Sage MAS 200 ERP
Supported Platform Matrix
Revised as of August 29, 2008

The information in this document applies to Sage MAS 200 ERP Level 3.71 through version 4.30. Sage Software generally only supports the current Sage MAS 90 level and one prior major level. As of the version 4.10 release, Sage MAS 200 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, Service Packs, and Service Updates will continue to be made available on the current versions of the software only. Sage Software 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

The Supported Platform Matrix is intended to cover all information, as of August 29, 2008, regarding the compatibility of various operating systems with Sage MAS 200. Any operating system not listed should be considered to be *incompatible*. If your platform is not listed, Sage Software 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 Installation and System Administrator's Guide* and other documents found by clicking the Installation Information link of the main Sage MAS 90 and 200 Support Web page. This Web page can be found on the Sage Software Online Web site at www.sagesoftwareonline.com. 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 installations.

For information about integrated solutions 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 Freight, StarShip Parcel, Sage Timesheets, and Timeslips by Sage, refer to the **Integrated Solutions Compatibility Matrix** on the Sage Software Online Web site at: www.sagesoftwareonline.com

Web site content can change at any time. Sage Software 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	Sage MAS 200 is Windows Vista-capable as of the version 4.20 Service Update 4. Version 4.10 is Windows Vista-capable with Service Update 15 and the Sage MAS 90 and 200 Version 4.10 Vista Update. The latter update requires running Workstation Setup on each workstation running Sage MAS 200. Versions 4.0x and 3.71 are not supported with Windows Vista. For more information, refer to the Windows Vista position statement titled "Sage MAS 90 and 200 Version 4.20 Windows Vista Compatibility" located on the Sage Software Online Web site at: www.sagesoftwareonline.com. Also refer to the Miscellaneous Notes and Recommended Minimum System Configuration sections in this document. Sage Software recommends installing to a location other than the C:\Program Files folder (for example, C:\Sage Software). **Note:** Windows Vista Home Basic and Windows Vista Home Premium editions are not supported.
Windows XP Professional Service Pack 2	Windows XP Service Pack 2 enables the Windows Firewall by default. When launching Sage MAS 200 Level 3.x or higher, a Windows Security Alert message appears: "Do you want to keep blocking this program?" Click Unblock to add "ProvideX for Windows" to the exception list. You can alternatively configure the firewall manually be selecting the Windows Firewall shortcut from the Control Panel. In the Windows Firewall window, click the Exceptions tab, and then click Add Program. In the Add Program window, add the local PVXWIN32.exe to the exception list. For more information, search the Sage InfoSource Knowledgebase on Sage Software Online using the keywords: "Is Windows XP SP2 supported?"
Windows XP Tablet PC Edition	Windows XP Tablet PC Edition is only supported with Sage MAS 200 version 4.x.
Windows 2000 Professional Service Pack 4	The client must be installed on the local workstation and must be configured for TCP/IP.

Sage MAS 200 ERP
Supported Platform Matrix
Revised as of August 29, 2008

Servers	Remarks

Windows Server 2008
        Standard 32 and 64-bit
 	
Windows Server 2008
        Enterprise 32 and 64-bit
 	
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Windows Server 2003
        Service Pack 2
 	
Windows Server 2003 R2 32-bit
        Service Pack 2
 	
Windows Small Business Server 2003
        Service Pack 2
 	
_____
 	
 Windows 2000 Server
        Service Pack 4
 	
Windows 2000 Advanced Server
        Service Pack 4
 	
Small Business Server 2000
        Service Pack 4
	Notes
	▪ For the best results, Sage Software **recommends** installing Sage MAS 200 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 Software Customer Support may be limited in the following circumstances:
	 o Running Sage MAS 200 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.
	 o Running Sage MAS 200 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.
	 o Running Sage MAS 200 on any Windows Small Business Server operating system regardless of the number of user accounts and computer accounts it is managing as an Active Directory domain controller. Small Business Server runs Exchange Server by default, and 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.
	▪ Only Sage MAS 200 version 4.30 is supported with Windows Server 2008.
	▪ Sage MAS 200 will run on a Windows Server 2008 64-bit server in 32-bit compatibility mode.
	▪ 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.
	▪ During the installation to Windows Server 2008, the default installation path is C:\Sage Software. No issues were found by installing to the C:\Program Files folder.
	▪ If a Windows Server 2008 64-bit is used as the IIS Server to connect to Sage Software's Web Engine, the Application Pool specified for the Web site must have True selected for the Enable 32-Bit Applications option.
	▪ The Fax Server Role is only supported for Windows Server 2008 32-bit edition.
	
	Recommendations
	▪ Due to unresolved issues with Microsoft's implementation of IPX/SPX protocol, this protocol should be avoided on Windows networks unless necessary. For more information, refer to the Microsoft Knowledge Base Article 161080 on Microsoft's Web site at: support.microsoft.com
	
	Not Supported
	▪ Service Pack 1 on Windows Server 2003 is not supported.
	▪ Using a server operating system as a Sage MAS 200 workstation is not supported (not even as a client to another server). This configuration can be utilized for testing.
	▪ Sage MAS 200 was not designed for any version of Windows Datacenter Server and is not supported on this platform.
	▪ Microsoft Virtual Server is not supported with Sage MAS 200.
	▪ Windows Server 2003 R2 64-bit is not supported with Sage MAS 200.

Sage MAS 200 ERP
Supported Platform Matrix
Revised as of August 29, 2008

Terminal Services/Citrix	Remarks

Windows Server 2003 Terminal Services
    Service Pack 2
 	
Windows 2000 Terminal Services
    Service Pack 4
 	
Citrix MetaFrame XP
 	
Citrix Presentation Server 3.0
 	
Citrix Presentation Server 4.0
 	
Citrix Presentation Server 4.5
	Notes
	▪ Terminal Services or Citrix must be installed on a different server than the Sage MAS 200 server.
	▪ Terminal Services or Citrix must be installed on Windows 2000 Server or Windows Server 2003.
	▪ For Sage MAS 200 versions 4.10.1.x and 4.20, 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.
	▪ For Sage MAS 200 versions prior to 4.10, Crystal Reports version 8.5 is supported with Windows Server 2003 Terminal Services/Citrix server. There are no known issues with this configuration; however, Business Objects (formerly Crystal Decisions) does not support Crystal Reports version 8.x or Crystal Enterprise version 8.x with Windows Server 2003, and any discovered defects will not be corrected by Sage Software. Although Business Objects supports Crystal Reports 9 with Windows Server 2003, it is not compatible with Sage MAS 200 and is not supported.
	▪ Citrix MetaFrame XP for Windows Feature Release 2/Service Pack 2 (FR2/SP2) is supported with Windows 2000.
	▪ 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.

	Not Supported ▪ Service Pack 1 on Windows Server 2003 is not supported. ▪ Installing Terminal Services or Citrix on the same server as Sage MAS 200 is not supported. ▪ Running Sage MAS 200 through Windows NT Terminal Server Edition is not supported. ▪ Do not use Windows Server 2003 as the IIS server if you are using Crystal Enterprise version 8.0. ▪ No level of Sage MAS 200 is supported with Citrix WinFrame or WinView.

Sage MAS 200 ERP
Supported Platform Matrix
Revised as of August 29, 2008

Miscellaneous Notes

1. **Sage Software generally only supports the current Sage MAS 200 version and one prior major release of the software. As of the Sage MAS 200 version 4.10 release, support for Levels 3.70 and prior has been discontinued. Support for version 3.71 will be discontinued on December 31, 2009.**

2. **For information about integrated applications, refer to the Integrated Solutions Compatibility Matrix on the Sage Software Online Web site at: www.sagesoftwareonline.com**

3. When running Workstation Setup on a Sage MAS 200 Version 4.20 Windows Vista system, Sage Software recommends installing to a location **other than** the C:\Program Files\ folder (for example, C:\Sage Software). Additionally, if you are running any of the following first- or third-party applications on Windows Vista workstations using version 4.20, you must install a program fix for PVXCOM.EXE: External applications that use the Business Object (COM interface), ACT! Link, Microsoft FRx, Sage FAS, and Sage CRM. For information about installing and activating the PVXCOM.EXE program, refer to the Windows Vista position statement titled "Sage MAS 90 and 200 Version 4.20 Windows Vista Compatibility" located on the Sage Software Online Web site at: www.sagesoftwareonline.com

4. When running Workstation Setup on a Sage MAS 200 Version 4.10 Windows Vista system, Sage Software recommends installing to a location other than the C:\Program Files\ folder (for example, C:\Sage Software). Additionally, you must install Service Update 15 and the Sage MAS 90 and 200 Version 4.10 Vista Update. The latter update requires running Workstation Setup on all workstations running Sage MAS 200.

5. Running Windows from a shared network drive and/or attaching to the server as a Windows diskless workstation is not supported.

6. When running Sage MAS 200 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.

7. In the Sage MAS 200 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, prior to version 4.10, Sage MAS 200 used client-based ODBC processing for Crystal forms and reports, which may 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. Starting with version 4.10, Sage MAS 200 includes a Client/Server based ODBC driver. This can be used instead of the client ODBC driver for faster processing.

   Note: If running on version 4, 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.

8. The Sage MAS 200 implementation of Crystal Enterprise (CE) allows thin-client Web reporting through Sage MAS 200. Sage MAS 200 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 Sage MAS 200 implementation of CE also includes no support for:
   - The multi-part feature of graphical forms
   - Printing of Accounts Payable or Payroll checks
   - Custom reports that use parameter fields

9. 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 in version 4.x.

10. Suggestions for faster remote printing of Crystal reports over a WAN and virtual private network (VPN) are:

   - Using the Sage MAS 200 Client/Server ODBC driver provided with Sage MAS 200 versions 4.10.1.x and 4.20.

   - Using Citrix MetaFrame or Terminal Services.

   - Using Crystal Enterprise provided with Sage MAS 200 (see note #8).

   - Using nongraphical forms (those not based on Crystal Reports) if available.

11. Sage Software requires a guaranteed minimum bandwidth of 128 Kbps per user for running Sage MAS 200 through a low speed remote connection. For each user, 256k or higher is recommended. Select the Low Speed Connection check box in the User Maintenance window in version 4.10.1.x or higher.

12. 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.
   - If a hardware-based solution is used on Level 3.x, verify that it supports secure, encrypted connections for applications that use back channels.
   - 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 note above.

13. 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 MPING.EXE utility (Level 3.71) or 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 Software Customer Support cannot assist with this task. For more information on connection requirements, refer to your *Sage MAS 200 Installation and System Administrator's Guide*.

   Note: MPING.EXE is not available on Sage MAS 200 version 4.x. Use TELNET.EXE or an IP port scanning utility instead.

14. In Sage MAS 200 version 4.x, the Application Server (known as the Host on Level 3.x) 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 version 4.x clients is no longer necessary as it was in previous versions. Also introduced in version 4.x, the Application Server is compatible with Network Address Translation (NAT).

   In Sage MAS 200 Level 3.x, the Host (known as the Application Server in version 4.x) listens on a single port (typically port 10000). You must open this port on your firewall/router so clients can connect to the Host properly. The Host creates a back channel on the connection to send data back to the client, which listens on a single random port from 10000 – 11999. These ports must remain open on the client side and cannot be blocked by firewalls/routers. If this creates a security concern or is not possible, (for example, running through an ISP) consider using a VPN connection so that all data transmissions are rerouted through a single VPN port.

   Additionally with Level 3.x, due to the dual listening port scheme, Dynamic NAT and IP masquerading are not compatible; however, Static NAT may be compatible depending on the capabilities of your firewall software or router. You must create a static mapping table that maps every internal client IP address for ports 10000–11999 to a translated external IP address for the same range of ports. Repeat this for every Sage MAS 200 workstation. The process of creating a static mapping table varies. Sage Software Customer Support cannot provide assistance in this task. As an alternative, you can use static IP addresses on the workstations.

15. If the Sage MAS 200 Host/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 MAS 200 users are in the system, review document SS3003-A on Sage Software Online at www.sagesoftwareonline.com. If you are running the Host/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.

16. 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

17. Verify that all hardware involved in running Sage MAS 200 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

18. For Sage MAS 200 version 4.10, download and apply both Service Pack 1 and the current Service Update.

   Note: As of Sage MAS 200 version 4.10, 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

   For Sage MAS 200 version 3.71, 4.00, and 4.05, download and apply the Program Fix Collection for your version from Sage Software Online. 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. Also note that some program fixes must be applied at each workstation in addition to being applied at the server.

19. Sage Software is committed to supporting future Microsoft and Novell 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.

20. 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.

21. 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

Sage MAS 200 ERP
Supported Platform Matrix

Revised as of August 29, 2008

Recommended Minimum System 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 MAS 200 version 4.x.			
Windows 2000 Professional Windows XP Professional Windows XP Tablet PC Edition	Intel Pentium 4 class 1.8 GHz	For version 3.71.x-4.20.x: 512 MB[3]	For version 3.71.x-4.20.x: 256 MB
		For version 4.30 and higher: 1 GB	For version 4.30 and higher: 512 MB
Windows Vista (Business, Enterprise, and Ultimate editions)	Intel Core 2 Duo	2 GB[3]	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 that the systems used for Sage MAS 200 are capable of providing adequate performance with a standard complement of normally installed applications, such as virus protection software.

[2] Regardless of the recommended minimums specified above, users should check the available memory on the workstation prior to installing Sage MAS 200 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 MAS 200 when all other applications that will be used with Sage MAS 200 are loaded. A minimum of 512 MB of RAM should be available if using Windows Vista. Sage cannot guarantee acceptable performance when running Sage MAS 200 concurrently with other applications that consume system resources required for Sage MAS 200 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

[3] 1 GB or more RAM may be required depending on the number of Sage MAS 200 users, or if you are running a large number of concurrent tasks or applications. For Windows Vista, additional RAM may be required.

Sage MAS 200 ERP
Supported Platform Matrix

Revised as of August 29, 2008

Recommended Minimum System Configuration		
	Recommended Minimum[1]	
Terminal Services and Citrix	**Processor**	**Memory (RAM)**
Windows 2000 Terminal Services Windows Server 2003 Terminal Services Citrix MetaFrame XP Citrix Presentation Server 3.0 Citrix Presentation Server 4.0 Citrix Presentation Server 4.5	Intel Pentium 4 class 1.8 GHz Dual-core processor or better recommended	Recommended minimum and as required by Terminal Services or Citrix, plus 128 MB per concurrent user[2]
Supported Servers	Recommended Minimum[1]	
	Processor	**Memory (RAM)**
Windows 2000 Server Windows 2000 Advanced Server Small Business Server 2000	For version 3.71.x-4.10.x: Intel Pentium 4 class 2.4 GHz Dual processor recommended	1 GB + 90 MB per concurrent user
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	For version 4.30 and higher: Intel Core 2 Duo	

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[1] The recommended minimum is designed to ensure that the systems used for Sage MAS 200 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 MAS 200 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.