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SUBJECT:	Hardware Validation and Certification		
DATE:	9/12	SUPERSEDES:	4/05

TITLE: ESS7, Hardware Validation and Certification

POLICY: Retalix provides support for its software products by providing Validation and Certification services for platform hardware.

SCOPE: All Retalix channel partners, Retalix field personnel, Retalix technical personnel, commercial

**PROCEDURES:**

Retalix provides validation and certification services for its software releases. Retalix can provide software support only on platforms that have been Validated or Certified.

1. Certification: Retalix provides Hardware Certification under the following conditions and terms:
  - A. The term “Certified” indicates that hardware platforms such as PCs, servers, printers and terminals have been tested by Retalix and found to operate in a satisfactory manner with the supported software. Exceptions and issues may be noted.
  - B. A list of certified hardware is published with Retalix’s Platform Matrix. This information is published, updated and available to Retalix channel partners on the Retalix Support Web site.
  - C. Certified hardware is typically tested and recertified without further notice with every release of the supported software.
  - D. Retalix will make all reasonable efforts to modify and update software to retain compatibility with previously certified platforms.
    1. All hardware items will likely be declared obsolete at some point, and cease being certified as a platform for software releases. For example, hardware platforms may not provide the required operating system support to maintain PCI or other compliance, and software performance requirements may outpace a device’s ability.
    2. Retalix makes no representations regarding continuing performance levels of previously certified hardware



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platforms: as software is enhanced, higher-performance platforms may be required, and system performance on existing certified platforms may therefore diminish over time.

- E. Hardware to be certified is normally restricted to those products sold by Retailix. New hardware devices and releases will not typically be certified with non-current or unsupported software releases.
- F. There are typically no charges to channel partners or users for hardware certification.

## 2. Hardware Validation Services

- A. Retailix may, at its sole option, provide Hardware Validation services. Hardware such as PCs, servers, printers or terminals, when validated, will have been tested by Retailix and found to operate in a satisfactory manner with associated software. Exceptions and issues may be noted.
- B. Retailix will make best efforts to support validated hardware with the associated software, and will make software changes on the specific software release, if reasonable and practical, to support the validated hardware where required to provide proper operation. If hardware has not been validated or certified, Retailix accepts no responsibility for proper operation and all support activities are chargeable.
- C. Hardware validation projects are normally restricted to products not sold by Retailix. Exceptions may apply where, for example, hardware validation might be requested in cases of legacy hardware that was previously sold by Retailix but not "certified" with the currently supported up-level releases.
- D. Validation services are performed upon request from a channel partner or user. Requests should be provided to the appropriate Retailix representative. A Statement of Work ("SOW") will be provided in response, specifying the testing to be completed



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be completed and its planned schedule and cost.

1. Hardware validation projects are chargeable, and use Retalix's then-current charges for professional services. At this writing, Validation services are chargeable at \$1,750 per day. Validation and/or professional services rates may change from time to time. Based upon experience, most validation exercises require at least three days. More complex setups or multiple applications – for example a PC used for several different configurations or purposes, or a RAID server – will require additional time and effort.
2. The Retalix SOW will include a good-faith cost estimate for the validation project. Any additional problem resolution, manufacturer interaction, research or special reconfigurations will be charged above and beyond the estimate provided in the SOW.

E. Regarding hardware validation projects:

1. The user or channel partner must to supply at least one unit of the hardware to be validated; additional hardware units may be required in some circumstances.
2. Complete documentation, copies of platform operating systems and utilities, recovery media and so forth must also be provided. Contact information for the hardware's support services may be required.
3. The channel partner or user is responsible for all shipping and delivery costs. All such hardware will be returned to the user or channel partner: Retalix will not store or retain any validation units.
4. Retalix will configure the system and load the appropriate platform and application software required to ensure consistent setup with current Retalix software configuration requirements. Any platform software already loaded by the user or channel partner will be stripped from the machine and reloaded according to Retalix installation procedures as



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may be published in current Retailix installation or setup guides or other documentation.

5. Retailix will make best efforts to determine the optimal working configuration of the hardware to be validated. However, Retailix makes no assertions whatsoever that all hardware provided for validation can be configured or installed to ensure proper operation.
- F. VALIDATION IS PROVIDED ON A ONE-TIME BASIS ONLY. A single release of software is validated with a specific hardware product. Updated hardware or software will require an additional validation project SOW and project.
- G. Software problem resolution of issues over validated platforms may require return of the validated hardware to Retailix's for analysis. The user or channel partner will be responsible for all shipping and handling charges.

