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System Requirements

The minimum computer hardware requirements for each component are generally the same, although the Manager components will be much more demanding of disk space and memory depending on how many registers they are managing and how many simultaneous users are accessing them.

The following requirements are guides and should be treated as minimum configurations. Your configuration may require additional resources.

Point of Sale Clients (Registers)

Virtualization

Due to limitations in accessing some physical hardware through a hypervisor, the Point of Sale client software is not recommended to be installed on a virtual machine.

The exception to this rule is if 1) the only peripherals will be the receipt printer, cash drawer, and network connected payment terminal, 2) the cash drawer is controlled directly by the receipt printer, 3) and the receipt printer itself is provided by a physical host or is shared on the network. Then a client operating in a virtual machine can access the physical hardware via the network. If ANY other peripherals are required, including those with USB or Serial port connections, operating the client from within a virtual machine will likely not be feasible and is advised against.

Computer Hardware

- Processor - Core i3 (or equivalent) or higher recommended.
- 32 or 64 bit Platforms both acceptable
- 4 GB RAM (8GB or higher preferred) (Memory requirements vary by Operating System)
- 500 MB Hard Disk space (For applications & runtime. Database files and system logs require more space)
- 1024 × 768 minimum graphics resolution. (1366 × 768 HD or 1920 × 1080 FHD recommended)
- Standard Mouse & Keyboard. Touchscreens are supported, but not required.

Supported Operating Systems

- Windows 11 Pro or Enterprise
- Windows 10 Pro or Enterprise

Note



Windows XP, Windows Server 2003, 2003 R2, and Windows Vista, Windows 7, Windows Server 2008, 2008 R2, Windows 8 and Windows 8 RT, and Windows 8.1 are End-of-Life from Microsoft and are no longer supported.

Although the software will function, the use of Windows 7, Windows Server 2008, 2008 R2, Server 2008, or Windows 8 is unsupported and is at your own risk. Any operating system that is older than Windows 7 may not function.

Windows Mobile, Phone, IoT, and Embedded versions are not supported.

Point of Sale Hardware Peripherals

Requirements for specific peripherals will vary depending on the options enabled for the POS client.

Many peripherals are USB based. Make sure the computer has enough available USB ports to support all the devices it will need. If not, the use of a USB hub or optional expansion card may be required to provide additional ports.

Standard Peripherals (All Clients)

- Receipt Printer
- Cash Drawer

Optional Peripherals (All Clients)

- Barcode scanner
- Customer facing pole display

Required Peripherals for Online Payments

- An integrated Payment Terminal (all-in-one card swipe reader and PIN Pad terminal with advanced features)

Each type of peripheral has a list of supported models and manufacturers. Although the specific models will not be discussed here, the full list is available from the software reseller or vendor. Hardware models not on the supported list may still function, but operational status cannot be guaranteed.

Enterprise Manager and Location Manager

Virtualization

The Location and Enterprise Manager software both fully support virtualization and can be run from within a virtual machine. This includes VMWare and Hyper-V environments. Additionally, the database engine (Microsoft SQL Server) can also be virtualized on the same virtual machine as the software, or on a different virtual machine in the network.

If installing in a virtual environment, be sure the virtual PC has enough RAM and processor allocation to meet the other system requirements below. Also, beware of the network switching and routing requirements of the virtual environment. The suite components for the application must be able to contact and communicate with each other and with the database engine to function correctly!

Computer Hardware

- Processor - Intel or AMD Server class processor (e.g. Xeon, Opteron) is recommended.
    - Software can be run from desktop class machines. Core i3 (or equivalent) or higher recommended.
    - Software can be run from within Virtual Machines including VMWare and Hyper-V.
- 32 or 64 bit Platforms both acceptable but 64 bit is preferred for Enterprise Manager.
- 4 GB RAM (8GB or higher preferred) (Memory requirements vary by Operating System)
- 500 MB Hard Disk space (For applications & runtime).
    - Database files and system logs require more space. 500 MB for log files is recommended.
    - Enterprise Manager recommended free space is up to 10 GB or more for SQL databases.
    - Location Manager recommended free space is up to 2 to 4 GB for SQL database.
- 1024 × 768 minimum graphics resolution. (1366 × 768 HD or 1920 × 1080 FHD recommended)
- Standard Mouse & Keyboard. Touch interfaces not required, not all functions are touch-friendly.

Supported Operating Systems

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows 11 Pro or Enterprise
- Windows 10 Pro and Enterprise

Note



Windows XP, Windows Server 2003, 2003 R2, and Windows Vista, Windows 7, Windows Server 2008, 2008 R2, Windows 8, Windows 8 RT, Windows 8.1, Windows Server 2012, and 2012 R2 are End-of-Life from Microsoft and are no longer supported.

Although the software will function, the use of Windows 7, Windows Server 2008, 2008 R2, Server 2008, Windows 8, Windows 8.1, Server 2012, or Server 2012 R2 is unsupported and is at your own risk. Any operating system that is older than Windows 7 may not function.

Database Engine

The software is designed to run on a Microsoft SQL database, and as such the only supported option for production environments is some flavor of SQL server. The edition does not matter, and in fact the free Express edition is recommended for the Location Manager.

- Standard Edition SQL is recommended for Enterprise Manager. Express Edition is also supported, but beware of database size limitations
- Express Edition SQL is recommended for Location Manager when installing a single store location database on a single computer.
- If installing multiple database instances on a single computer for data center consolidation, the Standard Edition SQL is recommended, and Express Edition is discouraged.

Supported SQL Server Versions (any Edition):

- SQL Server 2022
- SQL Server 2019
- SQL Server 2017 (Microsoft Extended Support until 2027)
- SQL Server 2016 (Microsoft Extended Support until 2026)

*NOTE: SQL Server should have the latest Service Pack or Cumulative Update Release from Microsoft and should be installed in a Microsoft approved and supported configuration.

There may be restrictions on which SQL Server version is supported for your environment depending on compatibility with the version of the Windows operating system.

Please see Microsoft's guidelines and the Technical Support Policy for SQL Server for details.

Note



SQL Server 2005, SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, and SQL Server 2014 are End-of-Life from Microsoft and are no longer supported.

Even though the software will function, the use of SQL Server 2005, SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, or SQL Server 2014 is unsupported and is at your own risk. Any database engine older than SQL Server 2005 will not function.

Although the software user interface has options for Microsoft Access, this is ONLY for demonstration and testing purposes for lab environments. ONLY MICROSOFT SQL SERVER IS SUPPORTED IN PRODUCTION!

The database engine is not provided in the software installation. Therefore, installing and properly configuring the database server is a prerequisite to installing the software.

For more information on installing SQL Server for use with the Point of Sale, see the Administrative manual for any of the management products and the Appendix “Installing SQL Server for use with Management Software”