Kudos System Requirements

1. Operating Systems

Kudos is compatible with; Windows 10 Pro, Windows 10 LTSB/ LTSC, Windows 11 pro and current MS Supported Server 32 or 64 bit operating systems.

We will not install or support PC's with Windows XP, Vista, Server 2003, Windows 7 Pro, Server 2008 or any earlier operating systems.

Kudos Windows application will not work on Apple OS, Linux or any other Operating Systems

Virtualised Environments
Hosting SQL server on a virtual machine (VM) is complex. Resource allocation must be considered carefully. We will not support Kudos installed on a VM host such as a Hyper-V host, VMware host or Oracle Virtual Box host. Kudos and SQL should be installed on a dedicated VM with enough resources to cover the number of concurrent clients and size of databases. Please discuss the proposed installation with the Kudos support team.

Hosting SQL Server
SQL Server should not be hosted on the same physical or virtual machine as MS Exchange, RDS, AD, or virtualisation host.

Kudos Apps
Kudos Apps run on Android 10 or above. Any device running Android 10 will run a Kudos app. The POS app needs a 10 inch screen size, it will not run on a mobile phone.

2. Networking

Kudos is compatible with Microsoft networks - Workgroup for small network or Windows 2012/2016/2019 Server domains.

3. SQL Server

The database used by Kudos is Microsoft SQL Server. This can be either be hosted on a good specification PC or on a dedicated Windows Server.

3.1 SQL Server Express - For up to around 8 Users
For smaller sites, Microsoft SQL Server 2017 Express or later will be installed. This is a cut down version of Microsoft SQL that we can distribute free of charge. SQL Express can be used for systems running on a single processor with database size of less than 10 GB.

3.2 SQL Server Other Editions
For larger installations, the full version of Microsoft SQL may be required

This is normally installed on Windows Server. If SQL is already installed on your systems (by someone other than Kudos) please call the support line to ensure that the configuration can support the Kudos database.

Please call Kudos before you purchase any server software or to discuss any software / hardware issue. We will be happy to help and advise you.

Minimum System Hardware Requirements

Please note that these are the <u>minimum</u> hardware requirements. We always recommend, when purchasing a PC or server, that you invest in a high specification machine that will provide the performance necessary as technology develops.

New PC's

If you are going to invest in a new PC, Kudos recommends the Dell Optiplex range of PCs for performance and networking ability. If you choose a PC from another company, it should be a high quality badged PC (from a known, trusted and quality company). Please call us if you need any help, or if you would like Kudos to recommend a system. The minimum specification is detailed below.

Please be aware that if you are buying a new PC to be used with <u>existing</u> point of sale hardware, you must check the ports used on the old PC to ensure that the new PC can support all the existing POS hardware. The minimum specification is for a host or terminal that is running Kudos ONLY. If the terminal is used for other applications, particularly Office etc. then a much higher specification is needed.

a) Kudos Host (Server)

Component	Minimum For Single user	Recommended Minimum for two users
Processor	Intel 2.0GHz Dual Core	Intel Core i5
Memory	4GB	8GB
Hard Drive	80GB	128GB
Operating System	Windows 10 Pro or LTSB/C	Windows 10 Pro or LTSB
Network Card	1000 mbps	1000mbps

Point of Sale or System Terminal

Component	Minimum	Recommended
Processor	Dual Core 2.0GHz	Intel 3GHz dual core
Memory	4GB	8GB
Hard Drive	40GB	80GB
Operating System	Windows 10 Pro or LTSB or C	Windows 10 Pro or LTSC
Network Card	1000 mbps	1000mbps

Ports Requirements on New PCs

Point of Sale hardware requires systems to have serial ports. The number of serial ports varies from manufacturer to manufacturer and should be checked by the customer. Customers should check with their IT supplier and Kudos that the system they are purchasing can run the full point of sale peripherals. Please take a few moments to review the hardware port table at the end of this document. **If you are in any doubt, or need help, please call Kudos on 01548 843586.**

Existing PCs

For existing PC's, Kudos recommends the following minimum specification.

Point of Sale or System Terminal

Component	Minimum	Recommended
Processor	Dual Core 2.0GHz	Quad Core J1900 or better
Memory	2 GB	8 GB
Hard Drive	40GB	80GB
Graphics	16Mb	32Mb
Operating System	Windows 10 Pro or LTSB	Windows 10 Pro or LTSB
Network Card	100 mbps	1000mbps
Ports	1 Serial	2 Serial

General Information

Networking

Kudos recommends 1000mbs Gigabit networks. Use a good quality switch or router.

TCP/IP and File & print sharing need to be enabled.

Any Firewall needs to allow LAN traffic for the local IP range and should allow SQL Server and Kudos to run across the local network

Cabling should be Cat5e or CAT6 to recognised standards. We recommend building cabling should be installed by a trained professional.

We will not support Kudos running across a wireless network for a point of sale terminal. Experience has shown that wireless networks are fine for internet access and file sharing but can cause problems for running a database application such as Kudos. There is no substitute for a properly cabled network. For terminal other than for point of sale it is possible to utilise a wireless network providing it conforms to strict parameters. The network will be to the 802.11.n/a/c standard and be at a speed NEVER less than 100mbs. If it cannot be guaranteed and certificated that these prerequisites are met, we will not be liable if there is a database corruption or data loss as a result of poor wireless network connection. Our support team will not get involved in troubleshooting poor or troublesome wireless network connections. Any work involved in recovering data or rectifying any other problems caused by the wireless network will be chargeable.

Antivirus

We recommend that you protect your PCs with malware protection that is updated regularly. Any 'security suite' type products will need to be configured to allow Kudos to work properly across the network. Any time taken by our staff configuring your protection system will be at your expense. **Antivirus protection products can use large amounts of RAM. Be aware that you may need to upgrade the RAM when upgrading antivirus products.**

Backing Up Your Data

There is a schedulable application that creates offline copies of the Kudos SQL databases so that these can be backed up. The application compresses ('zips up') these files.

NAS (Network Attached Storage) Drive or online remote backup are good secure ways of backing up the databases. For small sites a USB Memory stick or portable hard drive can be used and the backups taken offsite.

It is the customer's responsibility to ensure that scheduled backups are monitored on a daily basis and that any problems should be reported to kudos or their network administrator.

Recovering Kudos and data after hardware failure is chargeable work.

Printing

Point of sale receipt printing
Kudos sell and support a range of point of sale (PoS) receipt printers. Please call to discuss options.

Invoice and Report printing
Kudos is compatible with Windows Network printing and will print to most common laser and inkjet printers.

Customer Support

For general technical support and maintenance, Kudos use the web based applications 'Go To Meeting' and 'Team Viewer'. Other customer specific remote access solutions can be used, but customers should note that if Kudos is required to configure specific solutions, then an additional cost may be incurred. Please call us if you would like to discuss remote access to your PC. We will be happy to work with your IT support team or hardware supplier.

Point of Sale Hardware Port Requirements

Hardware	Port Requirements
Touch Screen Monitor	USB or serial options * old models will be serial only
Till drawer	Connects to receipt printer. No port necessary
<u>Scanners</u> Opticon Honeywell Voyager Honeywell Orbit MS7120	All new scanners are supplied as USB PS2 Keyboard wedge not supported.
Standard Customer Display Unit Epson DMD 110BA Customer display unit for U210D & TM-T88iii Aures OCD100	Serial Please note that the receipt printer plugs into the CDU so only one serial port is required for both pieces of hardware. However, in rare circumstances such as using the printer sharing module, these would require a separate serial port.
Zebra GK420T Ink ribbon barcode printer Zebra ZD410 or GK420D Thermal barcode printer	USB / Parallel / Serial (comes with all 3 options). Network version available.
Epson U220D - Dot matrix receipt printer Epson TM-T88V - Thermal receipt printer Epson TM-H5000ii - Thermal receipt & wide carriage impact slip printer Aures ODP200, ODP333, TRP100	Serial preferred. USB is available on some printers and some have a network option. Serial interface plugs into the CDU (if being used)
Epson DMD 110BB Customer display unit for TM-H5000ii	Does not require a port as it plugs into the TM-H5000ii printer.
VeriFone Engage Pin Pads	USB or Serial
Avery Scales	Stand alone or serial if integrated

Important – Please Read

In order to ensure that you make best use of Kudos' time on site, you should ensure that all machines will be "up and running", connected to a printer and to your network and all Windows updates have been installed BEFORE the arrival of our personnel to install Kudos and its associated devices (POS kit, Barcode Label Printers, PIN Pads etc).

Kudos on site time is charged on that basis – time on site – so such preparation is in your interests in order to ensure that the program can be completed as soon as possible. Should this over run, a further charge will be made for additional time. While we will try, we cannot guarantee to be able to extend time on site at the same visit as our personnel may have other appointments to attend.

Please call us if you have any questions or need any help prior to installation.