Sage 100 Standard ERP Version 2013
Supported Platform Matrix
Created as of August 27, 2013

The information in this document applies to Sage 100 Standard ERP Version 2013[1]. Detailed product update information and support policies can be found on the Sage Online Web site at: http://na.sage.com/log-on/

This document is intended to cover all information regarding the compatibility of various operating systems with Sage 100 Standard ERP as of August 27, 2013. Any operating system not listed should be considered *incompatible*.

Note: It is critical that before and during an installation, this document is 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 http://na.sage.com/log-on/. If development partner or Extended Solutions customizations or modifications have been made to your Sage 100 Standard ERP software, coordinate with your Sage business partner and your development partner before installing Sage 100 Standard ERP.

For information about integrated solutions compatibility, refer to the Integrated Solutions Compatibility Matrix on the Sage Online Web site at: http://na.sage.com/log-on/

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
The following information applies to all standalone (single user) workstations, peer-to-peer workstations, and client workstations attached to Windows servers, unless indicated otherwise.	
Peer-to-Peer Networks: In a peer-to-peer network where the computer acting as the file server is not dedicated, only 2 concurrent user seat accesses will be supported. If the computer acting as the file server is a dedicated machine, a 5 concurrent user maximum is allowed.	
Windows 8(32 and 64bit) Pro and Enterprise	**Notes** Windows 8 peer-to-peer networks are not supported. ▪ For Windows 8(32 and 64-bit) OS, .NET Framework 3.5.1 has to be installed prior to Sage 100 Standard ERP installation. It could be installed from Control Panel->Programs-.Click Turn Windows Features On or Off and Check the Checkbox .NET Framework 3.5 (includes .NET 2.0 and 3.0) .After the installation is over Restart the Machine.
Windows 7(32 and 64-bit) Professional, Enterprise, and Ultimate Service Pack 1	**Notes** ▪ Sage recommends installing Sage 100 Standard ERP to a location other than the C:\Program Files folder (for example, C:\Sage\Sage 100 Standard ERP). **Not Supported** The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Windows 7 peer-to-peer networks are not supported. ▪ Windows 7 Home Basic and Windows 7 Home Premium editions are not supported.

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[1] Sage has now moved to titling our releases according to a year rather than our traditional numbered release.

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Supported Workstations	Remarks
Windows Vista(32-bit) Business, Enterprise, and Ultimate Service Pack 2	**Notes** ▪ Sage recommends installing Sage 100 Standard ERP to a location other than the C:\Program Files folder (for example, C:\Sage\Sage 100 Standard ERP). **Not Supported** The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Windows Vista peer-to-peer networks are not supported. ▪ Windows Vista Home Basic and Windows Vista Home Premium editions are not supported. ▪ Windows Vista 64-bit version is not supported.
Windows XP Professional SP3	

Microsoft supported servers defined as Operating System software specifically designed to be used as a network server (not peer-to-peer)	
ERP Supported Servers	**Remarks**

Windows Server 2012 (64-bit)
    Standard
 	
Windows Server 2008 (32 and 64-bit)
  Standard and Enterprise
Service Pack 2
 	
Windows Server 2008 R2 (64-bit)
  Standard and Enterprise
Service Pack 1
 	
Windows Server 2003 (32-bit)
   Standard and Enterprise
Service Pack 2
 	
Windows Server 2003 R2 (32-bit)
  Standard and Enterprise
Service Pack 2
	Notes
	▪ Sage 100 Standard ERP is a 32 bit application and will run seamlessly on a 64-bit operating system utilizing the WOW64 x86 emulator.
	▪ If eBusiness Manager is installed, the ISAPI Plug-in must be installed manually for new Sage 100 Standard ERP installations.
	▪ If a Windows Server 2008 64-bit server 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.
	▪ Workstations from remote sites are supported only through Terminal Services or Citrix. Running Sage ERP 100 Standard over a Virtual Private Network (VPN) and/or a Wide Area Network (WAN) or through any other remote means is not supported.
	▪ The eBusiness Web Services service can only be installed on a Windows Server platform, such as Windows Server 2003 or 2008. For more information, see the *eBusiness Web Services Installation Guide* found by clicking the Documentation link on the Sage 100 Standard ERP Autorun window of the install DVD.
	▪ For Windows 2012 OS, .NET Framework 3.5.1 has to be installed prior to Sage 100 ERP installation.
	
	It could be installed from Control Panel->Programs. Click on Turn Windows Features On or Off and then Click on Dashboard. Add Roles and Features Wizard screen will appear. Click on Server Selection and then Features. Select the Checkbox .NET Framework 3.5 Features and then click on Add features. Restart the Machine After the installation is over.

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Supported Workstations	Remarks

Windows Small Business Server 2011 Standard and Premium
 	
Windows Small Business Server 2008 Standard and Premium
 	
Windows Small Business Server 2003 R2 (32-bit) Standard and Premium
	Recommendations
	▪ Sage 100 Standard ERP should be installed on a dedicated member/application server. Although supported, certain Windows configurations are **not recommended** due to possible instability and performance issues. Support from Sage Customer Support may be limited in the following circumstances:
	   o Running Sage 100 Standard ERP on a Windows Small Business Server or 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.
	   o Running Sage 100 Standard ERP on any server actively running other applications or services, such as e-mail (for example, Exchange Server), IIS, fax programs, or other software.

	Not Supported The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Service Pack 1 on Windows Server 2003 is not supported. ▪ Using a server operating system as a Sage 100 Standard ERP Workstation is not supported (not even as a client to another server). ▪ Sage 100 Standard ERP is not designed for any version of Windows Datacenter Server and is not supported on this platform. ▪ Windows Server 2003 R2 64-bit is not supported.

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Sage CRM Supported Servers	Remarks

Windows Server 2012 (64-bit)
  Standard
 	
Windows Server 2008 (32 and 64-bit)
  Standard and Enterprise
  Service Pack 2
 	
Windows Server 2008 R2 (64-bit)
  Standard and Enterprise
  Service Pack 1
 	
Windows Server 2003 R2 (32-bit)
  Standard and Enterprise
  Service Pack 2
	Notes
	▪ Microsoft SQL Server is required for Sage CRM Server.
	▪ Sage CRM can be installed on MS SQL Server 2005, 2008 (32- and 64-bit) , 2008 R2 and 2012 Standard and Enterprise editions.
	▪ Sage CRM Server cannot be installed on a server running Microsoft Exchange or Lotus Notes Domino.
	
	Outlook Plug-In for Sage CRM
	▪ 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.

Terminal Services/Citrix Supported Servers	**Remarks**

Windows Server 2012 (64-bit)
  Standard
 	
Windows Server 2008 (32 and 64-bit)
  Standard and Enterprise
  Service Pack 2
  Terminal Services
 	
Windows Server 2008 R2 (64-bit)
  Standard and Enterprise
  Service Pack 1
  Remote Desktop Services
 	
Windows Server 2003 (32-bit)
  Standard and Enterprise
  Service Pack 2
  Terminal Services
 	
Windows Server 2003 R2 (32-bit)
  Standard and Enterprise
  Service Pack 2
  Terminal Services
 	
  Citrix XenApp 5.0
  Citrix XenApp 6.0
	Notes
	▪ Windows Server 2008 R2 Remote Desktop Services is a new name for former Terminal Services Service.
	▪ Terminal Services or Citrix must be installed on a supported version of Windows Server, such as 2003 or 2008.
	▪ Windows thin clients are supported with Terminal Services and Citrix. For more information, refer to: www.microsoft.com
	▪ For more information on Terminal Services/Citrix, see the Miscellaneous Notes section in this document.
	
	Sage CRM Notes
	▪ 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.
	▪ Sage CRM is supported on XenApp 5.0 and 6.0 32-bit version only.
	
	Recommendations
	▪ Sage 100 Standard ERP Server can be installed on the same server as Terminal Services or Citrix, or on a separate server. If Sage 100 Standard ERP is installed on a separate server from the Terminal Services/Citrix server, use 100 Mbps or better network components to connect the two servers.
	
	Not Supported
	The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions.
	▪ Service Pack 1 for Windows Server 2003 is not supported.
	▪ Running Sage CRM on a Terminal Services session from a Terminal Services or Citrix server installed on a Windows Server 2003 is not supported.
	▪ Citrix does not support Citrix XenApp 5.0 on Windows Server 2008 R2.

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Virtual Platforms	Remarks
Citrix XenServer 5.0 Citrix XenServer 5.6 Citrix XenServer 6.0 VMWare Workstation 6.0 VMWare ESX 4.1 VMware vSphere Hypervisor (ESXi) 4.1 Microsoft Virtual PC 2007 Windows Virtual PC Windows Server 2008 R2 Hyper-V	**Notes** ▪ All supported Operating Systems listed under the Supported Workstations, ERP Supported Servers and Sage CRM Supported Servers sections are supported when hosted on these Citrix virtual platform products. ▪ Hardware and software requirements (minimum and recommended) for Sage 100 ERP products apply to virtual environments as well. ▪ 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.

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Miscellaneous Notes

1. Antivirus software on your workstations and server should be configured to exclude files with the extensions SOA, LIB, M4T, M4L, DD, DDE, and DDF. If antivirus software is configured to scan compressed CAB files, performance issues *may* occur. You *may* want to exclude scanning of CAB files and network drives. Also, you should not have ..\MAS90*.* files on the server scanned simultaneously by multiple instances of antivirus software. Desktop/Home versions of antivirus software that are not supported by the publisher for business use are also not supported by Sage. 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.

2. If you are using Symantec Antivirus Corporate or Enterprise Edition, review Resolution ID 415534 in the Sage InfoSource Knowledgebase.

3. 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.

4. 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.

5. Verify that all hardware involved in running Sage 100 Standard ERP 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

6. The eBusiness Manager module may have additional separate program fixes for the Web Engine. You should apply the latest Web Engine bundle. For the latest program updates, go to the Sage Online Web site at: http://na.sage.com/log-on/

   If third-party enhancements are installed, always contact your development partner to verify compatibility before installing any updates. Some program fixes are specifically excluded from the program fix collection and should be installed only if you are experiencing the problem they address.

7. The eBusiness Web Services service can be installed only on a Windows Server platform, such as Windows Server 2003, 2008 or 2012. For more information, see the *eBusiness Web Services Installation Guide* found by clicking the Documentation link on the Sage 100 Standard ERP Autorun window of the install CD.

8. Always validate compatibility of development partner enhancements before upgrading.

9. Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage 100 Standard 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.

10. For more information about performance, log on to the Sage Online Web site at http://na.sage.com/log-on/, and review Resolution ID 415534 "Slow Performance when running Sage 100 Standard Version 4.0 across a network" in the Sage InfoSource Knowledgebase.

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, 2012, Windows XP, Windows Vista, Windows 7 and Windows 8 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: http://na.sage.com/log-on/

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Recommended Minimum System's Hardware Configuration			
	Recommended Minimum[1]		
Single User/Client Workstation	**Processor**	**Physical Memory (RAM)**	**Available Memory (RAM)[2]**
Workstation (client) operating system versions not listed in this document will not be supported with Sage 100 Standard ERP 2013.			
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
Windows XP Professional	Intel Pentium 4 class 1.8 GHz	1 GB	512 MB
Network Bandwidth (for multi-user systems)	**Recommended Minimum**		
	100 Base-T – 100 Mbps at Full Duplex		

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[1] The recommended minimum is designed to ensure the systems used for Sage 100 Standard ERP are capable of providing adequate performance with a standard complement of normally installed applications, such as virus protection software.

[2] Regardless of the recommended minimum specified above, users should check the available memory on the workstation prior to installing Sage 100 Standard ERP and use the Windows Task Manager to check the Available Physical Memory on the Performance tab. A minimum of 256 MB of physical RAM should be available to Sage 100 Standard ERP when all other applications that will be used with Sage 100 Standard ERP are loaded. A minimum of 512 MB of RAM should be available if using Windows Vista. Sage cannot guarantee acceptable performance when running Sage 100 Standard ERP concurrently with other applications that consume system resources required for Sage 100 Standard ERP to perform at an optimum level.

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Recommended Minimum System Configuration for ERP and Sage CRM Servers			
	• Recommended Minimum[1]		
ERP and Sage CRM Supported Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**

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
Windows Server 2003 R2 (32-bit)
  Standard and Enterprise
	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

Additional ERP Only Supported Servers		**Memory (RAM)**	**Additional Requirements**
Windows Server 2003 (32-bit) Standard and Enterprise Windows Small Business Server 2003 R2 (32-bit) Windows Small Business Server 2008 (32 and 64-bit) Windows Small Business Server 2011 (64-bit) Windows XP Professional	For 32-bit systems: Intel Pentium 4 class 2.4 GHz Dual processor recommended	1 GB + 4-6 MB per concurrent user	100 Mbps network connection
Terminal Services and Citrix		**Memory (RAM)**	**Additional Requirements**
Windows Server 2012 Terminal Services Windows Server 2008 R2 Remote Desktop Services Windows Server 2008 Terminal Services Windows Server 2003 Terminal Services Citrix XenApp 5.0 Citrix XenApp 6.0		Recommended minimum and as required by Terminal Services or Citrix, plus 128 MB per concurrent user[2]	100 Mbps network connection
ERP and Sage CRM Web Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**
Windows Server 2012	Intel or AMD 64-bit capable, such as: Intel Xeon or Quad-Core AMD Opteron	2 GB	Internet Information Services 8.0
Windows Server 2008 R2 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
E-mail Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**
Microsoft Exchange Server 2003 Microsoft Exchange Server 2007 (32-bit) Microsoft Exchange Server 2010	Intel Pentium 4 class 2.8 GHz	2 GB	100 Mbps network connection

[1] The recommended minimum is designed to ensure the systems used for Sage 100 Standard 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 (Sage 100 Standard 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.