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VinNOW Computer Requirements

All systems should be current on Windows updates and have .NET framework 4.5 and virus protection installed

VinNOW Host Machine (SQL Database resides on this computer):

Recommended: Quad Core CPU 2.5Ghz or higher. 8GB RAM 500 GB Hard Drive

Minimum: Dual core CPU 2.5Ghz or higher. 4GB RAM 250GB Hard Drive

The database or server computer from which VinNOW® SOFTWARE is intended to operate must have a minimum of 4GB memory (RAM), a 250 GB Hard Drive, internet connection and Microsoft SQL Server. The Customer is fully responsible for the functionality of all hardware components and operating system software (including peripherals). While Update Software, Inc. can provide recommendations upon request for hardware and network vendors, Update is not responsible for such equipment or the vendors.

VinNOW Client Machine

Recommended: Dual or Quad Core CPU 2.5Ghz or Higher 4GB RAM 250GB Hard Drive

Minimum: Dual Core CPU 2Ghz or higher. 2GB RAM 160GB Hard Drive

Windows Operating Systems

Windows 7 professional, 8.1 professional *(due to customer reports of system/network difficulties Windows 8 is not recommended), Windows 10 professional, Windows Server 2003 (all versions), Windows Server 2008 (all versions), Windows server 2012 Essentials, Windows Server 2012 Standard, Windows Server 2012 Datacenter

VinNOW does not support Windows Server 2012 Foundation Edition, Windows Server 2012 R2 or any Virtual operating systems or environments. The program may appear to work in these environments, however, use may result in connectivity issues and unexpected data issues as the program or integrations may not be able to fully perform as designed. Use of VinNOW in a Virtual environment will invalidate your support contract.

SQL SERVER

The recommended SQL Server version for VinNOW is SQL Server **2012** Express. If you are installing VinNOW on a single workstation or a network up to 10 workstations, the **SQL Server 2012 Express** free version is sufficient. If there are 10 or more workstations that will be accessing VinNOW, SQL Server 2012 Full version is required. Although SQL can handle up to 10 workstations, the amount of workstations that can be actually used on your network may vary depending on your network configuration, speed, and components. If there are performance or connectivity issues you may need to install the full version of SQL as it is more robust and will be able to process faster. All client machines need to have installed the appropriate version of SQL Server Native Client (Note: SQL Server 2012 uses SQL Server 2008 R2 Native Client).

At this time, VinNOW will also work with SQL Server 2008, and SQL Server 2008 R2. SQL Server 2008 and 2008R2 is limited to operating up to 5 workstations on a network before the full SQL Server version is required.

Brief Overview VinNOW System Requirements:

- VinNOW must be installed on the local (native) machine and not in any virtual environment. (Windows task bar must be accessible and able to be displayed)
- Windows users must be local administrators and have read/write permissions to all folders including program folders and programdata folder
- Windows users on Windows 8.1 pro and 10 pro must be local accounts and not Microsoft accounts
- Windows user names should not have spaces
- Passwords are required for Windows user profiles
- Workstations need internet access
- If using TSYS for credit card processing, PAX terminals should be set up on static IP addresses
- Workstations must have .NET Framework 4.5 installed
- On each VinNOW machine the SQL Server 2008 Native Client must be installed, regardless of the version of SQL Server running on the server. (SQL Server 2008, SQL Server 2008 R2, SQL Server 2012)
- Workstations must connect to the database machine via UNC pathing, no mapped drives and **no virtual connections or environments**
- Workstations must connect to the network using Windows authentication and not “allow Windows to determine how to access the network”
- Workstation network discovery should be turned on.
- User Account Controls should be turned off for all customers utilizing the QuickBooks integration.

- The machine where the VinNOW database is located must have administrator rights to the system along with SQL sysadmin rights to SQL and the database.
- The VinNOW_DB folder on the database machine must be fully shared with every Windows user who will use VinNOW having full control.
- The clock on the database machine and all workstations should be functional, set to the correct time zone and displaying the correct time. Also user rights must be granted such that the clock can be updated to be by Windows user logging into VinNOW on the machine so the workstation can dynamically be synchronized with the VinNOW server time.
- In order to get technical VinNOW support, the database server machine must be able to be accessed with SQL Sys Admin rights by the person calling into the VinNOW help desk. Customers calling support must be able to log in to the server and join a Turbo-Meeting session to allow the VinNOW support rep access to the server or we may not be able to assist you with your issue. If IT support must be contacted, the winery representative is authorized to call for IT assistance will need to arrange for our access to the server. VinNOW is not responsible for any charges that may be incurred from having to contact your IT support for access.

- VinNOW is designed to run at the Windows screen resolution of 1024 by 768 pixels.

- We recommend a naming convention for your workstations such as CASH1, CASH2, CASH3 for cashier workstations and Office1, Office2, Office3 for back office workstations. The “register ID” will automatically draw from the workstation name and should be 11 characters or less.

VinNOW Support is not responsible for the ordering, installation or troubleshooting of any Microsoft products. Please contact your IT support for advice on purchasing, installing and maintaining the recommended products.