

Sage MAS 90 Extended Enterprise Suite Supported Platform Matrix

Revised as of July 30, 2009

The information in this document applies to Sage MAS 90 Extended Enterprise Suite versions 1.0 – 1.3. 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 Online Web site at: www.sagesoftwareonline.com

The Supported Platform Matrix is intended to cover all information, as of July 30, 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 90 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 Online Web site at 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 installing Extended Enterprise Suite.

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 Online Web site at: 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>Notes</p> <ul style="list-style-type: none"> ▪ 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 Online Web site at: www.sagesoftwareonline.com <p>Not Supported</p> <ul style="list-style-type: none"> ▪ Windows Vista Home Basic and Windows Vista Home Premium editions are not supported.
Windows XP Professional Service Pack 2 Service Pack 3	<p>Not Supported</p> <ul style="list-style-type: none"> ▪ Windows XP Home is not supported.
Windows XP Tablet PC Edition Service Pack 2 Service Pack 3	<p>Not Supported</p> <ul style="list-style-type: none"> ▪ Windows XP Service Pack 2 enables the Windows Firewall by default.
Windows 2000 Professional - Service Pack 4	

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Microsoft Dedicated Network Servers	Defined as operating system software specifically designed to be used as a network server (not Peer-to-Peer).
Supported 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>Notes</p> <ul style="list-style-type: none"> ▪ CRM Server supports Microsoft SQL Server 2000, 2005, and 2008. For more information, see the SageCRM section. ▪ Sage MAS 90 will run on a Windows Server 2008 64-bit server in 32-bit compatibility mode. ▪ Sage MAS 90 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. ▪ During the installation to Windows Server 2008, the default installation path is C:\Sage Software. ▪ If e-Business Manager is installed, the ISAPI Plug-in must be installed manually for new Extended Enterprise Suite installations. Windows 2000 can be used as the Internet Information Services (IIS) server if Extended Enterprise Suite is installed on Windows Server 2003. ▪ If Windows Server 2008 64-bit is to be 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. ▪ Additional configuration on IIS 6.0 is required for Windows 2003 setup. For more information, refer to SageCRM Solution 24835. ▪ The Fax Server Role in Windows Server 2008 is only supported for the 32-bit edition. ▪ Workstations from remote sites are supported only through Terminal Services or Citrix. Running Extended Enterprise Suite over a virtual private network (VPN) and/or wide area network (WAN) or through any other remote means is not supported. ▪ For tips on installing in a Windows Server 2008 environment, see Resolution ID 501412 available on the Sage Online Web site at: www.sagesoftwareonline.com <p>Recommendations</p> <ul style="list-style-type: none"> ▪ ERP Server and CRM Server for Extended Enterprise Suite should each be installed on its own dedicated server. For optimum performance, other applications or services such as e-mail, IIS, or Fax that are not essential to the operating system should be installed on a separate server. ▪ Due to unresolved issues with Microsoft's implementation of the NWLINK IPX/SPX protocol, do not use this protocol stack on Windows networks unless necessary. <p>Not Supported</p> <ul style="list-style-type: none"> ▪ Service Pack 1 on Windows Server 2003 is not supported. ▪ Using a server operating system as an Extended Enterprise Suite workstation is not supported (not even as a client to another server). ▪ Extended Enterprise Suite is not designed for any version of Windows Datacenter Server and is not supported on this platform. ▪ Microsoft Virtual Server is not supported. ▪ Windows Server 2003 R2 64-bit is not supported. ▪ CRM Server cannot be installed on a server running Microsoft Exchange or Lotus Notes Domino. ▪ Small Business Server is not supported on Extended Enterprise Suite version 1.2 and higher.

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SageCRM Server	Remarks
SageCRM 6.1 EES 1.0 EES 1.1	<p>Notes</p> <ul style="list-style-type: none"> ▪ Included in EES version 1.0 and 1.1. ▪ Can be installed on SQL Server 2000 and 2005 Standard and Enterprise editions. ▪ Can be installed on Windows 2000 Server, Windows Server 2003, and Windows Server 2003 R2.
SageCRM 6.2 EES 1.2	<p>Notes</p> <ul style="list-style-type: none"> ▪ Included with EES version 1.2 only. ▪ Can be installed on SQL Server 2005 and 2008 (32 and 64 bit) Standard and Enterprise editions. ▪ Can be installed on Windows 2000 Server, Windows Server 2003, Windows Server 2003 R2, and Windows Server 2008 (32 and 64-bit).
SageCRM 6.2 SP1 EES 1.3	<p>Notes</p> <ul style="list-style-type: none"> ▪ Included with EES version 1.3 only. ▪ Can be installed on SQL Server 2005 and 2008 (32 and 64 bit) Standard and Enterprise editions. ▪ Can be installed on Windows 2000 Server, Windows Server 2003, Windows Server 2003 R2, and Windows Server 2008 (32 and 64-bit). <p>Outlook Plug-In for SageCRM</p> <ul style="list-style-type: none"> ▪ To install CRM Outlook Integration, download the Outlook Plug-In from within CRM in the My CRM menu > Preferences tab. The user must be an administrator or power user of the client machine to install the Outlook Plug-In. ▪ If installing the CRM Outlook Integration in a Terminal Services environment, administrator rights are required on the Terminal Services machine. All instances of Internet Explorer and Outlook must be closed to install the plug-in. At the time of the installation, exclusive access to the server is required for each user. After the plug-in is installed, administrator rights are no longer required. ▪ CRM Outlook client integration is supported only for e-mail accounts running on Microsoft Exchange Server.

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Terminal Services/Citrix	
Supported Servers	Remarks
Windows Server 2008 Terminal Services 32-bit only	<p>Notes</p> <ul style="list-style-type: none"> ▪ Terminal Services and Citrix are supported with all supported levels of Extended Enterprise Suite for the accounting server only. ▪ Terminal Services or Citrix must be installed on Windows 2000 Server or Windows Server 2003. <p>Recommendations</p> <ul style="list-style-type: none"> ▪ ERP Server can be installed on the same server as Terminal Services or Citrix, or on a separate server. If ERP Server is installed on a separate server from the Terminal Services/Citrix server, use 100 Mbps or better network components to connect the two servers. <p>Not Supported</p> <ul style="list-style-type: none"> ▪ 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 for Extended Enterprise Suite versions 1.2 or lower. ▪ Service Pack 1 on Windows Server 2003 is not supported. ▪ Although Business Objects supports Crystal Reports 9 with Windows Server 2003, it is not compatible with Extended Enterprise Suite and is not supported. ▪ Windows NT 4.0 Terminal Server Edition is not supported. ▪ Crystal Enterprise is not supported on any version of Windows Server 2008. ▪ Terminal Services on a Windows Server 2008 64-bit version is not supported at this time. ▪ Citrix is not supported on any version of Windows Server 2008 at this time.
Windows Server 2003 Terminal Services Service Pack 2	
Windows 2000 Terminal Services Service Pack 4	
Citrix Presentation Server 4.0	
Citrix Presentation Server 4.5	

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Miscellaneous Notes

1. For information about integrated applications, refer to the Integrated Solutions Compatibility Matrix on the Sage Online Web site at: www.sagesoftwareonline.com
2. Anti-virus software on your workstations and server should be configured to exclude files with the extensions SOA, LIB, M4T, M4L, DD, DDE, and DDF. You may want to exclude scanning of CAB files and network drives. Also, in general, it is recommended to not have \mas90*. * files on the server scanned simultaneously by multiple instances of anti-virus software. Desktop/home versions of anti-virus software that are not supported by the publisher for business use are also not supported by Sage. Also, desktop/home versions typically have less configurable options (such as exclusion of file extensions over the network) for tuning the automatic, background, memory resident scans. Network scanning and Tamper Protection features may also result in reduced performance and stability and it is recommended that these features be disabled.
3. If you are using Symantec AntiVirus Corporate Edition or Symantec AntiVirus Enterprise Edition, review Resolution ID 415534 on the Sage InfoSource Knowledgebase.
4. Verify that you install the correct driver for your network adapter card (NIC), and use only high quality cards. Using an incompatible or outdated driver or a low-quality card can cause serious data corruption issues.
5. Always run Workstation Setup after installing, re-installing, or upgrading the Windows operating system, and verify that the Windows printers in Control Panel > Printers are still operational.
6. 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, refer to the Microsoft Hardware Compatibility List at: www.microsoft.com/whdc/hcl/default.mspx
7. Regardless of the version, if third-party enhancements are installed, always contact your Master Developer to verify compatibility before installing 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.
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 Online Web site at: www.sagesoftwareonline.com
8. Always validate compatibility of Extended Solutions and Master Developer enhancements before upgrading.
9. 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 document will be updated when Sage's evaluations are completed.
10. For more information about performance, log on to the Sage Online Web site at www.sagesoftwareonline.com, and then search for the following Knowledge Base Article. Type "Slow Performance in MAS 90, MAS 200, MAS 200 SQL", and then select "Slow Performance when running MAS 90 Version 4.0 across a network" from the Select Symptom results list.
11. 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.
12. 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 Online Web site at: www.sagesoftwareonline.com

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

¹ The recommended minimum is designed to ensure 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.

² Extended Enterprise Suite supports a minimum of 5 users and a maximum of 20 users.

³ Regardless of the recommended minimum 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.

⁴ 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 ERP Server			
	Recommended Minimum ¹		
Application 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-bit Windows Server 2008 Enterprise 32-bit	Intel Pentium 4 class 2.8 GHz Dual processor recommended	1 GB + 32 MB per concurrent user	100 Mbps network connection
Windows Server 2008 Standard 64-bit Windows Server 2008 Enterprise 64-bit	Intel or AMD 64-bit capable, such as: Intel Xeon or Quad-Core AMD Opteron	2 GB + 90 MB per concurrent user	100 Mbps network connection
Terminal Services and Citrix	Processor	Memory (RAM)	Additional Requirements
Windows Server 2008 Terminal Services 32-bit only 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 ²	100 Mbps network connection

Note: For best performance results, Sage recommends installing on a dedicated ERP server.

¹ 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.

² 128 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 CRM Server			
	Recommended Minimum ¹		
Application Servers ²	Processor ³	Memory (RAM) ⁴	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 + 32 MB per concurrent user	100 Mbps network connection
Windows Server 2008 Standard 64-bit Windows Server 2008 Enterprise 64-bit	Intel or AMD 64-bit capable, such as: Intel Xeon or Quad-Core AMD Opteron	The greater of: 2 GB + 90 MB per concurrent user or, expected database size plus 1 GB + 90 MB per concurrent user	100 Mbps network connection
Web Servers ⁵	Processor	Memory (RAM)	Additional Requirements
Windows Server 2008	Intel Pentium 4 class 2.8 GHz	2 GB	Internet Information Services 7.0
Windows Server 2003	Intel Pentium 4 class 2.8 GHz	1 GB	Internet Information Services 6.0
Windows 2000 Server Windows 2000 Advanced Server	Intel Pentium 4 class 2.8 GHz	512 MB	Internet Information Services 5.0 or higher
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

Note: For best performance results, Sage recommends installing on a dedicated CRM server.

¹ 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.

² 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.

³ For high-traffic implementations of 50 or more CRM users for the 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.

⁴ 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 or Windows 2008 64-bit edition with 64-bit database software.

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