



Getting Started with Dealer Station™ DDMS Edition

Before you can begin using a hosted Dealer Station DDMS Edition system, you must complete several preparatory steps. We describe these below.

- 1** If you have a PGD/OS system, you must have an open port on a Specialix I/O Pad.
- 2** You must have version 4.M, version 5.9.3, or a later version loaded on your DDMS system.
- 3** You will need an e-mail address for your Dealer Station web site, so your customers can e-mail you with questions, problems, suggestions or comments. (The e-mail address will not be displayed.) DDMS will need an e-mail address for our Dealer Station database; it can be the same as the website e-mail address. We'll use this to keep you up to date on the latest Dealer Station changes and other information.
- 4** You will need your company logo in a file format that can be placed on your website. The format can be either GIF or JPG, and the size will vary, depending on the site style you select.
- 5** You need to select a first tier ISP (Internet Service Provider). First tier ISPs, also known as backbone providers, are companies whose systems form the primary network connections that make up the Internet. Examples include AT&T, PSINet, UUNET, AGIS, and Mindspring.

Your ISP will become an important partner in your e-commerce implementation. DDMS recommends that you call several first tier ISPs that service your area, and compare their pricing and reputation. It's often better to go with a larger, more established company, even if their prices are slightly higher. Low prices are no bargain if the company cannot provide reliable service.

You will also need an appropriate data line, and appropriate communication hardware (a router, CSU/DSU, or specialty interface modem). Contact your local phone or cable company to see which types of lines are available in your area.

Note: You can get a list of the ISP's in your area, with a brief description of the services they offer, at <http://thelist.internet.com>

Your ISP's business is to provide the Internet service you need, and to resolve any issues that occur. Before you go live with your e-commerce solution, your ISP must test the connection at every step in the chain.

Your ISP is equipped to resolve Internet service issues for you, but DDMS and your e-commerce vendor are not.

For these reasons, we recommend that you purchase hardware from your ISP. If you don't, you can find yourself in a situation where the ISP blames the router, for example, and the router company blames the ISP.

You should also use the brands of equipment that your ISP suggests. Often an ISP will know one brand of equipment inside and out – a particular brand of router or modem, for example. If you use this brand, your ISP will be better able to help you if problems occur.

- 6** Get a dedicated connection with a bandwidth of 128Kbps or greater. A dedicated connection is an Internet connection that's on all the time: 24 hours a day, seven days a week. Dedicated connections use static IP addresses. These are Internet addresses that are uniquely yours, like a telephone number.

The speed of your dedicated connection is measured in bandwidth. Dealer Station DDMS Edition requires a minimum bandwidth of 128Kbps (128,000 bits per second). However, if your site gets a lot of traffic, you may need more bandwidth than this. Your ISP will offer some or all of the following dedicated services, listed roughly from slowest to fastest:

- ISDN
- DSL (ADSL or SDSL)
- Frame Relay
- Fractional T1
- Full T1
- T3

It's difficult to make specific recommendations here, because the prices and availability for these services vary widely in different parts of the country. In some areas a T1 line may be priced economically, for example, and in other areas it may make more sense to purchase DSL service.

You'll need hardware to support the Internet service you choose. This may include a router, a CSU/DSU, an ISDN modem, or a DSL modem. Your ISP should be able to recommend the appropriate hardware for the service you choose, and set it up for you.

After you choose an Internet service, obtain a communications line that's appropriate for that service from your phone company. Once the line and service are set up, make sure that you test them before trying to set up Dealer Station DDMS Edition.

- 7** Since Dealer Station DDMS Edition is a true Internet product, DDMS recommends that you use some form of Internet security. There are many different ways to do this. You might contact your ISP provider for assistance.