



NAPA TRACS ENTERPRISE UPGRADE INFORMATION SHEET

NAPA TRACS Enterprise is an exciting new product written from the ground up on the latest technologies and designed to support the future growth of your business. We want all of our existing customers to upgrade to TRACS Enterprise to take advantage of the many new features and functionality offered, while assuring that there is absolutely no disruption in business or the shop workflow during the upgrade process. As a matter of fact, we designed the new TRACS Enterprise to look and feel exactly like the TRACS system you are currently using, so there is virtually NO training required to begin using the new product.

In an effort to ensure the best possible experience for you, we are planning a staged rollout of TRACS Enterprise to our existing TRACS customers to upgrade you to the new product platform. We plan to schedule the rollout by NAPA Distribution Center (DC) starting early next year. We are currently working on specific timetables for each DC and customer. You will be contacted well in advance, with much greater details concerning your scheduled timeframe in the near future.

We know that our customers are excited to begin working with our new Shop Management platform. Our top priority is ensuring that our customer's data is accurately and efficiently converted to the new platform, while pledging that our customer's user experience and business are not impacted!

Following are some additional information concerning the upgrade.

Roll out to Existing NAPA TRACS Users

- Complete detailed information concerning the upgrade steps and process will be sent to every customer.
- The TRACS Enterprise application was specifically designed to closely mirror the existing TRACS application so training is NOT required to begin using the new product.
- A phased roll out to existing TRACS customers by NAPA Distribution Center will begin in early 2016.
- There will be several opportunities throughout 2016 to upgrade to TRACS Enterprise, so you can schedule the upgrade to meet your timeframe.
- TRACS Legacy will continue to be supported by NAPA TRACS Support.
- Your existing PC Operating System and Hardware should be compatible with the minimum requirements outlined for the TRACS Enterprise platform, if they are fairly current.
- A representative from TRACS will contact you to help with your conversion process.
- The TRACS database conversion will take place overnight so as not to disrupt business during the work day.
- A Webinar will be available on your first day operating TRACS Enterprise to assure everything is working correctly and the functionality is as expected.
- Additional Enterprise training will take place via a daily Webinar designed to highlight the many new features and functionality of NAPA Enterprise.



- New training videos and live webinar training will also be available which will help you and your employees get up to speed on the new features as quickly as possible

Database Conversion

Your TRACS database is the heart of your business. We take this extremely serious and are being overly cautious in the conversion of the data to the new TRACS Enterprise format.

TRACS Enterprise Minimum Hardware Specifications

There are currently many different versions of the Microsoft Windows Operating System and PC Hardware running NAPA TRACS in the field. We want to assure your system is supported by Microsoft and your PC is able to seamlessly upgrade to TRACS Enterprise without issue.

The chart below outlines minimum hardware requirements necessary to ensure your shop has a successful NAPA TRACS Enterprise conversion from TRACS LINK or TRACS NET to TRACS Enterprise.

NOTE: AN APPLICATION WILL SOON BE AVAILABLE THAT WILL CHECK THESE ITEMS AUTOMATICALLY FOR YOU (DETAILS TO FOLLOW).

Component Minimum Specification	Enterprise	Enterprise Clients	Multi Shop Servers
Processor Minimum Recommended	Intel Core i5 or equivalent CPU	Intel Core i5 or equivalent CPU	Intel Core i7 or equivalent CPU
RAM	8 GB	8 GB	16 GB
Graphics	DirectX 9 graphics device with WDDM driver, 60 MB Video Memory, 1024x768 resolution	DirectX 9 graphics device with WDDM driver, 60 MB Video Memory, 1024x768 resolution	DirectX 9 graphics device with WDDM driver, 60 MB Video Memory, 1024x768 resolution
Back-up Media Recommended	1GB Jump Drive	1GB Jump Drive	Offsite/Scheduled
UPS	Recommended	Optional	Required
Operating Systems Supported	Vista, Windows 7, Windows 8/8.1, Windows 10	Vista, Windows 7, Windows 8/8.1, Windows 10	Vista, Windows 7, Windows 8/8.1, Windows 10
Network Protocol	TCP/IP	TCP/IP	TCP/IP
Internet Connectivity	High-speed	High-speed	Business Class with guaranteed Up/Down
Router 10/100/1000 Recommended	LINKSYS 8 port Router	LINKSYS 8 port Router	Router MUST Support a VPN
Network Card	10/100Mb/sec 10/100/1000 Gig	10/100Mb/sec 10/100/1000 Gig	10/100Mb/sec 10/100/1000 Gig
Anti-Virus Software	REQUIRED	REQUIRED	REQUIRED