

Whisk Me Away Café

Project Documentation





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Palmetto IT Consulting



Team Purpose

This team will design and implement a sound and reliable Information System for the Whisk Me Away Cafe.

Duration and Time Commitment

The team has been commissioned to work together for three months. The daily efforts of each team member will average no less than 50% of the team member's time.

Scope

Complete IT Solutions within the Whisk Me Away Café physical building are in scope. Including, but not limited to, network administration and installation, website construction and design, training of management, and installation/configuration of hardware. We do not foresee any outside sources interfering with our pursued time frame.

Members

Jason Frye	Project Leader	frye.jason.a@gmail.com
Zac Winton	Programmer	uxellinus@gmail.com
Sherie Casteel	Programmer	scasteel@wavenet.hgtc.edu
Jeremy Oldfield	Networking	jeremy19791@gmail.com
Alex Haney	Networking	ajh244@gmail.com
Roxanne Felan	Networking	roxanne.felan@gmail.com
David Rogers	Networking	Drogers9@wavenet.hgtc.edu
Joshua Winborn	Networking	jwinborn1@gmail.com

Desired End Result

This team will identify the needs that will be necessary to implement a functional technology system for Whisk Me Away Café. The system will include a functional Point of Sale operation, attractive interactive website, and full support by this team.





System RFP

REQUEST FOR INFORMATION SERVICES System and Procedure Class	
Date: 02/24/2014 System enhancement: Analyze and Develop A New System Title: Whisk Me Away Department: System Analyst Location: CPT 264 System Enhancement: E-mail:	
REQUEST FOR: URGENCY:	
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Correction of system error <input type="checkbox"/> System enhancement <input checked="" type="checkbox"/> New system </div> <div> <input type="checkbox"/> Immediate attention required <input checked="" type="checkbox"/> Handle in normal priority sequence <input type="checkbox"/> Defer until new system is developed </div> </div>	
DESCRIPTION OF REQUESTED SYSTEMS SERVICES:	
<p>Blue = CPT 264 Class and IST 261 Class - Documentation</p> <p>1. Business Plan</p> <ul style="list-style-type: none"> a) Create a complete business plan with documentation b) Business name, location, and Purpose c) Mission statement d) Goals and Objectives e) Organizational Chart f) Must include Table of Contents g) Pert Chart h) FDD i) DFD j) Expense Budget k) TCO (Total Cost of Ownership) l) ROI (Return on Investment) m) Works Cited Page (Must be included with documentation) <p>2.) Information System Design - Installation and Documentation</p> <ul style="list-style-type: none"> a) Install Linux server b) Install LAMP services c) Install PHP MyAdmin d) Visio Drawings e) Workstation(s) f) Server(s) g) Email h) Database i) Web Services j) Directory Services 	<p>3.) Security - Installation and Documentation</p> <ul style="list-style-type: none"> a) Security Policy Statement b) Violations c) Internet and Computer Usage Agreement d) User Account Nomenclature e) Password Policy f) Antivirus g) Spyware h) Remote Access i) Disaster Recovery j) Physical Security k) Training Document l) Visio Drawing <p>4.) Responsibilities</p> <ul style="list-style-type: none"> a) Students in CPT 264 and IST 261 Class are responsible for completing a full functioning prototype of the designed system. <p>5.) Important Dates</p> <ul style="list-style-type: none"> b) March 17th – Present documentation and information on hardware installation. c) March 28th – Deadline for completion of hardware installation. All hardware must function with at least a minimal website running and database functioning. d) April 7th Present documentation and hardware demo. e) April 18th Deadline for Completion of documentation. All Documentation must be submitted electronically.
<i>(To be completed by the Information Technology Department)</i>	
<div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> Approved User Rejected Request (see attached notes) [yes] </div> <div> Assigned to IT contact person: – Team Leader Urgency code 3 [NO] </div> </div>	
Date: 02/24/2014 Action: Complete by 04/18/2014	
System Analyst: CPT 264 (Responsibility Section) Team Leader: Jason Frye Team Members: Sherie Casteel, Zac Winton, Jeremy Oldfield, Alex Hancy, Roxanne Felan, Joshua Winborn, David Rogers	System Analyst: Networking Team Members from: IST 261

**Website RFP**

REQUEST FOR INFORMATION SERVICES Advanced Web Programming Class	
Date: 03/5/2013 System enhancement: Analyze and Develop A New System Title: Restaurant Department: Web Developer Location: CPT 262 System Enhancement: E-mail:	
REQUEST FOR: <input type="checkbox"/> Correction of system error <input type="checkbox"/> System enhancement <input checked="" type="checkbox"/> New system	URGENCY: <input type="checkbox"/> Immediate attention required <input checked="" type="checkbox"/> Handle in normal priority sequence <input type="checkbox"/> Defer until new system is developed
DESCRIPTION OF Web Site Requirements: Database is to be created in MySQL. Only PHP is to be used to access the MySQL Database. Other languages may be used on the web site but not to access the database. 1) Documentation Required a. Site Map – for printed documentation b. Fully Commented code to be handed in separately. Does not go with the printed documentation 2) Web Site: Develop fully functioning website for Restaurant a. Must use design supplied by Digital arts students. b. Database Employee database is to be developed. Must store data on current employees and prospective employees in the same database but separated. c. Users are to have access to Application for Employment form d. Administrators are to have full access to database from the WebSite. This includes but is not limited to: i. Accessing Prospective Employees ii. Adding, Changing or Deleting Current Employees. iii. Deleted employees information needs to be kept for at least 5 years.	5.) Important Dates a) March 17th – Present documentation and information on hardware installation. b) March 28th – deadline for completion of hardware installation. All hardware must function with at least a minimal website running and database functioning. c) April 7th Present documentation and hardware demo. d) April 18th Deadline for Completion of documentation. All Documentation must be submitted electronically.
(To be completed by the Information Technology Department)	
<div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> Approved User Rejected Request (see attached notes) [yes] </div> <div> Assigned to IT contact person: – Team Leader Urgency code 3 [NO] </div> </div>	
Date: 02/25/2014 Action: Complete by 04/18/2014	
System Analyst: CPT 264 (Responsibility Section) Team Leader: Team Members:	System Analyst: Networking Team Members from: IST 261



Acceptance Letter

Dear Whisk Me Away,

We are pleased to say we accept your request for development of a new technology plan and system implementation.

We have already begun the process of analyzing your business needs and feel that we can easily and effectively provide you with the sort of I.T. solutions needed to stay competitive now and years in the future.

Our goal at Palmetto IT Consulting is to provide you with a seamless and integrated system that's easy to use, easy to maintain, and specifically built from the ground up to fit your needs. We promise to handle all of your technology needs so you can spend less time fiddling with the system and more time doing what really matters; providing your customers with a dining experience like none other.

We eagerly look forward to working closely with you as we develop this system.

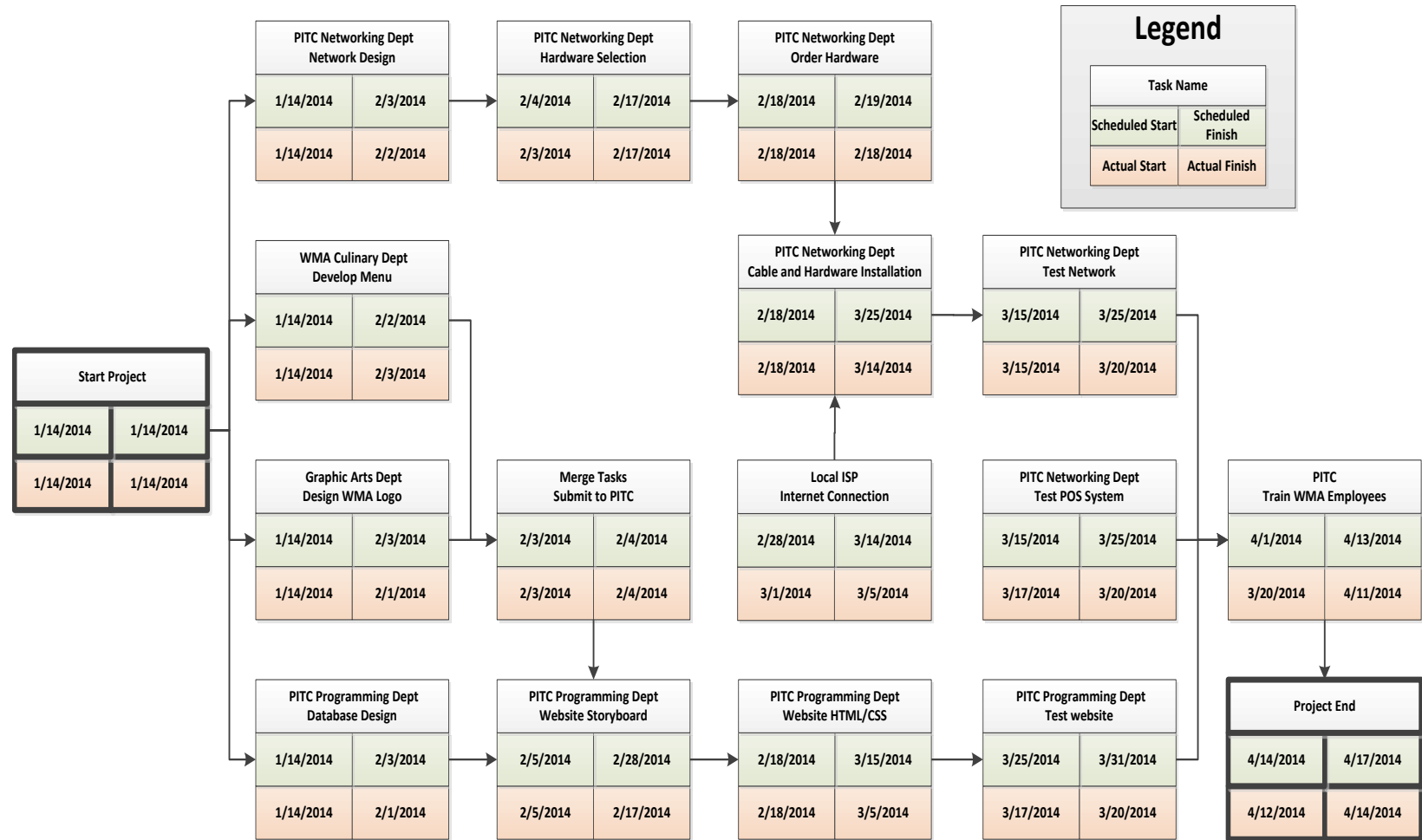
Thank you,

Palmetto IT Consulting





PERT Chart





Business Information



Whisk Me Away Café
843-555-1234
3020 Nevers St
Myrtle Beach, SC 29577
Hours: 11am – 8pm

Description:

Whisk Me Away Café's menu and décor will whisk you away in a delicious eating experience the entire family can enjoy. Our relaxed inviting atmosphere will help soothe you after a hectic shopping expedition in our beautiful Market Commons shopping area. With a mix of hit music playing softly in the background, you can relax, unwind, and catch up on your emails and social media with our complementary Wi-Fi.

Mission Statement:

Being the best means providing outstanding quality, service, cleanliness, and value, so that we make every customer in our café smile.

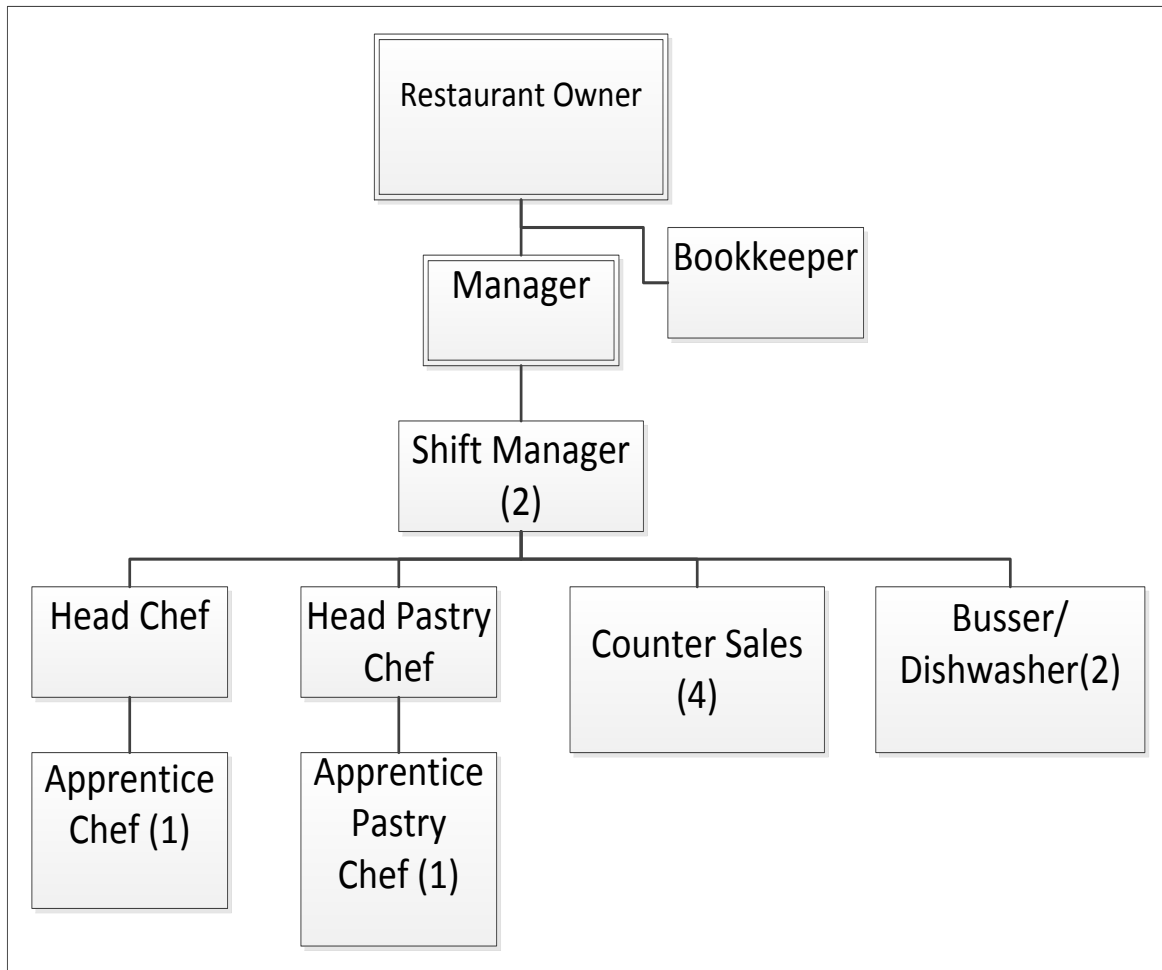
Goals and Objectives

- We promise each guest will receive courteous, professional, friendly and prompt service
- We promise to keep a well maintained, comfortable and clean establishment for our staff and guests.
- We promise to provide at a fair price; well prepared and nutritious meals using only the freshest ingredients.
- We promise to ensure that all guests and staff are treated with the respect and dignity because everyone deserves to be treated as such.
- We will thank each guest for the opportunity to serve them and invite them back.

By maintaining these objectives we shall be assured of a fair profit that will allow us to contribute to the community we serve.

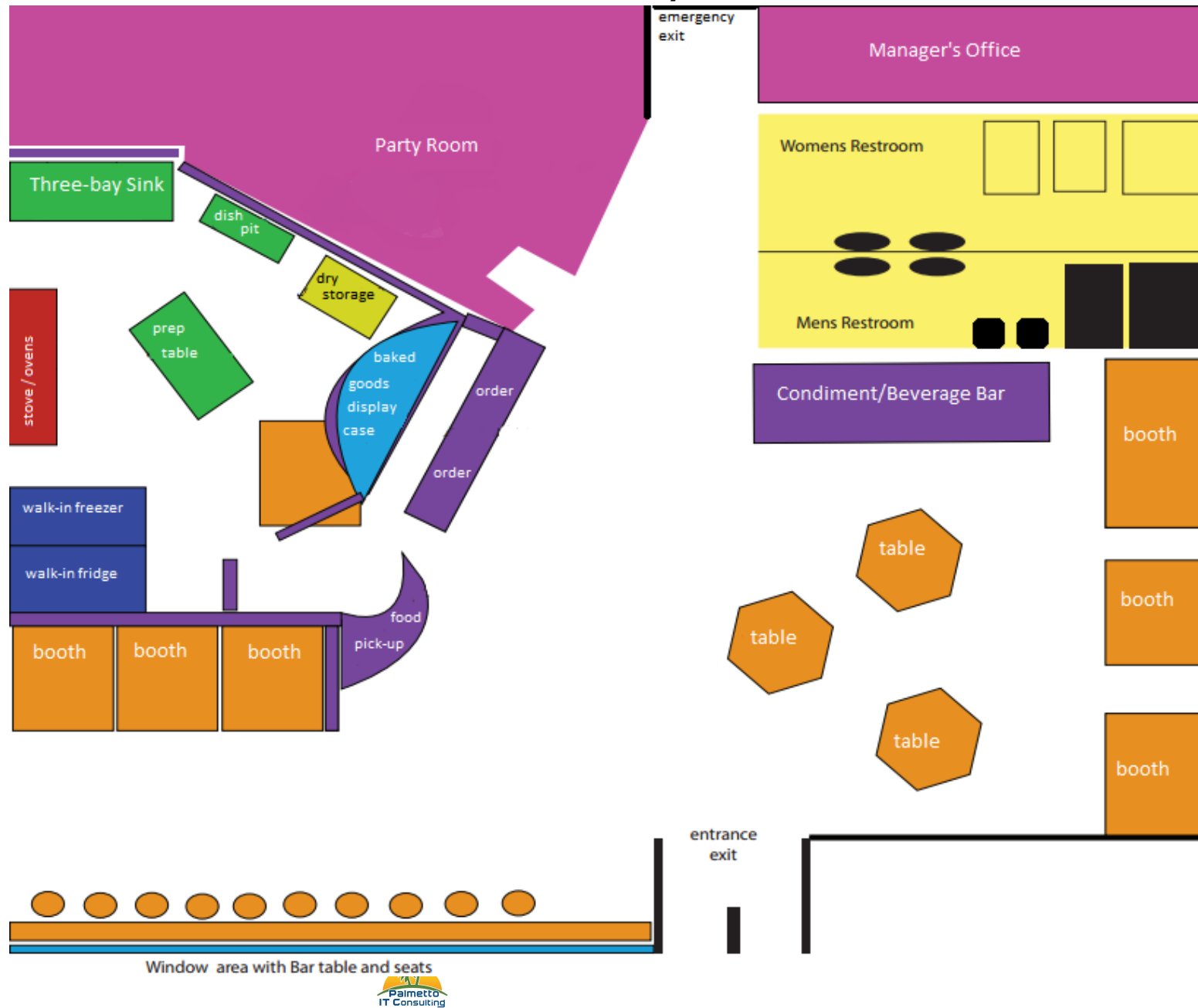


Organizational Chart





Restaurant Layout



Hardware

Network

Router: Cisco 2811 Integrated Services Router

- On-board encryption
- Support of up to 1500 VPN tunnels
- Analog and digital voice call support
- Optional voice mail support



Switch: Cisco SG100-16 16-Port Gigabit Switch

- 16 RJ-45 Ports



Monitor: ViewSonic VA2037A-LED 20" Widescreen

- 1600 x 900
- 5ms
- 1000:1
- 250 cd/m2



Wireless Access Points: Cisco Small Business WAP121 (x2)

- Up to 300Mbps Wireless Data Rates
- IEEE 802.11b/g/n, IEEE 802.3/3u, IEEE802.3af
- Ethernet Port
- 1 x 10/100M, DC jack
- 2.4GHz





Computers

Point of Sale:

Hardware

POS-X - 15" Fanless TouchPC

Intel Dual Core 1.8GHz - 2GB - 160GB HD with Windows 7 Pro

POS-X - Integrated MSR

Star Micronics - Eco Thermal printer

16" Heavy Duty Cash Drawer - Black

Integrated Payment Processing

Gift Card Transaction Processing

Stand-In Authorizations



Software

Aldelo Lite License - Per Station

Management:

Hardware

Dell OptiPlex 3020 Desktop Computer

Type - Business Desktops & Workstations

Form Factor - Mini Tower

Processor - Intel Core i5-4570 3.2GHz

Processor Main Features - 64 bit Quad-Core

Memory - 4GB DDR3 1600

Hard Drive - 500GB 7200RPM

Graphics - Intel HD 4600

Ethernet - Gigabit Ethernet

Operating System - Windows 7 Professional

Dell E1914H 19-Inch Screen LED-Lit Monitor



Server:

ASUS TS700-X7/PS4 5U Pedestal Server

8 GB Ram

2TB HDD

Aspeed AST2300 graphics

Ethernet - Gigabit Ethernet

CPU Type - Intel Core i5





Misc:

Printer: HP Photo-Smart 7520 Wireless e-All in One Printer



Telephones: Cisco SPA303 (x3)



Battery Backups: APC 330 Watts Surge Protectors (x3)



Rack: 9U IT Wall Mount Network Server Cabinet Rack

- Built-In Fan
- Locking Lock & Key
- Side cutouts for easy cabling.
- Universal mounting holes for most common hardware.





Software and Licenses

Microsoft Office 2013

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft OneNote
- Microsoft Publisher
- Microsoft Access
- Up to 5 computers
- \$99.99 a year

Kerio Connect

- Email, Calendars & Contacts
- Desktop & Mobile Sync
- Email Archive Retention
- Server Back-up
- Anti-Spam
- ActiveSync extension
- Upgrade Protection, service releases, patches
- \$640 for first year
- \$305 recurring years

MacAfee Anti-virus

- Virus Protection
- Identity Protection
- Remote Device & Data Security
- Safekey Password Manager
- First year included
- \$80 year recurring per computer

Domain Registration

- Personal and Business Protection
- VeriSign Certification
- Search Engine Optimization with Bing and Google
- \$56.97 year/ recurring



Network Information

IP scheme

Intranet

- Network: 192.168.1.0/28
- Gateway: 192.168.1.1
- Server: 192.168.1.2
- Reserved address: 192.168.1.(3-28) (workstations, printers, and other peripheral devices.)

Public Access Points

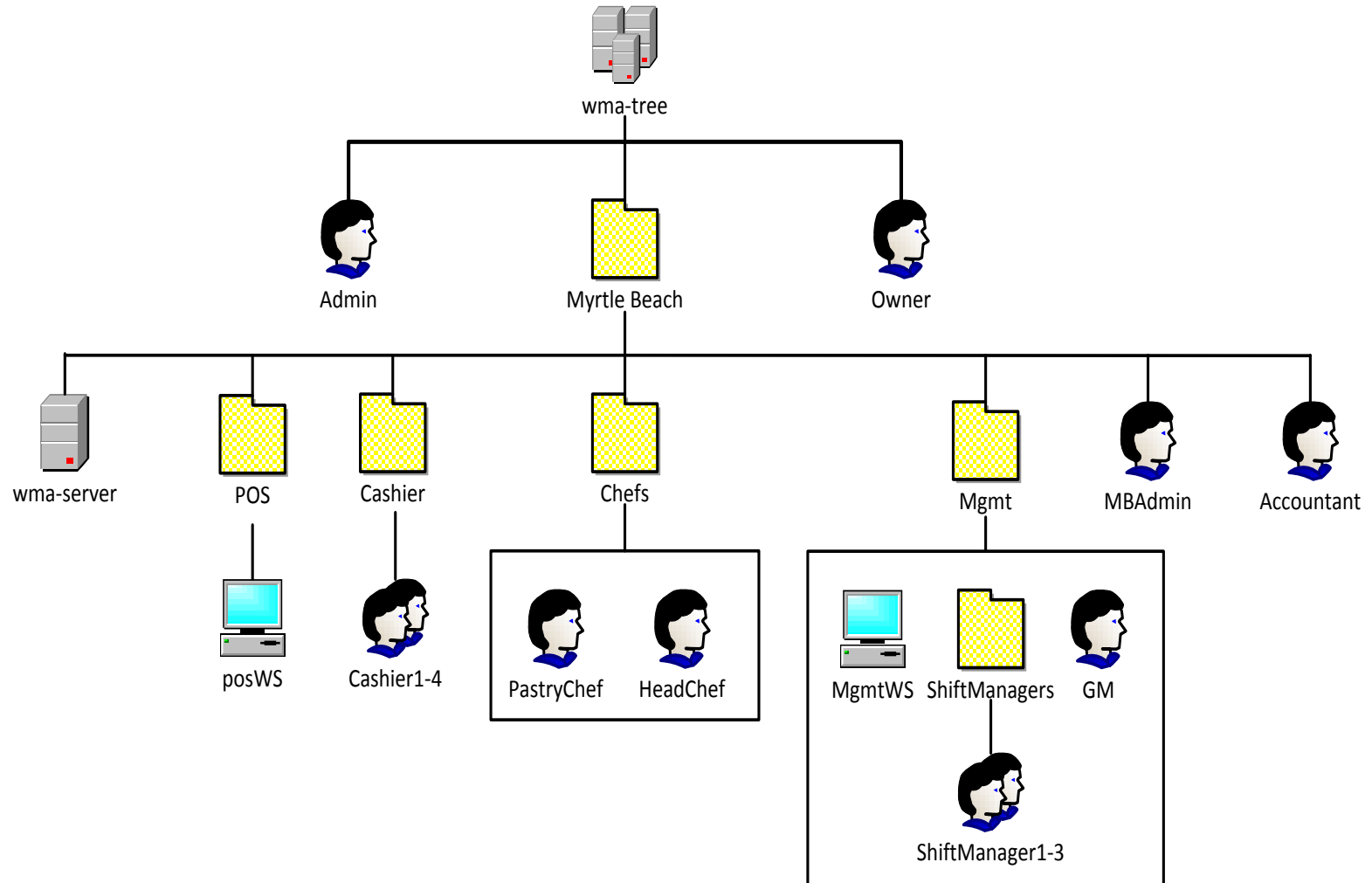
- Network: 192.168.2.0/24
- Gateway 192.168.2.1
- VLAN and DHCP will be implemented

eDirectory scheme:

- server name: wma-server
- tree name: wma-tree
- admin context: admin.mb.wma

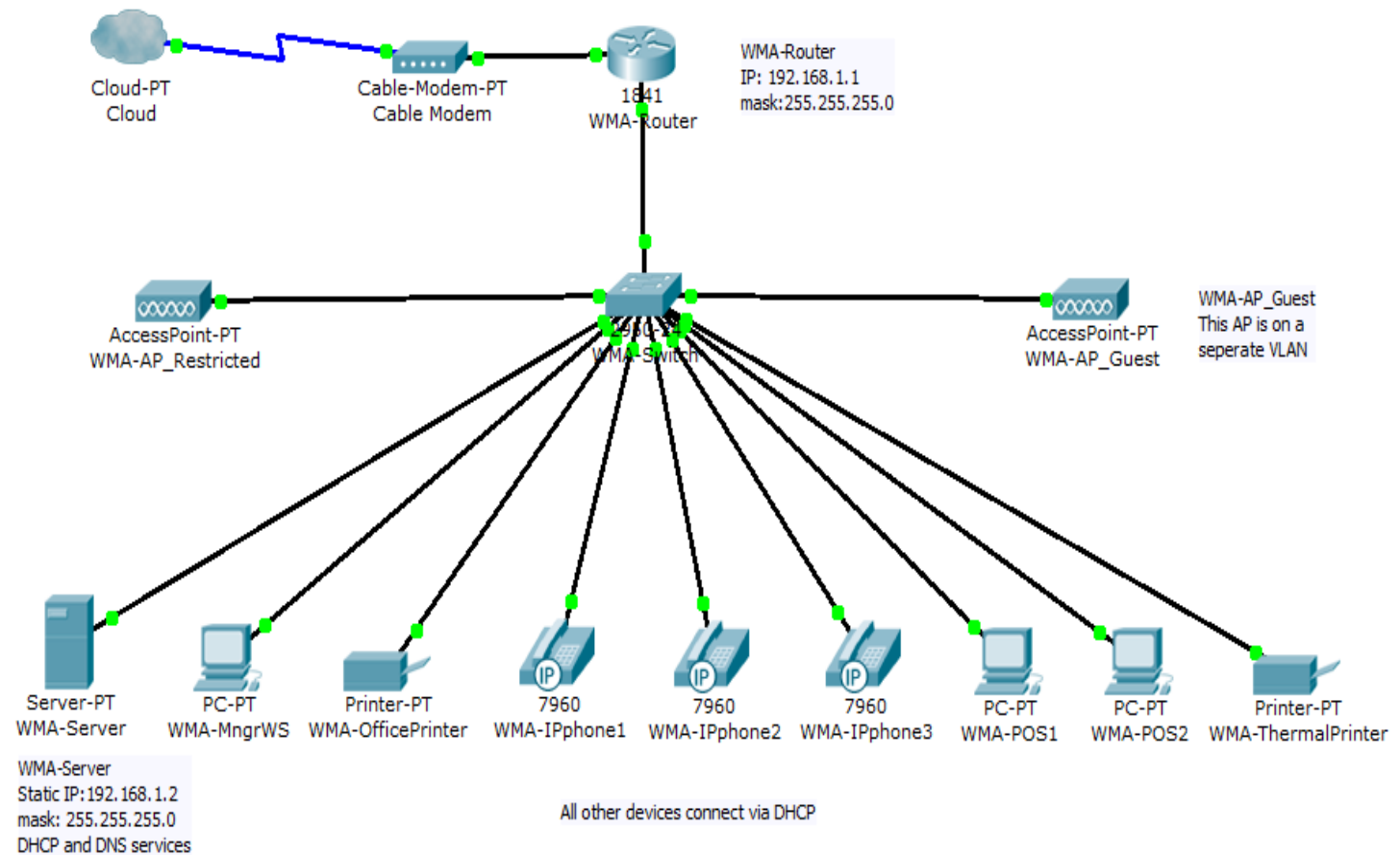


E-Directory

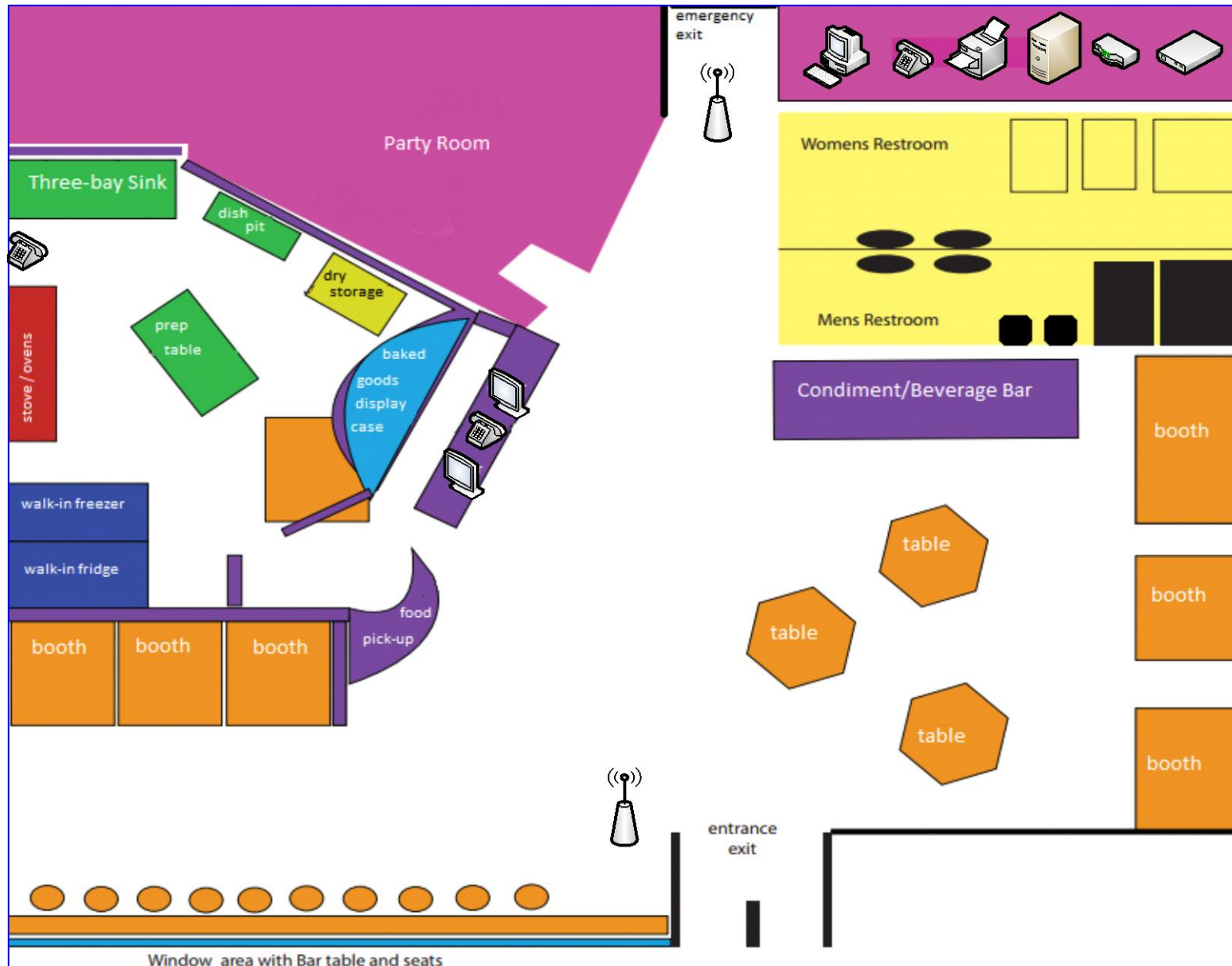




Logical Topology



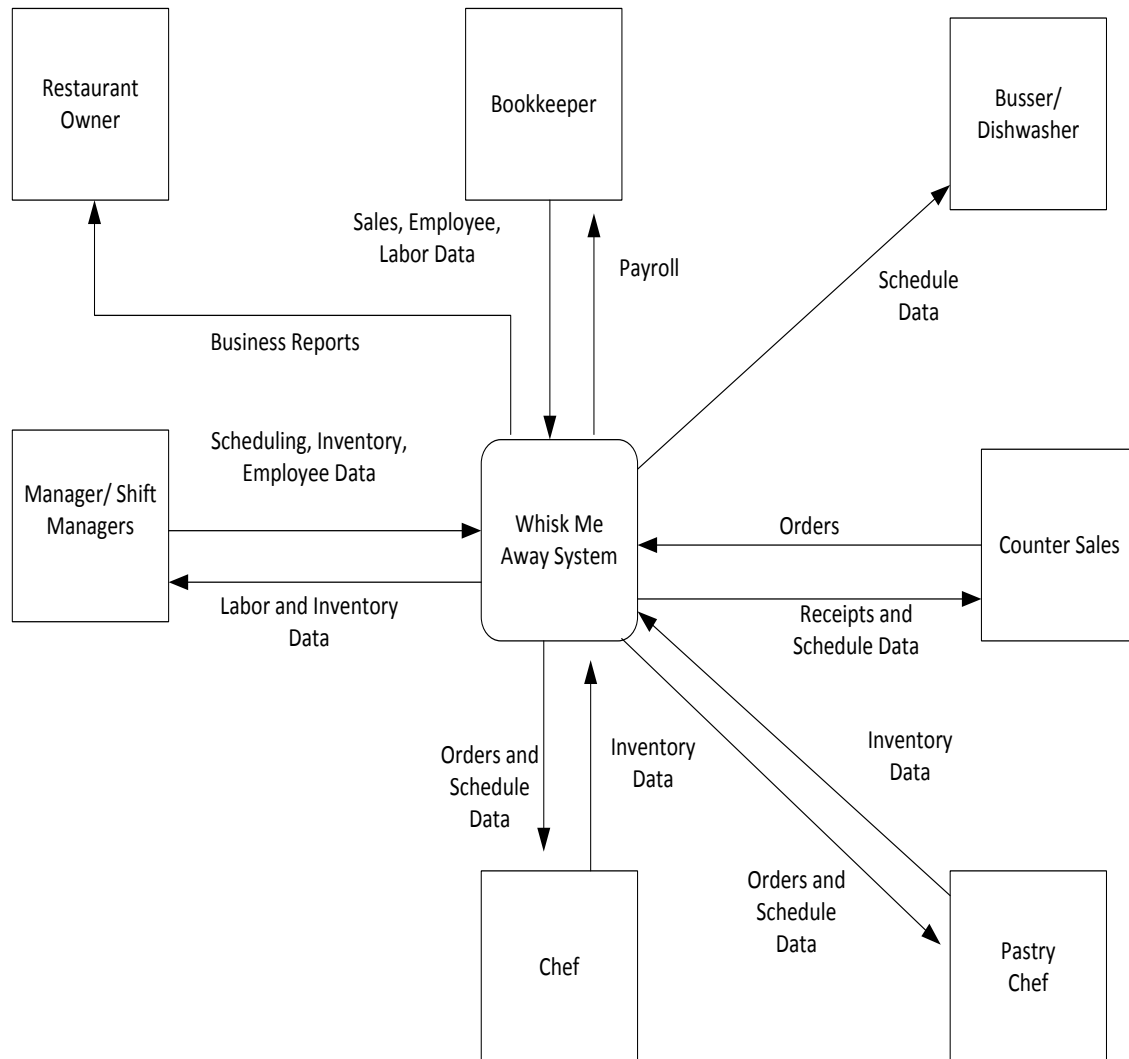
Physical Topology



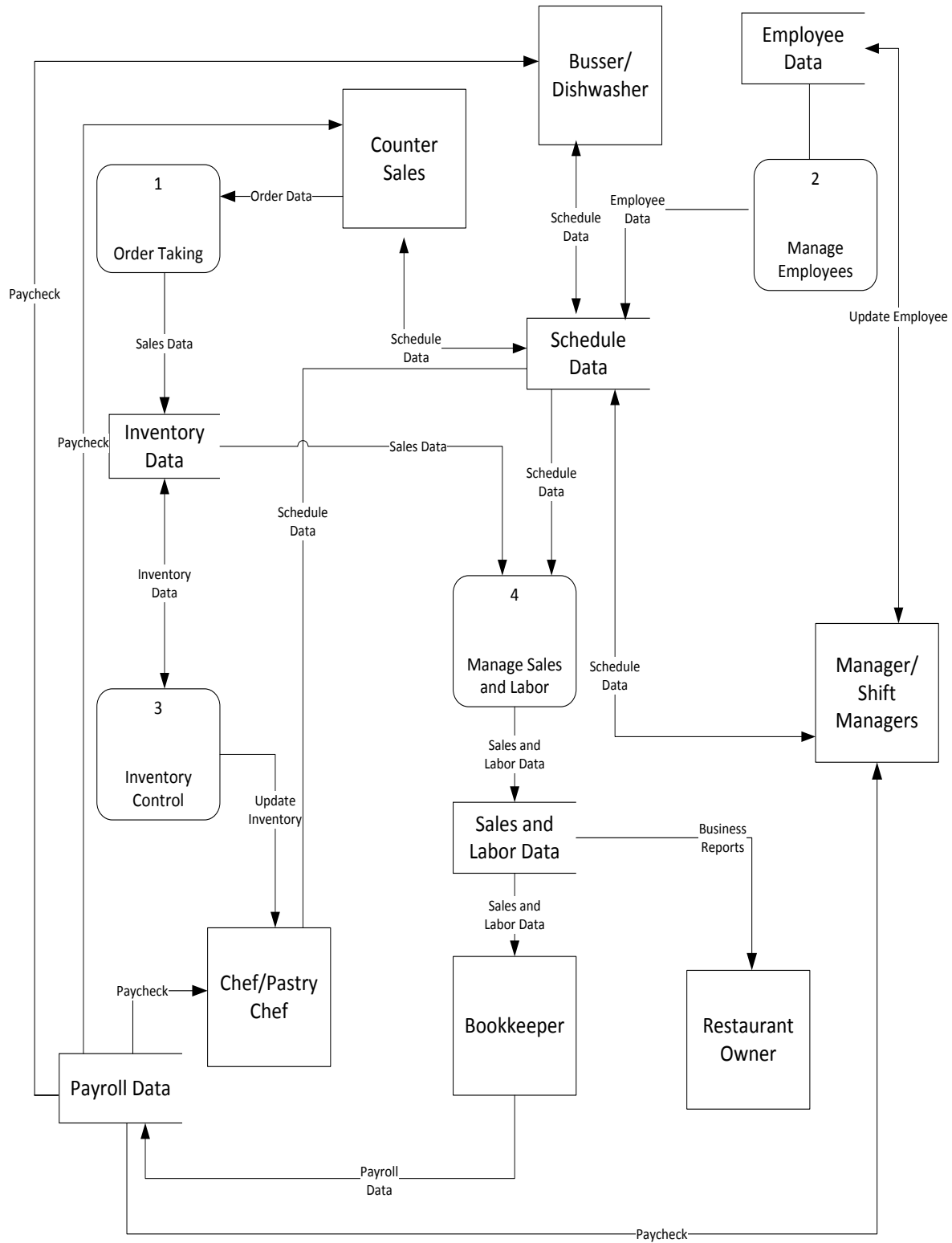


System Design and Usage

FDD



DFD





Network Usage and Internet Access Policy

Whisk Me Away

Disclaimer

The Internet is a constantly growing worldwide network of computers and servers that contain millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. Users are further cautioned that it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Employees and users (herein referred to as "Users," or "User") accessing the Internet do so at their own risk and understand and agree that *Whisk Me Away* (herein referred to as "Company," or "*Whisk Me Away*") is not responsible for material viewed or downloaded by users from the Internet. To minimize these risks, your use of the Internet at *Whisk Me Away* is governed by the following policy:

Permitted Use of Internet and Company Computer Network

The computer network is the property of *Whisk Me Away* and is to be used for legitimate business purposes. Users are provided access to the computer network to assist them in the performance of their jobs. Additionally, certain Users may also be provided with access to the Internet through the computer network. All Users have a responsibility to use *Whisk Me Away's* computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action, including possible termination, and civil and/or criminal liability.

Computer Network Use Limitations

Prohibited Activities

Without prior written permission from *Whisk Me Away*, *Whisk Me Away's* computer network may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, Trojan horse programs, etc.) or any other unauthorized materials. Occasional limited appropriate personal use of the computer is permitted if such use does not a) interfere with the User's or any other employee's job performance; b) have an undue effect on the computer or company network's performance; c) or violate any other policies, provisions, guidelines or standards of this agreement or any other of the Company. Further, at all times users are responsible for the professional, ethical and lawful use of the computer system. Personal use of the computer is a privilege that may be revoked at any time.

Illegal Copying

Users may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the company.





Communication Of Trade Secrets

Unless expressly authorized to do so, Users are prohibited from sending, transmitting, or otherwise distributing proprietary information, data, trade secrets or other confidential information belonging to *Whisk Me Away*. Unauthorized dissemination of such material may result in severe disciplinary action as well as substantial civil and criminal penalties under State and Federal Economic Espionage laws.

Duty not to Waste or Damage Computer Resources

Accessing the Internet

To ensure security, avoid the spread of viruses & malware, and to maintain *Whisk Me Away's* Internet Usage Policies or Acceptable Use Policies, employees may only access the Internet through a computer attached to *Whisk Me Away's* network and approved Internet firewall or other security device(s). Bypassing *Whisk Me Away's* computer network security by accessing the Internet directly by personal connections such as (but not limited to) Cellular Networks, Wimax, modems, or proxy avoidance techniques or by any other means is strictly prohibited.

Frivolous Use

Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all Users connected to the network have a responsibility to conserve these resources. As such, Users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups or other social media, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

Virus Detection

Files obtained from sources outside *Whisk Me Away*, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage *Whisk Me Away's* computer network. Users should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-Company sources, without first scanning the material with Company-approved virus checking software. If you suspect that a virus has been introduced into *Whisk Me Away's* network, notify *Whisk Me Away* immediately.

No Expectation of Privacy

Employees are given computers and Internet access to assist them in the performance of their jobs. Employees should have no expectation of privacy in anything they create, store, post, send or receive using the company's computer equipment. The computer network is the property of *Whisk Me Away* and may be used only for Company purposes.

Waiver of Privacy Rights

User expressly waives any right of privacy in anything they create, store, post, send or receive using the company's computer equipment or Internet access. User consents to allow company personnel access to and review of all materials created, stored, sent or received by the User through any Company network or Internet connection.



Monitoring Of Computer And Internet Usage

Whisk Me Away has the right to monitor and log and archive any and all aspects of its Computer system including, but not limited to, monitoring Internet sites visited by Users, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by users via Email, IM & Chat & Social Networking.

Blocking Sites with Inappropriate Content

Whisk Me Away has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing sexually explicit or other material deemed inappropriate in the workplace.

Blocking Sites with Non-Productive Content

Whisk Me Away has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing non-work-related content such as (but not limited to) Drug Abuse; Hacking; Illegal or Unethical; Discrimination; Violence; Proxy Avoidance; Plagiarism; Child Abuse; Alternative Beliefs; Adult Materials; Advocacy Organizations; Gambling; Extremist Groups; Nudity and Risqué; Pornography; Tasteless; Weapons; Sexual Content; War Games; Online Gaming; Freeware and Software Downloads; File Sharing and Offsite Storage; Streaming Media; Malicious Websites; Phishing; SPAM; Advertising; Brokerage and Trading; Web-Based Personal Email; Entertainment; Arts and Culture; Education; Health and Wellness; Job Search; Medicine; News and Media; Websites or Blogs; Content Servers; Domain Parking; Personal Privacy; Finance and Banking; Search Engines and Portals; Government and Legal Organizations; Web Hosting; Secure Sites; or Web-based Applications.

Consequences of Violations

Violations of this *Network Usage and Internet Access Policy* will be documented and can lead to disciplinary action up to and including termination of employment.

Additionally, Whisk Me Away may at its discretion seek legal action for damages incurred as a result of any violation. Before access to the internet or company network is approved, the potential system user is required to read this *Network Usage and Internet Access Policy* and sign the acknowledgement form below.

Acknowledgement of Understanding

I have read and agree to comply with the terms of this policy governing the use of *Whisk Me Away's* computer network. I understand that any violation of this policy may result in disciplinary action, including possible termination and civil and criminal penalties.

Printed Name: _____

Signature: _____

Date: _____





Wireless Network Service Agreement



WIRELESS NETWORK SERVICE AGREEMENT / TERMS OF USE

Please read this agreement carefully before using our Wireless Network Services. This is an agreement between you and "Whisk Me Away" for your use of our wireless local area network communication services ("Wireless Network", "the Service").

By either acknowledging this agreement and/or using/activating the Service, you agree to these terms.

Our Wireless Network is available to your device only when it is in the operating range of our Wireless Network hot spot location(s).

The Service is subject to unavailability, including emergencies, third party service failures, transmission, equipment or network problems or limitations, interference, signal strength, and maintenance and repair and not to be used for any illegal activity. The

Service may be interrupted, refused, limited or curtailed.

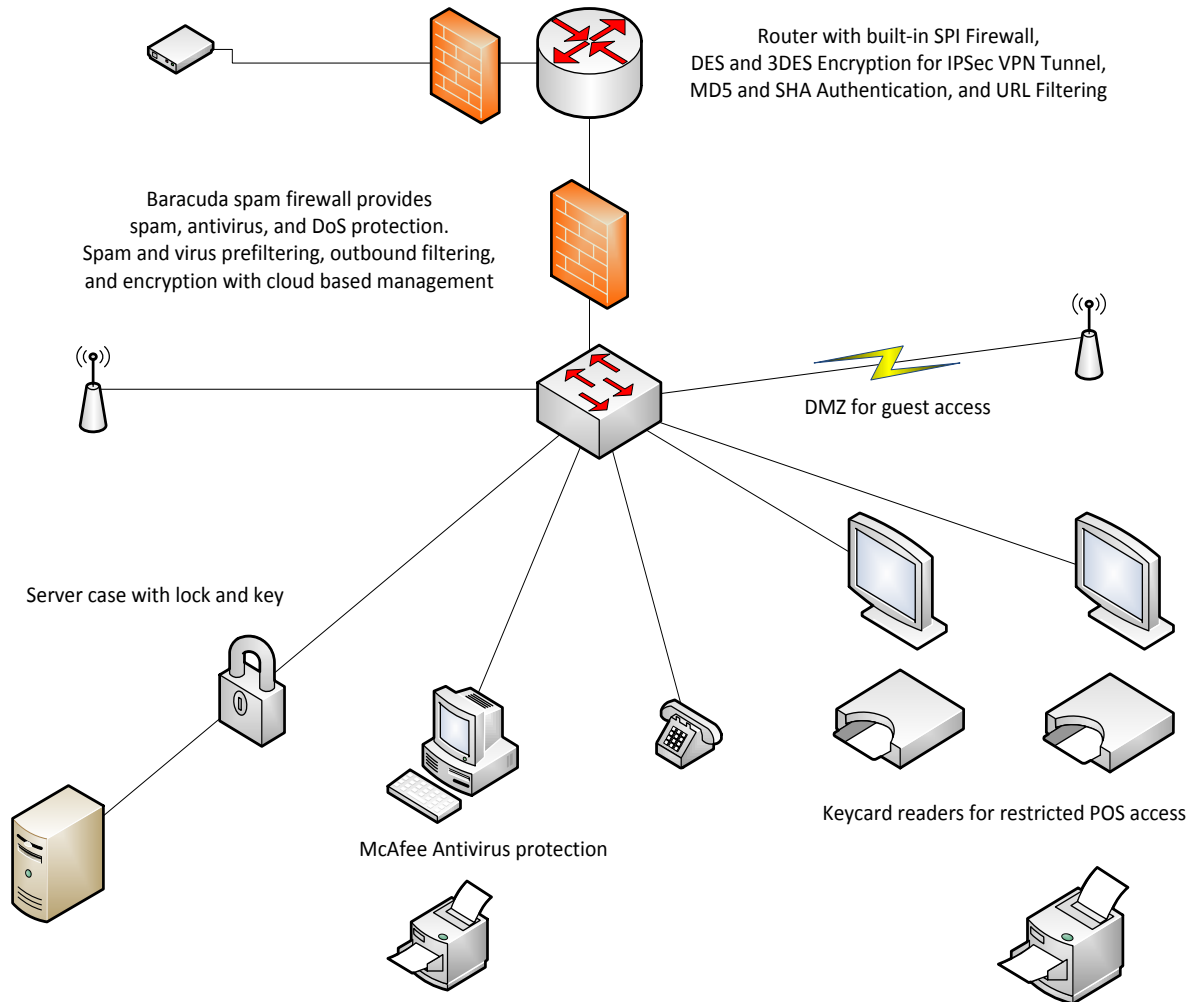
We are not responsible for data, messages or pages lost, not delivered or misdirected because of interruptions or performance issues with the Service, or the underlying network(s) and transmission equipment and systems. The accuracy and timeliness of data received

is not guaranteed. Delays or omissions may occur. Actual network speed will vary based on your device configuration, location, compression, network congestion and other factors.

I Agree

Disagree

Security





Password Policy

1. Overview

Strong passwords are critical to computer security. Strong passwords are the first line of defense for user accounts. Poorly chosen passwords, that is, passwords that are easily guessed or ones left in open view could compromise the entire network.

All users of *Whisk Me Away's* network are expected to follow the guidelines below when selecting their passwords and keeping those passwords secure.

- a.) Passwords must be at least eight (8) characters long and contain characters from at least three of the following categories:
 - English uppercase characters (A–Z)
 - English lowercase characters (a–z)
 - Base 10 digits (0–9)
 - Non-alphanumeric characters (For example: !, \$, #, or %)
- a) Change your password every 45 days.
- b) Never share your password.
- c) Never reveal your password to anyone – not even Information Services staff.
- d) Do not re-use old passwords.

If you suspect that your password has been compromised, report the matter to Whisk Me Away's Manager on Duty (MOD) immediately.

2. Purpose

The purpose of this Policy is to present best practice for the creation of strong passwords, the protection of those passwords, and the frequency of change.

3. Scope

The scope of this Policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides within the *Whisk Me Away* facility, has access to *Whisk Me Away's* network, or stores any non-public *Whisk Me Away* information.

4. Policy

4.1 General

Users must note that passwords are for their own personal use and must not be shared or disclosed to anyone. Under the Computer Misuse Act of 1990, it is an offense to access or attempt to gain access to a computer system or computer material to which one is not entitled.

In addition, it is a breach of this Policy for any user to misuse their own or other user's password. If any such misuse results in a user knowingly elevating their system privileges above those that they have been authorized to use, then this will be considered an act of gross misconduct.



- All system-level passwords (e.g. root, enable, Windows admin, application administration accounts, etc.) must be changed on at least a quarterly basis.
- Remote access to privileged accounts (e.g. root, enable, Windows admin, application administration accounts, etc.) must not be attempted from unsecure locations e.g. open access cluster systems or public terminals.
- All user-level passwords (e.g. email, web, desktop computer, etc.) must be changed at least every 45 days.
- A user account that has system-level privileges granted through group memberships or systems such as Dynamic Local User must have a password that is unique from all other accounts held by that user.
- Passwords must not be inserted into email messages or other forms of electronic communication.

All user-level and system-level passwords must conform to the guidelines described below.

4.2 Guidelines

General password construction guidelines

Whisk Me Away uses passwords for various purposes. Some of the more common uses include: user level accounts, web accounts, email accounts, screen saver protection, voicemail password, POS passwords, and local router logins. All users should be aware of how to select strong passwords.

A strong password has the following characteristics:

- It is at least six characters long.
- It includes upper and lower case letters (e.g. a–z, A–Z); digits and special characters: ! @ # \$ % ^ & * () _ + | ~ - = \ ` { } [] : " ; ' < > ? , . /)
- It is not a word in any language, slang, dialect, jargon, etc.
- It is not based on personal information, names of family, etc.

Weak passwords have the following characteristics:

- The password contains less than six characters.
- The password is a word found in a dictionary (English or foreign).
- The password uses names of family, pets, friends, co-workers, etc.
- The password uses computer terms and names, commands, hardware, software.
- The password uses predictable words e.g. 'WhiskMeAway', 'WhiskMA', 'WMAchef'.
- The password uses personal information such as addresses and phone numbers.
- The password uses word or number patterns like aaabbbb, qwerty, 123321, etc.
- The password uses names of any of the above spelt backwards or preceded/followed by a digit (e.g., pasword1, 1password)



Naming Conventions

eDirectory

Tree Root: WMA-TREE

Organization: wma

Asus TS700 Server: wma-server

Location containers will be a 2 or 3 letter abbreviation of the location name.

Myrtle Beach Container: mb

Employee containers are named after job title; common abbreviation may be used.

Management container: mgmt

Chefs' container: chefs

A username shall be the first initial and last name followed by last four digits of SSN.

ahaney1234

jfrye4321

Workstations are named by their container name followed by WS.

chefsWS

mgmtWS

posWS

Peripheral devices are named by function and a sequentially assigned number.

voip1counter

voip2counter

printer1kitchen

printer2kitchen

printer1counter



Network Security

Whisk Me Away Café's network and information system will host a full complement of security measures.

Including, but not limited to:

Lockbox for server rack:

Only the Manager and the head of IT will have keys to this.

Physical firewall

Since we are hosting our site from the server that means we will be hosting the email as well and this device will not only work as a great firewall but it is an anti-spam device that will help out with our email accounts through our domain

DMZ

DMZ will be setup for the Wireless Access Point that the customers will be using keeping them from accessing nothing more than just allowed internet access.

Employee key-cards for POS entry

Key card readers that come with the POS systems will give each user restricted access to only parts of the system and let them only make changes in the system that their level is programmed for on their card.

Offsite Backup

All information in the Whisk Me Away system will have a daily backup to a secured server facility offsite.



Disaster Recovery Plan

In the likelihood of disaster or system failure, steps need to be taken to keep all systems running with as little downtime as possible. Names and contact information of those responsible for risk and damage assessment should be notified.

There are a number of different system failures that could occur that may be minor or severe in keeping the system running. In which case, a log of possible failures will be kept along with steps to rectify the problem.

Potential Threats

Threat	Probability	Risk Impact	Action
Data Loss	Low	Low/Medium	Restore data from last backup.
Unauthorized Access	Low/Medium	Medium	Find cause of security breach and repair
Hard Disk Failure	Low	Medium	Replace hard drive, restore data (if necessary), and order new hard disk
Local Network Failure	Low/Medium	Low	Troubleshoot switch/router configuration or connections
Capacity Overload	Low	Low	Upgrade server or add additional server
Software Failure	Medium	Medium	Reinstall/Repair software

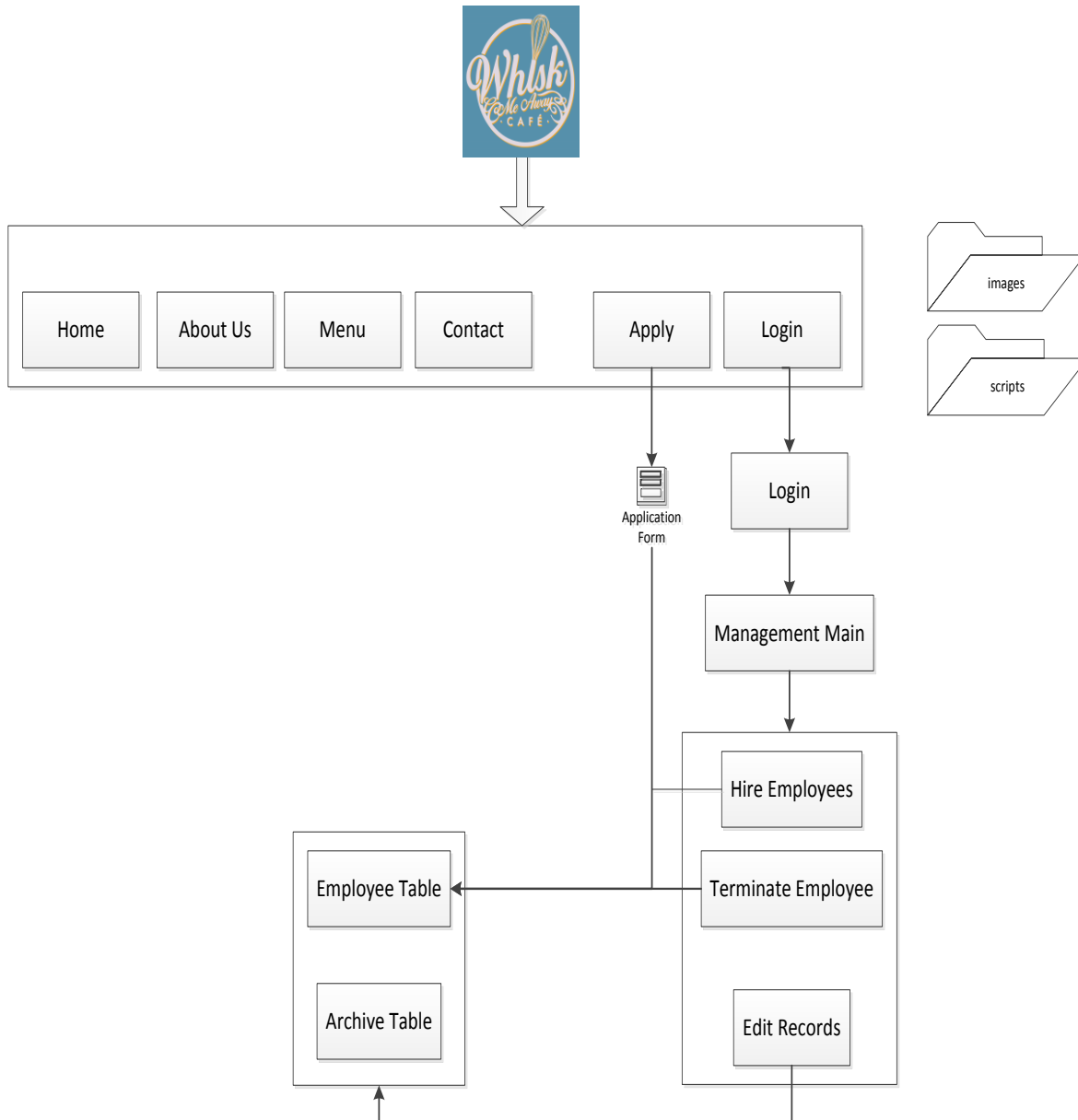
Precautionary Measures

Threat	Probability	Risk Impact	Action
Unauthorized Physical Access	Low/Medium	High	Servers' lock case and key card to POS systems.
Unauthorized Network Access	Low	High	Server spam and virus firewall. DMZ for wireless access.
Power Failure/Surge	Low/Medium	Medium	UPS's in place for essential equipment.



Website

Site Map






Website Walkthrough







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About Us

Whisk Me Away Café's menu and décor will whisk you away into a delicious eating experience the entire family can enjoy.

Our relaxed inviting atmosphere will help soothe you after a hectic shopping expedition in our beautiful Market Commons shopping experience. With a current mixture of music playing softly in the background, you can relax and unwind. If needed, catch up with your e-mails or social media with our complimentary Wi-Fi.

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Menu

MENU

<u>Sandwiches/Wraps</u> \$6.95 Buffalo Chicken Wrap Veggie Wrap Chicken Salad Gyro Chicken Bruschetta Panini Cheeseburger	<u>Salads</u> \$5.85 Cobb Caesar Greek
<u>Soups</u> cup- \$4.75 bowl- \$6.25 Strawberry (cold) Broccoli Cheddar Chicken Noodle French Onion	<u>Sweets</u> \$3.32 Banana Fosters Crepe Red Velvet Cupcakes Rice Krispies Treats Elephant Ear Chocolate Chip Cookies
<u>Cold Drinks</u> Pepsi Sweet Tea Unsweet Tea Green Tea Iced Coffee	<u>Hot Drinks</u> Regular Coffee Decaf Coffee Flavored Latte Tea Hot Cocoa

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Contact

Phone:
843-555-1234

Address:
Market Commons
3020 Nevers Street
Myrtle Beach, SC 29577

Hours:
11 am - 8 pm

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Employment Application

Social Security Number:

First name:

Last name:

Street:

City:

State:

Zip Code:

Phone:

Email:

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Login:

User ID:

Password:

[Home](#)



Applicants

			SSN	FName	LName	Address	City	State	Zip	Phone	Email	Status
Hire	Archive	Edit	456819542	Jackson	Zimmerman	143 Main Street	Melbourne	Florida	15789	3214568977	jZim123@domain.com	Applicant
Hire	Archive	Edit	245891245	Billy	Thorton	4545 Badnews loop	N Myrtle Beach	South Carolina	28598	8435558080	BillyBThorton@msn.com	Applicant
Hire	Archive	Edit	687554912	Beverly	Kistral	980 Oak Court	Conway	South Carolina	29677	8431895421	BevKistral@domain.com	Applicant
Hire	Archive	Edit	856721459	John	Jackson	38 Main Street	Conway	South Carolina	29677	8435788832	jjJackson@domain.com	Applicant
Hire	Archive	Edit	996857423	John	Seena	5562 Infinite Lp	Little River	South Carolina	29566	8438992526	Seena1@yahoo.com	Applicant
Hire	Archive	Edit	687999102	Joey	Manning	759 1st Ave	Myrtle Beach	South Carolina	29577	8432518881	JMan@domain.com	Applicant

Employees

		SSN	FName	LName	Address	City	State	Zip	Phone	Email	Status
Terminate	Edit	899789841	Jim	Carrey	8978 Laughable Ln	Surfside	South Carolina	29598	8436556565	thejimcarrey@hotmail.com	Employee
Terminate	Edit	785449512	Zoey	Kleinman	9287 3rd Ave	Conway	South Carolina	29574	8432517451	zKlein@domain.com	Employee
Terminate	Edit	656595142	Chris	Smith	1542 Sienna Dr	Myrtle Beach	South Carolina	28467	8432512323	Chrissmith85@hotmail.com	Employee
Terminate	Edit	758525546	Susan	Carrington	586 Hope Ln	Surfside	South Carolina	29598	8438555956	Carrington76@hgtc.edu	Employee
Terminate	Edit	111223333	John	Smith	123 Oak St	Conway	South Carolina	29526	8433495368	js@js.com	Employee

Archive

SSN	FName	LName	Address	City	State	Zip	Phone	Email	Status
777881243	Sydney	Schilousky	1430 Eastbrook	Myrtle Beach	South Carolina	29577	8437183724	sydney@yahoo.com	Applicant
989991251	Jill	White	7291 Forest Road	Myrtle Beach	South Carolina	29579	8437516682	Jillw12@domain.com	Applicant

[Logout](#)



SSN	899789841
First Name	Jim
Last Name	Schmarrey
Address	8978 Laughable Ln
City	Surfside
State	South Carolina
Zip	29598
Phone	8436556565
Email	thejimcarrey@hotmail.com
Status	Employee
<div>Save Cancel</div>	

Code Samples

Login PHP

```
<?php
    require_once 'app_config.php';

    if (($_COOKIE["grp4istw_admin"]) == 1) {
    }

    else
    {
        require_once 'app_login.php';

        $INPUT_ADMIN_NAME = trim($_REQUEST['userID']);
        $INPUT_ADMIN_PASS = trim($_REQUEST['password']);

        if ((ADMIN_NAME == $INPUT_ADMIN_NAME) && (ADMIN_PASS ==
$INPUT_ADMIN_PASS)) {
            setcookie("grp4istw_admin","1",time()+1200,"/","grp4.istwebclass.o
rg");
        }

        else {

            die("Error! You have entered an incorrect username or
password.");
        }

    }
?>
<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta content="en-us" http-equiv="Content-Language" />
<meta content="text/html; charset=utf-8" http-equiv="Content-Type" />
<title>Management</title>
<link rel="stylesheet" href="css/site.css"/>
</head>

<body>

<p><a href="../term.html">Terminate Employee</a></p>
<p><a href="../hire.html">Hire Employee</a></p>
<p><a href="../edit.html">Edit Records</a></p>
<p><a href="../login.html">Logout</a></p>

</body>
```



App-config PHP

```
<?php

// Set up debug mode
define("DEBUG_MODE", true);

// Site root
define("SITE_ROOT", "/your/site/root");

// Location of web files on host
define("HOST_WWW_ROOT", "/location/of/your/web/files/");

// $userID = $_REQUEST['userID'];
// $password = $_REQUEST['password'];

// Database connection constants
define("DATABASE_HOST", "localhost");
define("DATABASE_USERNAME", "grp4istw_admin");
define("DATABASE_PASSWORD", "wmaadmin");
define("DATABASE_NAME", "grp4istw_wmadb");

/*
if ($userID != grp4istw_admin) {
    die("<p>Incorrect Username" . $userID . "</p>");
}
if ($password != wmaadmin) {
    die("<p>Incorrect Password" . $password . "</p>");
}
*/

function debug_print($message) {
    if (DEBUG_MODE) {
        echo $message;
    }
}

function handle_error($user_error_message, $system_error_message) {
    session_start();
    $_SESSION['error_message'] = $user_error_message;
    $_SESSION['system_error_message'] = $system_error_message;
    header("Location: " . SITE_ROOT . "scripts/show_error.php");
    exit();
}

function get_web_path($file_system_path) {
    return str_replace($_SERVER['DOCUMENT_ROOT'], '', $file_system_path);
}
?>
```



Implementation

Return on Investment

Cash flow and ROI statement				
BENEFIT DRIVERS	YEAR			
	0	1	2	3
Greater margin driven by higher production capacity		\$30,000	\$36,000	\$43,200
Improved cycle time benefits:				
Reduced energy cost due to less running time		0	0	0
Reduced labor cost due to less running time		0	0	0
Fewer accidents, resulting in less workers' compensation		0	0	0
Improved quality benefits:				
Fewer defects, resulting in less rework		0	0	0
Fewer customer returns, resulting in less reprocessing costs		0	0	0
Reduced time spent handling customer complaints		0	0	0
Total annual benefits		\$30,000	\$36,000	\$43,200
Implementation filter		85%	90%	95%
Total benefits realized		\$25,500	\$32,400	\$41,040

Costs	Year 0	Year 1	Year 2	Year 3
Total	\$23,258	\$701	\$701	\$701

Benefits	Year 0	Year 1	Year 2	Year 3
Annual benefit flow	(\$23,258)	\$24,799	\$31,699	\$40,339
Cumulative benefit flow	(23,258)	1,541	33,240	73,579

Discounted benefit flow	Year 0	Year 1	Year 2	Year 3
Discounted costs	\$23,258	\$674	\$648	\$623
Discounted benefits	0	24,519	29,956	36,484
Total discounted benefit flow	(23,258)	23,845	29,308	35,861
Total cumulative discounted benefit flow	(23,258)	587	29,895	65,756

Initial investment	Year 0	Year 1	Year 2	Year 3
Initial investment	\$0	\$0	\$0	\$0
Implementation costs	23,258	0	0	0
Ongoing support costs	0	701	701	701
Training costs	0	0	0	0
Other costs	0	0	0	0
Total costs	\$23,258	\$701	\$701	\$701

ROI measures				
Cost of capital	4%			
Net present value	\$65,756			
Return on investment		102%	222%	361%
Payback (in years)	0.94			



Total Cost of Ownership

Total Cost of Ownership					
Direct Costs	Year 1	Year 2	Year 3	Total (\$)	% of Total Cost
Hardware					
Servers	\$ 780.00	\$ -	\$ -	\$ 780.00	3.2%
Client computers	\$ 6,811.00	\$ -	\$ -	\$ 6,811.00	27.6%
Peripherals	\$ 552.00	\$ -	\$ -	\$ 552.00	2.2%
Network components	\$ 2,319.00	\$ -	\$ -	\$ 2,319.00	9.4%
Maintenance fees	\$ -	\$ -	\$ -	\$ -	0.0%
...	\$ -	\$ -	\$ -	\$ -	0.0%
Total Hardware Costs	\$ 10,462.00	\$ -	\$ -	\$ 10,462.00	42.4%
Software					
License	\$ 796.00	\$ 701.00	\$ 701.00	\$ 2,198.00	8.9%
Maintenance fees	\$ -	\$ -	\$ -	\$ -	0.0%
...	\$ -	\$ -	\$ -	\$ -	0.0%
...	\$ -	\$ -	\$ -	\$ -	0.0%
Total Software Costs	\$ 796.00	\$ 701.00	\$ 701.00	\$ 2,198.00	8.9%
Implementation					
Development/customization/integration	\$ 12,000.00	\$ -	\$ -	\$ 12,000.00	48.7%
Training	\$ -	\$ -	\$ -	\$ -	0.0%
Consulting/system integration	\$ -	\$ -	\$ -	\$ -	0.0%
Other	\$ -	\$ -	\$ -	\$ -	0.0%
...	\$ -	\$ -	\$ -	\$ -	0.0%
...	\$ -	\$ -	\$ -	\$ -	0.0%
Total Development Costs	\$ 12,000.00	\$ -	\$ -	\$ 12,000.00	48.7%
Total Direct Costs	\$ 23,258.00	\$ 701.00	\$ 701.00	\$ 24,660.00	100.0%
Total Cost					
	\$ 23,258.00	\$ 701.00	\$ 701.00	\$ 24,660.00	



Expense Report

Expense Report			
	UPFRONT COSTS	RECURRING COSTS	
Hardware			
Router	\$500.00		
Switch	\$144.00		
Monitor	\$100.00		
Rack	\$120.00		
Point of Sale	\$6,631.00		
MWS	\$1,233.00		
Office Printer	\$200.00		
Telephones	\$192.00		
Cabling	\$70.00		
Server Box	\$600.00		
Server RAM	\$80.00		
Server Hard Disk Drive	\$180.00		
Battery Backups	\$190.00		
WAPs	\$222.00		
TOTAL HARDWARE	\$10,462.00		
Software			
McAfee Anti-Virus	\$0.00	\$240.00	
Microsoft Office	\$99.00	\$99.00	
Kerio Connect	\$640.00	\$305.00	\$24.00 Per Year Per User
Domain Registration	\$57.00	\$57.00	
TOTAL SOFTWARE	\$796.00	\$701.00	
Labor			
Website	\$2,000.00		
Physical Installation	\$5,000.00		
System Design	\$5,000.00		
TOTAL LABOR	\$12,000.00		
Total Cost	\$23,258.00	\$701.00	
Total Budget	\$50,000.00		
Total Savings	\$26,742.00		



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Suse Linux Enterprise Server documentation for users and administrators:
<https://www.suse.com/documentation/sles10/>



Appendix A: Website Code

site.css

```
body { background-image:url('../images/tan.jpg');

        font-family: Adobe Garamond LT Regular;
    }

#wrapper { margin-left: auto;
            margin-right: auto;
            width: 980px;
            height: auto;
            background-image:url('../images/blue_color.png');
            position: relative;
            text-align: center;
            font-size: 20px}
    }

ul#nav li a img{ text-decoration: none;
display:block;}

p { padding-left: 20px;
}

.content {
float: center;
margin-left: auto;
margin-right: auto;
height: auto;
width: 980px;
}

.asideLeft { margin-left:25px;
float: left;
width: 300px; /*tweak width as needed*/
}
.asideRight{ margin-right:25px;
float: right;
width: 300px; /*tweak width as needed*/
}

#footer { font-size: .8em;
text-align: center;
}

#main { float: left; }

.tg {border-collapse:collapse;border-spacing:0;
```





```
}
.tg td{font-family:Arial, sans-serif;font-size:14px;padding:10px 5px;border-
style:solid;border-width:0px;word-break:normal;}
.tg th{font-family:Arial, sans-serif;font-size:14px;font-weight:normal;padding:10px
5px;border-style:solid;border-width:0px;word-break:normal;}

.aboutus{
    margin-left: auto;
    margin-right: auto;
    width: 750px;
    height: auto;
    background-image:url('../images/white.png');
    float: inherit;
    position: relative;
    font-size: 20px}

.apply{
    letter-spacing: 2px;
    position: relative;
    margin-left: auto;
    margin-right: auto;

    height: inherit;
    left: 5px;
    width: 940px;
}

#fr { text-align: right; }
```

**apply.php**

```
body { background-image:url('../images/tan.jpg');

        font-family: Adobe Garamond LT Regular;
    }

#wrapper { margin-left: auto;
            margin-right: auto;
            width: 980px;
            height: auto;
            background-image:url('../images/blue_color.png');
            position: relative;
            text-align: center;
            font-size: 20px}
    }

ul#nav li a img{ text-decoration: none;
display:block;}

p { padding-left: 20px;
}

.content {
float: center;
margin-left: auto;
margin-right: auto;
height: auto;
width: 980px;
}

.asideLeft { margin-left:25px;
float: left;
width: 300px; /*tweak width as needed*/
}
.asideRight{ margin-right:25px;
float: right;
width: 300px; /*tweak width as needed*/
}

#footer { font-size: .8em;
text-align: center;
}

#main { float: left; }

.tg {border-collapse:collapse;border-spacing:0;

}

.tg td{font-family:Arial, sans-serif;font-size:14px;padding:10px 5px;border-
style:solid;border-width:0px;word-break:normal;}
```



```
.tg th{font-family:Arial, sans-serif;font-size:14px;font-weight:normal;padding:10px 5px;border-style:solid;border-width:0px;word-break:normal;}
```

```
.aboutus{  
    margin-left: auto;  
    margin-right: auto;  
    width: 750px;  
    height: auto;  
    background-image:url('../images/white.png');  
    float: inherit;  
    position: relative;  
    font-size: 20px}
```

```
.apply{  
    letter-spacing: 2px;  
    position: relative;  
    margin-left: auto;  
    margin-right: auto;  
  
    height: inherit;  
    left: 5px;  
    width: 940px;  
}
```

```
#fr { text-align: right; }
```

**app_config.php**

```
<?php

// Set up debug mode
define("DEBUG_MODE", false);

// Site root
define("SITE_ROOT", "/your/site/root");

// Location of web files on host
define("HOST_WWW_ROOT", "/location/of/your/web/files/");

// $userID = $_REQUEST['userID'];
// $password = $_REQUEST['password'];

// Database connection constants
define("DATABASE_HOST", "localhost");
define("DATABASE_USERNAME", "grp4istw_admin");
define("DATABASE_PASSWORD", "wmaadmin");
define("DATABASE_NAME", "grp4istw_wmadb");

/*
if ($userID != grp4istw_admin) {
    die("<p>Incorrect Username" . $userID . "</p>");
}
if ($password != wmaadmin) {
    die("<p>Incorrect Password" . $password . "</p>");
}
*/

function debug_print($message) {
    if (DEBUG_MODE) {
        echo $message;
    }
}

function handle_error($user_error_message, $system_error_message) {
    session_start();
    $_SESSION['error_message'] = $user_error_message;
    $_SESSION['system_error_message'] = $system_error_message;
    header("Location: " . SITE_ROOT . "scripts/show_error.php");
    exit();
}

function get_web_path($file_system_path) {
    return str_replace($_SERVER['DOCUMENT_ROOT'], '', $file_system_path);
}
?>
```



database_connection.php

```
<?php
require_once 'app_config.php';

mysql_connect(DATABASE_HOST, DATABASE_USERNAME, DATABASE_PASSWORD)
or handle_error("There was a problem connecting to the database " .
    "that holds the information we need to get you connected.",
    mysql_error());

mysql_select_db(DATABASE_NAME)
or handle_error("There's a configuration problem with our database.",
    mysql_error());

?>
```

create_user.php

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">

<title>Whisk Me Away - Confirmation</title>
<head>
<meta content="en-us" http-equiv="Content-Language" />
<meta content="text/html; charset=utf-8" http-equiv="Content-Type" />
<link rel="stylesheet" href="../../css/mgmt.css">
</head>

<body>
<div id="wrapper">
<?php

require 'app_config.php';
require 'database_connection.php';

$insert_sql = "INSERT INTO Employees (SSN, FName, LName, Address, City, State, Zip, Phone,
Email, Status) VALUES ('$_POST[SocialSecurityNum]', '$_POST[firstName]', '$_POST[lastName]',
'$_POST[Street]', '$_POST[City]', '$_POST[State]', '$_POST[Zip]', '$_POST[Phone]',
'$_POST[email]', 'Applicant')";

mysql_query($insert_sql);
echo "Thanks $_POST[firstName] for applying at Whisk Me Away";

?>
<br>
<a href="../../default.html">Home</a>
</div>
</body>
</html>
```



Appendix B: Configurations

Router Configuration

```
Current configuration : 2167 bytes
!
version 12.4
no service timestamps log datetime msec
no service timestamps debug datetime msec
no service password-encryption
!
hostname WMA-ROUTER
!
enable secret 5 $1$mERR$GvDaTJK97hdXRUPWKA7400
!
ip dhcp excluded-address 192.168.1.0 192.168.1.2
ip dhcp excluded-address 192.168.1.16 192.168.1.17
ip dhcp excluded-address 192.168.2.0 192.168.2.1
!
ip dhcp pool VOICE
network 192.168.1.16 255.255.255.240
default-router 192.168.1.17
option 150 ip 192.168.1.17
ip dhcp pool DATA
network 192.168.1.0 255.255.255.240
default-router 192.168.1.1
dns-server 192.168.1.2
ip dhcp pool PUBLIC
network 192.168.2.0 255.255.255.0
default-router 192.168.2.1
dns-server 192.168.1.2
!
no ip domain-lookup
!
spanning-tree mode pvst
!
interface FastEthernet0/0
no ip address
ip nat inside
duplex auto
speed auto
!
interface FastEthernet0/0.10
encapsulation dot1Q 10 native
ip address 192.168.1.1 255.255.255.240
ip nat inside
!
interface FastEthernet0/0.20
encapsulation dot1Q 20
ip address 192.168.1.17 255.255.255.240
ip nat inside
!
interface FastEthernet0/0.30
encapsulation dot1Q 30
ip address 192.168.2.1 255.255.255.0
ip nat inside
!
interface FastEthernet0/1
ip address 210.10.10.5 255.255.255.252
ip nat outside
duplex auto
speed auto
!
interface Vlan1
```





```
no ip address
shutdown
!
router ospf 100
 log-adjacency-changes
 network 192.168.1.0 0.0.0.15 area 0
 network 192.168.1.16 0.0.0.15 area 0
 network 192.168.2.0 0.0.0.255 area 0
!
ip nat inside source list 10 interface FastEthernet0/1 overload
ip classless
!
access-list 10 permit 192.168.0.0 0.0.255.255
!
telephony-service
 max-ephones 5
 max-dn 5
 ip source-address 192.168.1.17 port 2000
!
ephone-dn 1
 number 8432800011
!
ephone-dn 2
 number 8432800012
!
ephone-dn 3
 number 8432800013
!
ephone 1
 device-security-mode none
 mac-address 0001.42E9.8708
 type 7960
 button 1:1
!
ephone 2
 device-security-mode none
 mac-address 00E0.B0D3.3A4C
 type 7960
 button 1:2
!
ephone 3
 device-security-mode none
 mac-address 0010.11BE.167E
 type 7960
 button 1:3
!
line con 0
 password cisco
 login
!
line aux 0
!
line vty 0 4
 password cisco
 login
!
end
```



Switch Configuration

```
Current configuration : 2118 bytes
!
version 12.2
no service timestamps log datetime msec
no service timestamps debug datetime msec
no service password-encryption
!
hostname WMA-SWITCH
!
enable secret 5 $1$mERr$GvDaTJK9lhdXRUPWKA7400
!
no ip domain-lookup
!
spanning-tree mode pvst
!
interface FastEthernet0/1
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/2
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/3
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/4
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/5
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/6
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/7
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/8
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/9
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/10
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
```





```
interface FastEthernet0/11
switchport trunk native vlan 10
switchport mode trunk
switchport voice vlan 20
!
interface FastEthernet0/12
switchport access vlan 30
switchport mode access
!
interface FastEthernet0/13
!
interface FastEthernet0/14
!
interface FastEthernet0/15
!
interface FastEthernet0/16
!
interface FastEthernet0/17
!
interface FastEthernet0/18
!
interface FastEthernet0/19
!
interface FastEthernet0/20
!
interface FastEthernet0/21
!
interface FastEthernet0/22
!
interface FastEthernet0/23
!
interface FastEthernet0/24
!
interface GigabitEthernet1/1
!
interface GigabitEthernet1/2
!
interface Vlan1
no ip address
shutdown
!
line con 0
password cisco
login
!
line vty 0 4
password cisco
login
line vty 5 15
password cisco
login
!
end
```



Appendix C: Training Documentation

eDirectory and iManager Documentation for users and administrators:
<https://www.netiq.com/documentation/>

the Suse Linux Enterprise Server documentation for users and administrators:
<https://www.suse.com/documentation/sles10/>

Kerio Connect End User Instructions
<http://kb.kerio.com/product/kerio-connect/pdf-documentation/kerio-connect-end-user-1260.html>

Kerio Connect Administrator Instructions
<http://kb.kerio.com/product/kerio-connect/pdf-documentation/kerio-connect-server-1259.html>

Aldelo POS Manual for users and administrators:
[http://www.posmicro.com/downloads/aldelo 3.0 manual.pdf](http://www.posmicro.com/downloads/aldelo%203.0%20manual.pdf)