



# SunLync Technical Guide & System Requirements

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## Technical Guide

This guide has been made available to you to provide detailed information on the infrastructure required to successfully operate the SunLync software. You will find helpful information on hardware recommendations, network configurations, and the peripherals that are compatible with SunLync within this guide.

## SunLync Architecture Overview

SunLync is designed using **client/server** architecture, where two software components—client and server—communicate to manage and exchange data. The client software sends requests to the server which processes those requests and returns the necessary information.

The server component of SunLync is built on a **MySQL database** and resides on a dedicated **server** system, where all data is stored and processed. The type and capacity of the server required depends on the number of locations and workstations that will access the system.

The **client** component runs on a workstation, which is typically a standard desktop or laptop computer. Unlike the server, the client doesn't require high processing power or advanced connectivity, making it less demanding in terms of hardware specifications.

## Server Recommendations

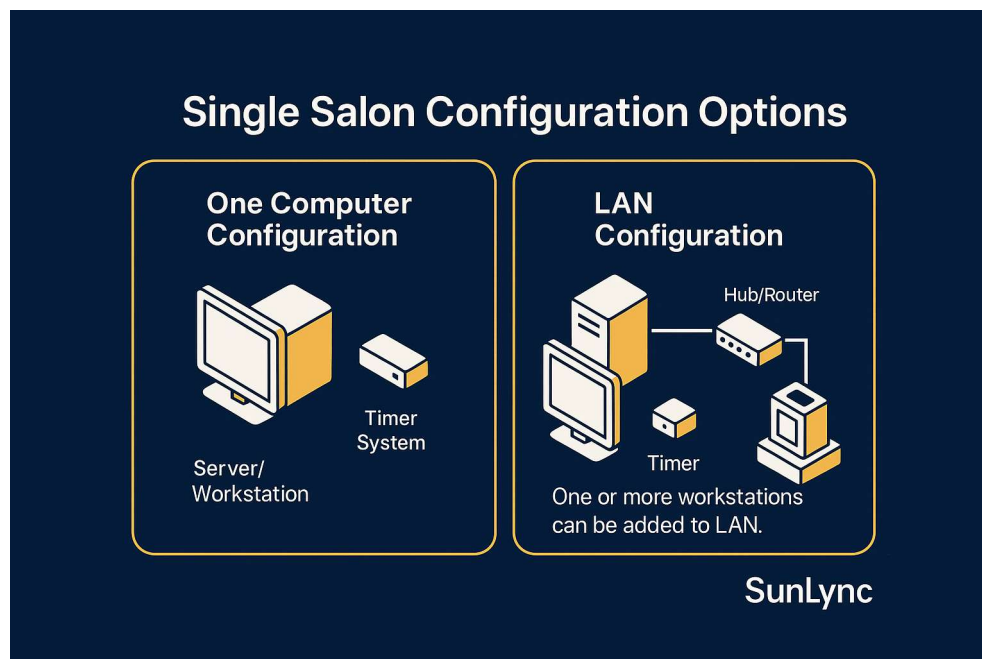
The server specifications provided below are intended as general recommendations. SunLync strongly advises consulting with your IT professional to determine the optimal hardware configuration for your specific environment, as database configuration of any kind, including replication setup, is outside of the SunLync support services.

We ask that you have a qualified IT professional install, configure and maintain MySQL on your server. SunLync Versions 9.0.3.0 and higher are compatible with MySQL 5.7.

As the number of locations increases, additional memory may be required to maintain performance. Utilizing high-speed hard drives and ensuring they are properly configured by an IT professional can also significantly enhance server performance.

### Single Location Server

The following server specifications would be sufficient for a single location server configuration:



- **Windows 11 Professional, Server 2022** or newer operating systems
- **Dual Core Processor** (10th Generation or higher; i5 or higher)
- **16GB RAM** recommended
- **512 GB Hard Drive** or larger (consider storing MySQL data on a separate drive or partition)
- **Backup Device** to be used for backups of MySQL Data
- **16:9 or 16:10 Widescreen Monitor** with resolution of at least 1366 x 768

Although not required for your server configuration you may want to consider the following guidelines:

- Install an **external USB drive** or utilize a **cloud-based backup solution** for backups
- Store **MySQL data** on partition separate from your operating system
- Use a **RAID** configuration for MySQL data
- Virtualization Technologies from VMware and XenServer can be used (please consult with your IT professional on these technologies)
- Use of an uninterrupted power supply (must be communication between UPS device and server so that server can shut down gracefully following a power outage)
- We **highly** recommend that the *Point-of-Sale workstation be separate from the server*

### Client (POS Workstation) Recommendations

Any workstation that meets the requirements for Windows 11 should be sufficient to operate the SunLync software.

\*Note: Laptops and all-in-one computers are not recommended for use as Point of Sale workstations

### Peripherals

Use of the following hardware devices is supported by the SunLync software:

#### Timer Systems

SunLync is compatible with the following timer systems:

- T-Max

\*If utilizing a T-Max Timer Manager system, the following items must be completed prior to interfacing with the SunLync T-Server program:

- ✓ Timer Managers prior to T-Max Touch must be connected to your workstation via a serial cable (or a serial cable with a USB adaptor) and proper drivers must be installed
- ✓ Port 6005 on workstation connected to the Timer Manager must be open to other workstations in the location
- ✓ Test times sent successfully to all equipment via the Adnet program

### Report Printers

SunLync is compatible with most Windows-supported printers. To ensure proper functionality, the printer must be fully compatible with the version of **Windows** installed on your system.

### Receipt Printers

The SunLync software is currently compatible with the following Receipt Printers:

- Star TSP100 Series USB (or the LAN models from the TSP100 series)



\*Note: Although other receipt printers may function correctly, we cannot guarantee their operation.

### Cash Drawers

SunLync Select supports any MMF Cash Drawer that connects to the supported receipt printers listed above.



### Biometrics

- Digital Persona U.are.U 4500 Fingerprint Reader



\*Note: No other biometric device is supported for use with the SunLync software. Please contact SunLync support prior to installing any biometrics device!

### Cameras

Any digital camera with a Windows driver will allow you to capture images for customer identification - No specific device is required.

## Signature Pads

SunLync has been tested and confirmed to work correctly *only* with signature pads manufactured by **ePad**. Most signature pads that interface with Microsoft Word will also work with SunLync but are not supported.



\*Note: A fully installed version of Microsoft Word is required to take advantage of SunLync's electronic document process

## Barcode Scanners

SunLync has been tested and confirmed to work correctly with the following Barcode Scanners:

- ID TECH USB Barcode scanner (non 2D compatible)
- Motorola Symbol DS9208 2D Barcode scanner



\*Note: If you plan to use the driver's license scanning feature, you may need to purchase a barcode scanner that supports 2D barcodes. Although some US States comply with AAMVA standard, we cannot guarantee the result of the drivers' license scanning feature for states that do not.

## Pole Displays

SunLync is compatible with the following POS Pole Display:

- POS-X XP8200U



\*Note: Although other pole displays may function correctly, we cannot guarantee their operation

## Network/WAN

The following are some suggestions for broadband Internet speeds. To verify your current download and upload speeds, go to <http://www.dslreports.com/speedtest>

- *Server Location:* 10-50 Mbps download and 1-10 Mbps upload speed and a *static* IP Address.
- *Other Locations:* 5-20 Mbps download and 1-10 Mbps upload (static IP addresses at remote locations are recommended).

It is recommended that you establish a **Virtual Private Network (VPN)** connection or use **SSL** between your salon location(s) and the server location with a dedicated DNS server. For security and PCI compliance purposes, this is ***imperative***.

Using a VPN connection will help you to control the systems that can connect to your server. This type of connection uses the Internet to connect remote sites or users together. Instead of using a dedicated, real-world connection such as a leased line, a VPN uses virtual connections from the company's private network through the Internet to a remote location.

Additionally, if a user wants to connect to the SunLync database from outside the salon, again a VPN or SSL is a must for Payment Card Industry compliance. For more information on PCI compliance please visit:

[https://www.pcisecuritystandards.org/documents/PCI\\_DSS\\_v3-2.pdf](https://www.pcisecuritystandards.org/documents/PCI_DSS_v3-2.pdf)

For assistance with choosing a VPN solution or enabling SSL, please consult your IT representative.

*Please be advised that VPN connections and SSL are outside the scope of SunLync support services. We highly recommend that you consult with an IT professional with regards to the best solution for your needs. SunLync is unable to assist with setting up or troubleshooting any network or VPN connection.*

\*If a VPN is *not* used, you must configure your router to forward the database port to the service computer.

We highly recommend the use of a wired network as opposed to a wireless network in your locations – wireless networks can have a slower transfer rate as well as an unstable connection. Choosing a wired network not only gives your salons a stable network connection but offers increased security that a wireless network cannot offer.

## Firewall

Most modern systems will include some kind of firewall solution, meant to protect your system from unwanted connections. Please use the following information when configuring any associated firewall.

- The MySQL database uses **port 3307**. Any workstation using SunLync must be able to connect to the server on this port.
- The SunLync Timer Server uses **port 6005**. This port should be available to any workstation in that system's location. All other workstations should allow connections to the Timer Server workstation.

*\*If you're unsure how to configure your firewall, please consult your IT professional. The SunLync Support team does not provide configuration services for firewalls, routers, or network settings.*

## Proper PC Management

You are responsible for maintaining all PCs that run SunLync. This includes using reputable antivirus software and ensuring that Windows is regularly updated with the latest security patches. SunLync Support does not provide assistance with general PC maintenance. If a PC running SunLync becomes infected with a virus, malware, or worm, it must be fully cleaned and restored before SunLync Support can assist with any software-related issues.

## Test Environment

We recommend setting up a test environment when using the SunLync software. This allows you to safely evaluate new versions of SunLync before deploying them to your location(s), helping to prevent unexpected issues and can be used as a training resource. For more information on the benefits of maintaining a test environment, please contact the SunLync Support team.

## System Security

Given the nature of modern computer networks, additional security configurations are often necessary to support your SunLync installation. While we strongly recommend enabling enhanced security measures, it's essential to ensure that certain baseline settings remain in place for the SunLync software to function properly.

The following Windows security settings are required:

- The **SunLync Select server** must allow incoming and outgoing TCP traffic on **port 3307**.
- The **PC connected to the Timer system** must allow incoming and outgoing TCP traffic on **port 6005**.

\*Failure to properly configure these settings will result in the SunLync software not functioning as intended. Please note that **SunLync Support cannot assist with issues arising from misconfigured or restricted system security settings**. If you choose to modify these settings, you assume full responsibility for the continued operation and maintenance of the SunLync software.

## **Prevention and Disaster Recovery**

While it's impossible to predict exactly how or when a system might fail, being aware of and prepared for the most common types of disasters can greatly improve your ability to recover. This applies just as much to the SunLync software, database and its related hardware as it does to any other system.

### **Backing Up MySQL Database**

The MySQL database is the most critical component of your SunLync system, as it stores all your customer information. Maintaining the integrity and accessibility of this data is essential. Without it, the software cannot function, and your valuable information could be permanently lost.

To prevent this, we strongly recommend backing up your MySQL data regularly, and ideally daily.

For information on MySQL backup methods, please visit:

<https://dev.mysql.com/doc/refman/8.4/en/backup-methods.html>

*\*Note: SunLync/JK Products & Services, Inc. is not responsible for creating or configuring your backup processes.*



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