

Before you begin your upgrade

POS Hardware Requirements 2023

Supported operating systems and hardware for the Server

- Windows Server 2022.
- Windows 11 or 10 PRO (64-bit) – with the latest patches and updates applied.
- Windows 11 or 10 Home (64-bit) is acceptable but does not offer BitLocker encryption, Windows Information Protection, Remote Access, Client Hyper-V, or Update for Business.
- 64-bit is required if you are using 4GB or more RAM.
- A 64-bit processor means it can access over four billion times the physical memory of a 32-bit processor.
- We recommend a minimum of 8GB of RAM for a set-up of 1 – 3 PCs, 16GB for 4 – 6 PCs and 32GB for 7+ PCs.
- An NVMe or SSD (Solid State Drive) is recommended due to an increase in speed, lower operating temperature, and power usage). To address storage concerns required of most servers (email, spread sheets, accounting programs, web browsing) 512GB is recommended but should be no smaller than 256GB.
- The processor determines the number of tasks that can be performed at one time. We recommend an Intel i3, i5 or i7 processor with 4 – 8 cores clocked between 2.5 - 4GHz.

Supported operating systems and hardware for the workstations

- Windows 11 or 10 PRO (64-bit) – with the latest patches and updates applied.
- Windows 11 or 10 Home is acceptable but does not offer BitLocker encryption, Windows Information Protection, Remote Access, Client Hyper-V, or Update for Business.
- Point of Success will release 64-bit only software starting 2022.
- 64-bit is required if you are using 4GB or more RAM.
- A 64-bit processor means it can access over four billion times the physical memory of a 32-bit processor.
- We recommend a minimum of 8GB of RAM.
- Due to the POS system residing on the server, the SSD can be 64 – 128GB.
- The processor demand is decreased allowing the use of a newer Intel Core i3 or i5 processor with 2 – 4 cores clocked between 2.0 – 3.2GHz.

Display

- Minimum display resolution for order entry workstations is 1024 X 768.
- LED for Server 1024 x 768. Touchscreen for Order workstations. Restaurant hardened all-in-one computers offer fanless designs which are ideal for pizza restaurants or bakeries/cafes.

Input Devices

- Fingerprint login is supported under both 32-bit and 64-bit operating systems. Fingerprint login is not supported with Remote Desktop Services connections.
- Windows Keyboard and Mouse.

Electronic Scales

Point of Success was developed with and tested with the following scales:

- CAS PD-II (With the CAS serial cable part number 7880-PD0-4128 – Cable terminates in a 9-pin serial connector that will require a USB to serial converter if the connected computer does not have a serial port)
- Avery Berkel Weigh-Tronix 6720

These are the recommended and supported electronic scales for Point of Success. Other scales that accept a “W” command (with a carriage return) for weighing then return the weight of the item will likely work with Point of Success but are not supported.

If you choose a 64-bit operating system you need to be aware that all drivers for your POS peripherals, including printers, touch screens and pole displays, must be available for the 64-bit operating system. Confirm driver availability with the hardware manufacturer.

Maximum Number of Users

Windows operating systems have limits on the number of peer-to-peer network users that can connect to the data host computer. The following are the user limits for each listed operating system:

- 9 Users for Windows 10. Microsoft reports a total of 20
- 64K for Windows Server.

Using the wrong operating system on the data host computer can cause unexpected workstation disconnections, database damage and data loss.

System Requirements and Hardware Recommendations

Point of Success uses common, inexpensive computer hardware and networking components. Any compatible system may be used if it meets these requirements:

Receipt Printers

We recommend selection of one of the following printers to simplify set up of your system:

- Epson TM-T88III
 - Epson TM-T88IV
 - Epson TM-T88V
 - Epson TM-U220
 - Epson TM-U230
 - Epson TM-T20
 - Star TSP100
 - Star SP500
 - Star TSP600
 - Star TSP650
 - Star SP700
 - SNBC BTP-2002NP
 - Samsung Bixolon SRP-275
 - Samsung Bixolon SRP-500
 - Your report printer can serve as a backup in the event a receipt printer stops working.
- Any Windows-compatible plain paper full page printer will work.

Note: Customer Receipt printers must be the same make and model on all workstations because only one customer receipt printing template is available for use on all Customer Receipt printers. Other POS printers in the system, like prep or delivery dispatch printers, can be a different make and/or model.

Cash Drawers

Point of Success works with any make or model of printer-connected cash drawer. Purchase a cash drawer designed to work with your POS printer. Depending upon the printer selected, one or two cash drawers may be used for each printer.

Cash drawers connected directly to a computer with serial, parallel or USB ports are not supported.

Box Label Printers

- Cognitive Advantage DLX
- Star TSP-800 (Direct thermal, this printer may be promoted as a receipt printer. It works very well with the 1" high by 4" wide labels, Star part number 37995120, designed for the printer.)

Bump Bars

The Point of Success kitchen monitor feature supports the following bump bar hardware:

- Logic Controls KB1700 (IBM bump bar compatible legend sheet)

A complete computer is required to use the kitchen monitor feature. Orders may be bumped from the kitchen monitor using a keyboard, mouse, touch screen or bump bar.

Pole Displays/Customer Displays

Point of Success supports pole displays/customer displays:

- Epson and compatible two line displays
- Partner Tech CD7220
- Display must offer a serial port connection

Kitchen Monitor/Expediter Monitor

The Point of Success Kitchen Monitor/Expediter Monitor features are part of the Order Entry program. No proprietary kitchen display hardware is required; this feature runs on a standard networked computer. You may only run one copy of Order Entry per computer. The purchase of additional licenses may be required for each computer running Kitchen or Expediter Monitors. Please call 800-752-3565 for pricing.

CentralPoint Email Requirements

CentralPoint Headquarters requires a standard POP3 email account to receive data transferred from Remote modules. Webmail is not supported for receiving financial or customer data transferred from Remote modules.

CentralPoint Remote requires access to a standard SMTP outbound email server for sending data to the Headquarters module and for emailing scheduled reports. Webmail is not supported for sending data or reports from the Remote module.

Receiving Emailed Reports – The CentralPoint Remote module can produce Point of Success reports and email them to any email address. These reports can be received and viewed with any email account, including webmail accounts. The receiving device must be able to view .pdf files to access the information.

Online Ordering

Point of Success Online Ordering is designed for use with Point of Success Online Ordering service. The elegant solution offers integration with major food delivery apps, ecommerce app tied to your POS Pay merchant account, along with convenient menu matching.

Reliability and Recovery

You can make your point-of-sale system more reliable and make recovery much faster with three inexpensive, simple purchases:

Install an Uninterruptible Power Supply (also called a UPS or battery backup) for each computer, then connect computers, printers, displays and network equipment to the battery-protected outlets. A UPS protects against damage caused by power fluctuations and power failures.

Copy backup data onto removable media or use an online backup service every day. When you have a data backup you can quickly restore good data to fix database damage or replace a failed database server computer by moving the database to another computer on your network. A quality NAS storage device with cloud storage is recommended. Western Digital, Synology, and TerraMaster offer such devices.

Additionally, using a RAID SSD system that provides storage redundancy on the database server computer can prevent a full SSD failure, giving you time to fix a drive problem.

Install a Landline or 4G Failover device for continued credit card processing and internet access when you lose power or a connection to your Internet Service Provider. We carry both devices for purchase.