

▶ ClubTec Hardware

Requirements and Recommendations

Set Up List Prior to Installers Arrival at Club

Below please find a simple list of procedures to be completed before ClubTec's arrival. Over the years, we have found that if these issues are addressed before the installer's arrival the transition to ClubTec's Suite of Software proceeds much smoother.

- All Hardware should be setup and connected to the domain. ClubTec's Installer will be installing software on every machine that will be utilizing ClubTec's Suite of software
- All users must be able to log into the domain with administrator rights on the local machine
- Printers and print servers need to be connected to the network and configured. This includes remote kitchen printers
- DHCP and DNS need to be configured on the domain controller
- Microsoft SQL must be installed and configured for mixed mode authentication
- The server must have high speed internet connection preferably with a static IP address and Bomgar Remote Support (provided by ClubTec) needs to be loaded and working on the server. We also recommend opening RDP ports as a secondary means of connecting remotely.

ClubTec Hardware



Requirements and Recommendations

Requirements for Server

Server OS Specifications

Must be either Microsoft Windows Server 2003 (Standard, Small Business, R2, or Enterprise) or Microsoft Windows Server 2008 (Standard, Small Business or Enterprise edition) OS may be either 32 or 64 Bit

32 bit Version of Microsoft SQL Server 2005 (Workgroup, Standard or Enterprise) is required.

Hardware Specifications

Recommend at least a Single Dual Core 2.5 - 3.0 GHz Xeon Processor. ClubTec prefers Two Dual Core Processors or One Quad Core

4 GB of Ram or 8 GB Ram if running 64 bit Server With at least 150 GB or larger Raid 5 HD Array with at least 40 GB Partitioned for Operating System

32 MB Video Card

(2) Gigabit Ethernet Cards

DNS and DHCP should be enabled

Antivirus Protection Corporate Edition

Backup Specifications

Local Tape or USB Backup Drive and Software or Off-site Data Storage for critical files

Additional Network Requirements and Information

High Speed Internet

All clients must have high speed internet available for Remote Support.

This is required for pulling in large databases for conversion and support.

In order to test the speeds of your connection go to <http://www.speakeasy.net/speedtest/>

Remote Locations

Computers wired to the network with a 100Mbps connection are recommended.

ClubTec does not provide technical support of wireless network connections, however they can be utilized. Consult with your network engineer and ClubTec if you are considering using wireless networks.

Software performance is directly related to network performance. Wireless connections may not provide satisfactory connection speeds for some clients.

Remote workstations that will not be connected to the network will need to meet the office specs with SQL 2005 Express or better installed.

Cabling

All computers and network printers must be wired with CAT 5 Cable (or better) to the switch or patch panel. We recommend that each device have its own run back to the switch or patch panel.

We require that all cabling be certified to verify its integrity.

Drive Mapping

ClubTec software must be installed using the P:\ network drive. The P:\ drive must be used exclusively for ClubTec and our suite of software.

Office Workstations and Point-of-Sale Workstations

Workstation and POS OS Specifications

Must be Windows XP Professional, Vista (Business or Ultimate Edition), or Windows 7* (Professional, Ultimate, or Enterprise)

**Please call ClubTec Support for specific requirements for Windows 7*

Hardware Specifications

2 GHz Pentium 4 Processor (minimum)

Core 2 Duo 2.5 GHz or better is recommended

1 GB Ram is required but ClubTec Recommends
2 GB Ram for Point-of-Sale Workstation
4 GB Ram for heavy users such as accounting
40 GB or greater available space on hard drive

17" Display or Touchscreen at 1024 x 768 resolution
No Liberty or Reflex Touchscreens - - Prefer 17"
ELO LCD Accutouch.

DVD-ROM

Microsoft Office 2007 Suite

Internet Explorer 6.1 or Higher

Anti-Virus Software



Additional Requirements & Information

Printer Information

Reports and statements are formatted for HP printers. ClubTec recommends the HP4000 series of printers. However, a club may use 3-in-1 and other printer types with similar PLLS compatible drivers to print reports and statements. Page alignment may vary depending on printer model. It is the club's responsibility to make changes on the printer for statement alignment. ClubTec will not reformat reports or statements to a club's non-HP 4000 based printer.

Receipt Printers

Citizen 3550, Citizen 3551 or EpsonTM-T88IV Series USB Thermal Receipt Printer

Remote Printers

We recommend Star SP742ML Impact Printer or

Star TSP654L-24 Thermal Printer with Ethernet Port in Star Emulation Mode

Membership Card Printer

Zebra-P310i-0M10 USB or Parallel Card Printer

Bar Code Printer

Zebra Printer Model LP2844 or LP2824

Bar Code Scanner

Symbol LS2208 USB

Cash Drawer

Cash Drawers must be compatible with the receipt printer and connected with RJ-11 connector for proper “kicking.” The MMF Heritage Cash Drawer w/Epson Receipt Printer Cable or APG Series w/Epson Receipt Printer Cable are preferred.

Card Swipe

MagTek 3 Track USB

Other Information

We support only industry standard “Brand Name” computers accessible through the use of Remote Support. ClubTec only supports hardware interaction with our software. Most hardware issues must be addressed by the club’s hardware vendor or the hardware manufacturer.

Acceptance of Hardware Requirements

In order for ClubTec to reserve installation and training dates the undersigned agrees to have all equipment in compliance with the Hardware Specifications stated above. It is recommended that for optimal software performance that you always purchase the most powerful hardware available at the time you are ready to implement our systems. All hardware specifications requirements must be completed one week prior to the installation date (“required date”).

In the event that the undersigned club fails to meet the Minimum Hardware Specifications stated above by the required date, the software implementation will be rescheduled. The club will be responsible for all costs associated with the rescheduling of installation and training. Payment is due upon receipt of invoices.

Agreed and Accepted this _____ Day of _____, 20_____

Print Name: _____

Signature: _____

Title: _____

Club Name: _____