

RETAIL

**Yourcegid** | RETAIL  
Software for Business

**TECHNICAL REQUIREMENTS**

Yourcegid Retail

# ■ Technical Requirements

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## ■ Overview

<b>1. PREAMBLE .....</b>	<b>3</b>
<b>2. NETWORK REQUIREMENTS .....</b>	<b>4</b>
<b>General Note .....</b>	<b>4</b>
<b>Supported Telecommunication Access .....</b>	<b>4</b>
Internet Access.....	4
<b>Access Dimensioning.....</b>	<b>4</b>
<b>3. WORKSTATION REQUIREMENTS.....</b>	<b>7</b>
<b>3.1 Back Office Workstations .....</b>	<b>7</b>
<b>3.2 Point of Sales Configuration (POS) – Front Office .....</b>	<b>8</b>
<b>3.3 Others Requirements for Front Office (POS) or Back Office Client .....</b>	<b>8</b>
<b>4. PERIPHERALS .....</b>	<b>9</b>
<b>Management of Register Peripherals .....</b>	<b>9</b>
<b>Network Printers.....</b>	<b>9</b>
<b>Label Printer .....</b>	<b>10</b>
<b>Receipt Printer .....</b>	<b>11</b>
<b>Customer Display .....</b>	<b>11</b>
<b>Cash Drawer .....</b>	<b>12</b>
<b>Barcode Scanner .....</b>	<b>12</b>
<b>Magnetic Card Reader .....</b>	<b>12</b>
<b>Inventory Terminals.....</b>	<b>12</b>
<b>Electronic Fund Transfer .....</b>	<b>13</b>

### 1. Preamble

This document describes the technical requirements associated with Yourcegid Retail, a SaaS (Software-as-a-Service) solution provided by Cegid.

This document covers the technical requirements related to networking and telecommunications, workstations, and peripherals. Compliance with these technical requirements is essential for the proper functioning of the Yourcegid Retail solution. Cegid cannot be held responsible in case of malfunction of the solution resulting from non-compliance of these requirements.

- The telecommunication requirements in this document are:
  - Dedicated only for Yourcegid Retail and not for other applications
  - Valid only for connections from customer sites located in North America

## 2. Network Requirements

### General Note

You access **Yourcegid Retail** solution via a telecommunications infrastructure and are required to be setup according to Cegid's technical recommendations described in the following paragraphs.

The possible connection modes and supported telecommunication access depends on your Yourcegid Retail solution. It should be noted however that:

- The creation of some telecommunication access may require an estimate and pre-engineering analysis.
- Any non-standard request for connection and access to the hosting platform must be sent to Cegid for analysis and confirmation. Cegid reserves the right to reject the request or require the submission of an estimate.

### Supported Telecommunication Access

**Yourcegid Retail** solution is accessible by Internet.

### Internet Access

You may use a public Internet access with the **Yourcegid Retail** solution. The access connection may be either ADSL or SDSL in accordance with the requirements defined in paragraph "access dimensioning". This paragraph also provides the minimum rates recommended by Cegid.

You may have, if desired, or if required by the usage profile of the line outside of the interactive feeds with the **Yourcegid Retail**, a dedicated Internet line for the exclusive use of the **Yourcegid Retail** solution. The line should meet the technical requirements provided in this document.

You must have an Internet access that complies with the technical requirements described in the following paragraph, which allows HTTPS connections (TCP port 443) to the Cegid hosting platform.

### Access Dimensioning

The dimensioning of Yourcegid Retail access depends on several criteria:

- The recommendations provided by Cegid in this document;
- The use of your Yourcegid Retail solution,
- The use of your Internet access aside from Yourcegid Retail (browsing, email, and etc.)

## Technical Requirements

The technical recommendations to access your Yourcegid Retail solution are summarized below:

- **Front Office:** An average bandwidth value of 50kb/s to 100kb/s per user is required. Some very specific resource demanding queries may result in a peak of consumption around 100kb/s. The most impacting queries currently identified are statistics, reports and stock take.
- **Back Office:** An average bandwidth value of 100kb/s per user is required. Some very specific resource demanding queries may result in a peak of consumption around 100kb/s. The most impacting queries currently identified are statistic reports, stock take, and replenishment.

eFront Office Client				
Simultaneous User	Technology	Minimum Download Bandwidth	Minimum Upload Bandwidth	Maximum Recommended Latency
< 3	Asymmetric as ADSL/VDSL/HDSL	1Mb/s	256 Kb/s	100 ms
3 to 10	Symmetric as SDSL /T1	1Mb/s	1Mb/s	
10 to 20	Symmetric as SDSL/T1	2Mb/s	2Mb/s	

eBack Office Client				
Simultaneous User	Technology	Minimum Download Bandwidth	Minimum Upload Bandwidth	Maximum Recommended Latency
< 2	Asymmetric as ADSL/VDSL/HDSL	1Mb/s	256 Kb/s	100 ms
2 to 10	Symmetric as SDSL /T1	1Mb/s	1Mb/s	
10 to 20	Symmetric as SDSL /T1	2Mb/s	2Mb/s	
More than 20	SDSL or fiber <i>Specific Study</i>			

\* Cuts and delays associated with ADSL technology can be observed

## Technical Requirements

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### **Important Remarks:**

- The recommendations are valid only as part of interactive sessions with the Yourcegid Retail online application.
- These recommendations do not take into account the bandwidth requirements needed to run other applications other than Yourcegid Retail such as exchanging information with other applications of the information system or platform (file sharing or downloading documents) or other types of Internet access (Internet browsing, messaging, and etc.).
- In case of significant bandwidth needs, Cegid recommends the use of a dedicated access to the Yourcegid Retail solution.
- Cegid cannot be held responsible for non-compliance with the technical requirements provided in this document.

### 3. Workstation Requirements

These recommendations are related to the proper functioning of the Yourcegid Retail solution. Please note that the user performing the installation and updates must have administrative rights on the workstation.

#### 3.1 Back Office Workstations

32-bit systems (x86) or 64-bit system (x64) as shown in the table:

Windows XP Professional / Windows Vista Professional / Windows 7 (Seven) Professional

	Update	Minimum memory	Advised memory	Intel Processor	Network Card	Video Card
Windows XP Professional (x86)	SP3	512 MB	1 GB (*1)	Pentium IV (*1)	100 Mbits	65 000 colors in 1024x768
Windows Vista Professional (x86)	SP2	1 GB	2 GB (*1)	Core 2 – 32 bits (x86)	100 Mbits	65 000 colors in 1024x768
Windows 7 Professional (x86 / x64)		1 GB	2 GB (*1)	Core 2 32 bits / 64 bits	100 Mbits	65 000 colors in 1024x768

- These requirements are essentially linked to the proper operation of the operating system and office applications.
- Video card configured with "normal or small font".
- Internet Explorer to launch the installation: Version 7 or later is advisable since it provides a significant improvement in security.
- An anti-virus program is required on every workstation with regularly updated signatures.
- The user carrying out the installation and the updates must have Administrator privileges on the workstation (automatic deployment via MSI kits).

If office applications (OLE link) are used, the OFFICE pack must be installed as follow: Office 2007 SP2, Office 2010 (x86)

(\*1) Depending on the users' needs (processing or volume); the use of a recent processor model and additional memory may be a significant performance factor.

(\*3) Microsoft recommends the installation of Office 2010 (32-bit version) even on 64-bit environments. This approach maximizes the compatibility with existing developments realized for Office.

## Technical Requirements

### 3.2 Point of Sales Configuration (POS) – Front Office

32-bit systems (x86) or 64-bit system (x64) as shown in the table:

Windows XP Professional / Windows Vista Professional / Windows 7 (Seven) Professional

	Update	Minimum memory	Advised memory	Intel Processor	Network Card	Video Card
Windows XP Professional (x86)	SP3	512 MB	1 GB (*1)	Pentium IV (*1)	100 Mbits	65 000 colors in 1024x768
Windows 7 Professional (*2) (x86)		1 GB	2 GB (*1)	Core 2 – 3 2bits (x86) 64bits (x64)	100 Mbits	65 000 colors in 1024x768

- These requirements are essentially linked to the proper operation of the operating system and the office applications.
- Available disk space: 10% of the disk size with a minimum of 1GB.
- Video card configured with "normal or small font".
- Internet Explorer to launch the installation: Version 7 or later is advisable since it provides a significant improvement in security.
- An anti-virus program is required on every workstation with regularly updated signatures.
- The user of the POS terminal via Web Access must have Administrator privileges on the POS to install and update the software (automatic deployment via MSI kit).
- If office applications (OLE link) are used, the OFFICE pack must be installed as follow: Office 2007 SP2, Office 2010 (x86)

(\*1) Depending on the users' needs (processing or volume); the use of a recent processor model and additional memory may be a significant performance factor.

(\*3) Microsoft recommends the installation of Office 2010 (32-bit version) even on 64-bit environments. This approach maximizes the compatibility with existing developments realized for Office.

### 3.3 Others Requirements for Front Office (POS) or Back Office Client

Type	Product, Version	Use	Further Information
Browser	Internet Explorer 7.x minimum	<a href="http://cegidlife.comr">http://cegidlife.comr</a>	
Tools	Framework .Net 3.5 SP1	Cegid Quick Launch to start Yourcegid Retail	Download link : <a href="http://www.microsoft.com/en-us/download/details.aspx?id=22">http://www.microsoft.com/en-us/download/details.aspx?id=22</a>

- **Note** : FRAMEWORK.NET 3.0 is not validated with Yourcegid Retail



### 4. Peripherals

#### Management of Register Peripherals



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

You or your service provider can develop your own drivers to connect to your specific devices to Yourcegid Retail.

The CPOS connector does not concern:

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

#### Network Printers

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

Network card 10/100 Mbit.

16 MB minimum memory, emulation excluded.

## Technical Requirements

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### Label Printer

For a better printing quality of the finished product labels on specialized printers, we recommend the use of Zebra printers (or even PAXAR), which are certified by Cegid, driven from a workstation connected in client/server mode.

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

#### Certified models sold by Cegid:

Model	Client/Server Environment	Web Access Environment
PAXAR - MONARCH 9642	X	Not tested
PAXAR - MONARCH 9825 / 9830	X	Not tested
PAXAR - MONARCH 9855	X	X (tested on CBR V6.03)
ZEBRA Z4MPLUS	X	Not tested
ZEBRA TLP 2844-Z	X	Not tested
ZEBRA ZM400	X	X (tested on CBR V7.90)
ZEBRA ZM600	X	X (tested on CBR V7.90)
ZEBRA – GK420t	X	X (tested CBR V975)

#### Models tested, but not sold by Cegid:

Model	Client / Server Environment	Web Access Environment
ZEBRA TLP 2746-E	X	Not tested
ZEBRA TLP 2824	X	Not tested
ZEBRA S4M	X	Not tested
Cognitive – Avantage LX (US printer)	X	Not tested

#### **Technology Note:**

In general, label printers can be implemented in Web Access mode. In this context, you must then use specific report templates for which the intervention of a functional Cegid Business Retail project manager is required.

## Technical Requirements

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In a Web Access architecture, 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 Web Access server, which results in lower print quality and speed).

### Receipt Printer

- Printer types: **Epson or compatible** (ESC/POS), **IBM** and **HP** driven by OPOS layer from the vendor and CPOS layer (Cegid POS) from CBR V10.
- EPSON printers supported through the EPSON OPOS include a serial, parallel, USB or Wi-Fi interfaces.
- IBM printers driven by OPOS drivers must include a USB interface (with or without power supply) or a series interface.
- **EPSON models** managed directly through CBR (ESC/POS) which are compatible and certified for the Front-Office are: TMH6000 / TMH5000 / TMU950 / TMU675 / TMT88 / TMT70 / TMU220.
- **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).

### Customer Display

- All certified display models are driven by Yourcegid Retail Front-Office directly via CPOS layers (CBR version 10).
- Customer display of the **HP AP5000 All-in-One POS system** Cegid POS) from CBR version 10.
- **EPSON models**: DMD105 / DMD110. This peripheral device is connected as a dedicated series interface RS232 (ESC/POS).
- **AURES model**: OCD-100. This peripheral device is connected as a dedicated series interface RS232 (ESC/POS).
- **IBM model**: driven by OPOS layer (version  $\geq 1.13$ ) + CPOS layer from CBR version 10. It is connected to the self-powered 15 point series interface (TPV IBM SUREPOS 545), or 9 point series interface (TPV IBM SUREPOS 566) – IBM proprietary connector technology.
- **HP model**: USB customer pole display LD220 driven by OPOS layer (version 1.9.1) + CPOS from, currently being certified, is driven by an OPOS layer (future version) + CPOS layer from CBR version 10

## Technical Requirements

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### Cash Drawer

- **EPSON model or other compatible models:** these devices are directly driven by Cegid Business Front-Office + CPOS layer (Cegid POS) from CBR version 10. This peripheral is connected to the DK socket (RJ12 format) of the receipt printer.
- **HP model:** the drawer is driven by OPOS layer (OPOS version 1.8.53) + CPOS layer from CBR version 10.
- **IBM model:** the drawer is driven by OPOS layer (version  $\geq 1.13$ ) + CPOS layer from CBR version 10. It is connected to the 'Cash Drawer' interface of the POS from the Sure POS series – IBM proprietary connector technology.

### Barcode Scanner

**Bar code reader:** all models connected in USB mode with the "CR/LF" settings automatically applied after a bar code reading.

### Magnetic Card Reader

- **HP model:** External MSR reader in USB mode driven by OPOS layer (OPOS version 2.62) + CPOS layer from CBR version 10.
- MSR device of the HP AP5000 All-in-One POS system, currently being certified, is driven by an OPOS layer (future version) + CPOS layer from CBR version 10.

### Inventory Terminals

There are two terminal types that are compatible with Yourcegid Retail:

**Batch terminals:** the terminal models implemented in Yourcegid Retail Back-Office and Front-Office, and able to integrate the Cegid inventory/receiving/order/transfer (batch mode) program are:

- Symbol (presently *Motorola*) MC1000 / MC3000 / MC3100 / MC3190 / PDT6100 / PDT3100

These terminals, which control the Cegid inventory application, allow a direct download into Cegid Back-Office and Front-Office via a serial link (RS232 cable, powered by an external transformer).

The Symbol MC1000 inventory terminal has been referenced by Cegid, detailing specific requests for use. Due to its technical and ergonomic characteristics, it is limited in its functionalities (unit scanning of items, no possibility to change a quantity, or make a change in case of error; in this case, you have to download the terminal and make the necessary changes directly in the Cegid Business Retail application.)

## Technical Requirements

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### Electronic Fund Transfer

**Connected EFT:** the **CONCERT CB 5.2 protocol** of GIE is implemented as standard in Yourcegid Retail Front Office to communicate to certain models of Electronic Payment Terminals from INGENICO (model i5100) and Verifone (model MX 880) as examples. The linking interface between these connected terminals and the POS is a serial interface.

Yourcegid Retail has integrated to two primary payment gateways being Tender Retail and Verifone Payware Connect. Both gateways are certified with multiple payment processors including, but not limited to FDMS, Paymentch, Fifth 3<sup>rd</sup> Bank, Heartland Payments as well as other. Payment functions include credit and debit cards, pin debit and gift cards.

Based on the processor and the specific merchant requirements a partial certification may be required.