

# Sage MAS 200 Extended Enterprise Suite Supported Platform Matrix

Revised as of January 20, 2009

The information in this document applies to Sage MAS 200 Extended Enterprise Suite version 1.0 - 1.2. For more information, see the Miscellaneous Notes section in this document. Alternative support options may be available through your Sage business partner. Program Fixes, Service Packs, and Service Updates will continue to be made available on the current versions of the software only. Sage reserves the right to provide solutions to the most current releases. Detailed information about support policies can be found on the Sage Software Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)

The Supported Platform Matrix is intended to cover all information, as of January 20, 2009, regarding the compatibility of various operating systems with Extended Enterprise Suite. Any operating system not listed should be considered to be *incompatible*. If your platform is not listed, Sage Customer Support cannot provide support for you on that platform.

**Note:** It is critical that before and during an installation, this document be thoroughly reviewed, along with the *Sage MAS 200 Extended Enterprise Suite Installation and System Administrator's Guide* and other documents found by clicking the Installation Information link of the main Sage MAS 90 and 200 Extended Enterprise Suite Support Web page. This Web page can be found on the Sage Software Online Web site at [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com). If Master Developer or Extended Solutions customizations or modifications have been made to your Extended Enterprise Suite software, coordinate with your Sage business partner and your Master Developer before performing installations.

For information about integrated solutions compatibility, including Sage Abra HR, Business Alerts, Crystal Reports, Data Migrator, F9, FRx Desktop, PCCharge Payment Server, StarShip Parcel, StarShip Freight, Sage Timesheets, and Timeslips by Sage, refer to the **Integrated Solutions Compatibility Matrix** on the Sage Software Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)

Web site content can change at any time. Sage has no control over, and cannot be responsible for, the content of other companies' Web sites.

**If your platform is not listed in the matrices below, it is not supported.**

Supported Workstations	Remarks
Windows Vista Business Windows Vista Enterprise Windows Vista Ultimate Service Pack 1	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Sage recommends installing to a location other than the C:\Program Files folder (for example, C:\Sage Software). Extended Enterprise Suite is Windows Vista-capable as a client. For more information, see Resolution ID 474783 available on the Sage Software Online Web site at: <a href="http://www.sagesoftwareonline.com">www.sagesoftwareonline.com</a></li> </ul>
	<p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ Windows Vista Home Basic and Windows Vista Home Premium editions are not supported.</li> </ul>
Windows XP Professional Service Pack 2 Service Pack 3	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Windows XP Service Pack 2 enables the Windows Firewall by default.</li> </ul>
	<p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ Windows XP Home is not supported.</li> </ul>
Windows XP Tablet PC Edition	
Windows 2000 Professional Service Pack 4	The client must be installed on the local workstation and must be configured for TCP/IP.

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Servers	Remarks
<p>Windows Server 2008 Standard 32 and 64-bit</p> <p>Windows Server 2008 Enterprise 32 and 64-bit</p> <hr/> <p>Windows Server 2003 Service Pack 2</p> <p>Windows Server 2003 R2 32-bit Service Pack 2</p> <hr/> <p>Windows 2000 Server Service Pack 4</p> <p>Windows 2000 Advanced Server Service Pack 4</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ CRM Server supports Microsoft SQL Server 2000, 2005, and 2008. For more information, see the SageCRM Server section.</li> <li>▪ Sage MAS 200 will run on a Windows Server 2008 64-bit server in 32-bit compatibility mode.</li> <li>▪ Sage MAS 200 can be installed to the Windows Server 2008 64-bit Programs folder for 32-bit applications (C:\Program Files (x86)), or to any user defined folder. The Installation Wizard defaults to the C:\Sage Software folder.</li> <li>▪ During the installation to Windows Server 2008, the default installation path is C:\Sage Software.</li> <li>▪ Additional configuration on IIS 6.0 is required for Windows 2003 setup. For more information, refer to SageCRM Solution 24835.</li> <li>▪ If Windows Server 2008 64-bit is used as the IIS Server to connect to the Sage Web Engine, the Application Pool specified for the Web site must have True selected for the Enable 32-Bit Applications option.</li> <li>▪ The Fax Server Role is only supported for Windows Server 2008 32-bit edition.</li> <li>▪ For tips on installing in a Windows Server 2008 environment, see Resolution ID 501142 available on the Sage Software Online Web site at: <a href="http://www.sagesoftwareonline.com">www.sagesoftwareonline.com</a></li> </ul> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>▪ Due to unresolved issues with Microsoft's implementation of the IPX/SPX protocol, this protocol should be avoided on Windows networks unless necessary. For more information, refer to Microsoft Knowledge Base Article 161080 on Microsoft's Web site at: <a href="http://support.microsoft.com">support.microsoft.com</a></li> <li>▪ For best results, Sage recommends installing ERP Server and CRM Server for Extended Enterprise Suite each on a dedicated member/application server. Although supported, certain Windows server configurations are not recommended due to possible instability and performance issues. Support from Sage Customer Support may be limited in the following circumstances: <ul style="list-style-type: none"> <li>○ Running ERP Server on a Windows server acting as an Active Directory domain controller managing a large number of user accounts, computer accounts, group policies, organizational units, remote sites, or other network resources.</li> <li>○ Running ERP Server on any server actively running other applications or services, such as e-mail (for example, Exchange Server), IIS, Fax programs, SQL Server, or other software.</li> </ul> </li> </ul> <p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ Service Pack 1 on Windows Server 2003 is not supported.</li> <li>▪ Using a server operating system as an Extended Enterprise Suite workstation is not supported (not even as a client to another server). This configuration can be utilized for testing.</li> <li>▪ Extended Enterprise Suite was not designed for any version of Windows Datacenter Server and is not supported on this platform.</li> <li>▪ Microsoft Virtual Server is not supported.</li> <li>▪ Windows Server 2003 R2 64-bit is not supported.</li> <li>▪ CRM Server cannot be installed on a server running Microsoft Exchange or Lotus Notes Domino.</li> <li>▪ Small Business Server is not supported on Extended Enterprise Suite version 1.2 and higher.</li> </ul>

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SageCRM Server	Remarks
SageCRM 6.1 EES 1.0 EES 1.1	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Included in EES version 1.0 and 1.1.</li> <li>▪ Can be installed on SQL Server 2000 and 2005 Standard and Enterprise editions.</li> <li>▪ Can be installed on Windows 2000 Server, Windows Server 2003, and Windows Server 2003 R2.</li> </ul>
SageCRM 6.2 EES 1.2	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Included with EES version 1.2 only.</li> <li>▪ Can be installed on SQL Server 2005 and 2008 (32 and 64 bit) Standard and Enterprise editions.</li> <li>▪ Can be installed on Windows 2000 Server, Windows Server 2003, Windows Server 2003 R2, and Windows Server 2008 (32 and 64-bit).</li> </ul>

Terminal Services/Citrix	Remarks
Windows Server 2003 Terminal Services Service Pack 2	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Terminal Services or Citrix must be installed on a different server than ERP Server and CRM Server.</li> <li>▪ Terminal Services or Citrix must be installed on Windows 2000 Server or Windows Server 2003.</li> <li>▪ Crystal Reports version 10.0 and Crystal Enterprise version 10.0 are supported if Windows Server 2003 is used as the Terminal Services/Citrix Server.</li> <li>▪ Windows thin clients are supported with Terminal Services and Citrix. For more information, refer to <a href="http://www.microsoft.com">www.microsoft.com</a></li> <li>▪ For more information on Terminal Services/Citrix, see the Miscellaneous Notes section in this document.</li> </ul>
Windows 2000 Terminal Services Service Pack 4	
Citrix Presentation Server 4.0	
Citrix Presentation Server 4.5	
	<p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ CRM Server is not supported in Terminal Server environment; the CRM Outlook Integration Plug-in is not supported and does not operate in a Terminal Server Environment.</li> <li>▪ Service Pack 1 on Windows Server 2003 is not supported.</li> <li>▪ Installing Terminal Services or Citrix on the same server as Sage MAS 200 is not supported.</li> <li>▪ Running ERP Server through Windows NT Terminal Server Edition is not supported.</li> <li>▪ Do not use Windows Server 2003 as the IIS server if you are using Crystal Enterprise version 8.0.</li> <li>▪ No level of ERP Server is supported with Citrix WinFrame or WinView.</li> </ul>

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## Miscellaneous Notes

1. For information about integrated applications, refer to the Integrated Solutions Compatibility Matrix on the Sage Software Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)
2. Running Windows from a shared network drive and/or attaching to the server as a Windows diskless workstation is not supported.
3. When running Extended Enterprise Suite over a local area network (LAN) environment, the ping timings will vary depending on the speed and configuration of the network. Typical ping timings with 1,800 bytes of data should be between 20–30 milliseconds or faster. Unacceptable ping speeds are over 40 milliseconds.
4. In the Extended Enterprise Suite client/server environment, integrated applications do their processing at the workstation, not at the server. As a result, users may experience performance issues when running integrated applications from remote locations. Some of the applications affected include Crystal Reports, FRx, and F9.

For example, using client-based ODBC processing for Crystal forms and reports can result in slow performance for remote workstations, particularly those with low bandwidth connections. To determine the cause of extremely slow performance related to remote Crystal printing, the user must determine whether the issue is report design or client-based ODBC processing. If the same Crystal form or report that runs slowly from a remote location also runs slowly from a workstation located on the same LAN as where the server is located, the issue is most likely report design. If the same Crystal form or report that runs slowly from a remote location runs fast from a workstation on the LAN, the problem may be client-based ODBC processing. Extended Enterprise Suite includes a Client/Server based ODBC driver, which can be used instead of the client ODBC driver for faster processing.

**Note:** If the report was created using the Business Insights Reporter (BIR) without runtime filters, and the report was not further modified with Crystal Reports, it is not likely to be a report design issue because reports created using the BIR run off a single pre-populated view.

5. The Extended Enterprise Suite implementation of Crystal Enterprise (CE) allows thin-client Web reporting through Extended Enterprise Suite. Extended Enterprise Suite uses CE to process Crystal forms and reports across the Internet or through an intranet for remote users. This implementation of CE provides server-based ODBC processing on the Host/Application Server, which results in better performance; however, it does not directly support many of the CE features, such as using the browser to select and dynamically run reports from a Web page, publishing reports, and scheduling reports.

**Note:** The Extended Enterprise Suite implementation of CE does not support:

- The multi-part feature of graphical forms
  - Printing of Accounts Payable or Payroll checks
  - Custom reports that use parameter fields
6. Virtual private network (VPN) and wide area network (WAN) connections should be set up as point-to-point connections as opposed to Internet connections, for better stability and performance. If an Internet connection is used, verify the Internet Service Provider (ISP) can provide a guaranteed bandwidth; otherwise, users may experience dropped sessions and lost connections. With any type of low speed WAN connection, for each remote user, select the Low Speed Connection check box in the User Maintenance window.

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7. Suggestions for faster remote printing of Crystal reports over a WAN and virtual private network (VPN) include:
  - Using the Sage MAS 200 Client/Server ODBC driver provided with Extended Enterprise Suite.
  - Using Citrix MetaFrame or Terminal Services.
  - Using Crystal Enterprise provided with Extended Enterprise Suite (see note #6).
  - Using nongraphical forms (those not based on Crystal Reports) if available.
8. Sage requires a guaranteed minimum bandwidth of 128 Kbps per user for running Extended Enterprise Suite through a low speed remote connection. For each user, 256 Kbps or higher is recommended. Select the Low Speed Connection check box in the User Maintenance window.
9. If a VPN connection is used, keep in mind the following:
  - VPN solutions are either software-based, hardware-based (such as a VPN firewall), or a hybrid of both.
  - Software-based VPNs result in slower connection speeds due to the security overhead of encrypting the data. Hardware-based solutions run faster.
  - Low-speed connections are subject to considerable performance issues when using a software-based VPN. It may cause the connection to have a bandwidth of less than 128 Kbps. For information on guaranteed bandwidth requirements, see the note above.
10. TCP/IP must be installed and properly configured so that you can ping by computer name and IP address from the workstation to the server. The server must be able to ping the workstation by IP address. You must also be able to use the Windows TELNET.EXE utility or equivalent to communicate with the host program or application server on a specific port ID and IP address, or on a specific port ID and name from all workstations to the server. If this cannot be done, you must contact your Microsoft support organization. Sage Customer Support cannot assist with this task. For more information on connection requirements, refer to your *Sage MAS 200 Extended Enterprise Suite Installation and System Administrator's Guide*.
11. In Extended Enterprise Suite, the Application Server is a Windows Sockets application that listens on a single port (typically port 10000). You must open this port on your firewall/router so clients can connect to the Application Server properly. The client does not listen back on its own port, so opening ports for the clients is not necessary. Also, the Application Server is compatible with Network Address Translation (NAT).
12. If the Extended Enterprise Suite Application Server is configured to run as a service and you are experiencing "connection timed out" errors, "white screens," hanging, or slow performance, but only after a certain number of Extended Enterprise Suite users are in the system, review document SS3003-A on Sage Software Online at [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com). If you are running the Application Server on the desktop instead of running it as a service, the same problem may occur in a very large multi-user environment. If that is the case, review document SS3003-A on Sage Software Online.
13. If you experience ghost tasks or the inability to use the Kill selected task button in the Master Console window, refer to Resolution IDs 465052, 409919, and 435889 in the Sage InfoSource Knowledgebase on Sage Software Online at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)
14. Verify that all hardware involved in running Extended Enterprise Suite is on your operating system vendor's Hardware Compatibility List. Incompatible hardware can cause severe data corruption. For more information, see the Microsoft Hardware Compatibility List at: [www.microsoft.com/whdc/hcl/default.mspx](http://www.microsoft.com/whdc/hcl/default.mspx)
15. Regardless of the version, if third-party enhancements are installed, contact your Master Developer to verify compatibility before installing the program fixes. Also note that some program fixes are specifically excluded from the Program Fix Collection and should be installed only if you are experiencing the problem they address. Some program fixes must be applied at each workstation in addition to being applied at the server.

**Note:** The e-Business Manager module may have additional separate program fixes for the Web Engine. It is recommended that you apply the latest Web Engine bundle. For the latest program updates, go to the Sage Software Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)

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16. Sage is committed to supporting future Microsoft operating systems as they are released to market for all Extended Enterprise Suite modules; however, Sage does not support beta-level operating systems. As new operating system levels are scheduled for general release, Sage will verify their compatibility and this matrix will be updated when Sage evaluations are completed.
17. Wireless local area networks (WLANs) are not recommended for desktop or laptop connections, because using a wireless LAN may result in dropped packets and lost connections.
18. The Microsoft Fax Services feature provided with Windows Server 2003, 2008, Windows XP, and Vista is supported for Paperless Office and batch faxing. For more information, refer to the Integrated Solutions Compatibility Matrix on the Sage Software Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)

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Recommended Minimum System Configuration for Client Workstations			
	Recommended Minimum <sup>1</sup>		
Client Workstation	Processor	Physical Memory (RAM)	Available Memory (RAM) <sup>2</sup>
Workstation (client) operating system versions not listed in this document are not supported with Extended Enterprise Suite.			
Windows 2000 Professional Windows XP Professional Windows XP Tablet PC Edition	Intel Pentium 4 class 2.8 GHz	1 GB <sup>3</sup>	512 MB
Windows Vista (Business, Enterprise, and Ultimate editions)	Intel Core 2 Duo	2 GB	512 MB
Network Bandwidth (for multi-user systems)	Recommended Minimum		
	100 Base-T – 100 Mbps at Full Duplex		

<sup>1</sup> The recommended minimum is designed to ensure that the systems used for Extended Enterprise Suite are capable of providing adequate performance with a standard complement of normally installed applications, such as virus protection software.

<sup>2</sup> Regardless of the recommended minimums specified above, users should check the available memory on the workstation prior to installing Extended Enterprise Suite and use the Windows Task Manager to check the Available Physical Memory on the Performance tab. A minimum of 512 MB of physical RAM should be available to Extended Enterprise Suite when all other applications that will be used with Extended Enterprise Suite are loaded. Sage cannot guarantee acceptable performance when running Extended Enterprise Suite concurrently with other applications that consume system resources required for Extended Enterprise Suite to perform at an optimum level. Refer to the article “How to determine memory” on the Sage Software Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)

<sup>3</sup> More RAM may be required depending on the number of Extended Enterprise Suite users, or if you are running a large number of concurrent tasks or applications. For Windows Vista, additional RAM may be required.

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Recommended Minimum System Configuration for Dedicated ERP Server			
	Recommended Minimum <sup>1</sup>		
Supported Servers	Processor	Memory (RAM)	Additional Requirements
Windows 2000 Server and Advanced Server Windows Server 2003 Windows Server 2003 Enterprise Edition Windows Server 2003 R2 32-bit Windows Server 2008 Standard 32 and 64-bit Windows Server 2008 Enterprise 32 and 64-bit	Intel Pentium 4 class 2.8 GHz Dual processor recommended	1 GB + 90 MB per concurrent user	100 Mbps network connection
Terminal Services and Citrix	Processor	Memory (RAM)	Additional Requirements
Windows 2000 Terminal Services Windows Server 2003 Terminal Services Citrix Presentation Server 4.0 Citrix Presentation Server 4.5	Intel Pentium 4 class 2.8 GHz Dual-core processor or better recommended	Recommended minimum and as required by Terminal Services or Citrix, plus 128 MB per concurrent user <sup>2</sup>	100 Mbps network connection

<sup>1</sup> The recommended minimum is designed to ensure that the systems used for Extended Enterprise Suite are capable of providing adequate performance with a standard complement of normally installed applications, such as virus protection software.

<sup>2</sup> 128 MB is based on an average of three concurrent tasks per user (Extended Enterprise Suite Desktop plus two additional tasks, such as Sales Order Entry or Customer Maintenance). Averages of more than three concurrent tasks per user will require additional RAM.

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Recommended Minimum System Configuration for Dedicated CRM Server			
	Recommended Minimum <sup>1</sup>		
Supported Servers <sup>2</sup>	Processor <sup>3</sup>	Memory (RAM) <sup>4</sup>	Additional Requirements
Windows 2000 Server and Advanced Server Windows Server 2003 Windows Server 2003 Enterprise Edition Windows Server 2003 R2 32-bit Windows Server 2008 32-bit	Intel Pentium 4 class 2.8 GHz Dual processor recommended	1 GB + 90 MB per concurrent user	100 Mbps network connection
Web Servers <sup>5</sup>	Processor	Memory (RAM)	Additional Requirements
Windows Server 2008 Windows Server 2003	Intel Pentium 4 class 2.8 GHz	512 MB	Internet Information Services 6.0 Crystal Enterprise 10.0
Windows 2000 Server Windows 2000 Advanced Server	Intel Pentium 4 class 2.8 GHz	512 MB	Internet Information Services 5.0 or higher Crystal Enterprise 10.0
E-mail Servers	Processor	Memory (RAM)	Additional Requirements
Windows 2003 Exchange Server Windows 2000 Exchange Server 5.5	Intel Pentium 4 class 2.8 GHz	512 MB	100 Mbps network connection

<sup>1</sup> The recommended minimum is designed to ensure that the systems used for Extended Enterprise Suite are capable of providing adequate performance with a standard complement of normally installed applications, such as virus protection software.

<sup>2</sup> For high-traffic implementations of 50 or more CRM users, storage capacity should be no less than 50 percent of the anticipated database size after one year, and for 100 or more users, no less than 75 percent.

<sup>3</sup> For high-traffic implementations of 50 or more CRM users for CRM Server, use dual-Pentium 4 or dual-Xeon 2.8 GHz. For 100 or more users, use quad-Pentium 4 or quad-Xeon 2.8 GHz.

<sup>4</sup> For CRM Server, database server memory size is critical to performance and should be no less than the anticipated database size after one year plus 1 GB. If you expect the database to be 6 GB after one year, plan on a server with at least 7 GB of memory. If you require a server with 4 or more GB of memory, you should deploy Windows 2003 64-bit edition with 64-bit database software.

<sup>5</sup> For high-traffic implementations of 50 or more CRM users, separating the database and Web servers is recommended for best performance.