

Technical Environment Document

Version 7.2

About This Document

This Whitepaper will assist in building and configuring an optimal environment for Milano Software v7.2: Salon/Spa/Medi-Spa.

Please read this document carefully.

Any questions should be directed to our Client Service Team at 1-800-667-1596.

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MILANO SOFTWARE V7.2

System Requirements

The following list outlines recommended requirements for any computer running our software. For optimum performance we recommend meeting and exceeding these recommendations.

Hardware:

- » Intel Pentium 4 2.0 GHz and up
- » 2 GB RAM and up
- » 40 GB HDD

Operating Systems:

- » Windows XP Professional, SP2
- » Windows Vista, Business Edition
- » Windows Vista, Ultimate Edition
- » Windows 7, Professional Edition
- » Windows 7, Ultimate Edition
- » Windows server software (Windows 2003 Server / Windows 2008 Server) for Dedicated Server computers

Please Note: NO 'Home' versions are compatible or supported.

Network Environment

Milano Software v7.2 was designed to work in a Local Area Network (LAN) environment. In order to achieve the best possible performance from the software on your LAN, please observe the following:

Network Requirements

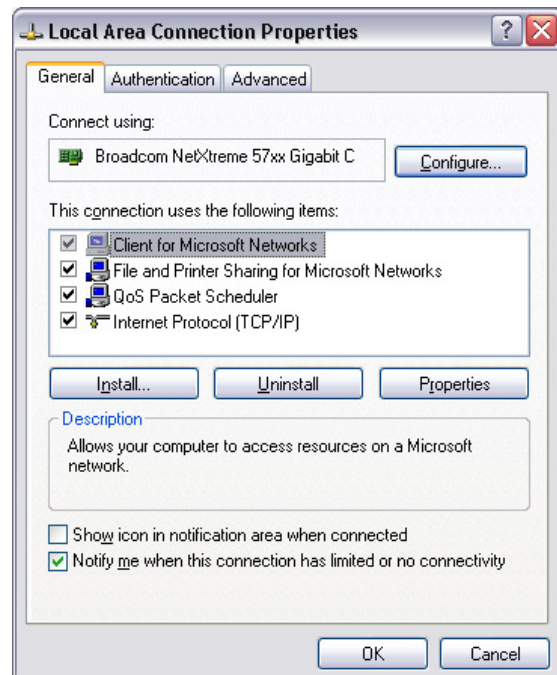
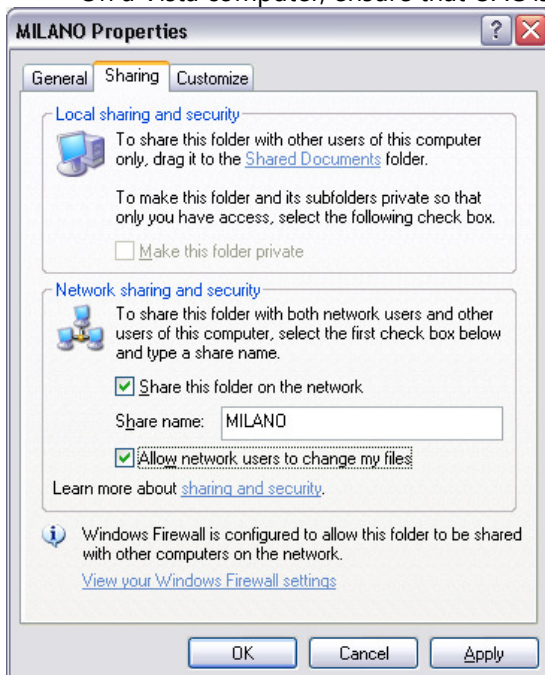
- » Network environments consisting of 3 or less computers can be set up with standard Windows Peer-to-Peer file sharing.
- » Network environments consisting of 4 or more stations must have a dedicated file server running Windows server software (like Windows 2003/2008 Server).
- » 100/1000 router or switch, as opposed to a hub for increased performance/security.
- » 100MBps up to 1GBps Network Interface Cards.
- » Ethernet cabling must be Category 5e standard cable or Category 6 standard cabling
- » Network environments must be wired

Please Note: Milano Software v7.2 will not work reliably in a wireless environment and will not be supported by Milano Software. Clients with wireless networks experience poor network performance and data loss due to slower and sporadic data transfers.

Network Configuration

The network must conform to the following configuration standards. Any deviation from these standards can cause network/performance issues with the software.

- » All computers that will be using Milano Software over the network must belong to the same Domain or Workgroup.
- » TCP/IP is the communications protocol that must be used on all systems on the LAN.
- » If you do not have a Server, or a device configured to act as a DHCP Server for your network, you must manually assign IP addresses to each computer on the LAN. (Ensure that all of the addresses you assign to the computers are within the same IP range, e.g. 192.168.1.101, 192.168.1.102, 192.168.1.103 etc.)
- » If you do have a Server, or a device configured to act as a DHCP Server, it should be configured to provide a sufficient range of addresses for the systems on the LAN.
- » The Milano application and data files must reside on one computer ONLY within the LAN. The software should be installed on a Dedicated Server for networks consisting of 4 or more stations.
- » The folder containing the Milano application and data files must be shared with full read/write permission. The share name should be MILANO. The folder is usually called MILANO and is usually found off of the C drive on the server.
- » Each station on the network that will be accessing the shared MILANO directory must have a Mapped Network Drive to that folder.
- » In Local Area Connection Properties, ensure that File and Printer Sharing is checked.
- » On a Vista computer, ensure that UAC is off



Network Access Permissions for Windows Users

Ensure that the users defined in Windows meet the following criteria:

- » All Users profiles must have full access permissions to the shared MILANO folder residing on the server.
- » Users must be set as computer Administrators, members of the Administrator group, or Power Users - Guest accounts will not be able to execute the software properly.

Hardware Firewalls and Routers

Firewalls and/or routers should meet these conditions to operate Milano Software:

- » Ensure that the firewall/router is configured to allow open communication between systems that are using a designated range of IP addresses.
- » Ensure that the ports on the Firewall/Router have been opened for the use of FTP (Standard Port 21) and Email (Standard Port 25) if the business will be utilizing these technologies.

Please Note: A number of internet providers have resorted to alternate ports when handling email. Milano Software allows different SMTP Port numbers for email. Ensure that the firewall/router is configured to use the port number defined in the 'System Management' » 'System Info Screen'.

Antivirus Software

Whether the software is being used on a single stand alone computer or multiple stations in a LAN environment, all antivirus applications installed on all stations and servers must be configured to IGNORE or EXCLUDE all Milano Software: Salon/Spa/Medi-Spa applications and data files (the contents of the MILANO directory) from on-access scanning.

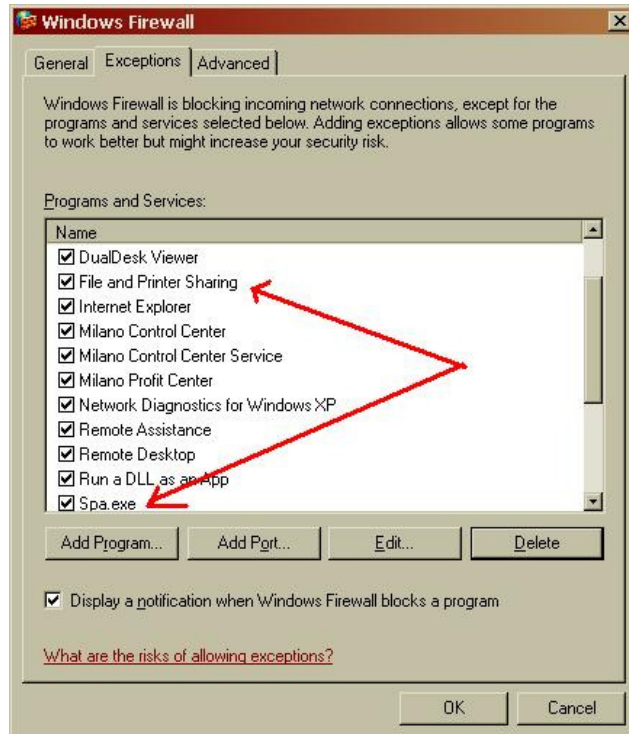
Windows Firewall

Windows XP and Windows Vista firewalls must be turned on and properly configured on each computer across the network:

Windows Configuration

Access the Windows Firewall through the Control Panel. Go to the 'Exception's tab and **check the following two boxes** to ensure that they are not subject to the firewall's restrictions. (If your Milano software is not listed use the 'Add Program'... button to locate.)

- a) 'File and Printer Sharing' and
- b) 'Salon.exe' or 'Spa.exe' or 'MediSpa.exe'



Under the General tab, ensure that 'don't allow exceptions' is **UNCHECKED**.

Vista Compatibility

With the advent of Windows Vista, Microsoft has implemented a new set of networking protocols, one of which is **Server Messaging Block 2.0 (or SMB 2.0)**. Windows Vista, Windows Server 2008 and newer Windows operating systems use SMB 2.0. Previous Windows operating systems use SMB 1.0.

Microsoft recognizes a known issue with SMB 2.0 when working with a variety of database programs. Service Pack 1 does **not** remedy this conflict. This has presented communication problems with Milano Software when using Microsoft Windows Vista as the server or main computer for Milano.

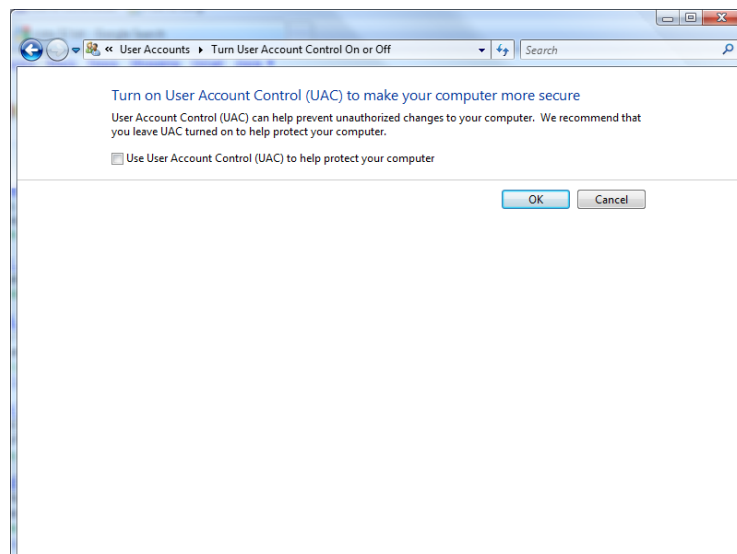
There is a fix that forces your Vista computer to run on SMB 1.0. Please contact Milano Software to ensure that this is done properly and in an appropriate fashion. This fix resolves all known issues reported while using Vista as your main computer for Milano.

For further details on SMB 2.0, refer to <http://support.microsoft.com/kb/935366/en-us>, or KB Article 935366 in the Microsoft Knowledge Base.

For further documentation, refer to this page: <http://www.petri.co.il/how-to-disable-smb-2-on-windows-vista-or-server-2008.htm>

Vista UAC Settings

On all Vista computers in your network, ensure that UAC (User Account Control) is turned off. This can be found in Control Panel > User Accounts > Turn User Account Control on or off. The following screen should appear:



Ensure that there is no checkmark beside Use User Account Control (UAC) to help protect your computer.

Fast User Switching

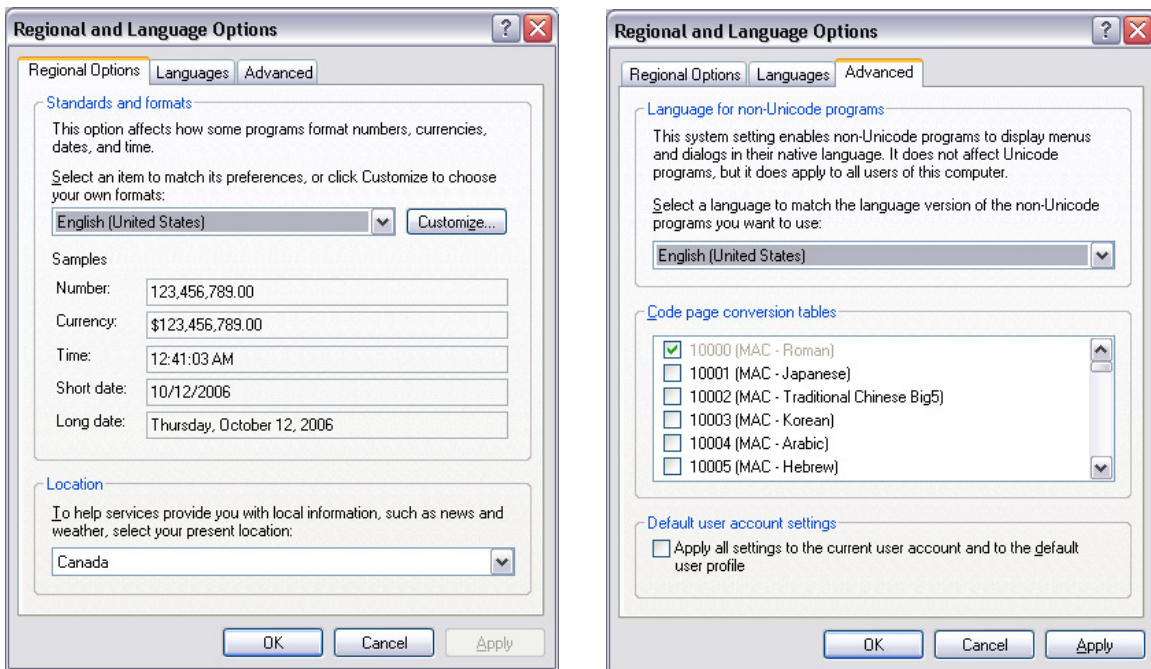
Ensure that Fast User Switching is disabled. With Fast User Switching enabled, there is the potential to have multiple instances of the software running concurrently under different user accounts, thereby causing problems with licensing and peripheral devices such as SmartCard readers.

Windows Short Date Format

The short date format in Windows should be set to MM/DD/YYYY. Any other variation causes problems with date ranges for reports and appointment scheduling.

Regional and Language Options

Ensure that each computer in your business has 'US English' set as the default language in various areas of Regional and Language Options in Windows. In the main 'Regional Options' tab, ensure that English (United States) is the selected standard. In the 'Advanced' tab, ensure that English (United States) is selected as the Language for Non-Unicode Programs. In the 'Text Services' and 'Input Languages', also ensure that the default language is US English.



Peripheral Devices

- » Point of Sale barcode scanners cannot be networked to operate on multiple computers - one scanner per station.
- » Receipt printers cannot be networked between multiple computers - one receipt printer per cash station.
- » Report printers can be shared, and installed as a network printer on multiple different computers. Do not use networked report printers through a router or IP address - fully share the printer and then install it as a network printer on other computers.

Terminal Services/Remote Desktop

The following conditions should be met when using Terminal Services or a Remote Desktop connection:

- » Ensure that each station on the network has a unique Terminal Services User Account and Password. Avoid using the same User Account for multiple concurrent sessions.
- » In your Milano Software, go to **Main Menu » System Management » System Profile » System Info** screen and check the box labeled Terminal Services on each instance of the software you are going to be running. This only needs to be done the first time you connect with Terminal Services - it should stay checked from then on.
- » If you will be using a local printer (local to you), then you need to set your local printer in the system. When you begin your terminal session, go to the **Main Menu » System Management » System Profile » Receipt Layout** if you want to choose your local receipt printer. To choose a report printer, go to the **Main Menu » System Management » System Profile » System Info**.
- » Keep in mind you will need to repeat this procedure each time you initiate a new terminal session.
- » Ensure that each time a user wants to close their terminal session, they need to close the software first and then logoff of Windows (using the logoff option from the Windows Start Menu). Failure to do so will leave instances of the software running, occupying licenses and resources and can cause errors.
- » A local Smart Card Reader (attached to your computer) will NOT work with the system in a remote desktop/terminal service session.

Online Bookings Module

In order for clients to make the most of the Online Bookings Module, the following is required:

- » There must be a constant 24/7 high-speed internet connection on the computer designated to run the OLB Subscriber application - a dial-up internet connection will not suffice.
- » Computers or networks protected by routers or firewalls must have Port 1024 opened to allow incoming and outgoing communication with our Online Booking Server.
- » Traffic on Port 1024 must be 'forwarded' to the internal IP Address of the station that is running the OLB Subscriber application.
- » In the Windows Firewall (accessed through Control Panel), you must also check the OLB Subscriber application in the list of Exceptions.
- » The computer hosting the OLB Subscriber application must remain on and connected to the internet at all times to ensure clients can book online appointments after hours.

Hotel Integration Module

In order to take advantage of Milano's convenient Hotel Integration Module you must meet the following requirements:

In the Data Control - Payment Type File screen, you need to have a payment type called ROOM. Any other payment type will not be recognized by the MilanoHotel application and therefore will not attempt to connect to your hotel software to bill a room.

- » The MilanoHotel application must be running on the system connected to the Hotel's PMS Interface. You can run the application by double-clicking the icon on the desktop, or by placing it in the Windows Startup Group, so that it automatically starts when Windows is loaded.
- » The computer that will be processing the "room charges" using the MilanoHotel application must be physically connected to the computer running the Hotel's PMS Interface via a null modem cable connected to COM 1 on both computers.
- » The COM 1 port on the computer running the MilanoHotel application must have the following hardware (port) settings:

Baud = 9600
Bits = 8
Stop Bits = 1
Parity = None
Hardware Flow Control = None

eConfirm Module

In order to ensure that the eConfirm Module operates efficiently, please observe the following:

- » Ensure that the ports on the firewall and router have been opened for the use of FTP (Standard Port - 21).
- » A constant high-speed internet connection is required to send/receive data.
- » The reminder statuses should be relabeled to synchronize with the eConfirm service.

Remind 1 = Cnfrm
Remind 2 = LftMsg
Remind 3 = NoAns

- » The colors associated with the Reminder Status buttons can be adjusted - Milano Software recommends that each status be a different color.

Head Office Polling

Clients with a head office need to be able to poll their data directly up to that head office. Milano Software uses FTP polling to facilitate this data exchange. In order for polling to work correctly, you need to ensure the following criteria are met:

- » An FTP site with an 'Ftp' folder directly off the root of the site.
- » A user profile must be configured for the FTP site with permission to Add, Delete and Modify any files or folders contained in the 'Ftp' folder.
- » Head office and all stores need constant high-speed internet service to be able to poll to the FTP site.
- » At each store location and head office, the router/firewall needs to have Port 21 (Standard FTP) open to ensure polling can take place.

MilanoShare Module

The MilanoShare system enables an enterprise with a head office and multiple locations to share gift cards (and other information) between the locations through a web site that uses SQL Server to store gift card transactions in real-time, so that a gift card sold at one location can be redeemed and updated at another location. In order for MilanoShare to function effectively, please ensure that you comply with the following conditions:

Please Note: the configuration of the share and the drive mapping must be done prior to installing MilanoShare. – See Storefront Requirements

Head Office Requirements

- » Milano Head Office Software
- » The computer hosting the website must have a constant high-speed internet connection.
- » Head office must be able to poll each location (send and retrieve).
- » The Microsoft .Net Framework (Version 1.1.4322 is available on the MilanoShare installation file and if not detected, it will prompt to be installed) must be installed on the computer running the MilanoShare service at head office.
- » The folder containing the MilanoShare application and data files must be fully shared for use over the network (LAN) at head office.
- » Each computer, including the station that has the MilanoShare application and files installed locally, must have an IDENTICAL Static Drive Mapping to the share containing the MilanoShare application and data files. This means that each computer on the LAN must be mapped to the share containing the MilanoShare files using the same drive letter.

WebServices Website Requirements

- » The WebServices website must be configured and hosted on a server using a server operating system such as Microsoft Windows 2003 Server.
- » IIS (Internet Information Services) must be installed and running.
- » An installation of Microsoft SQL Server 2005 Workgroup, Standard, or Enterprise edition is recommended.
- » Microsoft SQL Server 2005 Express Edition can be used for Head Office Environments that have up to 10 stores connected.
- » An external Static IP Address is required in order for the site to be available to other locations over the internet - a DNS Name is also suggested, but not explicitly required.
- » Ensure that the ports on the firewalls/routers have been opened for the use of HTTP (Standard Port - 80). Make sure that firewalls/routers have been configured to forward communications on those ports to the internal IP address of the server hosting the WebServices website.
- » The internal IP address of the server should also be static.

SQL Server Requirements

- » Workgroup, Standard, or Enterprise editions of Microsoft SQL Server 2005 must be running on the server.

Please Note: Milano Software does not provide Microsoft SQL Server as part of the MilanoShare system. Users are responsible for purchasing, installing and configuring it on their own.

- » An SQL User profile with the privileges required to access the SQL databases must be configured and available - it is preferable that a user profile be created explicitly for use by MilanoShare with rights for Read, Edit and Write.

Storefront Requirements

- » Milano Software v7.2 Salon/Spa/MediSpa
- » The computer running the MilanoShare service at the storefront must have a constant high-speed internet connection.
- » The store must be able to poll to head office (send and retrieve).

Please Note: FTP (Standard Port - 21) must be opened in the firewall/router to ensure that the store can poll data to and from the FTP site.

- » The folder containing the MilanoShare application and data files must be fully shared for use over the network (LAN) at head office.
- » Each computer, including the station that has the MilanoShare application and files installed locally, must have an IDENTICAL Static Drive Mapping to the share containing the MilanoShare application and data files. This means that each computer on the LAN must be mapped to the share containing the MilanoShare files using the same drive letter.

Please Note: the configuration of the share and the drive mapping must be done prior to installing MilanoShare.