

# Sage 100 Premium ERP Version 2013

## Supported Platform Matrix

Created as of May 2, 2014

**The information in this document applies to Sage 100 Premium ERP Version 2013<sup>1</sup>.** Detailed product update information and support policies can be found on the Sage Online Web site at: <https://support.na.sage.com>

This document is intended to cover all information regarding the compatibility of various operating systems with Sage 100 Premium ERP as of May 2, 2014. Any operating system not listed should be considered **incompatible**.

**Note:** It is critical that before and during an installation, this document be thoroughly reviewed, along with the *Sage 100 ERP Installation and System Administrator's Guide* and other documents found by clicking the Installation Information link of the main Sage 100 ERP Support Web page. This Web page can be found on the Sage Online Web site at <https://support.na.sage.com>. If development partner or Extended Solutions customizations or modifications have been made to your Sage 100 Premium ERP software, coordinate with your Sage business partner and your development partner before installing Sage 100 Premium ERP.

For information about integrated solutions compatibility, refer to the Integrated Solutions Compatibility Matrix on the Sage Online Web site at: <https://support.na.sage.com>. Sage 100 ERP versions 2013 phone and web case support (retirement) end date September 30, 2016. For more information, see Supported Versions document located here, <https://partners.sagenorthamerica.com/irj/go/km/docs/sageKM/Sage%20MAS%2090%20and%20200/Assets/Sage%20100%20ERP%20Supported%20Versions.pdf>

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

Supported Workstations	Remarks
Windows 8.1 (32 and 64bit) Pro and Enterprise	<b>Notes</b> <ul style="list-style-type: none"> <li>For Windows 8 &amp; 8.1 (32 and 64-bit) OS, .NET Framework 3.5.1 has to be installed prior to Sage 100 ERP installation. Refer to Knowledge article 31515</li> </ul>
Windows 8 (32 and 64bit) Pro and Enterprise	
Windows 7 (32 and 64bit) Professional, Enterprise, and Ultimate Service Pack 1	<b>Not Supported</b> The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. <ul style="list-style-type: none"> <li>Windows 7 Home Basic and Windows 7 Home Premium editions are not supported.</li> </ul>
Windows Vista(32-bit) Business, Enterprise, and Ultimate Service Pack 2	<b>Not Supported</b> The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. <ul style="list-style-type: none"> <li>Windows Vista Home Basic and Windows Vista Home Premium editions are not supported</li> <li>Windows Vista 64-bit version is not supported.</li> </ul>

<sup>1</sup> Sage has now moved to titling our releases according to a year rather than our traditional numbered release.

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Microsoft Dedicated Servers defined as Operating System software specifically designed to be used as a network server (not peer-to-peer).	
ERP Supported Servers	Remarks
<p>Windows Server 2012 R2(64-bit) Standard</p> <p>Windows Server 2012(64-bit) Standard</p> <p>Windows Server 2008 (32 and 64-bit) Standard and Enterprise Service Pack 2</p> <p>Windows Server 2008 R2(64-bit) Standard and Enterprise Service Pack 1</p> <p>Windows Server 2003(32-bit) Enterprise Service Pack 2</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Sage 100 Premium is a 32 bit application and will run seamlessly on a 64-bit operating system utilizing the WOW64 x86 emulator.</li> <li>▪ Unless absolutely necessary, avoid installing Sage 100 Premium ERP to system controlled folders, such as C:\Program Files or C:\Program Files(x86). Sage recommends installing Sage 100 Premium ERP to a dedicated non-system controlled folder, such as C:\Sage\Sage 100 Premium ERP.</li> <li>▪ The eBusiness Web Services service can only be installed on a Windows Server platform, such as Windows Server 2008, 2012, 2012 R2. For more information, see the <i>eBusiness Web Services Installation Guide</i> found by clicking the Documentation link of the Sage 100 Premium ERP Autorun screen.</li> <li>▪ For Windows 2012 &amp; 2012 R2 OS, .NET Framework 3.5.1 has to be installed prior to Sage 100 ERP installation. Refer to Knowledge article 31515.</li> </ul> <p>It could be installed from Dashboard. Click on Add Roles and Features. Add Roles and Feature Wizard screen will appear. In, the Select installation type, verify Role-based or feature-based installation is selected. Click on Next. In, the Select destination server, select the server where the Roles has to be installed. Click on Next. In, Select server roles, Click on Next. In the Select features page, select .NET Framework 3.5 (includes .NET 2.0 and 3.0). Click on Next for the Rest of the wizard and then click on Install. After the installation finishes, restart the machine</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>▪ Sage 100 Premium ERP should be installed on a dedicated member/application server. Although supported, certain Windows server configurations are <b>not recommended</b> 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 Sage 100 Premium ERP 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 Sage 100 Premium ERP on any server actively running other applications or services, such as e-mail (for example, Exchange Server), IIS, fax programs, or other software.</li> </ul> </li> </ul>

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	<p><b>Not Supported</b></p> <p>The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions.</p> <ul style="list-style-type: none"> <li>Running Sage 100 Premium ERP on any Windows Small Business Server operating system – regardless of the number of user and computer accounts it is managing, is not supported. Small Business Server runs Active Directory and Exchange Server by default, and that has been a factor in many reported cases of instability and performance issues. Instability may also result if Small Business Server is further configured to run other applications concurrently, such as IIS, Shared Fax Services, and SQL Server.</li> <li>Using a server operating system as a Sage 100 Premium ERP workstation is not supported (not even as a client to another server). However, this configuration can be utilized for testing.</li> <li>Sage ERP and Sage CRM Suite were not designed for any version of Windows Datacenter Server and are not supported on this platform.</li> </ul>
Sage CRM Supported Server	Remarks
<p>Windows Server 2012 R2 (64-bit) Standard</p> <p>Windows Server 2012(64-bit) Standard</p> <p>Windows Server 2008(32 and 64-bit) Standard and Enterprise Service Pack 2</p> <p>Windows Server 2008 R2 (64-bit) Standard and Enterprise Service Pack 1</p> <p>Windows Server 2003 R2(32-bit) Standard and Enterprise Service Pack 2</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Microsoft SQL Server is required for Sage CRM Server.</li> <li>Sage CRM can be installed on MS SQL Server 2005, 2008 (32- and 64-bit), 2008 R2 and 2012 Standard and Enterprise editions.</li> <li>SQL Server 2005 and 2008 are not supported with CRM 7.2.</li> <li>Sage CRM Server cannot be installed on a server running Microsoft Exchange or Lotus Notes Domino.</li> <li>Sage CRM v7.2 is not supported in Windows Server 2008 and 2003 R2.</li> <li>For More information on CRM Matrix Refer to : <a href="https://community.sagecrm.com/user_community/m/72_documentation/default.aspx">https://community.sagecrm.com/user_community/m/72_documentation/default.aspx</a></li> </ul> <p><b>Outlook Plug-In for Sage CRM</b></p> <ul style="list-style-type: none"> <li>To install CRM Outlook Integration, download the Outlook plug-in from within CRM in the My CRM menu &gt; Preferences tab. The user must be an Administrator or Power User of the client machine to install the Outlook plug-in.</li> <li>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.</li> <li>CRM Outlook client integration is supported only for e-mail accounts running on Microsoft Exchange Server.</li> </ul> <p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>Small Business Server is not supported for Sage CRM.</li> </ul>

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ERP and Sage CRM Supported MS SQL Servers	Remarks
<p>Microsoft SQL Server 2012 SP1 (32and 64bit) Standard and Enterprise</p> <p>Microsoft SQL Server 2008 (32 and 64-bit) Standard and Enterprise Service Pack 1</p> <p>Microsoft SQL Server 2008 R2(32 and 64-bit) Standard and Enterprise</p>	<p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>SQL Server 2008 is not supported with Sage CRM 7.2</li> </ul>
Additional ERP Only Supported MS SQL Servers	Remarks
<p>Microsoft SQL Server 2014 CTP (32 and 64-bit)</p>	
Additional Sage CRM Only Supported MS SQL Servers	Remarks
<p>Microsoft SQL Server 2005 (32-bit) Standard and Enterprise Service Pack 3</p>	<p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>SQL Server 2005 is not supported with Sage CRM 7.2</li> </ul>

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Terminal Services/Citrix Servers	Remarks
<p>Windows Server 2012 R2 (64-bit) Standard Terminal Services</p> <p>Windows Server 2012(64-bit) Standard Terminal Services</p> <p>Windows Server 2008 (32 and 64-bit) Standard and Enterprise Service Pack 2 Terminal Services</p> <p>Windows Server 2008 R2(64-bit) Standard and Enterprise Terminal Services</p> <p>Citrix XenApp 5.0 Citrix XenApp 6.0 Citrix XenApp 6.5</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Windows Server 2008 R2 Remote Desktop Services is a new name for former Terminal Services Service.</li> <li>Terminal Services or Citrix must be installed on a supported version of Windows, such as Windows Server 2008.</li> <li>Installing Sage 100 Premium ERP or Sage CRM Server on the same server as Terminal Services or Citrix is not supported.</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> <p><b>Sage CRM Notes</b></p> <ul style="list-style-type: none"> <li>Running Sage CRM through Terminal Services or Citrix is only supported when run through a remote session to the Desktop and not as a Published Application.</li> <li>Sage CRM is supported on XenApp 5.0 and 6.0 32-bit version only</li> </ul> <p><b>Not Supported</b> The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions.</p> <ul style="list-style-type: none"> <li>Service Pack 1 on Windows Server 2003 is not supported.</li> <li>Running Sage CRM on a Terminal Services session from a Terminal Services or Citrix server installed on a Windows Server 2003 is not supported.</li> <li>Citrix does not support Citrix XenApp 5.0 on Windows Server 2008 R2.</li> <li>Crystal Enterprise is not supported on any version of Windows Server 2008.</li> </ul>
Virtual Platforms	
<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Sage 100 ERP is currently supported on virtual environments where the Virtual Vendor supports the Windows OS that Sage 100 ERP supports.</li> <li>All supported Operating Systems listed under the Supported Workstations, ERP Supported Servers and Sage CRM Supported Servers sections are supported when hosted on any virtual platform products.</li> <li>Hardware and software requirements (minimum and recommended) for Sage 100 ERP products apply to virtual environments as well.</li> <li>Some third party products might not support the same virtualization platforms as Sage 100 ERP products. For verification, please check with the third party vendor.</li> </ul>	

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### Miscellaneous Notes

1. When running Sage 100 Premium ERP 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.
2. In the Sage 100 Premium ERP 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.
3. 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, ensure 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 User Maintenance.
4. Always re-run Sage 100 Premium ERP Workstation Setup after re-installing or upgrading the Windows operating system, and verify that a default Windows printer is still available and operational.
5. Verify that all hardware involved in running Sage 100 Premium ERP is on Microsoft's Hardware Compatibility List. Incompatible hardware can cause severe data corruption. For more information, refer to the Microsoft Hardware Compatibility List at: <http://www.microsoft.com/whdc/hcl/default.msp>
6. Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage 100 Premium ERP 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.
7. Using Citrix or Terminal Services is suggested for faster remote printing of Crystal reports over a WAN and virtual private network (VPN)
8. Sage requires a guaranteed minimum bandwidth of 256 Kbps per user for running Sage 100 Premium ERP through a low-speed remote connection. For each user, 512 Kbps or higher is recommended. Select the Low Speed Connection check box in the Sage 100 Premium ERP 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 may 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 256 Kbps. For information on guaranteed bandwidth requirements, see miscellaneous note above.

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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 at least ping the workstation by its IP address. You must be able to use the Windows TELNET.EXE utility or equivalent to communicate with the 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 100 ERP Installation and System Administrator's Guide*.
11. The Sage 100 Premium ERP 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 clients is not necessary. Also, the Application Server is compatible with Network Address Translation (NAT).
12. If the Sage 100 Premium ERP 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 Sage 100 Premium users are in the system, review document [SS3003-A](https://support.na.sage.com) on the Sage Online Web site at <https://support.na.sage.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 Online.
13. 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.
14. The Microsoft Fax Services feature provided with Windows Server 2008, Windows 2012, Windows 2012 R2, Windows Vista, Windows 7, Windows 8 and Windows 8.1 are supported only for Paperless Office and batch faxing. For more information, refer to the Integrated Solutions Compatibility Matrix on the Sage Online Web site at: <https://support.na.sage.com>

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Recommended Minimum System Configuration			
	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 will not be supported with Sage 100 Premium ERP 2013.			
Windows 8.1(32 and 64 bit) Pro and Enterprise	Intel Core 2 Duo	2 GB	512 MB
Windows 8(32 and 64 bit) Pro and Enterprise	Intel Core 2 Duo	2 GB	512 MB
Windows 7(32 and 64-bit) Professional, Enterprise, and Ultimate	Intel Core 2 Duo	2 GB	512 MB
Windows Vista Business, Enterprise, and Ultimate	Intel Core 2 Duo	2 GB	512 MB
Network Bandwidth	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 Sage 100 Premium ERP 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 Sage 100 Premium 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 Sage 100 Premium ERP when all other applications that will be used with Sage 100 Premium ERP are loaded. Sage cannot guarantee acceptable performance when running Sage 100 Premium ERP concurrently with other applications that consume system resources required for Sage 100 Premium ERP to perform at an optimum level. Refer to the article “How to determine memory” on the Sage Online Web site at: <https://support.na.sage.com>

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Recommended Minimum System Configuration for ERP and Sage CRM Servers			
	Recommended Minimum <sup>1</sup>		
ERP and Sage CRM Supported Servers	Processor	Memory (RAM)	Additional Requirements
Windows Server 2012 R2 (64-bit) Standard	For 64-bit systems: Intel or AMD 64-bit capable, such as Intel Xeon or Quad-Core AMD Opteron	2 GB + 4-6 MB per concurrent user	100 Mbps network connection
Windows Server 2012(64-bit) Standard			
Windows Server 2008 (32 and 64-bit) Standard and Enterprise			
Windows Server 2008 R2 (64-bit) Standard and Enterprise			
Additional Sage CRM Only Supported Servers		Memory (RAM)	Additional Requirements
Windows Server 2003 R2 (32-bit) Standard and Enterprise		1 GB + 4-6 MB per concurrent user	100 Mbps network connection
Terminal Services and Citrix		Memory (RAM)	Additional Requirements
Windows Server 2012 R2 Terminal Services Windows Server 2012 Terminal Services Windows Server 2008 R2 Remote Desktop Services Windows Server 2008 Terminal Services Citrix XenApp 5.0 Citrix XenApp 6.0 Citrix XenApp 6.5	For 32-bit systems: Intel Pentium 4 class 2.4 GHz Dual processor recommended	Recommended minimum and as required by Terminal Services or Citrix, plus 128 MB per concurrent user <sup>1</sup>	100 Mbps network connection
ERP and Sage CRM Web Servers		Memory (RAM)	Additional Requirements
Windows Server 2012 Windows Server 2012 R2		2 GB	Internet Information Services 8.0
Windows Server 2008 Windows Server 2008 R2			Internet Information Services 7.0
E-mail Servers	Processor	Memory (RAM)	Additional Requirements
Microsoft Exchange Server 2003 Microsoft Exchange Server 2007 (32-bit) Microsoft Exchange Server 2010 Microsoft Exchange Server 2013	Intel Pentium 4 class 2.8 GHz	2 GB	100 Mbps network connection

<sup>1</sup> The recommended minimum is designed to ensure the systems used for Sage 100 Premium ERP 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 (Sage 100 Premium ERP 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.