

TEKAS
 DRY CLEAN SOLUTIONS

TEKAS

System requirements



In this document you will find the system requirements for TEKAS version 2024.1.

General

A Windows PC with touch screen capability is required for operating the point-of-sale system. Both integrated devices (PC and monitor create one unit) and separate devices are supported.

Operating system

Software requirements:

- .NET Framework 4.7.1 or higher with current security patches
- Microsoft Visual C++ 2015 Runtime

The following operating systems are supported:

- Windows 10 (with current service pack and update)
- Windows 11 (with current service pack and update)

General hardware requirements

The following requirements are mandatory:

- Display with minimum resolution of 1024x768
- One USB port each for POS receipt printer, printer for dry cleaning slips, barcode scanner, customer display and magnet card reader. If one of these devices is not required, the corresponding USB port is not required.
- Please note: Two additional USB ports are recommended to connect your mouse and keyboard. Although these are not required for TEKAS, they will make work with Windows much easier, in case of administrative tasks are required.
- Thermal- and printers for dry cleaning slips (as far as dot-matrix printers are used) must support receipts with a width of approx. 76 mm.
- The cash drawer must be connected to the POS via the POS receipt printer.
- Ethernet port

Printer for dry cleaning slips

The following thermal transfer printer is recommended:

- Zebra TLP 2824 Plus
- Zebra ZD420
- ThermoTex TT3 SE

This printer supports an endless tape.

The following dot-matrix printers are supported:

- Orient BTP-M280
- Star SP700
- Epson TM-U220B

Please note that dot matrix printers should only be used if you still have Hydrofix paper and no machine-readable codes need to be printed.

The following printers for collective slips are already supported:

- Epson TM-T88VI
- Orient BTP-R880

Using other printers may require individual adjustments.

EC-Terminals

EC terminals are connected on a time and installation/adaption basis, which may incur additional costs.

These serial terminals are already in use:

- Artema Hybrid
- Verifone H5000

These TCP/IP terminals are already in use:

- Ingenico iCT220
- Ingenico Desk 3500

We do not guarantee the future functionality of these EC terminals.

Customer display

All customer displays with OPOS drivers and 2x20 character display are supported.

The following customer displays are already in use:

- Gigatek DSP840

When using a different customer display customized programming may be required. In case of customer displays without OPOS driver customized programming is absolutely necessary.

Minimum hardware requirements

- 1 GHz CPU single-core
- 1 GB RAM (2 GB or more depending on the operating system)
- 128 GB hard drive

Recommended hardware requirements

- 1,5 GHz CPU dual-core
- 4 GB RAM
- 128 GB hard drive

With the recommended hardware, you will usually still have resources for other services that should also run on the system.

Within the network of the central server

If the point-of-sale system runs in the same network as your server, the following requirements need to be considered:

- If you use TIKOS 5 single-user licence in connection with the point-of-sale system, the database can be installed directly on the server. For system requirements regarding the database server please refer to our document on system requirements for TIKOS single-user and multi-user systems.
- The server must provide the SoCom\$ directory (shared files from TIKOS) as network share.
- The SQL Server and the shared folder SoCom\$ need to be accessible from the cash desk.

Connection quality of the VPN tunnel

Requirements for the VPN connection between server and branch office:

- Up-/Download as high as possible with low latency
- Reference values

Minimum:

One server with four connected branch offices:

2 Mbit/s upload speed und 512 Kbit/s download

Per branch office:

512 Kbit/s download and 128 Kbit/s upload speed

Latency should not exceed 40 ms

Recommended:

One server with four connected branch offices:

4 Mbit/s upload speed und 1 Mbit/s download

Per branch office:

1 Mbit/s download and 512 Kbit/s upload speed

Latency should not exceed 20 ms

We highly recommend considering setting up a fallback solution for uninterrupted Internet service. That ensures you can continue working if the main Internet provider failed. If the main provider is via DSL/fibre we recommend establishing a fallback based on mobile Internet.

Requirements for sending SMS

If you want to use the feature of sending SMS to your customers the following requirements must be met:

- The security certificate TLS 1.2 must be installed, this might require an appropriate update for Windows
- Internet connection