

System Requirements

Operating Systems

RB Retail & Service Solutions Point of Sale and Business Management software requires a Windows operating system and can be configured to run on either a server-client basis or a host-client basis. Server 2008 R2, Server 2012, Server 2012 R2, and Server 2016 are compatible server operating systems. Windows 7, Windows 8, Windows 8.1 and Windows 10 are compatible host or client operating systems. Please note Windows Vista and Windows 8 RT are not compatible as host machines. If using Mobile Live, Windows Small Business Server cannot be used as a host machine. Windows Server 2008 is not supported and must be patched to Windows Server 2008 R2 to be used.

Required Software

Microsoft Office Access 2007 or newer (included in the Microsoft Office Professional Suite) is required on at least one networked machine. It is *recommended* that all machines with RB Retail & Service Solutions have Microsoft Word and Microsoft Excel (2007 or newer) installed for greater functionality.

Accounting Integration

Accounting integration is available with QuickBooks® 2010 Pro, Premier, and Enterprise. The QuickBooks® Integration requires at least one networked computer with one license of RB and QuickBooks® installed on the same computer. RB Retail & Service Solutions creates Journal Entries, which can be exported to Excel to import into other accounting platforms.

NOTE: We do NOT integrate with QuickBooks Online services at this time.

Internet

All machines operating RB Retail & Service Solutions must be hardwired to the Internet. A wired connection helps promote network reliability and ensures a constant connection to the server or host machine. A constant Internet connection of Cable, Broadband, or DSL is required.

RB Retail & Service Solutions does NOT support wireless network connections, except for Remote Desktop connections.

Hardware Requirements

Server Hardware

RAM: 16GB Minimum. 128 MB per Remote Session Required. (256MB per Remote Session Recommended)

NIC: 100 Mbps Minimum Connection Speed. 1Gbps (1000 Mbps) Recommended.

Drive Space: 500 GB + 5 GB per Remote Session Free Space

Operating System: Microsoft Server 2008 R2 Standard Edition or newer.

If multiple locations, will need to use a VPN with Remote Desktop Services (RDS) and volume licenses of Microsoft Word/Excel for each RDS user.

Cloud Hosted Server

RAM: 16GB Minimum. 128 MB per Remote Session Required. (256MB per Remote Session Recommended)

NIC: 100 Mbps Minimum Connection Speed. 1Gbps (1000 Mbps) Recommended.

Internet Speed: Minimum 25Mbps

Drive Space: 500 GB + 5 GB per Remote Session Free Space

Operating System: Microsoft Server 2008 R2 Standard Edition or newer.

VPN Connection to the Cloud server

1 license of Microsoft Access 2007 or higher installed on the RDS Server or Domain Controller.

Volume licenses of Microsoft Word/Excel for each RDS user.

***Port forwarding configuration is required for RB Mobile Live purchase. Check with your cloud server hosting provider, as this service may not be offered.**

Hardware Requirements Cont.

Host and Client Machines

Computers purchased running Windows 7 or newer operating systems are considered to have hardware requirements sufficient to run RB Retail & Service Solutions.

Remote Desktop Services (RDS) Client Machine

Operating System – The client machines can be Windows 7, Windows 8, Windows 8.1 or Windows 10.

Required Programs – The RDS Client Machine must have Remote Desktop installed and setup in order to connect to the server through Remote Desktop Services.

Network Connection – Because the RDS Client Machine is connecting to the server through Remote Desktop Services, it can be setup as a wired connection with an Ethernet cable, or a wireless LAN connection. Both connection types will need to use a **VPN connection** to the server.

Register Requirements

Receipt Printer

Receipt Printers must be accessible through Windows. For best results, the printer and driver in use must be Star or Epson compatible.

Recommended receipt printer: Star TSP 100 / 143

Barcode Scanner

Any Barcode Scanner with one of the following connection types

USB

Keyboard Wedge

If you open a text editor such as Notepad, and scan a barcode, you must be able to see it in the text editor. This is how RB Retail & Service Solutions will see the barcode.

NOTE: for barcodes printed through RB Retail & Service Solutions, the reader must be able to read Code 39 barcodes.

Other products may have EAN13 or UPCA barcodes, and it should support these as well.

Pole Display

Bematech (Logic Controls) PD3400 or other EPSON Command Set Pole Displays.

Must use the EPSON command set

Must use a physical or virtual Serial (COM) port.

Connect with USB Serial, or USB to Serial Adapter.

NOTE: Many different versions of Pole Displays are available. If your model does not support the EPSON command set, it may not display information correctly or at all.

PIN Pad

USA- EMV/Chip PIN pads

**Processor specific, contact RB Support for compatible models*

Canada- EMV/Chip PIN pads

**Processor specific, contact RB Support for compatible models*

Ethernet/LAN network connection

Mobile Card Readers

For use with Mobile Live currently only available in the US with integrated processing partners.

Devices are to be purchased from processor to ensure proper encryption injection.

Glossary of Terms

Operating System- Software that communicates with computer hardware. RB Retail & Service Solutions requires Windows operating systems.

Host- A computer that acts as a server for other computers on a network. This computer will host the RB Retail & Service Solutions database in a single non-remote desktop service setup. The host computer can be used as a workstation to access RB Retail & Service Solutions.

Client- A computer that has RB Retail & Service Solutions installed. The client computer access the database from the host.

Server- A server delivers information to client computers that connect to it. When users connect to a server, they access programs, files, and other information from the server's database.

Internet Connection- Provided by either a cable, broadband, or DSL company. This connection must be constant and accessible through the network. Every computer must be hardwired to the network with speeds greater than or equal to 100 Mbps.

LAN- Stands for Local Area Network and refers to a computer network limited to a small area such as a business.

PCI – Payment Card Industry. The governing body that ensures organizations which deal with credit card and payment card data are taking proper measures to protect customer financial data.

Remote Desktop- Also known as *Remote Desktop Services* are applications that make it possible to view other computer's desktops on your computer.

Systems Check- This is performed after purchasing RB Retail & Service Solutions to ensure the existing hardware and software meet the requirements.

Security- Your network security must pass [PCI Compliancy Standards](#). Antivirus software is required.

VPN – Virtual Private Network – Is a type of connection that is encrypted to protect data from being viewed from external sources. This is a PCI – requirement when Credit card transactions take place on a network.

RB Retail & Service Solutions can only be installed on machines with valid product licenses and no computer viruses. All Windows Operating system updates must be performed prior to installation.