

System requirements for CLARITY & SUCCESS - Evolution Version

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A. Single work place systems

Would you like to purchase the hardware from CLARITY & SUCCESS?

Our computer supplier Dell is one of the leading European manufacturers of computers and IT infrastructure - www.dell.de. The company bases its strategic focus on innovative IT and good service in the business sector. A Europe-wide service network ensures a guaranteed on-site service with a fast recovery time. Dell is present in many key markets in Europe, Africa and the Middle East, as well as in the service sector in around 170 countries worldwide.

Hardware warranty and service

A three-year warranty and three years of free ON-SITE SERVICE for the computer. Valid in Germany and in many countries of the EMEA (Europe, Middle East and Africa), with a short response time on the next working day (Mon.-Fri.).

You get a "one-stop" service from our sales support centres. From the single to the complex multi-station system we offer you everything, including installation and training. A service support centre in your area installs the hardware on-site on request. If you like you can then receive on-site training. Please note that if one to two PCs are installed you will receive your hardware immediately after being fully configured at our training centre, and you will attend the low cost group training course.

We look forward to your call should you have any further questions.

Do you wish to purchase your PC from your LOCAL dealer?

If you wish to purchase your computer locally, you and your dealer should comply with our system conditions. We will gladly tailor the offer to your requirements and those of your dealer.

You order the PCs, monitors and the network components required from your dealer.

Please order the special hardware from us: Touch checkout, receipt printer, label printer, barcode scanner, checkout keyboard, checkout drawer, digital camera, etc. This hardware has been tried and tested by us. It is resistant and can be quickly replaced in the case of a defect. Important: In view of the large number of special products, only some of them are supported by our system. We would therefore ask you to make inquiries about receipt printers, label printers, barcode scanners and checkout drawers.

As soon as the dealer has installed the PCs on your premises, including any network you require, call us so that we can set up your PCs through remote maintenance. After the installation your employees will undergo training. Remember that if one to two PCs are installed, you can visit our training centre with your PC and, if applicable, attend a low-cost group training course.

If you bring your own functioning PCs for installation and training, please leave the PCs in the training centre up to 15:00 hrs. one day before the training session or connect them yourself. If it is nec-

essary for our engineers to repair or re-install your "old" PC, this will be charged at cost. We trust that this will guarantee a smooth training process the following day. We will carry out a shot system check with you. In this connection we will test your hardware for compliance with the system requirements we specify.

After the training you and your employees will be able to

- register a product
- print labels
- check it out
- carry out day-end closings

From that day onwards you will be able to work actively and professionally with CLARITY & SUCCESS software.

Note:

In the case of an on-site installation the hardware dealer should be accessible or present, for inquiries or hardware problems, upon consultation The following applies in particular to all the hardware supplied: All current drivers, manuals and CDs must be present, and installation delays due to hardware that has not been perfectly configured and deviations will be charged at cost at the normal hourly rate.

Please also bear in mind the following in this connection:

The software and hardware industry is one of the fastest growing industries ever. Innovations and ideas of today are often in use by the customer tomorrow. This has many advantages, but occasionally it has its disadvantages: Hardware and software are "open systems" with a great many interactions. Existing components do not necessarily interact "guaranteed fault-free" with newly installed components and therefore cause faults under certain circumstances. To obtain a PC system that is as fault-free as possible you must maintain it regularly, use the current versions of software, software drivers, software updates and virus scanners, and you must replace the PCs at reasonable intervals.

Workstation (stationary)

The workstation on which work is done with CLARITY & SUCCESS, is a standalone computer and not a terminal server. Various hardware components are connected locally to the computer (e.g. barcode scanner, checkout drawer, receipt printer, signature pad, label printer, digital camera).

The computer should have the following:

1. Operating system: from Windows 10 Professional 64 Bit up
2. hard drive: at least 250 GB, SSD
3. Working memory: 8 GB or even better
4. CPU: Intel Core i3 or better (min. 2GHz)

Interfaces:

1. a suitable USB, at least 2x USB3.0, 4x USB 2.0.
2. A serial connection/Comport, if necessary for card payment terminals or fiscal printer

Network card

Keyboard and mouse preferably cable-connected, to avoid empty battery problems.

All workstation PCs should be protected against power failure and current fluctuations with a USV if they are located in a region where such incidents frequently occur.

We recommend that you always protect the system, with the SQL Server Database, with a USV.

Checkout screen

A 16:9 screen with a resolution of 1280x800 pixels and a touch surface is recommended.

We recommend purchasing checkout hardware exclusively from CLARITY & SUCCESS, otherwise compatibility problems may arise.

Workstation screen

21 inch, with a resolution of 1680x1050 pixels or higher.

Hardware periphery

Reference is made exclusively to the hardware sold by CLARITY & SUCCESS, and we recommend that these be purchased from CLARITY & SUCCESS, otherwise further software licence fees may be payable.

Not all list printers, receipt printers, card printers, checkout drawers, barcode scanners, label printers, cameras, signature pads, payment terminals for credit cards, visitor counters, customer displays etc. are supported.

If you already have hardware and would like to continue using it with CLARITY & SUCCESS, please agree this with CLARITY & SUCCESS for compatibility and carry out a test.

Every hardware periphery connected to your computer or network requires the appropriate socket for this. Please note that you must make available for the connection adequate, correct connections.

Dedicated hardware servers

From three workstations (even in the case of the Express version), or from the use of the SQL SERVER 2016 (Standard or Enterprise), we recommend a separate database server on which no operative work is carried out. This should prevent the server from being shut down unintentionally and other workstations and checkouts from operating, since no provision is made for offline work.

The server should have the following:

Operating system: from Windows 10 Professional or Windows Server 2012 R2 64 Bit upwards.

hard drives: at least 250 GB, SSD in Raid 1 system (mirrored)

Working memory: 8 GB or even better

CPU: Intel Core i5 or better (min. 2 GHz)

The server must be protected against power failure and current fluctuations with a USV.

Operating system

Microsoft from Windows 8 is required as the operating system.

From February 2017 up to Windows 10 will be supported. More recent operating systems or Windows 10 function updates must be requested in writing from CLARITY & SUCCESS and cannot easily be used.

Apple or Linux is not supported. Virtual Windows machines on these operating systems are definitely not recommended for long-term use and cannot support peripheral devices.

SQL server licence

The CLARITY & SUCCESS software products operate with an SQL Server 2016 database.

You will receive from us a free of charge licence from MS SQL SERVER 2016 Express. You have no access to the database, which is automatically deactivated by CLARITY & SUCCESS Software, even if you were previously an administrator of the SQL server. On setup CLARITY & SUCCESS installs its own SQL Server Instance. It is not necessary for you to install your own SQL server. If you already have your own SQL Server Instance, CLARITY & SUCCESS installs its own instance for this.

For customers with large data volumes (e.g. more than ten workstations of many years of use of the software) we recommend, in the case of speed losses, a more powerful SQL SERVER 2016, e.g. the Standard or Enterprise versions, which support several CPUs and larger working memories. This OEM SQL Server versions can be purchased from CLARITY & SUCCESS and may be used exclusively for the CLARITY & SUCCESS software. If you have installed your own SQL SERVER 2016 Standard or Enterprise version, it is necessary for you to create your own instances for the CLARITY & SUCCESS software, to which only the software has access rights and has adequate workstation access licences.

There are no read and write rights to the SQL server instance of CLARITY & SUCCESS software products. If this is required, interfaces or web services of CLARITY & SUCCESS can be programmed for you free of charge. These are not subject to maintenance contracts.

Software periphery

The CLARITY & SUCCESS software interacts closely with the Microsoft Office products. Word, Excel and Outlook from the 2013 version are supported.

.NET Framework 4.5 or higher is required for operating the CLARITY & SUCCESS software. A PDF printer in a current version is recommended.

What type of network is the right one?

If in your company you use CLARITY & SUCCESS on several computers, these computers must be interlinked so that the main database is made available centrally to all workstations. There are many different possibilities for interlinking, and if you select a concept that is unreasonable for this purpose you must expect an enormous administrative expense and high costs. Large companies with dozens or even hundreds of workstations can afford to work with complicated networks as they employ specially trained staff for the maintenance and management of the network. The typical situation in a jewellery business looks quite different. Here only a small network with few users is required. Such a network should be simple and transparent, for only in very rare cases will there be an EDP expert among the employees. If you work with too complicated a network you will run the risk of having to call in an expert for the slightest adaptation and change of settings - and in the long run that will be very expensive. You do not need the increased data security of large networks highlighted by many dealers since the authorisations of the individual employees are issued directly in the CLARITY & SUCCESS program. Access protection at user level in the network is therefore unnecessary. In order to keep the network uncomplicated, pay attention to the following notes: Where there are up to four workstations you do not require a dedicated (separate) server. A peer-to-peer system with workstation computers having the same authority, one of which simultaneously acts as a server, is wholly adequate. Do not set up different profiles at the workstations, but only establish a single user who holds all the authorisations. The authorisations of the individual employees are regulated by CLARITY & SUCCESS. Profiles are only normal in large networks. They are not required for jewellers and may even lead to serious problems. On all the computers in your network you must necessarily set up the same operating system. A mixture of systems can lead to serious problems.

LAN network

If you use more than one PC in your business, you must also have a local network (LAN). This is an obligation for all connected fixed/stationary workstations.

Cable connected from 1 GBIT/sec, even faster for screen data transfer and digital documents.

We recommend that the network be installed and set up for you by an electrician or computer engineer trusted by you to ensure that it operates both safely and properly. Make sure that your network cards match the speed of your network infrastructure.

WLAN Wifi network

Required if you want to work with a Wifi connected Notebook, Tablet or Smartphone. Not recommended for fixed/stationary workstations.

Adequate illumination/cover in all the required areas within the business. If possible work with Wifi

amplifiers/boosters.

Use n-WLAN Standards (IEEE 802.11n).

Cloud Server

Cloud Database for CLARITY & SUCCESS

It is possible for jewellers to outsource the database of the CLARITY & SUCCESS Jeweller Management Software on a Cloud Server (high availability server on the Internet), thereby saving resources for hardware and network in the shop.

Conditions

The jeweller himself must lease the server. Recommendations for suppliers may be requested from CLARITY & SUCCESS.

The care and maintenance of the server (operating system and hardware), as well as the data protection of the same, are the responsibility of the jeweller.

Continuous Internet access (flat-rate tariff) is required for all workstations on which the CLARITY & SUCCESS software is installed.

Recommendation

We generally recommend that you operate your database on your premises in protected business rooms. Since CLARITY & SUCCESS software stores your data on an SQL server, this server can also be stored on a Cloud Server connected to the Internet.

The set-up for a database in the Cloud is charged at a one-time fee of £200 so that work on a database is set up on the Internet.

£30 per shop per month are also charged for the higher support expenditure.
(prices from 09/2017, please ask for current prices)

Branch associations

An Internet connection is required for interlinking several branches. Here the CLARITY & SUCCESS DTS software is used, together with a web service installed in the centre. A fixed IP is required in the centre. For detailed information please see chapter B.

Data back-up

Data backup is a MUST for every customer.

Generally a daily incremental backup is recommended.

The CLARITY & SUCCESS software (product management and checkout) makes a daily backup of the SQL server database at the first start up (per day) of the software and stores this in the standard directory (Backupdb.exe). To ensure that an infinite number of backups are stored on the hard drive, you must incorporate the BackupClean.exe in your task planner and execute it once a day.

Since the backups made by the CLARITY & SUCCESS software itself are stored on the same hard drive as the database, it is also necessary to incorporate external data backups.

The backup could require additional hardware or involve the use of an online service. Please consult your local engineer.

CLARITY & SUCCESS offers a fee-based, automated backup service which also stores the backups daily on a Cloud Server.

You are responsible for each backup and its inspection and checking for recoverability.

All data which belong to CLARITY & SUCCESS software should be backed up, e.g.: SQL server, images, documents and template paths, inventories, any content from the CS software folder of the server.

Installations of the SQL server on a dedicated server:

As external data storage we recommend tape backup with a weekday tape and an archived monthly

tape. The customer must supervise this tape backup himself.

Installations of the SQL server at a workstation:

Generally we recommend providing the workstation operating the SQL server with a hard drive Raid 1 system.

As external data storage we recommend two 2.5 inch SSD USB 3.0 external hard drives which are used at the change of the week and what is unused is safely stored outside the business premises. For storing the data on this hard drive we recommend the Software Acronis Backup in the most up to date version.

Installations on a Cloud Server:

Cloud Servers have several hard drives which are written at the same time and therefore intercept the failure of a hard drive. If, however, the server fails completely backups of this server are performed once a day by the server provider.

Remote maintenance

For your support CLARITY & SUCCESS uses the remote maintenance software TeamViewer. The TeamViewer Quick Support is installed together with CLARITY & SUCCESS on the customer's computer and can be called directly from the CLARITY & SUCCESS application.

If the customer installs his own version of the TeamViewer software, it must be ensured that he only installs a version which is currently being used by CLARITY & SUCCESS, otherwise CLARITY & SUCCESS can no longer carry out remote maintenance.

No other remote maintenance software is supported by CLARITY & SUCCESS.

Internet

At least permanent Internet access (flat rate tariff) is required for a workstation or server. Updates and licence data are exchanged on this. The costs of the Internet must be borne by the customer. The speed should be at least DSL 384 Kbit/s (ADSL).

If you want to access your data outside (e.g. data input from home) the LAN/network, a speed of at least 6,000 Kbit/s download rate or 1024 Kbit/s upload rate (ADSL) is recommended, preferably faster (e.g. to be achieved with SDSL or its derivatives). Here a fixed public IP address of the provider or a DYNDNS address is also required (the costs must be borne by the customer).

Many valuable software features, such as notifications, Email, integrated credit card processing, remote support and the downloading of updates, require a reliable high-speed Internet connection. Moreover, a high-speed Internet connection is strongly recommended to ensure that CLARITY & SUCCESS is able to make available the highest level of support.

If you have two or more business premises, and would you to have these connected in a multi-store configuration, a high-speed Internet connection is also essential here. Please speak to CLARITY & SUCCESS if you cannot obtain a stable, fast Internet connection for all the sites.

Router / Firewall

If you want access to your data from outside via an Internet connection, you must protect your computer systems in the business from undesirable attacks from outside with a firewall.

We recommend the use of freely configurable and high quality routers (e.g. LANCOM, FritzBox, SpeedPort) with the following functions:

DHCP activated, Port Forwarding (SQL Server communication), integrated firewall

CLARITY & SUCCESS must be granted administrator access to set this up via the Internet.

In the case of Business Internet connections there are no facilities for gaining access to the router. This should be clarified beforehand.

Internet filter

If you have activated a content, MAC or Internet filter, this can have a negative influence on speed when working in the network or on the Internet.

Virus scanner

Every computer must have an up to date, valid virus scanner licence which does not disturb the running of the CLARITY & SUCCESS software.

AVIRA is strongly recommended as virus protection and can be purchased from CLARITY & SUCCESS.

Only one virus protection may be active.

Using a different virus scanner than AVIRA, our support will not be able to assist you in case of emergencies just as: No download of updates, no performing of updates, no start of programs, software is not running etc.

Loyalty scheme

For the CLARITY & SUCCESS loyalty and customer loyalty scheme an Internet connection to the computers used is required. Here access licences for the Cloud SQL Server are required for each workstation.

APPs such as BERLIN mobile POS, STOCK-TAKE and REPAIR

The BERLIN App is software which can be installed on iOS9 from Apple, and from Android 6.0 on Smartphones and Tablets. Here we recommend a screen of at least 5 inches, a working memory of at least 2 GB and a processor from Quadcore or faster and an adequately free internal memory space for the local storage of product images.

BERLIN can only be used in conjunction with the Jewellery Management software from CLARITY & SUCCESS from Version 3.0 and the Bronze module, together with a configured Wifi and Internet connection and an installed IIS Server (for the CLARITY & SUCCESS BERLIN web service) from Microsoft, which is professionally inclusive from Windows 10.

An installed web service is required for the App function, and a fee is payable by the customer for set-up by CLARITY & SUCCESS.

The connection to the web service is provided by the following backup measures: SSL Certificate (SSL certificates must be purchased, e.g. on <https://www.sslmarket.de/>).

Storage of data Only information on the products and, if necessary, customer data are stored intermediately during run time on the App. When ending the App these data are deleted. The data are only queries and displayed by the web service in portions. The data are stored in the SQL Server database of the Jeweller Management Software.

In the ISS server you can set whether the App is to be used in the local Wifi only or worldwide on the Internet.

LST (Live Sales Tracker)

An Internet connection to the computer being used is required for the Live Sales Tracker. Here access licences are required for the Cloud SQL server at each workstation.

Payment terminals

Payment terminals, among other things, for credit cards and magnetic strip, NFC and chip card readers:

If you want to use the integrated credit card processing function from CLARITY & SUCCESS, you must coordinate and agree the selection of the payment provider, the acquisition of the hardware and the connection to CLARITY & SUCCESS. Not all devices are compatible and CLARITY & SUCCESS can tell you what systems in your country are compatible with the software. It is not always guaranteed that devices will be compatible for every country in the world. A monthly/annual fee must be paid for support and updates to use the payment terminal interface.

However, each payment terminal can be also be operated in parallel without being connected directly to the checkout by entering the amount directly on the device.

The costs of payment terminals and transactions must be borne by the customer.

Video monitoring

When installing a video recording solution a network cable with PoE must be provided in the location of the cameras. The cable must lead to an accessible switch or router in the business. The installations must also be followed.

For recording, which should preferably only take place where there is movement, a special video recording hard drive with 3 TB data memories from CLARITY & SUCCESS is recommended. The software is installed on the PC of the SQL server and the PC must always be switched on.

For the image viewing of the camera via the Internet (e.g. Smartphone) the router configuration must be adapted accordingly by Port forwarding from CLARITY & SUCCESS.

Visitor counter

When a visitor frequency counter is installed above an entrance door, a network cable with PoE must be provided in the position of the device. The cable must lead to an accessible switch or router in the business. The installation instructions must also be followed.

B. Branch systems

B.1 Head Quarter

Main PC / server

Operating system: Windows 10 Pro / Windows Server 2016 or 2019

Processor: i5 or higher

Processor speed: ≥ 3 GHz (min. 2.6 GHz).

RAM: ≥ 8 GB (best 16 GB).

Memory: at least 500 GB HDD/SDD, but 1 TB is preferred in case of 2 or more branches. RAID1 is recommended

LAN Port: ≥ 1 Gbit (no WLAN)

Domain controller

Clarity & Success should not be installed on a domain controller. But if it is needed, Clarity & Success should be installed on a virtual machine (VM).

The Clarity & Success server requires an SQL and an SMB release for the client PCs.

Internet connection

Upload speed: > 5 Mbit/second (best ≥ 10 Mbit)

Download speed: > 30 Mbit/second (best 50 Mbit)

Recommendation: All locations should have a VPN Site2Site connection. This way, there is no need for a static WAN IP as well as for a NAT rule in the router of the branch. Additionally all data flow would be encrypted.

Tip:

FRITZ boxes are easy to connect via VPN Site2Site and contain MyFritz.Net service. This service is for free like DynDns, NoIP etc. and allows to establish a fixed reference.

Optional if the requirements as stated above are not possible:

Static IP4 or DNS name (for data exchange between the Head Quarter and the branches a fixed reference on the Internet is necessary. That's why the Head Quarter needs a static WAN IP4).

IT contact partner

Please provide us the name, email and phone number of an IT contact person at your side. This contact partner should take care of all the requirements being in close contact with us

B.2 Branches

Computer

The computer should meet our requirements as stated in chapter A.

Internet Connection

Upload speed: ≥ 5 Mbit/second or more

Download speed: ≥ 10 bis 25 Mbit/second or more

CLARITY & SUCCESS SOFTWARE GMBH

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