Technical Prerequisites

Cegid Retail Y2 Version 26 On Demand

Make more possible

January 22, 2026

cegid

Foreword

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

As part of the SaaS Advance offer (multi-tenant), you are updated with the latest version available by Cegid in accordance with the Service Terms Document.

As part of the SaaS Dedicated (single-tenant) offer, the update is carried out at your request in coordination with your Cegid Delivery Manager. In this context, we recommend to install the Long Term Support (LTS) package in a privileged manner in accordance with the LifeCycle Policy to benefit from extended support.

This document covers the technical issues and requirements related to telecommunications and networking, workstations and peripheral devices. These prerequisites apply for standard use of the solution outside of customer specificities (specific extensibility, personalized image, etc.). If these technical prerequisites are satisfied, the correct operating of the Cegid Retail Y2 OnDemand 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.

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 by the client in an environment meeting the prerequisites.

Remark

Prerequisites for Cegid Retail Intelligence, Demand Forecasting and Sourcing Optimization are described in dedicated documentation and are therefore not discussed in this document.

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 are referenced in the Appendices of the following document under the title: "Microsoft Support Information."

Warning on stored functions / procedures

In SaaS, Cegid is responsible for guaranteeing the operability, availability and security of your solution as defined in the service booklet and in the security assurance plan. In addition, in order to allow you to extend your Cegid Retail Y2 solution with features and management rules that are specific to you, we allow you to add and operate CBS add-ons developed and maintained according to the process and good practices provided for this purpose.

However, for the same reasons of performance, availability and security, we do not allow the addition to your database of components such as stored functions and procedures for the reasons mentioned below. It is therefore essential to verify the absence of this type of component before sending any resource (database, CPTX) to the SaaS teams, and in the event that objects of this type are detected, Cegid reserves the right to refuse their integration.

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Contents

1. WORKSTATIONS (DESKTOPS, LAPTOPS, TERMINALS…)

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

Windows PCs		
Hardware and Components	Minimum	Recommended
Processor	Intel Core i3	Intel Core i3/i5/i7
X64-64bit Operating system	Windows 10 or 11	Windows 10
Edition	Professional	Enterprise LTSB 2016 or LTSC 2019 or LTSC 2021
Memory	2 GB	4 GB (1)
.Net Framework	4.8	4.8 or later
Monitor	15''	15'' or larger
Display resolution	1366*768	1680*1050 or higher
Microsoft Edge WebView2 Runtime	112.0.1722.32	Latest

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

2. P.O.S. TERMINALS

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

Windows PCs		
Hardware and Components	Minimum	Recommended
Processor	Intel Core i3	Intel Core i3/i5/i7
X64-64bit Operating system	Windows 10	Windows 11
Edition	IoT Enterprise LTSB 2016[2] ou LTSC 2019 ou LTSC 2021	IoT Enterprise LTSC 2024
Memory	2 GB	4 GB [1]
.Net Framework	4.8	4.8 or later
Monitor	12''	15'' or larger
Display resolution	1024*768	1680*1050 or higher
Microsoft Edge WebView2 Runtime	112.0.1722.32	Latest

(1)   Elements to increase according to analyses carried out (operating system, number of local applications…)
(2)   On Windows 10 Enterprise LTSB 2016, WebView2 is not fully supported. Certain features may be limited, such as opening a web page via a touchpad button.

Note: Do not mix up OPOS manufacturers for device operation.

An identification and authentication process allows users to connect to Cegid Retail Y2 in a secure manner.

3. PRINTERS & PERIPHERALS FOR P.O.S.

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).
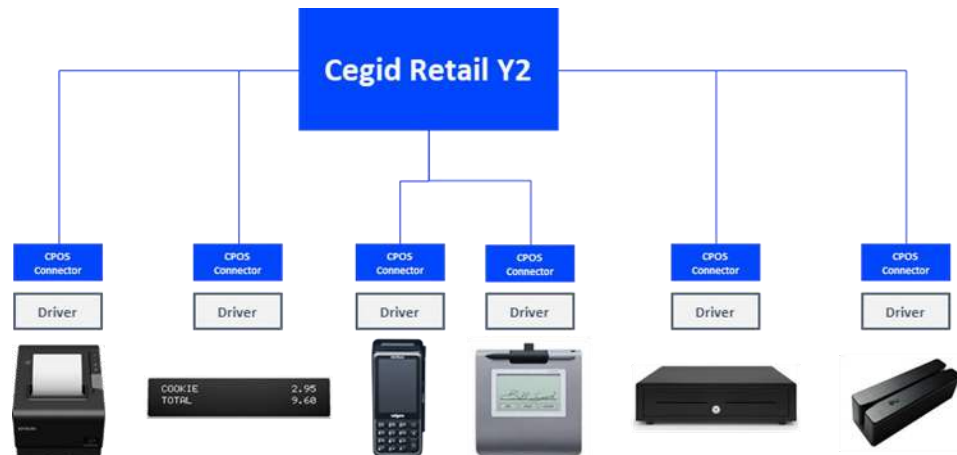
Instead of exchanging directly with each device, the POS terminal communicates with a generic multi-device connector called CPOS.
Customers or partners can develop their own drivers to connect their specific devices.

The CPOS connector does not concern:
- Network printers
- Label printers
- Barcode readers
- Inventory terminals

Please note:
In general, the unitary compliance of each device with the prerequisites does not guarantee that the system consisting of an assembly of hardware, OS, software and multiple devices is either functional, or even optimal. This assembly will have to be tested within the project and validated by the project team on the basis of the usage scenario.

Tips:
Do not mix up OPOS manufacturers.
As the serial port is becoming obsolete, focus on the USB interface.

Receipt Printer (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 manufacturers

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 manufacturers

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 manufacturers

Barcode Scanner

Handheld barcode readers: all models connected in USB mode or as 'keyboard/control unit' interface (Wedge mode) with the "CR/LF" sequence applying automatically after the reading of a barcode.
Note: the keyboard configuration may affect the interpretation of barcodes.

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 and HP RP9G1 POS terminals driven by the OPOS layer + the CPOS layer.
External USB MSR reader operating in keyboard emulation.

Document Reader

3M model:
"QS 1000" reader driven by the CPOS layer with software components "3M™ Page Reader SDK" in version 3.1.10.
3M CR100 MRZ reader driven by the CPOS layer with with "3M™ Swipe Reader" software components

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 using CPOS drivers.
These solutions are specific to every country and EFT requirements.
Cegid provides with Retail Y2 a standard API layer with which the CPOS electronic payment connectors interact.
To confirm that a CPOS electronic payment driver already exists with the solution you are using within your scope of use, we invite you to contact your electronic payment service provider.

Other Printers

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

4. DEVICES FOR CEGID RETAIL MOBILE POS

Communications

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

Certified Apple Devices – Cegid Retail Mobile POS

Hardware	
Cegid Retail Mobile POS V5	Cegid validates the compatibility of mPOS with Apple operating systems (iOS and iPADOS). Therefore, the hardware requirements are those recommended by Apple for each operating system. *NB: It is recommended to use the latest Apple OS and compatible hardware.*
iOS version	
Cegid Retail Mobile POS V5	iOS 13 minimum* * Some features related to third party applications may require a higher OS

An **ABM** account (Apple Business Manager) is required for the distribution of the MPOS application on production Apple hardware.

A Mobile Device Management (**MDM**) solution is required to deploy Mpos and update Apple hardware.

InStore Hub MPOS

Management of POS devices requires the Cegid **In-Store Hub mPOS** component:
- This is a component that is installed on a dedicated Windows appliance and allows Cegid Retail mPOS to manage communications with in-store POS devices.
- This component is based on the CPOS pilots which have been developed by Cegid and by our network of partners.

Minimum technical requirements for Cegid InStore Hub mPOS:
- Stick PC or mini PC or standard PC
- Windows 10 LTSC (recommended) or Pro
- Windows 11 LTSC or Pro supported (provided that the CPOS drivers are also compatible)
- Processor:
  - for single instance operation: Intel Celeron 2 Ghz 2 cores / 2 threads
  - for multi-instance operation: Intel Core i3 3 Ghz 4 cores / 8 threads

- Mémoire RAM :
  - for single instance operation: 4 Gb RAM
  - for multi-instance operation: 8 Gb RAM
- SSD 64 Gb
- Ethernet wired network recommended

Certified Receipt Printers

These printers are certified:
- The EPSON TMH 6000 IV printer with WiFi 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 or Ethernet module

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

5. CEGID RETAIL LIVE STORE

As a Progressive Web App (PWA) that runs from the browser, Cegid Retail Live Store is independent of device and operating system.
Cegid Retail Live Store operates via the browser, and for optimal performance and usability, the most recent versions are recommended.

Android Smartphone / Android Tablet		
Hardware and Components	Minimum	Recommended
Android Version	10 or above	Latest available version
Memory	2 Go	4 Go or above
Screen Resolution	1280 x 720	1280 x 720 or above
Network connection	Wifi connexion	High speed wifi internet connection
Network bandwith	50 Ko/s	1 Mo/s or above
Network latency	100ms	50ms or below
Web Browser	Chrome 78	Chrome 78 or above
Device Camera (for scanning)	8MP	8MP or above

Apple Smartphone		
Hardware and Components	Minimum	Recommended
iOS Version	18.5	Latest available version
Memory	2 Go	4 Go or above
Screen Resolution	1280 x 720	1280 x 720 or above
Network connection	Wifi connexion	High speed wifi internet connection
Network bandwith	50 Ko/s	1 Mo/s or above
Network latency	100ms	50ms or below
Web Browser	Safari	Safari
Device Camera (for scanning)	8MP	8MP or above

Apple Tablet		
Hardware and Components	Minimum	Recommended
iPadOS Version	18.5	Latest available version
Memory	2 Go	4 Go or above
Screen Resolution	1280 x 720	1280 x 720 or above
Network connection	Wifi connexion	High speed wifi internet connection
Network bandwith	50 Ko/s	1 Mo/s or above
Network latency	100ms	50ms or below
Web Browser	Safari	Safari
Device Camera (for scanning)	8MP	8MP or above

Fix POS (Desktop Mode Usage)		
Hardware and Components	Minimum	Recommended
X64-64bit Operating system	Windows 10 [1]	Windows 11
Edition	Enterprise LTSB 2016 ou LTSC 2019 ou LTSC 2021	IoT Enterprise LTSC 2024
Processor	Intel Core i3	Intel Core i3/i5/i7
Memory	4 Go	8 Go
Screen Size	12''	15'' or above
Screen Resolution	1024 x 768	1680 x 1050 or above
Network connection	Internet connection (LAN ou WiFi)	High speed wifi internet connection
Network bandwith	50 Ko/s	1 Mo/s or above
Network latency	100ms	50ms or below
Web Browser	Chrome 78 or above	Chrome latest version
	Or	
	Microsoft Edge - version of 15 jan 2020 (Chromium) or the latest version	
	Or	
	Mozilla Firefox 69 or above	
Device Camera (for scanning)	8MP	8MP or above

(1) Currently, Windows 11 is available in an LTSC release exclusively for the IoT Enterprise edition.

6. DEVICES FOR CEGID RETAIL INVENTORY TRACKING

Please note: This chapter concerns the mobile application for managing inventory counts and documents in connected mode.

Communications

Inventory Tracking works autonomously with regular connections to the Y2 database for retrieving different information:

- Product data
- User rights
- Store transactions to perform

Two communications modes are available:

- Wired connection using a dock with network access
- WiFi connection

Android Certified Devices

The software installed on the PDA consists of an APK copied to the mobile device and then installed with native Android tools.

Model	Monitor	Operating system	Manufacturer end of sale
Honeywell Dolphin 75e	4.3 inches	Android 6.x	2018 (replaced by CT40)
Zebra TC51/TC56	5 inches	Android 7.x	2019 (replaced by TC52/57)
Honeywell EDA50	5 inches	Android 7.x	2019 (replaced by EDA51)
Zebra TC20	4.3 inches	Android 6.x	2020 (replaced by TC21)
Honeywell CT40	5 inches	Android 7.x	End of 2021 (replaced by CT45)
Honeywell CT40xp	5 inches Full HD – 1920*1080	Android 10.x	End of 2021 (replaced by CT45)
Honeywell EDA51	5 inches	Android 8.x	End of 2021 (replaced by EDA52)
Zebra TC52/TC57	5 inches	Android 8.x	2022 (replaced by TC52x/TC52ax)
Zebra TC21/TC26	5 inches	Android 10.x	
Zebra TC22/TC27	6 inches	Android 13.x & 14.x	
Zebra TC52(a)x/TC57x	> 5 inches Full HD – 1920*1080	Android 10.x & 11.x	
Zebra TC53 (SE4720)	6 inches	Android 11.x	
Honeywell EDA52	5.5 inches	Android 11.x	
Honeywell CT45	5 inches	Android 11.x	
Honeywell CT30-XP	5.5 inches	Android 11.x	
Honeywell CT37	6 inches	Android 14.x	

Memory/storage minimum:

- Up to Android 9:   2 GB RAM of which 1 GB available / 16 GB Internal Storage
- Up to Android 11:   3 GB RAM of which 1 GB available / 32 GB Internal Storage

IOS Devices

Inventory Tracking is compatible with the following Apple hardware: Iphone 6 minimum with 64 bits processor and iOS 12 minimum

IPAD not supported

An **ABM** (Apple Business Manager) account is required to distribute Inventory Tracking on Apple production hardware.

A **MDM** (Mobile Device Management) solution is required to deploy Inventory Tracking and update Apple hardware.

7. 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.

8. NETWORKING

ADSL versus SDSL

For Web Access **HTTPS** solutions, the store needs only a simple ADSL subscription.

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 Cegid Retail Y2 solution.
A Round Trip Time superior to **100 ms** may alter the user experience of Cegid products. Especially on POS terminals it is necessary to test the target sales process to validate user experience according to the various network performance levels that will be encountered. If need be, the configuration of the sales process can be adapted to the network constraints for some stores.

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 round trip time
< 3	ADSL (*)	1 Mb/s	256 Kb/s	
3 to 9	SDSL	1 Mb/s	1 Mb/s	
10 to 19	SDSL	2 Mb/s	2 Mb/s	100 ms
20 to 39	SDSL	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 round trip time
< 2	ADSL (*)	1 Mb/s	256 Kb/s	100ms
2 to 9	SDSL	1 Mb/s	1 Mb/s	
10 to 19	SDSL	2 Mb/s	2 Mb/s	
20 to 39	SDSL	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 estimated for Live Store

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 Live Store product.

Number of concurrent users	Technology	Minimum throughput for download	Minimum throughput for upload	Maximum round trip time
< 3	ADSL (*)	1 Mb/s	256 Kb/s	100 ms
3 to 9	SDSL	1 Mb/s	1 Mb/s	
10 to 19	SDSL	2 Mb/s	2 Mb/s	
20 to 39	SDSL	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.

Network protocols to be authorized on the client side and recommended practices

- Network protocol TCP 443 must be allowed out towards Y2 servers.
- Prioritization of network protocols is recommended; otherwise you must guarantee not to disturb Y2 network flows by other network usages such as:
  - System updates
  - Software updates
  - Antivirus updates
  - Audio / Video streaming
  - Other "recreational" network usages
- Usage of proxy, cache and/or introspection of network protocols is not recommended.

- o If your company uses proxies, it is advised to exclude the Y2 Server flows from the proxies usage.

- o If you use a http proxy, it is advised not have the Y2 Server flows go through these proxies. Some proxy modules can slow the traffic down or generate disconnections:

  - ▪ If for example your Y2 Server is hosted through our SaaS solution, the following flows must be excluded for proxy usage:

    - https://*.cegid.cloud
    - https://*.cegid.cloud.cn

  - ▪ In this above SaaS context ; the access URLs would be the following (excluding POD China) :

    - https://9xxxxxxx-env name-retail-ondemand.cegid.cloud/y2 (9xxxxxx : client number, Env name. : environment name : ex prod)
    - https://retail-services.cegid.cloud/
    - https://retail-common.cegid.cloud/
    - https//:retail-connectors.cegid.cloud/
    - https:// retail-iot.cegid.cloud/
    - https://rfe.cegid.cloud/

  - ▪ For the China POD, the access URLs would be the following:

    - https://9xxxxxxx-env_name-retail-ondemand.cegid.cloud.cn/y2 (9xxxxxx : client number, Env name. : environment name : ex prod)
    - https://retail-services.cegid-cloud.cn/
    - https://test-retail-services.cegid-cloud.cn/
    - https://retail-common.cegid-cloud.cn/
    - https://test-retail-common.cegid-cloud.cn/
    - https://retail-iot.cegid-cloud.cn
    - https://test-retail-iot.cegid-cloud.cn/
    - https://rfe.cegid-cloud.cn/
    - https://test-rfe.cegid-cloud.cn/

- Cegid client support may need in certain situations to remotely access and control a client machine. In order to be able to do this, the site https://www.teamviewer.com must be reachable from client machines.

9. 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 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/Updates

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 after their release by Microsoft (prerequisite notes identify **explicitly** versions and levels of service packs supported).

Quality Update

Set of software fixes that corrects 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 one environment. Cegid therefore recommends testing the implementation of the Quality Updates in 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 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.

End dates of extended support for these products (which is the date Microsoft no longer provides security patches) are mentioned below. More detailed and comprehensive information is available: 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.

To guarantee the stability of its solutions deployed on Front Office P.O.S. systems in hundreds of stores, Cegid supports what Microsoft is committed to supporting for 10 years. That's why for Windows 10/11, Cegid only supports Windows 10/11 Enterprise LTSB and LTSC, and not the semi-annual versions of Windows 10/11 that have only a 18 months support.

Microsoft Products (Publisher's Information)		
Marketed product	End of extended support (mm/dd/yyyy)	Remark
Windows 10 Enterprise 2016 LTSB	10/13/2026	
Windows 10 Enterprise 2019 LTSC	1/9/2029	
Windows 10 Enterprise 2021 LTSC	1/13/2032	
Windows 11 IoT Enterprise LTSC 2024	10/10/2034	

Sources: https://support.microsoft.com/