



# Technical Prerequisites

## Cegid Retail Store Excellence

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**cegid**

## Introduction

This document describes the Technical Prerequisites associated with Cegid Retail Store Excellence, a SaaS (Software as a Service) solution hosted by Cegid.

Cegid Retail Store Excellence is a web application which can be accessed via the internet on any device.

### 1. Browser compatibility

Cegid Retail Store Excellence supports modern browsers, specifically Chrome (recommended), Edge, Firefox and Safari.

We fully support versions of these browsers released within the previous two years, although we recommend that users keep their browsers up to date.

### 2. Devices compatibility

If a device meets the recommended system requirements for your browser, then it should be able to run Cegid Retail Store Excellence.

The recommended hardware standards for desktop and laptop machines are as follows:

Hardware	Recommended
Processor	Pentium 4 or higher Intel Xenon AMD Athlon
Memory	2GB

A smartphone or tablet with a camera is recommended for stores to enable them to upload photos directly.

As with desktop and laptop requirements, if a mobile device can run a compatible browser then it should be able to run Cegid Retail Store Excellence. We aim to deliver an optimal user experience on any major device released after 2013. If you have concerns about any specific device, please let us know.

## 3. Whitelisting

### 3.1 Network Access Whitelisting (Firewall)

Cegid Retail Store Excellence is accessed via the internet, and if network access is restricted for store or other users (e.g. by setting Access Control Lists – ACLs – on a proxy server), it may be necessary to whitelist the domain URL (<http://<client>.storiq.net>) and the following wildcards:

\*.storiq.net  
 \*.storiq.knowledgeowl.com  
 \*.amazonaws.com  
 \*.newrelic.com  
 \*.nr-data.net  
 \*.google-analytics.com  
 \*.googleapis.com  
 \*.gstatic.com  
 \*.googleusercontent.com  
 And either: \*.google.com or: \*.docs.google.com/forms

The google URLs are used to support the Forms and Surveys features in Cegid Retail Store Excellence, but we appreciate some clients may not want to whitelist \*.google.com.

### 3.2 Email Whitelisting

Cegid Retail Store Excellence generates email notifications and so the storiq.net and em2.storiq.net domain names must be whitelisted in your company email system to ensure that system generated email notifications are received.

The appropriate MX, DNS SPF and TXT records have been put in place for both storiq.net and em2.storiq.net. If you are using Mimecast, this is particularly important - see <https://community.mimecast.com/docs/DOC-1419-anti-spoofing-policies>. If your mail servers have an IP whitelist, you will need to add the following IPs:

54.240.90.165

54.240.90.166