout scale "Viva 3211" supported by the CPOS layer.

14. Country Packages

The concept of “Country Package” includes many elements concerning deployment specifics for various countries, including the following:

- Translation management
- Tax management
- Country-specific formats for reports and sales receipts
- Management of fiscal references for some countries
- For some countries, integration of local components such as:
 - Specific, functional components
 - Packaged exports
 - Fiscal printers or components
 - EFT drivers
- Software certification for some countries

Please refer to the documentation dedicated to the “Country Packages” for further information about technical specifications relating to their particular components.

15. Networking

<u>NETWORK</u>		
Components	Minimum	Recommended
Communication protocol	TCP/IP "IPv4" ^{(1) (2)}	TCP/IP "IPv4" ^{(1) (2)}
WebEx remote assistance ⁽³⁾	https://cegid.webex.com/sc	https://cegid.webex.com/sc
Internet access for downloading application fixes	Download from http://www.cegidlife.com	Download from http://www.cegidlife.com
Local network (LAN)	100 Mb/s	1 Gb/s
Fixed Internet access	ADSL ⁽⁴⁾	SDSL ⁽⁴⁾
Mobile Internet access	3G ⁽⁴⁾	Wi-Fi ⁽⁴⁾

⁽¹⁾ The TCP/IP V6 protocol can also be present

⁽²⁾ According to your infrastructure and your security level, "exceptions" may be added to your Internet browser or enhancements on settings can be configured on your routers or proxy servers, if necessary.

⁽³⁾ Cegid's remote assistance is always realized via the Internet with the WebEx solution.

⁽⁴⁾ These recommendations are given for informative purposes. Depending on the use and the expectations of performance, our teams can discuss with you the best suited offer for your solution.

ADSL versus SDSL

For Web Access **HTTPS** solutions, the store needs only a simple ADSL with one **public fixed IP address**.

For a great number of connections (local for navigating and e-mailing, and remote on the business application server(s)), the Headquarters should focus on the use of two separate Internet subscriptions, one for Internet navigating and the e-mailing in the Headquarters, and the other dedicated to business connections.

In this case, the use of Internet in the Headquarters does not have a negative impact on cashing operations in the store.

The latency for Internet accesses is a very important concept for the use of the Yourcegid Retail Y2 solution.

Latency superior to **100 ms** is considered insufficient for an optimal use of our products.

Average bandwidth stated for the Front-Office

On the average **50 kb/s to 100 kb/s** per user. Of course, this average should be modulated by the effective use of the Front-Office product.

For some processes, peaks of **100 kb/s** can be stated.

Analyses (dashboards) and **inventories** (with inventory closure) are the most bandwidth consuming processes in the Front-Office.

Number of concurrent users	Technology	Minimum throughput for download	Minimum throughput for upload	Maximum latency
< 3	ADSL (*)	1 Mb/s	256 Kb/s	100 ms
3 to 9	SDSL / T1	1 Mb/s	1 Mb/s	
10 to 19	SDSL / T1	2 Mb/s	2 Mb/s	
20 to 39	SDSL / T1	4 Mb/s	4 Mb/s	
>= 40	SDSL versus Fiber - Specific analysis			

(*) With the ADSL technology, cuts and slowdowns linked to this technology can be observed.

Average bandwidth stated for the Back-Office

On the average **100 kb/s** per user. Of course, this average has to be calibrated according to the functional requirements and the effective use of the Back Office product.

Analyses (cubes, dashboards, statistics...), **Inventories** (with inventory closure), **replenishment calculations**, **imports/exports**, and **accounting interfaces** are the most bandwidth consuming processes on the Back Office.

Number of concurrent users	Technology	Minimum throughput for download	Minimum throughput for upload	Maximum latency
< 2	ADSL (*)	1 Mb/s	256 Kb/s	100 ms
2 to 9	SDSL / T1	1 Mb/s	1 Mb/s	
10 to 19	SDSL / T1	2 Mb/s	2 Mb/s	
20 to 39	SDSL / T1	4 Mb/s	4 Mb/s	
>= 40	SDSL versus Fiber - Specific analysis			

(*) With the ADSL technology, cuts and slowdowns linked to this technology can be observed.

16. General Recommendations

The following recommendations are not prerequisites but give precious information about the implemented infrastructure.

Wiring Harness

Electrical outlets that are supplying servers and central units should be cabled directly from the electric control panel.

There must be at least two electrical outlets per **server** (within 1.5 m from the equipment)

There must be at least two electrical outlets per **workstation** (within 1.5 m from the equipment)

There must be at least four electrical outlets per **POS terminal** (within 1.5 m from the equipment)

Network Wiring

An Ethernet **RJ45** socket must also be available near each network equipment (server, PC, printer) that must be implemented.

Wall mounted or flying lead network wiring must be of category 5 at minimum (5, 5E, or 6).

Wall mounted Ethernet sockets must be female RJ45 sockets

We recommend the use of a switch (as hubs are obsolete and less efficient.)

The number of available connectors of the existing switches must be sufficient to accommodate all network devices to implement.

Server Room / Rack

We recommend you to install a dedicated **computer room** for accommodating the new proposed server(s).

This room must be equipped with **air conditioning** meeting the new requirements.

If you already own a **rack**, it must fit the proposed servers (fixing tracks, depth, etc.):

- HP or IBM rack according to the servers chosen
- Width: 19 inches
- Square holes

The space (U shaped) available in the rack must be sufficient to host the Cegid servers.

If there is not enough space in an existing rack, **additional locations** must be provided by the customer (and/or Cegid if Cegid has sold a rack) prior to the physical installation of the equipment at the customer's site.

If a new rack is installed by Cegid, pay attention to the **access means** to provide (floor, narrow passage, and room to reorganize before any intervention...). All these elements have an impact on the shipment to organize and on the time required to install the rack.

17. APPENDICES



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:

Services Packs (SP):

Set of patches applying to one product, with cumulative effects, limited in numbers (often less than 5 over the lifetime of the product), they may be a minimum required for the installation of Microsoft solutions, Cegid solutions, or third-party applications.

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

Broadcasted updates:

A patch enabling the resolution of a particular problem provided in-between 2 service packs. These patches are usually delivered on a monthly basis via Windows and/or Microsoft Update; Microsoft recommends installing these updates (categorized as important, critical or recommended). Given that it is impossible to validate all the combinations of these isolated updates, Cegid recommends that you test their implementation on a "pilot environment", then accept the deployment on other machines as long as no undesirable side effect appears (Cegid can propose the implementation of the WSUS service → Windows Software Update Services that allows you to address this need).

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, Oracle and Linux Products

The various products (operating systems, database engines, office products, etc.) mentioned in this document 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>

Oracle lifecycle <http://www.oracle.com/us/support/lifetime-support/index.html>

Red Hat lifecycle <https://access.redhat.com/support/policy/updates/errata/>

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	
Office 2007	10/9/2012	
Office 2010	10/13/2015	Qualified for x86 versions
Office 2013	4/10/2018	Qualified for x86 versions
Windows Server 2008	1/13/2015	
Windows Server 2008 R2	1/13/2015	
Windows Server 2012	1/9/2018	
Windows Server 2012 R2	1/9/2018	
SQL Server 2008	1/14/2014	Qualified with WS 2008 & WS 2008 R2
SQL Server 2008 R2	1/14/2014	Qualified with WS 2008 & WS 2008 R2
SQL Server 2012	7/11/2017	Qualified with WS 2008 R2 & WS 2012
Oracle Products (Publisher's Information)		
Marketed product	Premier Support Ends on (date mm/dd/yyyy)	Remark
Oracle Database 11.2	1/31/2016	Qualified with WS 2008 & WS 2008 R2 and Oracle Linux 6 Update 2+
Oracle Linux 6	March 2021	
Red Hat Products (Publisher's Information)		
Marketed product	End of main support (mm/dd/yyyy)	Remark
Linux Red Hat 6	11/30/2020	



Support of Cegid Solutions in Virtualized Environments

Installing a Cegid solution in a virtualized environment (virtualization of servers) meeting the same requirements as for a deployment on physical machines, is often done in a transparent manner because installation programs or applications consider the virtualized resources in the same way as physical resources.

■ **Required checks in this type of environment:**

- As a result of the technologies implemented for the virtualization, but also of the consolidation that often leads to pool multiple virtual servers onto fewer physical machines, performance may be less than this proposed natively in a non-virtualized configuration. **The assessment of performance therefore, has to be taken into account as a priority** for this type of solution.
- All hardware components are not “virtualizable” and sometimes some aspects (advanced graphical features, telecommunications equipment...) are not supported.
- The licensing module for some Cegid applications will use the physical elements (including the network adapter) of the server where it is installed. We recommend installing the licensing module either on a non virtualized server, or on a virtualized machine ensuring that that the MAC address used for the network adapter does not change.
- First of all, it is necessary to ensure that the various elements (operating systems, database engine...) of the solution are supported by their respective publishers in the targeted environment (this is generally the case for the most recent Microsoft products on the most representative hypervisors.)
 - Microsoft’ policy for application support in virtual environments can be viewed at the following address: <http://windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm>.
 - Oracle specifically supports its products on Oracle VM and Microsoft Hyper-V Server 2012, as defined in the technical release note "[Certified Software on Microsoft Windows Server 2012 Hyper-V \[ID 1563794.1\]](#)." The support strategy for Oracle solutions on VMware has a smaller commitment as described in the Oracle technical release note "[Support Position for Oracle Products Running on VMWare Virtualized Environments \[ID 249212.1\]](#)."

■ **Conditions relating to the technical support ensured by Cegid:**

- The Cegid solutions described in this “document of prerequisites” are supported the Windows Server 2012 and Hyper-V Server 2012 and later environments, since these environments comply with the prerequisites of the Cegid solutions, identical to those established for physical environments, as well as with the support policies of the concerned third-party products.
- Cegid specifically provides functional support for Cegid applications via various standardized offers.
- For customers with system support contracts for Windows Server 2012 and Hyper-V Server 2012 and later, used to implement a Cegid application, Cegid may provide additional support and expertise for these products (at this stage, Cegid will not provide support for the operating and use of other virtualization solutions.)
- When a solution is installed according to the “state of the art”, in a virtualized environment that is not supported by Cegid or does not benefit from a system support contract, the various teams

involved in customer services (deployment, support...) will use reasonable means to help diagnose a malfunction occurring in the implemented Cegid application solution.

- If a problem with a Cegid application solution deployed in this context does not find a quick solution after the initial diagnosis, Cegid may request to reproduce the problem within a standard (non-virtualized or Hyper-V) deployment context to validate or not the impact of the virtualization on the dysfunction found.
- As a complementary service offering, Cegid's system engineers may provide assistance to customers to implement a "supported solution" to identify the potential cause of a problem, thus facilitating its solution. This is a chargeable service on site.



SSL Certificates for the Yourcegid Y2 Product Range

For communications between an application running on a user's peripheral device and a business application server, or a routing server, it is possible either to use a non encrypted HTTP protocol, or to secure the exchange by implementing the relevant encryption via an SSL HTTPS protocol.

The most common cases implemented are the following:

- **The business application server, the routing server and the client app (Yourcegid Retail Y2 Smart Client, Yourcegid Retail Y2 Mobile Clienteling, Yourcegid Retail Y2 Mobile POS or the consumer of services) are located on the company's network:**
 - Because the internal network is under control, the http mode (without certificate) is the mostly implemented; it is also the most cost saving and the easiest to deploy
 - To customers that have a Windows infrastructure and that have deployed via their IT teams, the certificate server module integrated with Windows server, and propagated the certificate of the internal authority to the peripheral devices that run an Yourcegid Retail Y2 application, Cegid may provide a documentation describing how to integrate on the concerned servers a certificate granted by this internal authority.

- **The routing server and the client app (Yourcegid Retail Y2 Smart Client, Yourcegid Retail Y2 Mobile Clienteling, Yourcegid Retail Y2 Mobile POS or the consumer of services) are linked together via the Internet:**
 - In such a case (or if network is less secured than a company network,) it is highly recommended to encrypt the data that transits between the two ends.
 - One simple option consists in using a self-signed certificate (generated on the IIS server); however, this solution must only be used to realize a template limited to Windows workstations. This solution does not take into account all the features of the Cegid solution:
 - Only Smart Client applications with an available connection period are supported.
 - In terms of security, it is easy to generate this type of certificate, but there is no guarantee that a Cegid application will connect to “its server”.
 - As with a recent browser accessing a site for which neither its origin, nor the validity of the certificate can be guaranteed, the user must confirm each time he connects that he agrees to access a server equipped with this type of certificate.
 - To improve confidence and productivity for users, the recommended solution, in this context, is to deploy on the servers a certificate issued by a recognized certificate authority; type and cost of the certificate will depend mainly on:
 - The issuing authority and the confidence it inspires on the market.
 - The peripheral devices and browsers you want to be supported.
 - The lifetime of the certificate from 1 year to 4-5 years.
 - The type of certificate and the controls the authority operates before issuing the certificate (certificates called “EV” or “Extended Validation” will reassure the users of a site by coloring the address bar in green. To issue such certificates, a large number of controls are performed on the applicant.)
 - When deploying Cegid Smart Client application, the certificates commonly used for Windows workstations and the most commonly used peripheral devices are 40-bit server certificates for a period of 3 years (mostly provided by “TBS Internet” for an optimized cost, or “VerSign” provided by “TBS Internet” for customers wishing to use one of the most recognized certification authorities on the Internet.)

Note: when using Yourcegid Retail Y2 Mobile POS, make sure that the certificate really does support client operating systems for mobile devices.

CEGID offers a service to help you when implementing SSL certificates, due to the complexity of such implementation