FocalPoint Site Guide

Contents

INTRODUCTION

Site preparation is a very important "first step" in any computer system installation. Knowing the ideal location for the computer, and having the proper environmental conditions can make all the difference in the world when it comes to the life of your computer and how well it can work for you.

Issues like poor electrical wiring or planning can determine how often your computer will be affected. For instance, when someone turns on the photo copier, or when the furnace kicks on, or even when electrical motors start to run such as the kind found in refrigerators and pop machines, your computer can "freeze" or lock up, be unintentionally reset or rebooted, or make erroneous transfers of data. Electrical "noises" produced by these kinds of equipment can adversely affect your computer system if the computer is plugged into the same circuit as the other devices, or is on the same electrical line (circuit breaker) as the other devices.

Likewise, the environment in which the computer is located can make a dramatic difference in the computer's performance and reliability. Static electricity is a major contributor to malfunctions in a computer, as are excessive temperatures causing the computer to overheat.

Network preparations are equally important prior to installation. Consult your local computer networking provider for assistance in getting your network in place. Keep in mind any security measures to take when using a wireless network, as well as any performance issues that can affect consistent operations within the network. A poor wireless connection will not be adequate for effective operations.

This document will try to familiarize the reader with specific considerations when installing a computer and ways to avoid the problems discussed above.

Chapter 1 - Electrical Requirements

1.1 Wiring

The electrical wiring necessary to keep the computer isolated from most types of electrical interference would be a dedicated circuit. In other words, a circuit that has its own circuit breaker at the main junction box, and no other appliances (other than computer devices) connected to that same circuit. This would generally involve having only the electrical outlets connected to this line located near the computer. This way the computer and related equipment would be the only things plugged into this circuit, thus helping to isolate electrical noise sources. Although this method is very beneficial and is recommended, it cannot completely eliminate all problems that could arise. This type of wiring setup is also known as "computer grade power" and "isolated ground" wiring.

1.1.1 Receptacles, Outlets

If a dedicated circuit has been installed, the electrical receptacles found in the computer room should be coded in such a way that they can be identified as part of that dedicated circuit. Usually they are orange in color, or will have a green dot beside each plug signifying an isolated ground (return).

The number of required wall receptacles depends on the amount of computer equipment located near or with the computer. Each device in the same room as the computer will use one plug. An example of devices would be:

1. Computer
2. Monitor
3. Uninterruptible Power Supply (U.P.S. – Battery Backup)
5. External data backup devices (disk drives or tape drives)
4. Any extra devices ¾ i.e. more modems (DSL/Cable), routers, hubs / switches, etc.

In the example above there would be one receptacle needed for the UPS with at least four receptacles being required on the UPS. Also remember that any extra computer terminal or printer will also require an electrical outlet in the location of each individual device elsewhere in the building.

Rental counter stations must have enough electrical outlets provided for all the devices placed in those locations. These items could include the computer, video monitor, receipt printer, contract printer(s), and some type of cash drawer. Card swipe readers, ID Scanners, and Barcode scanners usually do not require an electrical outlet.

1.2 Power Conditioning And Electical Noise

Before we can discuss power conditioning, we must first explain what electrical noise can be, and how it can affect all your computer equipment.

A good analogy to use to explain electrical noise is to remind you of what you may see on your television when you turn on a power drill. The "snow" or static on your television screen is electrical noise affecting your antenna's reception of the broadcast signal. This same "noise" is also present in the electrical power outlet. Today's computers, terminals, printers, and other sensitive electronics use transistorized, internal power supplies. These power supplies do not have isolation transformers in them, so this same "noise" bouncing around your electrical outlets is allowed to sneak into your computer equipment. A "noise" spike as small as .5 volts peak-to-peak can "float" around on your circuit boards, and into the computer's logic circuits, and confuse your computer into thinking a real voltage is present.

These "noises" that infiltrate your computer circuitry can cause things as simple as a "lock up" or a printer to stop printing, all the way to freezing the entire system, corrupting data on the disk, or burning out components. In most cases (except component failure) resetting or re-booting your computer fixes things, and "magically" everything is okay again, until the next time.

Common Mode noise and Normal Mode noise can be measured with power testing equipment and viewed on an oscilloscope. The brands that have been tested and recommended by Visum® for power conditioning are PowerVAR and ONEAC. These units provide isolated grounds (thereby eliminating potential "ground loops"), lightning

protection, and common and normal mode noise rejection. These are low-output impedance devices that will not current-starve your computer equipment. High-output impedance conditioners will reject noises, but will over-work your equipment's power supply and cause premature burnout.

1.3 Ups Battery Backup Units

Uninterruptible Power Supplies (UPS) regulate any irregularities that may be intermittently present within your electricity. However, most UPS units DO NOT condition the power, nor isolate your system from ground spike disturbances that happen all day long. This is where power conditioners are needed. The biggest advantage of a UPS is that if there is a power failure, the battery back up takes over in a fraction of a second and supplies the power to the computer without the computer ever knowing a power failure existed. This safely gives the computer user time to systematically shut down the computer without any "surprises" happening to the system. Most UPS units provide software to use along with a USB connection cable to the server. This software will control the server, and will initiate a system shutdown if the UPS is running on battery power for an extended period of time. After power is restored, the server is automatically powered back up. This helps provide a systematic shutdown as opposed to an abrupt power-loss.

Chapter 2 - Environmental Requirements

2.1 Temperature

The recommended temperature for a typical computer system is 70 degrees Fahrenheit inside the computer itself. Generally a computer is 10 degrees warmer inside the computer than the temperature outside the computer in the same room.

The disk drives, circuit boards, and power supplies all produce substantial amounts of heat, thus creating a build up of warm temperatures inside the computer. Overheating inside the computer can cause the mechanical parts of a disk drive to work harder, and cause premature wear, and eventually failure. Also, overheating can cause already warm components to become hot and possibly even melt, or burn out completely.

2.2 Ventilation

It is highly recommended that proper ventilation be available to the room or location where the computer is stationed. If the computer is kept in a cabinet or any other similar unit, vents should be installed in the cabinet to provide enough airflow and cross-ventilation to help cool the computer, and to not allow the computer to re-circulate its own warm air supply.

2.3 Humidification

It is difficult to obtain and/or maintain a consistent level of humidity in any store environment, but any steps you can take to improve the environment will always help. These guidelines will aid you in what to shoot for.

A proper level of humidity should be present at all times in the room where the computer is located. A recommended level of non-condensing humidity is 80 percent. A cool, humid environment will ensure that static electricity will be at a minimum and that dust levels will be reduced, thereby lowering the frequency of cleaning and minimizing service costs.

A dry, dusty environment will cause dust to collect inside the computer quite rapidly. Because the computer has internal fans, air is drawn into the computer and forced out the back. Unfortunately the dust is usually left inside the computer, clinging to the circuitry. This dust enhances the effects of static electricity within the computer and increases the chances of erratic operations and possible lockups.

2.4 Fighting Static Electricity

The most common computer "enemy" is static electricity. The typical shock you receive on your finger when you touch the doorknob in your office is several thousand volts. The current in that shock is so small that it is harmless to you. However, the shock necessary to "zap" a computer chip is so small that you cannot feel it or see it. Now you can see why static electricity is the computer's worst foe.

Desktop computer models can be placed on anti-static mats specifically designed to protect the computer itself from static electricity. There are complete lines of products available to use that help avoid static electricity problems.

If you find that static electricity is prevalent in your workspace, you should consider taking some precautions, especially around the area where the main server resides.

Chapter 3 - Computer Location

Each individual must first decide upon an ideal location for the computer. The computer should be positioned where it has at least eight to ten inches of clearance on all sides and on the top. The bottom and sides of the computer should not be obstructed because there are ventilation openings in the cabinet necessary for proper airflow.

If the computer is to be placed on a table, counter top, or in a cabinet, it should be located so that it cannot be easily bumped, jostled, or shifted. The easier it is to touch the computer, the more likely problems can occur. The computer should never be moved while it is on and running. Certain models are able to stand in a vertical or tower configuration, which makes placement more versatile.

Chapter 4 - Server / Workstation Requirements

4.1 Server Requirements

FocalPoint® Software uses Microsoft SQL Server® as the database engine. For systems with 10 users or less, we supply the Microsoft SQL Express 2022 for the system. We recommend the end-user purchase (from their computer source) the full Microsoft 2022 Server® or above software and licensing for needs beyond 15 users.

FocalPoint® Software Suggested Hardware Requirements for 10-Users or less:	
Component	Requirements
Operating System	See below
Processor	Intel I7 or equivalent, and above
Memory	See below
Hard Drive	500 Gigabyte or larger SSD (Solid State Drive)
Network	100/1000 with TCP/IP Protocol
Video	1920x1080 or larger

Keyboard	PS2 or USB
Mouse	PS2 or USB

Other Supported Operating Systems (Updated to their latest Service Packs):

O/S	Suggested Memory
Windows 10 Professional 32-Bit/64-Bit	16 GB Ram
Windows 11 Professional 32-Bit/64-Bit	16 GB Ram
Windows Server 2016*	16 GB Ram
Windows Server 2019*	16 GB Ram
Windows Server 2022*	16 GB Ram

* Editions supported: Foundation, Essentials, Standard, Datacenter, Enterprise
NOTE: Minimum requirements are based on FocalPoint being the only used application, running other applications on top of FocalPoint would require more resources and should be accommodated for appropriately

See FocalPoint Backups for more information

It is perfectly acceptable to use your FocalPoint® Server computer as a workstation but not recommended. If you plan on using the server as a workstation, you'll need to make sure that this computer has the same port requirements for things like bar code scanners, swipe readers, etc. These port requirements are detailed in the "Workstation Requirements" section below.

4.2 Workstation Requirements

FocalPoint® Software Minimum Hardware Requirements for Clients:

Component	Requirements
Operating System	See below
Processor	Intel I5 or equivalent, and above
Memory	See below
Hard Drive	120 Gigabyte or larger SSD (Solid State Drive)
Network	100/1000 with TCP/IP Protocol
Video	1920x1080 or larger
Keyboard	PS2 or USB
Mouse	PS2 or USB

Other Supported Operating Systems (Updated to their latest Service Packs):

O/S	Minimum Memory
Windows 10 Professional 32-Bit/64-Bit	8 GB Ram
Windows 11 Professional 32-Bit/64-Bit	8 GB Ram

NOTE: Minimum requirements are based on FocalPoint being the only used application, running other applications on top of FocalPoint would require more resources and should be accommodated for appropriately

4.3 FocalPoint Anywhere Requirements

When using FocalPoint Anywhere to connect to a PC inside your network from the outside (internet), the resources needed on the "receiving PC" must increase based on the number of users that will be connecting to it.

The resources of the host PC need to increase, above and beyond the server or workstation requirements (sections 4.1 and/or 4.2) by the following:

Number of users	Requirements
1 - 10 users	Increase RAM of host server/PC by 600MB per user and increase processor from Intel I5 to I7 or Xeon processor
10 users plus	Increase RAM of host server/PC by 600MB per user, and increase processor from Intel I5 to I7 or Xeon processor

Over 50 concurrent sessions, we recommend to use a farm of servers, using the Load Balancing feature, available on the Enterprise Edition.
Each server (physical or virtual ones) handling up to 50 concurrent users.

Comment: The type of hardware you need will mostly depend on what kind of resources the applications you wish to publish consume the most (CPU/memory/Disk). You might consider getting a server with SSD drives if you plan on using an application that accesses a database on your FocalPoint Anywhere server as it will greatly enhance the performances.

*Port Forwarding on Router Required

4.4 Peripheral Devices

Peripheral devices such as driver's license scanners, and receipt printers are supported on operating systems listed in the server and workstations requirement sections. These devices are purchased directly from Visum. Please contact Visum sales or support for pricing on approved peripheral devices. Support for any devices not purchased from Visum are subject to be billable at the current rate.

For instances where the driver is unavailable, the manufacturer of the device is in the development process for the device driver. Once available, Visum will test and support the device driver for use with FocalPoint Software.

Label and Tape Printers, and Document Scanners

The following devices are supported in FocalPoint software but not sold by Visum:

- Dymo Labelwriter printers
- Brother P-Touch PT-2430 PC Tape Printer
- Document scanners, specifically Brother DS-620 or equivalent.
- Digital Persona 4500 Fingerprint Reader

Garmin Supported GPS

The FocalPoint Dispatch Garmin Export Feature is compatible with any Garmin device that specifies "This USB mass storage device is compatible with Windows® XP or newer and Mac® OS X 10.4 or later" in the Additional Specs of the Garmin device. Please note that some models do not support "routes". For this purpose the export utility provides the ability to export dispatch information in the form of either routes or way points. *Requires our Mapping and Routing License Module

EMV Credit Card Devices

Please refer to the Credit Card Integration section of the help file for information on these devices.

4.5 Port Requirements For Devices

Each workstation will need ports available for any optional device chosen to use with FocalPoint® Software. These devices and the ports they will need are listed below. Keep in mind that USB ports may already be in use by your mouse and/or keyboard. Additional USB ports can be obtained by using powered USB port expansion hubs. Typically, if you have 6 functioning USB ports, you would have enough ports to accommodate all our optional peripheral devices (providing your mouse and keyboard are PS2 connections, and not USB.)

- Contract Printer(s) – Laser Printer(s) required, can be Parallel port, USB, or networked independently, according to the printer's abilities. Certain laser printers can support multiple paper trays or duplex, and in most cases, FocalPoint® can use them.
- Receipt Printer – USB/Ethernet
- Label/Tape Printer – USB/Ethernet
- Barcode Scanner – USB
- ID Swipe Reader – USB
- ID Card Scanner (DL Picture Scanner) – USB
- Cash Drawer – USB (Interface 554), Ethernet (Interface NetPro 480/490)
- Customer Display - USB
- EMV Devices - USB or Ethernet (Depending on Processor)

See FocalPoint Remote Access section for more information on using many of these devices over a Remote Desktop Connection

4.6 Shared Devices

ID Swipe readers, Barcode scanners, ID Card Scanners (DL Picture scanners), USB Cash Drawers, USB Receipt Printers, Customer Displays, and Signature Capture Pads cannot be shared. Only the workstation to which they are connected can use them, but they are not required on all workstations. You may configure some workstations to use these devices and other workstations to not have them, yet all workstations can run FocalPoint.

Chapter 5 - Network Requirements

5.1 General Network Requirements

A TCP/IP wired network is required to be in place with a high speed internet connection. Servers/Workstations connected to a wireless networks are not supported.

Due to networking limitations of Windows HOME/STANDARD operating systems, **Windows HOME operating systems are not supported**. To check your PC and make sure that this requirement has been met, click on the Windows Start button, then right click on "My Computer", then left click on "Properties". The description of the operating system should include the word "Professional", "Pro" or "Business", and should NOT include the word "Home". For any PC's using a HOME operating system, customer is responsible for upgrading these PC's to Professional or Business versions.

The basic requirements for networks are as follows:

The network must allow "Printer and File Sharing". The server will share one folder named "FocalPt" that must have full read/write permissions to all. This folder is usually placed in the C:\ path on your server. All workstations need to see this shared folder on the network, referenced by either server name or the static IP address of the server. For example, allowing all PC's to successfully navigate to "\\server\FocalPt" (where "server" is the PC name of your server) or "\\192.168.1.10\FocalPt" will function equally well.

Integrated Credit Card Processing: With respect to network requirements, only a high speed internet connection is required. Other requirements may be found in separate documentation for credit card processing.

5.1.1 Domain -Vs- Workgroup

For companies with more than 15 total workstations, a domain network environment is recommended by Microsoft.

For companies with 15 or less workstations, as long as any PC on the network can read and write to a shared folder on the server, FocalPoint will function properly. Whether it is a server based operating system (typically a domain) or workstation based operating system (typically a workgroup) that falls within our supported operating system specs, FocalPoint will work in either network environment.

Workgroup vs. Domain is best left up to your IT consultant as far as what fits your needs best from a networking standpoint.

5.2 High-Speed Internet

A high-speed internet connection is required at all locations. Visum's support staff can more quickly serve the needs of our customers when high-speed internet access is made available to the server and workstations. Software updates are also more readily and easily available to users with a high-speed internet connection. A high-speed internet connection is required if you will be using integrated credit card processing with FocalPoint.

5.3 Remote Location Networking

Remote locations require either a Virtual Private Network (VPN) using high-speed internet connectivity between locations and the appropriate hardware to provide it, or a dedicated circuit from your telephone/networking provider and hardware. The VPN is usually established with hardware routers and other devices that "virtually" connect all your locations together using the existing high-speed internet. DSL or Cable can work for this. Minimum speed requirements are 1.5 Mbps download / 768Kbps upload. It is highly recommended that the data speed be 3 Mbps Download/ 1.5 Mbps Upload or above. For optimal performance, consider data speeds of 12 Mbps download, 8Mbps upload, using an internet service provider that provides FIOS (Fiber Optic Service) or Cable connectivity. Remote Desktop Protocol (RDP) connections are another alternative where optimal bandwidth is not available. Consider FocalPoint Anywhere (Chapter 6) or FocalPoint Hosted as a suitable solution for these circumstances. Dial-up or satellite networking is not supported.

The only network requirement regarding your VPN is that all local and remote workstations must be able to have full read/write permissions to a Windows Shared folder on the server (C:\FocalPt, usually, but the disk drive can vary.) We do not need this share to be seen using NETBIOS. Using a standard IP address naming convention will work if the VPN is set up properly. For example, this shared folder would be seen on a local or remote workstation by entering this Network Neighborhood address:

\\192.168.1.10\FocalPt
(Please substitute this address with the actual IP address of the server in your network.)

Shared Windows printers are not required to been seen through the VPN, but sharing Windows printers locally at each store can be possible. This way all workstations in one store can print to shared printers, but it is not necessary for those printers in Location A to be seen by workstations in Location B, for example.

Please consult your local networking or computer source for assistance in VPN equipment, setup, installation, and configuration best suited for your remote location needs.

Also see Section 5.4 - Remote Desktop Protocol for alternative multi-store location options.

Chapter 6 - Remote Access

Many options are available for remote access to your FocalPoint Software through any Android or iOS device, or a remote laptop to write contracts and work orders, process returns, capture signatures, and more, all on the go!

<u>Whichever option you use, you will always get the same great FocalPoint screens, reports, and functions ...no pared-down or watered-down versions.</u>

<u>FocalPoint Anywhere Edition</u>

FocalPoint Anywhere enables any of your any PC or Server using a currently supported Windows operating system to act as a Citrix or a Terminal Server. FocalPoint Anywhere supports concurrent Remote Desktop (RDS) connections, web access, printer mapping, disk mapping, port com mapping, bi-directional sound, remoteFX, dual screen. Any RDP compatible client can be used to connect in a FocalPoint Anywhere environment.

Using this or any Remote Desktop Service application will have advantages over a typical VPN installation. There are clear speed advantages over a typical VPN implementation. All processes are much more responsive, as most of the work is being done on the server, and data transfer between Server and Client PC's are minimized. Installations and updates are also streamlined, as FocalPoint is only being utilized on the server. When FocalPoint is updated on the server, all client PC's recognize the update.

Pricing for FocalPoint Anywhere is base price plus additional users. Updates and support renewal for three years is 15% of the purchase price (base + additional users). Technical support to set up port forwarding is available as a billable service. Please contact your Visum sales representative for pricing.

Before or after you have decided to purchase FocalPoint anywhere, Visum Support will be happy to meet with you to discuss:
- Resources needed by the host PC. See section 4.3 "FocalPoint Anywhere Requirements".
- Same server vs different server
- Method in which you want to connect remotely (HTTP/HTTPS/VPN)
- Port forwarding and DNS necessities
- Registration information
- Windows credentials

<u>Windows Server Remote Desktop Services</u>

Microsoft Windows also has a native Remote Desktop Service available. Site requirements to implement MS Remote Desktop Services vary, and should be determined on a case by case basis by your IT service provider. When working with your IT service provider, please discuss the number of users/devices that will be connection remotely, as this will affect the resources necessary on the "server" to function properly. Visum will be able to provide you with hardware and software requirements specific to FocalPoint software which you can use to help determine the overall Remote Desktop needs of your business.

Similar to FocalPoint Anywhere, there are clear speed advantages over a typical VPN implementation. All processes are much more responsive, as most of the work is being done on the server, and data transfer between Server and Client PC's are minimized. Installations and updates are also streamlined, as FocalPoint is only being utilized on the server. When FocalPoint is updated on the server, all client PC's recognize the update.

In order for FocalPoint to function properly within a remote desktop environment, Terminal Services or Remote Desktop Services must be set up according to specifications outlined by Microsoft. Please note that if you use NetEPay (Vantiv/Worldpay integration) as an integrated credit card processing solution for FocalPoint, it IS NOT compatible with Remote Desktop Protocol.

Remote Control

Remote Access software like LogMeIn, Team Viewer, and so on can be used to control a local PC from a remote location. Often time you can set these options up yourself without needed assistance from your IT service provider of choice. Many of these options are free. Here's a little light reading on this topic: http://pcsupport.about.com/od/remote-access/tp/free-remote-access-software.htm.

VPN (Virtual Private Network)

Allows others to be on your network even though they're not in your office. VPN's that are controlled by hardware will require router adjustments. Software VPN's do not. Typically, you would contact an IT service provider to help you set this up. Helpful link: http://lifehacker.com/5487500/five-best-vpn-tools but there are probably many (many!) other discussions on the internet about this topic.

Features	Direct Locally Installed	FocalPoint Anywhere Mobile / HTML	FocalPoint Anywhere Mobile / VPN	Remote Desktop Services (RDS) / VPN
Printer USB/Serial	YES	YES *1	YES *2	YES *2
Printer Ethernet	YES	YES *1	YES	YES
Receipt/Label Printer USB/Serial	YES	NO	NO	NO
Receipt/Label Printer Ethernet	YES	NO	YES	YES
Cash Drawers USB/Serial	YES	NO	YES *3	YES *3
Cash Drawers Ethernet	YES	NO	YES	YES
Barcode Scanner	YES	NO	YES *3	YES *3
ID Swipe Reader	YES	NO	YES *3	YES *3
ID Scanner	YES	NO	YES *3,4	YES *3,4
Customer Display	YES	NO	YES *3	YES *3
EMV Credit/Debit Cards	YES	NO	YES *5	YES *5
Credit Card Signatures	YES	NO	YES *5	YES *5
Manual Credit Card	YES	YES	YES	YES
Document Signatures	YES	NO	YES *6	YES *6
Document Scanning	YES	NO	NO	NO
Android/iOS Tablets	NO	YES *7	YES *7	YES *8

Notations

*1 - Uses Universal Printer https://docs.dl-files.com/tsplus/universal-printer

*2 - Uses Remote Desktop built-in Printer Mappings

*3 - Requires FocalPoint Remote Device Manager (RDM)

*4 - Requires Acuant IPScan

*5 - Only Supported with Heartland or CardConnect

*6 - Supported with Signature Capture Devices Provided by Heartland or CardConnect
     or Via FocalPoint E-Signatures

*7 - Can be accessed either from URL Address, Mobile Client, RDP Client
     (RDM and IPScan Not Supported)

*8 - Requires Remote Desktop Client (RDM and IPScan Not Supported)

Special Notations

FocalPoint Anywhere or RDS may require Port Forwarding depending on features

Software and Licenses for RDS Not Sold By or Supported by Visum

6.1 Minimum Setup

FocalPoint Software will work in an RDP environment once the following has been completed:

- RDP or FocalPoint Anywhere has been successfully implemented and installed.
- Printers are functional in your RDP/TSPlus environment.
- FocalPoint Remote Device Manager (RDM) Licensing has been purchased and installed as needed.

6.2 Focalpoint Remote Device Manager (Rdm) Licensing

Remote Software licensing from Visum (above and beyond Microsoft RDP/FocalPoint Anywhere licensing) is necessary to allow FocalPoint to communicate properly with cash drawers, ID card "swipers", Customer Displays, signature capture devices and QuickBooks installed on a local workstation in an RDP/FocalPoint Anywhere environment. Please contact Visum for FocalPoint RDM license pricing which is determined by the number of workstations using these devices over an RDP/FocalPoint Anywhere connection.

6.3 Driver's License Remote Scanner (Ipscan) Licensing

Manufacturer Remote Software licensing is also necessary to allow driver's license scanners that are installed on the local workstation in an RDP/FocalPoint Anywhere environment to function properly. This licensing is also purchased directly through Visum. One IPScan Software license per installed driver's license scanner will need to be purchased from Visum in order for driver's license scanners to function properly in an RDP/FocalPoint Anywhere environment. If a IPScan License is needed a FocalPoint RDM License is also needed.

NOTE: Neither the FocalPoint RDM or IPScan will not work if you are connecting through RDP/FocalPoint Anywhere Gateway Services or Port Forwarding an RDP/FocalPoint Anywhere connection through a Firewall. That is to say, RDP/FocalPoint Anywhere must be used in a local network environment or across a WAN within a VPN connection.

FocalPoint® RDM / IPScan Minimum Hardware Requirements for RDP/TSPlus Clients:	
Component	Requirements
Operating System	Windows 10 Pro or newer
Processor	See Workstation Requirement
Memory	See Workstation Requirement
Hard Drive	See Workstation Requirement
Network	See Workstation Requirement
Video	1024x768 or larger
Keyboard	PS2 or USB
Mouse	PS2 or USB
Other Supported Operating Systems(Updated to their latest Service Packs):	
O/S	Minimum Memory
Windows 7 32-Bit/64-Bit PRO	See Workstation Requirement
Windows 8, 8.1 or 10 PRO	See Workstation Requirement

Chapter 7 - Credit Card Processing Site Preparation

The PCI Security Standards Council is an open global forum, launched in 2006, that is responsible for the development, management, education, and awareness of the PCI Security Standards, including: the Data Security Standard (DSS), Payment Application Data Security Standard (PA-DSS), and PIN-Entry Device.

The PA-DSS is a security standard designed to help software vendors develop secure payment applications that do not store prohibited data, such as full magnetic stripe,

CVV2 or PIN data, and ensure their payment applications support compliance with the PCI Data Security Standard. All payment applications handling credit and debit cards are required by the card brands to maintain PA-DSS compliance.

Visum has met all requirements with respect for each payment integration that Visum provides. Some integrations are not supported on a Terminal Server and EMV Devices/Pin Pads are not supported over RDP connections.

Your company is also responsible for any PCI and PA-DSS compliance requirements outlined by credit card companies. If you select and process credit cards though the credit card processor that Visum recommends, the processor will help your company with compliancy certification.

Please refer to the Credit Card Integration chapter the help file for information

Chapter 8 - Portal & E-Catalog

With our Optional Modules of the FocalPoint Portal & E-Catalog they come with a default URL https://focalpointportal.com, we highly recommend if you have these options you get a Custom Domain to provide your customers with a URL that is branded to your web site URL, for example if your web site is https://www.myrentals.com you would get a custom domain for https://portal.myrentals.com this way every looks like its under one roof with your customers.

Using a Custom Domain for the catalog elements of your website allows customers to browse and quote requests across a consistent domain. Given the behavior of modern web browsers, setting up a custom domain is an essential piece of the puzzle to allow customers to access FocalPoint E-Catalog from within your website.

The online experience you provide for your customers is critical to your success; while using a Custom Domain technically isn't essential, with the newer default settings of most Apple devices (and some others) parts of the Catalog & Quotes path will be inaccessible and customers will be unable to access your E-Catalog.

The benefits of a Custom Domain

- **A smooth online customer experience:** no need for complex instructions for customers to change browser settings

- **Avoid classification as a 'cross-domain tracker':** customers can browse and buy across a single domain

- **Cleaner integration:** the [pid] and [sid] parameters are no longer needed unless you are a multi-store then the [sid] is still required

- **Visually professional:** your customers would not see focalpointportal.com accessing the portal and be using your domain instead

- **Better analytics:** in Google Analytics, transactions happening end-to-end on one domain mean that conversion tracking is more accurate and not pointing to focalpointportal.com

- **Easier for password managers:** a simpler experience for any customers who use password managers (applications which store and manage all of your online passwords)

Please refer to the Custom Domain chapter the help file for information