RETAIL

Yourcegid RETAIL

Software for Business

◼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.

2. 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 / 8.1
Operating system **x64-64 bits**	Windows 7 SP1	Windows 7 SP1 / 8.1 / 10
Edition	Professional	Professional
Language	FR or EN	FR or EN
Memory	2 GB	4 GB [1]
.Net Framework	4.5.2	4.5.2

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

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

3. POS Terminals

POS TERMINALS		
Components	**Minimum**	**Recommended**
System unit	Intel Core i3	Intel Core i3/i5/i7
Operating system **x64-64 bits**	Windows 7 SP1	Windows 7 SP1 / 10
Edition	Professional	Professional
		or
		POS Ready 7 (x64)
		Or
		Enterprise LTSB 2015/2016
Memory	2 GB	4 GB [1]
Display resolution	1024 x 768	
.Net Framework	4.5.2	4.5.2

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

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

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4. Tablets for Yourcegid Retail Mobile Y2 Cataloging - Clienteling - Shopping

Characteristics of tablets

TABLET		
Components	**Minimum**	**Recommended**
System unit	Intel Core i3	Intel Core i5 [1]
Operating system **x64-64 bits**	Windows 10	Windows 10
Edition	Enterprise LTSB 2016	Enterprise LTSB 2016
Memory	4 GB	8 GB [1]
Monitor	10"	10" or larger
Network	Wi-Fi	Wi-Fir or Ethernet
Display resolution	1366*768	1680*1050 or larger

An "Administrator" access right is required to install 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…)

Certified Receipt Printers

These printers are certified:

- The EPSON TMH 6000 IV printer (with Wi-Fi or Ethernet modules.)
- The EPSON TM 88 V and VI printer (with Wi-Fi or Ethernet modules.)
- The EPSON P60 II (with Wi-Fi)
- The EPSON TM_m30 (with Wi-Fi)

For the use of a mobile printer a Wi-Fi connection to the store network is needed.

5. Devices for Yourcegid Retail Mobile POS

Communications

Only Wi-Fi connection to the store network is validated.

Certified Apple Devices – Yourcegid Retail Mobile POS V4

DEVICES		
Model	**Operating system**	
iPod TOUCH 5 /6	iOS 8 minimum	
iPhone 5 / 5S (except 5c) iPhone 6 / 6S / 6S Plus /SE iPhone 7 / 7 Plus	iOS 8 minimum	
iPad Mini 2 /3 / 4	iOS 8 minimum	
iPad 4 / Air / Air 2	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 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 ADYEN centralized transaction management solution.
- o Verifone Payware E315 pour iPod Touch
- o Verifone Payware E355 for all devices

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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 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.

REQUIRE SOFTWARE	
Components	**Remark**
Windows Mobile Device Center	A Microsoft Windows component configured by CEGID.
Hub Copy	Provided and configured by CEGID.

Certified PDAs

PDAs		
Model	**Operating system**	
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 Skorpio 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.

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

Receipt Printer (excluding tax printer), Customer Display, Cash Drawer

2 modes of operation exist :

- Via a CPOS driver delivered by Cegid to communicate with Epson printers, customer display, cash drawer or compatible peripheral.
- Via an OPOS driver delivered by the constructor (as 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" (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.

8. 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:

    o Specific, functional components

    o Packaged exports

    o Fiscal printers or components

- 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.

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 ASDL, VDSL, SDSL, or Optical fiber in accordance with the requirements defined in section "Sizing you 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	
Less than 3	ADSL*	1Mb/s		* in an ADSL
3 to 10	VDSL, SDSL	1Mb/s		
10 to 25	SDSL	2Mb/s	100 ms	
25 to 80	SDSL or optical fiber	4 Mb/s		
More than 80	*Specific analysis*			

environment, failures and slowdowns linked to this technology may occur.

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

<u>Important remarks:</u>

- 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

- 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.

- The URL to access to **Yourcegid Retail On demand** is
  https://9xxxxxxx-retail-ondemand.cegid.cloud:443/Y2/

- 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.