



## Technical specifications required for the Cloud Solution

1	Computers and Tablets	<p>Most computers or tablets can be used to access the Cloud Solution. As each computer or tablet uses a different operating system, it is important to use a version of the operating system fully supported by the manufacturer.</p> <p>All discontinued or obsolete operating systems are not supported. We cannot be responsible for computers or tablets selected by the customer and therefore we cannot guarantee the operation of these kinds of devices.</p> <p>It is the same for remote connection software. It must be the latest version available.</p>
2	WiFi and Internet	<p>For a Cloud installation, a Firewall wired or wireless from the manufacturer FortiNet is mandatory and must meet the following conditions: a) it must be connected to a backup battery (UPS); b) if WiFi is used, the signal strength should be high and stable everywhere the service is used. You must also ensure that the internal software (FIRMWARE and FORTIGUARD) of the Firewall is at the latest version.</p> <p>A Cloud installation requires a minimum download speed of 10 Mbps and a minimum upload speed of 2 Mbps. The number of megabits per second must be adjusted according to the total number of sessions. A faster Internet connection will result in better performance. If your Internet service provider offers an intermittent Internet service, it is advisable to get a second Internet connection with another Internet provider to have a backup service.</p>
3	Network Protocol	<p>TCP / IP network protocol is required for a network installation. The DHCP or fixed IP addresses must be configured using a private network class A, B or C configuration. Les Progiiciels Concept inc., for standard purposes, recommends the use of Class C addresses or «192.168.xxx.001» to «192.168.xxx.255». The mandatory Subnet Mask is «255.255.255.0». The network cable required is the 5LS 155MBS or faster.</p>
4	Printers	<p>Printer drivers with a certified digital signature, given by Microsoft, are supported. It is important to always use the latest driver available on the Internet and not the one delivered on the CD-ROM. This also applies to coupons and barcode printers. Direct printing on LPT and COM ports is not supported. In addition, some printers are not compatible with Windows Terminal Server. It might be necessary to add a VPN connection between the customer's installation and Cloud to use them.</p>
5	Barcode Reader	<p>The Cloud Solution supports keyboard Wedge Barcode readers (Serial or USB). It is important to read the technical specifications of the Barcode Readers before purchase.</p>
6	TPV	<p>Only payment terminals with an RJ45 network port can work with the cloud solution. A site-to-site VPN is also mandatory.</p>

