Sage MAS 200 ERP – SQL Server Edition
Supported Platform Matrix

Revised as of March 4, 2008

The information in this document applies to Sage MAS 200 – SQL Server Edition Levels 3.71 through 3.74. As of the Level 3.74 release, Sage MAS 200 – SQL Server Edition Levels 3.70 and prior are no longer supported by Sage Software. For more information, see the Miscellaneous Notes section in this document. Alternative support options may be available through your Sage Software business partner. Program fixes will continue to be made available on the current level of the software only. Detailed information about support policies can be found in the Sage Software Online area of the Sage Software Web site at: www.sagesoftwareonline.com

The Supported Platform Matrix is intended to cover all information, as of March 4, 2008, regarding the compatibility of various operating systems with Sage MAS 200 – SQL Server Edition. Any operating system not listed should be assumed to be *incompatible*. If your platform is not listed, the Sage Customer Support Department cannot provide support for you on that platform. Requests to support additional operating systems should be e-mailed to: Productmarketing@sagesoftware.com

Note: It is critical that before and during an installation, this document be thoroughly reviewed, along with the installation guide and the Installation Information in the Sage Software Online area of the Sage Software Web site at www.sagesoftwareonline.com. It is also recommended that only the current release levels of the product be run. If Master Developer or Extended Solutions customizations or modifications have been made to your Sage MAS 200 software, coordinate with your Sage Software business partner and your Master Developer before performing implementations.

For information about third-party compatibility, including ACT! by Sage, ACT! Link, Sage Abra HR, Business Alerts, Crystal Reports, Data Migrator, Sage Fixed Assets, F9, FRx Desktop, PCCharge Payment Server, SageCRM, Starship, Sage Timesheets, and Timeslips by Sage, see the Integrated Solutions Compatibility Matrix in the Sage Software Online area of the Sage Software Web site at: www.sagesoftwareonline.com

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Supported Workstations	Remarks
Windows XP Professional Service Pack 1 or Service Pack 2	
Windows XP Home Edition Service Pack 1 or Service Pack 2	Windows XP Home Edition was designed for home use and is not recommended for business or network use. By default, Windows XP Home Edition installs personal features. To maintain stability and performance in Sage MAS 200 – SQL Server Edition, do not install personal features that require a large amount of memory, resources, or processor usage. Windows XP Home Edition cannot join Windows server domains. If applications will be used that require a valid ODBC path to the Sage MAS 200 Host, such as Crystal Reports or Business Insights, verify that the workstation can browse to the …\MAS90 directory without being prompted for a user name and password, before running workstation setup.
Windows 2000 Professional Service Pack 4	

Note: Windows Vista is not supported with any version of Sage MAS 200 – SQL Server Edition.

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Supported SQL Servers	Remarks
SQL Server 2005 Service Pack 2	Please contact Customer Support before installing or upgrading to SQL Server 2005.
SQL Server 2000 version 8.0	SQL Server 2000 can be installed on Windows Server 2003 or Windows 2000 Server. SQL Server 2000 Service Pack 4 is supported only with Level 3.74. SQL Server 2000 Service Pack 3 must be installed if Windows Server 2003 is used as the SQL server. For more information, refer to Microsoft Knowledge Base Article, "Running SQL Server on Windows Server 2003" at: www.microsoft.com/sql/howtobuy/windowsnetsupport.mspx Microsoft Desktop Engine (MSDE) Server 2000 is not supported. SQL Server can be installed on the Sage MAS 200 application server or on a different server. Performance may differ in either configuration depending on the number of users accessing Sage MAS 200. SQL Server 2000 requires Microsoft Data Access Components (MDAC) Version 2.6 to support some advanced features, such as connecting to Named Instances. You may also be required to install MDAC Version 2.6 on the client workstations to support these advanced features for other applications. **Note**: SQL Server 2000 automatically installs MDAC Version 2.6 to the SQL Server. Sage MAS 200 – SQL Server Edition does not currently take advantage of these advanced features and only requires MDAC Version 2.5. SQL Server 2000 must be installed as the Default Instance rather than as a Named Instance, or Sage MAS 200 – SQL Server Edition will not function properly. Sage Software recommends installing only a single instance of SQL Server 2000 to the server that Sage MAS 200 is accessing. **Note**: If the Default check box is disabled during the installation of SQL Server 2000, then a default instance of SQL is already installed on the server. Mixed Mode security must be selected as the authentication mode. Sage MAS 200 – SQL Server Edition cannot create the MAS_SETUP and MAS_REPORTS SQL Server logon accounts if Mixed Mode security is not selected. Mixed Mode authentication is the only mode that creates an *sa* logon account. If multiple instances of SQL Server are installed on the same server, click No when prompted to configure TCP/IP as the network library during the Sage MAS 200 – SQL Server Edition installation. If you click Yes, you cannot access SQL Server 2000. To review Microsoft Frequently Asked Questions (FAQs) on SQL Server 2000 Setup, refer to Microsoft Knowledge Base Article Q257716 at: support.microsoft.com/

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Supported SQL Servers	Remarks
SQL Server 7.0 Service Pack 1	SQL Server 7.0 is supported only with Levels 3.71 through 3.73. Sage MAS 200 – SQL Server Edition Level 3.74 is not supported with SQL Server 7.0. Level 3.74 is supported with SQL Server 2000. Service Pack 4 is recommended. SQL Server 7.0 can be installed on Windows 2000 Server. SQL Server 7.0 is not supported on Windows Server 2003. For more information, see Microsoft Knowledge Base Article, "Running SQL Server on Windows Server 2003" at: www.microsoft.com/sql/howtobuy/windowsnetsupport.mspx Microsoft Desktop Engine (MSDE) for SQL Server 7.0 is not supported. SQL Server can be installed on the Sage MAS 200 server or on a different server. Performance may differ in either configuration depending on the number of users accessing Sage MAS 200. Mixed Mode security must be selected as the authentication mode. Sage MAS 200 – SQL Server Edition cannot create the MAS_SETUP and MAS_REPORTS SQL Server login accounts if Mixed Mode security is not selected. Mixed Mode authentication is the only mode that creates an *sa* login account. The database option "Select into/bulkcopy" may not be set by default. Sage MAS 200 – SQL Server Edition requires the setting to be "On." Use the sp_dboption command to check the state of this property for your company databases (MAS_ABC).

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Supported Application Servers	Remarks

Windows Server 2003
    Service Pack 2
Small Business Server 2003
    Service Pack 2
Windows 2000 Server
    Service Pack 4
Windows 2000 Advanced Server
    Service Pack 4
Small Business Server Edition 2000
    Service Pack 4
	If e-Business Manager is installed and the Internet Information Services (IIS) server is on Windows Server 2003, the ISAPI Plug-in must be installed manually for new Sage MAS 200 – SQL Server Edition installations. Windows 2000 can be used as the IIS Server if Sage MAS 200 – SQL Server Edition is installed on Windows Server 2003.
	
	Business Objects (formerly Crystal Decisions) does not support Crystal Enterprise 8.0 or Crystal Reports 8.5 with Windows Server 2003. Do not use Windows Server 2003 as the Terminal Services/Citrix server or the IIS if you are using Crystal Reports or Crystal Enterprise. Although Business Objects supports Crystal Reports 9 with Windows Server 2003, it is not compatible with Sage MAS 200 – SQL Server Edition and is not supported.
	
	Install Sage MAS 200 – SQL Server Edition on its own dedicated server. For acceptable performance, install other applications or services that are not essential to the operating system, such as e-mail, IIS, or fax to a different server. (This particularly applies to MS Exchange Server and Windows Small Business Server editions.)
	
	Stability and performance issues will occur in Sage MAS 200 – SQL Server Edition if installed 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.
	
	Sage MAS 200 – SQL Server Edition was not designed for Windows 2000 Datacenter Server and is not supported on this platform.

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Terminal Services/Citrix	Remarks
Windows Server 2003 Terminal Services Windows 2000 Terminal Services Service Pack 4 Citrix MetaFrame Citrix MetaFrame XP	If Sage MAS 200 – SQL Server Edition is run with Terminal Services, Citrix MetaFrame, or Citrix MetaFrame XP: ▪ Terminal Services or Citrix must be installed on a different server than the Sage MAS 200 server. Installing Terminal Services or Citrix on the same server as Sage MAS 200 is not supported. ▪ Terminal Services or Citrix must be installed on Windows 2000 Server or Windows Server 2003. Running Sage MAS 200 – SQL Server Edition through Windows NT Terminal Server is not supported. ▪ Crystal Reports Version 8.5 is supported with Windows Server 2003 Terminal Services/Citrix server. There are no known issues with this configuration; however, because Business Objects (formerly Crystal Decisions) does not support Crystal Version 8.5 in this configuration, any discovered defects will not be corrected by Sage Software. ▪ Symantec does not support WinFax Pro on Terminal Services or Citrix. WinFax Pro is therefore not supported with Sage MAS 200 – SQL Server Edition running in a Terminal Service or Citrix environment. ▪ Windows 2000 Terminal Services and Citrix MetaFrame are supported with all supported levels of Sage MAS 200 – SQL Server Edition. Windows Server 2003 Terminal Services is only supported with Sage MAS 200 – SQL Server Edition Level 3.71 and higher. ▪ Citrix MetaFrame XP for Windows Feature Release 2/Service Pack 2 (FR2/SP2) is supported on Windows 2000. ▪ Running Sage MAS 200 – SQL Server Edition with Citrix WinFrame or WinView is not supported. ▪ Windows thin clients are supported with Terminal Services/Citrix. For more information, search for this subject on the Microsoft Web site at: www.microsoft.com

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Miscellaneous Notes

Most of the items in the Miscellaneous Notes section are specific to network and system configurations. The Sage Software Customer Support Department cannot assist in making changes to your network or operating systems. Refer to a qualified network or computer technician for assistance with these issues.

1. **As of the Sage MAS 200 – SQL Server Edition Level 3.74 release, support for Levels 3.70 and prior have been discontinued.**

2. **For information about third-party applications, refer to the Integrated Solutions Compatibility Matrix on the Sage Software Web site at: www.sagesoftware.com**

3. **Using a means other than Visual Integrator or an authorized Master Developer is not supported for importing into or modifying the Sage MAS 200 SQL databases.**

4. When installing a new module or reinstalling an existing module, you must perform the CD installation using the same Windows logon used in the original installation; otherwise, duplicate tables are created in the MAS_SYSTEM database.

5. If the Sage MAS 200 Host is configured to run as a service and you are experiencing "white screens," hanging, or slow performance, after a certain number of Sage MAS 200 sessions have been opened, or if the same symptoms appear when running the Host as a desktop application in a very large multi-user environment, review SS3003-ABC.

6. If you are experiencing slow performance or an unexpected Error 0, the SQL ODBC connection itself may be slow. Edit the Sage MASSQL system data source on the Sage MAS 200 Application Server (in ODBCAD32.EXE) and replace the SQL Server's name with its IP address, only if the SQL server has a static IP address. If Sage MAS 200 resides on the same server as the SQL Server, "(local)" can be used.

7. To improve performance, periodically rebuild the SQL indexes on the tables on your MAS_XXX company databases and MAS system database. Typically, this is done through database maintenance plans. Contact your Database Administrator (DBA) for assistance.

8. When performing backups of Sage MAS 200 SQL data, back up, at a minimum, the following:

    a. \MAS90*.* on the Application Server (\MAS90 and all subdirectories)

    b. The MAS_XXX company databases on the SQL Server

    c. The MAS_SYSTEM database on the SQL Server

9. When converting to Sage MAS 200 – SQL Server Edition from Sage MAS 90 or 200, rebuild all your data files prior to conversion. After conversion, review the ..\MAS90\Home\Cnvlog.txt file for unexpected errors, including the message "UNABLE TO APPLY XXX INDEXES".

10. When converting to Sage MAS 200 – SQL Server Edition Level 3.72 or higher from Sage MAS 90 or 200, you must first upgrade to the same level of Sage MAS 200 – SQL Server Edition. For example, if converting from Sage MAS 90 3.71, you must first convert to Sage MAS 200 – SQL Server Edition 3.71, then upgrade to Sage MAS 200 – SQL Server Edition 3.72.

11. When running Sage MAS 200 – SQL Server Edition 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.

    If the SQL Server has a SCSI controller or a hardware RAID array installed, verify that the Write Caching features of those devices are disabled. The integrity of the SQL databases will be jeopardized if these devices are not disabled.

12. Levels 3.73 and 3.74 use the Crystal 10 runtime engine. Crystal forms and reports are shipped in Crystal 10 format. Customized forms and reports will be converted to the current format.

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13. The workstation must have a UNC or mapped drive path available to the Application Server's ..\MAS90 directory. This must also be entered as the ODBC path to the Application Server during Workstation Setup. Doing so allows:

    a. Running of external applications inside of Sage MAS 200 – SQL Server Edition (for example, Business Insights and Visual PostMaster).
    b. Running of external applications outside of Sage MAS 200 – SQL Server Edition (for example, FRx).

    The ODBC path is also needed when Crystal forms and reports are run from inside of Sage MAS 200 – SQL Server Edition. This is not for local ODBC processing but for locating the correct form/report being run in Sage MAS 200 – SQL Server Edition.

14. 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.

15. Sage Software requires a guaranteed minimum bandwidth of 128 Kbps per user for running Sage MAS 200 – SQL Server Edition through a remote connection.

16. 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. You must be able to ping the workstation by IP address from the server. You must also be able to use the MPING.EXE utility to communicate with the Host on a specific port ID and IP address, or by name and IP address from all workstations to the server. If this cannot be done, you will need to contact your Microsoft support organization. The Sage Software Customer Support department cannot provide assistance with this task. For more information, refer to your Sage MAS 200 – SQL Server Edition Installation Guide.

17. Although the Sage MAS 200 Host listens for a Windows sockets connection on a single port (typically 10000), the Host creates a back channel on the connection to send data back to the client, which listens on a single, random port between 10000 and 11999. These ports must remain open for the client and cannot be blocked by firewalls, routers, etc. If this creates a security concern or is not possible (for example, running through an ISP), consider using a Virtual Private Network (VPN), so all transmissions are rerouted through a single VPN port.

    ▪ VPN solutions are either software based (for example, Windows), hardware based (for example, VPN router/firewall), or a hybrid of both.
    ▪ If a hardware-based VPN appliance is used, verify that the device supports secure, encrypted connections for applications that use back channels.
    ▪ Software-based VPNs result in slower connections due to the security overhead of encrypting the data.
    ▪ Low speed connections are subject to considerable slow down when using a software-based VPN.

18. Due to the dual listening port scheme described above, Network Address Translation (NAT) may not be compatible. Dynamic NAT and IP masquerading is not compatible with Sage MAS 200 – SQL Server Edition, and as a result, static IP addresses may be required; however, Static NAT may be possible, depending on the capabilities your firewall software, or router provides. To make the dual listening port work, create a static mapping table that maps every internal client IP address from ports 10000-11999 to a translated external IP address for the same range of ports. Repeat this for every Sage MAS 200 client machine IP address. The process of creating a static mapping table varies.

19. Download and apply the Program Fix Collection for your level from Sage Software Online. If third-party enhancements are installed, contact your Master Developer to verify compatibility before installing the program fixes. 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: Program fixes specific to Sage MAS 200 – SQL Server Edition are listed separately on the Program Fixes page on Sage Software Online. Review these additional fixes and apply them as needed. Also note that some program fixes must be applied at each workstation in addition to being applied at the server.

20. Sage Software is committed to supporting future Microsoft operating systems as they are released to market for all Sage MAS 200 modules; however, Sage Software does not support beta-level operating systems. As new operating system levels are scheduled for general release, Sage Software will verify their compatibility and this matrix will be updated when Sage Software's evaluations are completed.

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Recommended Minimum System Configuration			
Clients	**Processor**	**Memory (RAM)**	**MB to Add Per User over 5**
Windows 2000 Professional	Pentium 233 MHz or higher Pentium II or higher recommended	128 MB, 256 MB recommended	N/A
Windows XP	Pentium III 550 MHz or higher	256 MB	N/A
Windows Vista (not supported)	N/A	N/A	N/A
Windows 2000 Terminal Services/Citrix MetaFrame Server as Sage MAS 200 Client	As required by Terminal Services / Citrix MetaFrame	As required by Terminal Services/Citrix MetaFrame	24 MB per concurrent user recommended (each Sage MAS 200 task uses approximately 5 MB)
Servers - Single Server Implementation (SQL Server and Sage MAS 200 on the same server)			
Windows 2000 Server Windows 2000 Advanced Server	Pentium 4 class Dual processors recommended	1 GB	32 MB per concurrent user
Windows Server 2003	Pentium 4 class Dual processors recommended	1 GB	32 MB per concurrent user
Servers - Dual Server Implementation (SQL Server and Sage MAS 200 on a separate server)			
Database (SQL) Servers SQL Server 7.0 SQL Server 2000 version 8.0 SQL Server 2005 (for 3.74 only, see page 2)	Pentium III class Dual processors recommended	512 MB	N/A
Application Servers Windows 2000 Server Windows 2000 Advanced Server	Pentium III class or higher Dual processors recommended	512 MB	24 MB per concurrent user
Application Servers Windows Server 2003	Pentium III class or higher Dual processors recommended	512 MB	32 MB per concurrent user