



Hardware and Software Guidelines for Rapattoni *Magic*-Cloud AMS

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Rapattoni Magic-Cloud AMS represents a shift in technology as the industry moves toward a cloud-based model. Since Cloud AMS is hosted in the cloud, you no longer need to purchase and maintain expensive server hardware and Microsoft SQL Server licensing.

Although many of the expensive hardware and software components are eliminated with cloud hosting, there are still requirements to fully utilize Cloud AMS via remote services. Satisfactory performance of Cloud AMS and all of its functions may not be achieved if your hardware and software fail to meet the minimum requirements.

Component	Minimum Requirements	Notes
CPU type	Intel or AMD	
CPU speed	2.0 GHz dual core	
Available RAM	4 GB	
Network card	1 Gb/s	TCP/IP must be set as the primary network protocol.
Monitor	1280 x 1024 pixels	
Internet connection – Bandwidth requirements for up to 5 workstations	10 Mb/s down and 3 Mb/s up	Broadband is required. Each workstation must have direct access to the Internet.
Operating Systems	One of the following: <ul style="list-style-type: none">• Microsoft Windows 8.1• Mac OS X 10.12	Mac support is limited and Outlook® email integration is only available for Windows®
Security	Firewall Anti-virus software	Firewall and anti-virus software is included with most operating systems. Port 3389 (RDP) must be allowed in the Firewall.

Component	Recommended Requirements	Notes
CPU type	Intel or AMD	
CPU speed	2.0 GHz Quad core	
Available RAM	8 GB	
Network card	1 Gb/s	TCP/IP must be set as the primary network protocol.
Monitor	1280 x 1024 pixels	
Internet connection – Bandwidth requirements for up to 5 workstations	20 Mb/s down and 5 Mb/s up	Broadband or higher is recommended. Each workstation must have direct access to the Internet.
Operating Systems	One of the following: <ul style="list-style-type: none"> • Microsoft Windows 10 • macOS 10.13 	Mac support is limited and Outlook® email integration is only available for Windows®
Security	Firewall Anti-virus software	Firewall and anti-virus software is included with most operating systems. Port 3389 (RDP) must be allowed in the Firewall.

Mail Server Options

These mail server options apply only to email sent from within the *Magic-Cloud* AMS software, including email billing. Neither of these options takes the place of your organization’s standard email services.

Email Options	Notes
Option 1	Rapattoni will host the mail server, and send emails with an “On behalf of” tag for your association email. All reply emails return to a single email address provided by your organization.
Option 2	You can use your existing mail server, natively. You will need to create an external relay to allow Rapattoni’s IP address to send through your mail server.

Both solutions use the built-in email forms in Rapattoni *Magic-Cloud* AMS and integration with Outlook® is also available for Windows®.

Software Compatibility

Software	Use	Notes
Adobe Acrobat Reader	To view and print files exported in PDF format	If a printer compatible with RDP printing is not available then the document will print to PDF.
Microsoft Word	To view, edit, and print files exported in .doc, .rtf, or .txt format	Other word processing or text editing software may be compatible.
Microsoft Excel	To view, edit, and print files exported in .xls or .csv format	Other spreadsheet software may be compatible.
Accounting	To export journal entry files into general ledger software capable of importing .xls or .csv format	

eCommerce Requirements

Services	Description	Notes
Credit Card Merchant	REALTOR Ecommerce Network Paypal	
Encryption	Encryption will be enabled for all available fields in Rapattoni <i>Magic</i> -Cloud AMS	
SSL Certificate	Option 1: Use Rapattoni's SSL certificate for the rapams.com domain.	This option will require that you change your IMS URL address to point to the customername.rapams.com address.
SSL Certificate	Option 2: Your organization can use its own SSL certificate branded with your domain name (e.g., ims.domain.com).	This option will require your organization to purchase/renew the SSL certificate and provide the necessary information to Rapattoni.

Point-Of-Sale Peripherals

Software	Notes
Credit Card Readers	Tracks 1 & 2 with no carriage return.
Bar Code Readers	Must meet the code 39 standard.
Cash Drawer	This item does NOT work with the Rapattoni hosted service.
Receipt Printers	This item does NOT work with the Rapattoni hosted service.

