

Neopost MAS equipment requirements & Support coverage



Document revisions

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1 Introduction

The aim of this document is to describe the MAS application in detail and make an emphasis on IT aspects for better integration in the customer IT environment. It also defines **what is** and **what is not** supported by Neopost.

It describes:

- ✓ PC requirements for MAS
- ✓ Network requirements needed for MAS
- ✓ Supported MAS configurations and mailing systems
- ✓ Components installed by the MAS application
- ✓ Additional settings configured by the Neopost technician

WARNING:

- MAS application is installed or uninstalled by Neopost technicians ONLY.
- It must never be :
 - Uninstalled at any time by any other people
 - Re-installed at any time by any other people
- MAS application components (services described below) must never be disabled or stopped. In conflict with other PC applications,
- In case of crash of the PC where MAS is installed, don't re-install it but contact Neopost support who will do it.

2 General MAS Overview

MAS is an accounting software that collects postal transactions data from Neopost franking machines. It allows users to generate reports of the postal transactions.

MAS is a web application running under Windows Operating System and including several free open source components.

The pages are generated by PHP language & run by an Apache HTTP server.

MAS uses the Firebird database to store the transactions received from the franking machine through the LAN network (IS machines range) or a serial cable (IJ machines range). It can also receive the transactions through the network in case of a MAS central connected to MAS collectors.

3 PC requirements

The PC where MAS will be installed needs to fulfill the following technical requirements depending if it is a MAS collector or a MAS central.

3.1 Collector PC Specifications

Operating System	:	Windows© 7 / 8 / 8.1 / 10 (32 or 64 bits)
Processor	:	Intel® Core i3-5005U @ 2.00GHz minimum or equivalent CPU Passmark >= 2900 http://www.cpubenchmark.net/cpu_list.php
Memory	:	4 GB RAM minimum.
Secondary Storage	:	100 GB Hard Drive minimum.
Browser	:	Internet Explorer Version 7 minimum, 11 maximum.
Screen Resolution	:	1024 x 768 minimum.
Serial Ports	:	available RS232 port for each IJ series franking machine
Network Interfaces	:	1 available NIC for IS series franking machine(s) connected.

3.2 Central PC Specifications

For the Central system an emphasis must be placed on performance, reliability and data integrity, in addition this system must be used exclusively for MAS.

Operating System	:	Windows© 2008, 2012 server strongly recommended Windows© 7 / 8 / 8.1 / 10 (32 or 64 bits)
Processor	:	Intel® Core i5-6200U @ 2.30GHz (<i>or equivalent</i>) minimum CPU Passmark >= 3900 http://www.cpubenchmark.net/cpu_list.php
Memory	:	8 GB RAM minimum.
Secondary Storage	:	100 GB Hard Drive minimum (RAID system recommended)
Browser	:	Internet Explorer Version 7 minimum, 11 maximum
Screen Resolution	:	1024 × 768 minimum.

3.3 Additional specifications

- Memory upgrades to 4 GB must be considered when the Collector PC is used intensively for general purpose tasks running multiple applications simultaneously.
- This also applies to the generation of large reports.
- The Hard drive must be formatted to the NTFS file system.

- No other application on the MAS PC must be using the Firebird® database or a Bonjour Service.
- The Microsoft® IIS (Internet Information Services) web server or any other web server must not be installed on the same PC as Neopost MAS.
- For safety reasons use RAID 1 hard drive for the central.

4 Network Requirements

4.1 Port access

Allow port access across the network:

- HTTP/TCP access on port 80
- TCP access on port 7000

For a central, in case of use of the email alerts:

- SMTP/TCP access on port 25

4.2 Network speed

Central/Collector configuration:

- 10 MBps minimum.

NeopostMAS/IS mailing machines configuration:

- 10 MBps minimum.

5 Supported MAS Configurations

5.1 MAS versions

Neopost MAS has 3 different versions: Standard, Professional and Central.

MAS Types	Dashboard	Handling/Surcharges rules	Barcode
Standard	-	-	-
Professional	•	•	•
Central	Connects to collectors & consolidates all data		

5.2 Standalone & distributed architecture

Each of these systems is designed to be used as a standalone system, or attached to a Central system.

The Central system has collectors attached to it. These collectors send their franking data on a real time basis to the central. These collectors can be either Professional or Standard versions of the product.

Both systems come with the following **limitations**:

Standalone/collector MAS					
Max. number of machines per collector	4 X IJ	OR	4 X IS/IN range	OR	2X IS 5000/6000
Max. number of departments per collector	5000				

Central MAS	
Max. number of collectors per Central	100*
Max. number of departments per Central	8000

* 100 collectors can be added provided the Central database doesn't exceed 1 million transactions.

Other limitations for the Central/Collector(s) system:

- No tied centrals or "super-centrals". Only central connecting to collectors are allowed.
- **Important:** The bottleneck is the number of transactions stored in the database so, as database increases above 1 GB, make some cleaning.

For any other configuration, consult IPSS.

6 Supported mailing systems

6.1 IJ Series Machines

IJ series franking machines using an RS232 serial connection (5, 10 or 20 meters / 16, 33, or 66 feet) to the PC application.

List of machines supported: **IJ 40, 50, 60, 65, 70, 75, 80, 85, 90, 110, 140, 150**

6.2 IN series

IN series franking machines using a direct Ethernet connection to the PC application. A cross cable to connect the franking machine to the PC is not recommended.

List of machines supported: **IN 360, 600, 700, 750**

6.3 IS series

IS series franking machines using a direct Ethernet connection to the PC application. A crossed cable to connect the franking machine to the PC is not recommended.

List of machines supported: **IS 330, 350, 420, 440, 440 PLUS, 460, 480, 490, 5000/6000**

7 MAS components

During its installation, MAS installs the following third party components:

- HTTP Apache web server <http://httpd.apache.org/>
- PHP Module for Apache <http://www.php.net/>
- Firebird Database server <http://www.firebirdsql.org/>
- Bonjour Service v1
- Microsoft C++ Redistributable 2005 8.0.61001

7.1 HTTP Apache Server

Name of the service: Apache 2.4
Name of the process: httpd.exe (2 processes)

MAS installer program installs version 2.4.12 of Apache, as a Windows service.

The Apache web server is a free http web server running under UNIX, Linux and Windows. The goal of the project was to propose a secure web server, efficient and extensible which provides HTTP services compliant with HTTP standards. It is now the most popular web servers (40% of market share).

Important: No other web server (Apache or others like Microsoft IIS or WAMP) must be running in MAS PC.

7.2 Module PHP for Apache

No service or program attached. MAS installer program installs version 5.6.6 of PHP module.

PHP is currently the most used script language in Apache servers. It's an open source language that allows creation of dynamic HTML web pages and to link them to databases

7.3 Firebird database server

Names of the services: FirebirdGuardianDefaultInstance, FirebirdServerDefaultInstance
Names of the processes: fbguard.exe, fbserver.exe

MAS installer program installs version 2.5.3.26780 of the Firebird server as a Windows service.

Firebird is an open source SQL relational database that offers many standard features that runs on Linux, Windows, and a variety of Unix platforms. Firebird offers excellent concurrency, high performance, and powerful language support for stored procedures and triggers. It has been used in production systems, under a variety of names, since 1981

Important: No other application using Firebird must be running in MAS PC.

7.4 Bonjour service

Name of the service: Bonjour Service
Name of the process: MDNSResponder.exe

MAS installer program installs Bonjour service version 1. The Bonjour service is used to establish the communication between the IS range franking machine and the MAS PC. This service is mandatory to enable the communication between MAS and the franking machine.

Important:

1. Some other applications like Apple Itunes, Safari, Skype, Printers drivers use also Bonjour. If another version of Bonjour is installed MAS won't be able to connect to the franking machine. If one of these applications is installed in MAS PC it must be uninstalled.
2. Bonjour service must not be, for any reason, disabled.

7.5 Microsoft C++ Redistributable 2005 8.0.61001

MAS installer program installs Microsoft C++ Redistributable 2005 8.0.61001. This component is used for the communication between MAS and the franking machine.

7.6 Specific MAS services

Besides the third party components described above, MAS installer program installs its own software components as Windows services:

Service name: **FUS_FMConnector**

Process name: **FMFGenerator.exe**

Role: Service allowing the connection between a franking machine (IJ range) via a serial line and the protocol Neopost Data Link.

Service name: **FUS_FMFFileIntegrator**

Process name: **FMFIntegrator.exe**

Role: Service integrating in the database the transactions files coming from the franking machine and created by FUS_FMConnector service.

Service name: **FUS_DataPurge**

Process name: **DataPurge.exe**

Role: Service allowing to purge the database files based on parameters entered in MAS Preferences.

Service name: **FUS_SynchroCentral**

Process name: **SynchroCentral.exe**

Role: Service managing the communication between a MAS Central and one or several MAS collectors connected through LAN.

Service name: **FUS_ServerCommunication**

Process name: **FUS_ServerCom.exe**

Role: Service managing the communication between MAS and a remote server used for software updates.

Service name: **FUS_ServicesMonitor**

Process name: **FUS_SVM_Monitor.exe**

Role: Service managing the survey and the restart (if stopped) of the other MAS services.

Service name: **FUS_XSM Service Manager**

Process names: **FusionServer.exe, MTI.Server....**

Role: Service executed by MAS to make the connection to an IS range franking machine through LAN.

Note: This service is not started automatically like all the others. It is started only if you set in MAS Preferences the xbus name (Settings – Global Preferences - Network Mailing Machine Service) and click on OK.

Service name: **FUS_RSS_ReportSchedule**

Process name: **ScheduledReportService.exe**

Role: Service generating and saving in the hard disk the reports scheduled by the MAS user.

7.7 Additional files updated during MAS installation

The file services, located in: C:\Windows\System32\drivers\etc is modified at MAS installation. A new line is added:

Fusion_gds_db 3051/tcp

Ensure with the IT that this file is never overwritten, otherwise MAS won't start.

8 Credential Settings

All the MAS users must have a Login and Password created by the Neopost technician who made the installation. Several roles are available in MAS depending on the profile of the user (basic MAS user, franking machine operator and supervisor).

MAS offers the possibility to define the :

- minimum length of the password
- maximum number of attempts to enter the password before blocking it
- delay of inactivity before an automatic disconnection

9 Windows firewall settings

The firewall is automatically configured at MAS installation to add the following exceptions:

Programs:

- Apache: httpd.exe
- Bonjour: MDNSResponder.exe
- Xbus: MTIXBus.Server.exe

Ports:

- HTTP: 80
- Xbus: 7000

ICMP: authorization of incoming ping

To enter these settings manually, please contact Neopost support.

10 Neopost support exclusions

Limits of Neopost Responsibilities:

Neopost is neither responsible nor accountable to support any solution not matching the following specifications. Neopost may charge the support of issues that are not defined as being supported by Neopost.

Below is the non-exhaustive list of situations not supported by Neopost.

Are excluded from the support:

- Failures due to PC hardware or operating system problems which are not directly caused by Neopost MAS.
- Re-installations of MAS due to PC crash not caused by Neopost MAS.
- Consequence of failures not caused by Neopost MAS (e.g.: data recovery)
- Network infrastructure issues or failure of the VPN links between the Central system and its Collectors.
- Issues that result from operators not following the defined procedures.
- IPV6, if activated, can cause issues in the data transfer between central and collectors. In this case, de-activate it.
- Mozilla Firefox and Google Chrome display issues
- Windows XP, Windows Vista