



# Supported Platform Matrix

## *Sage Pro ERP 7.5*

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The information in this document applies to Sage Pro ERP 7.5 (100 and 200). Sage Software supports the current version of the product and one prior major level. For more information, please refer to the notes at the end of this document. Alternative support options may be available through a Business Partner. Program fixes will continue to be made available on the current version of the software only. Detailed information about support policies can be found at <http://www.sageproerp.com/Support>.

The Supported Platform Matrix is intended to cover all information, as of June 12, 2008 regarding the compatibility of various operating systems with Sage Pro ERP. Any operating system not listed has not been certified with Sage Pro ERP. If a particular platform is not listed, the Sage Software Customer Support Department cannot provide support for that platform. Requests to support additional operating systems should be e-mailed to [ProductMarketing.na@sage.com](mailto:ProductMarketing.na@sage.com).

### ***Important***

*It is critical that before and during an installation, this document be thoroughly reviewed. This should be in addition to the Sage Pro ERP System Manager Guide, Installation Guide and User Guide. It is also recommended that only the current version of the product be installed and operated. If using a third party product, options product or when customizing or modifying a Sage Pro ERP installation, coordinate with a Business Partner or Certified Consultant before upgrading to the next version of Sage Pro ERP. Website content can alter at any time, without notice. Sage Software has no control over and cannot be responsible for website content of other companies.*

## Compatibility Notes

The following are points of note for all configurations:

- Sage Software supports the current version of Sage Pro ERP and one prior major release of the software (currently 7.5 and 7.4.)
- Support for Microsoft Windows 98, Microsoft Windows 95, Microsoft Windows NT 3.51, Microsoft Windows 3.x, and MS-DOS platforms has been discontinued by both Microsoft and Sage Software.
- Sage Software discontinued all support for Microsoft Windows NT 4.0 Workstation on 12/31/03.
- When implementing Sage Pro ERP with Microsoft SQL Server 2000 / 2005/ 2005 Express (SQL Server 2005 and SQL 2005 Express are only supported with Sage Pro ERP 7.4 or higher), the SQL database should reside on a separate database server. (SQL 2005 support includes Enterprise and Standard Edition).
- Verify that all hardware involved in running Sage Pro ERP is compatible with the operating system vendors' Hardware Compatibility List (HCL); incompatible hardware can cause severe data corruption. For more information, please refer to the Microsoft HCL for specifications regarding Microsoft operating systems.
- Download and apply all applicable service packs from the Sage Pro ERP website. If third-party enhancements are installed, contact a Certified Consultant, Business Partner or master developer to verify compatibility before installing the program fixes. Some program fixes are specifically excluded from the service packs and should only be installed if the system is experiencing the specific problem that the fix addresses.
- If an operating system is not listed in one of the tables below, it is not supported for any of the products in the table.
- Before installing the latest services packs for an operating system or the database management system it is important to test the latest service pack environment first before implementing on the live system.
- Sage Software is committed to supporting future Microsoft operating systems as they are released to market for all Sage Pro ERP modules; however, beta-level operating systems are not supported. As new operating system levels are scheduled for general release, Sage Software will verify their compatibility and this document will be updated when those evaluations are completed.

## Compatibility – Databases and Operating Systems<sup>1</sup>

This following chart shows the supported database for each listed server operating system.

Server Operating Systems	Microsoft SQL	Visual FoxPro	Important Notes
<b>Microsoft Windows</b>			
2003 Server <sup>2</sup>	●	●	
2000 Server <sup>3</sup>	● <sup>4</sup>	●	
2008 Server			Server 2008 is currently not supported
<b>Microsoft Windows Terminal Services</b>			
Windows 2003 Terminal Services	○	○	
<b>Linux<sup>5</sup></b>			
SuSE Enterprise Server 7 or higher <sup>6</sup>	○	○	Samba 3.x is supported
<b>Citrix<sup>7</sup></b>			
MetaFrame XP <sup>8</sup>	○	○	
Presentation Server 4.0, Standard 32 bit Edition	○	○	

- - supported and tested
- - supported
- Blank - unsupported configuration

<sup>1</sup> Sage Pro ERP can be run on 32 or 64 bit processors. It is not supported on 64 bit operating systems.

<sup>2</sup> Windows SBS 2003 R2 Premium Edition is supported for both Microsoft SQL and VFP. The Windows SBS 2003 R2 Standard Edition is supported as a file server for only Microsoft VFP. For more information on SBS 2003, please refer to Knowledgebase article 21764.

<sup>3</sup> Windows 2000 Server includes Server, Advanced Server, and Datacenter Server.

<sup>4</sup> With Service Pack 4 or later for Windows 2000 Server.

<sup>5</sup> Microsoft SQL does not run on Linux, it only supports file sharing.

<sup>6</sup> For information on installing SuSE Linux with Sage Pro ERP, please refer to the "Pro Series Installation on SuSE Linux Enterprise Server 7" whitepaper located on the website at <http://support.accpac.com/TechSupport/SCP/reseller/WhitePapers/>. This is only certified with Microsoft Windows 2000 and Microsoft Windows XP Professional workstations. Sage Warehouse Management System is currently not certified with this environment.

<sup>7</sup> Microsoft SQL should not be run directly on this environment; a separate server should be employed.

<sup>8</sup> For more information regarding Citrix MetaFrame, please refer to the ACCPAC Pro Series Running on Citrix MetaFrame XP Server whitepaper for additional information. This is located in the Technical Support Center on <http://support.accpac.com/TechSupport/SCP/reseller/WhitePapers/>.

Workstation Operating Systems	Microsoft SQL	Visual FoxPro	Important Notes
<b>Microsoft Windows</b>			
Vista Business & Ultimate Editions (SP1 or higher)	●	●	Only supported with versions of Sage Pro ERP 7.4 Service Pack 2 or higher <sup>9</sup> . (Vista Home versions are not supported.)
Vista (versions other than above)			
XP Professional Edition (SP2 or higher)	●	●	XP Home Edition is not supported. Windows XP Service Pack 2 or higher is recommended.
2000 Professional Edition (SP3 or higher)	● <sup>10</sup>	●	
Windows 98, NT, 95, etc.			No longer supported

- - supported and tested
- - supported
- Blank - unsupported configuration

<sup>9</sup> Microsoft Vista is only supported for versions of Sage Pro 7.4 with Service Pack 2 or higher. All prior versions of Sage Pro ERP are not supported with Vista. For more information, please refer to WindowsVistaSupport.pdf included with Sage Pro ERP installation CD. Also, 1 GB of RAM is recommended by Microsoft for all Vista installations. Please refer to the Microsoft website for more specific information regarding Vista System Requirements.

<sup>10</sup> With Service Pack 4 or later for Windows 2000 Server.

## Microsoft SQL Server – System Configuration

Workstation Requirements <sup>11</sup>	Processor	Memory (RAM)	Storage	Additional Requirements	Software Requirements
<b>Stand-Alone Workstations</b>					
Windows 2000 Professional Edition (SP3 or later) Windows XP Professional Edition (SP2 or later) Windows Vista (SP1 or later) <sup>9</sup>	Pentium 4 2.0 GHz Pentium Core 2 Duo 1.8GHZ for Vista	1 GB 2 GB for Vista	- Three times installation size (including data)		- MS Office Outlook 2000 or 2003 (for Message Master) - VFP 9.0 SP2 required for Customization Manager - Adobe Acrobat Reader 7.0 or higher for DocOnDisk (8.0 needed for Vista.)
<b>Conventional Network Workstations</b>					
Windows 2000 Professional Edition (SP3 or later) Windows XP Professional Edition (SP2 or later) Windows Vista (SP1 or later) <sup>9</sup>	Pentium 4 2.0 GHz Pentium Core 2 Duo 1.8GHZ for Vista	1 GB 2 GB for Vista		- 100 Mbps network connection	- MS Office Outlook 2000 or 2003 (for Message Master) - VFP 9.0 SP2 required for Customization Manager - Adobe Acrobat Reader 7.0 or higher for DocOnDisk (8.0 needed for Vista.)
<b>Workstation Install Workstations</b>					
Windows 2000 Professional Edition (SP3 or later) Windows XP Professional Edition (SP2 or later) Windows Vista (SP1 or later) <sup>9</sup>	Pentium 4 2.0 GHz Pentium Core 2 Duo 1.8GHZ for Vista	1 GB 2 GB for Vista		- 100 Mbps network connection	- MS Office Outlook 2000 or 2003 (for Message Master) - VFP 9.0 SP2 required for Customization Manager - Adobe Acrobat Reader 7.0 or higher for DocOnDisk (8.0 needed for Vista.)

<sup>11</sup> These requirements represent those of workstation that are dedicated solely to the operation of Sage Pro. For workstations running additional services and applications, storing other data not related to Sage Pro, or performing other network-related functions, these requirements of all other services or applications.

Server Requirements <sup>12</sup>	Processor <sup>13</sup>	Memory (RAM) <sup>14</sup>	Storage <sup>15</sup>	Additional Requirements <sup>16</sup>	Software Requirements
<b>Database Servers</b>					
Windows	Pentium 4 2.0 GHz	1 GB		- 100 Mbps network connection	- Microsoft SQL Server 2000 / 2005 and Microsoft SQL Server 2005 Express. - SQL 2000 requires SP4 or higher - SQL 2005 requires SP2 or higher
<b>File Servers</b>					
Windows	Pentium 4 2.0 GHz	1 GB	- Three times installation size (including data) <sup>17</sup>	- 100 Mbps network connection	
Linux	Pentium 4 2.0 GHz	1 GB	- Three times installation size (including data) <sup>17</sup>	- 100 Mbps network connection	
<b>Terminal Servers</b>					
Windows	Pentium 4 2.0 GHz	1GB	- Three times installation size (including data) <sup>17</sup>	- 100 Mbps network connection	- MS SQL Server Engine on a separate server
Citrix	Pentium 4 2.0 GHz	1GB	- Three times installation size (including data) <sup>17</sup>	- 100 Mbps network connection	- MS SQL Server Engine on a separate server

<sup>12</sup> These requirements represent those of servers that are dedicated solely to the operation of Sage Pro. Servers running additional services and applications, storing other data not related to Sage Pro, or performing other network-related functions should note these requirements are in addition to those of all other services or applications.

<sup>13</sup> For high-traffic implementations of 50 or more users, dual Pentium 4 or Xeon 2.0 GHz. For 100 or more users, quad Pentium 4 or Xeon 2.0 GHz.

<sup>14</sup> Memory requirements are for up to five concurrent users. Add 32 MB of memory for each additional concurrent user. For high-traffic implementations of 50 or more users, 2GB. For 100 or more users, 4GB.

<sup>15</sup> Storage requirement for data servers is highly dependant on the company's module activation, frequency of transactions, and volume of history retained in the database.

<sup>16</sup> For high-traffic implementations of 50 or more users, RAID Level 5 SCSI hard disks are strongly suggested.

<sup>17</sup> 70 MB storage is for System Manager application only. Add 10 MB for each additional module. Also, an additional 80 MB is required for Doc on Disk documentation.

## Visual FoxPro – Minimum System Configuration

Workstation Requirements <sup>18</sup>	Processor	Memory (RAM)	Storage	Additional Requirements	Software Requirements
<b>Stand-Alone Workstations</b>					
Windows 2000 Professional Edition (SP3 or later) Windows XP Edition (SP2 or later) Windows Vista (SP1 or later) <sup>9</sup>	Pentium 4 2.0 GHz Pentium Core 2 Duo 1.8GHZ for Vista	1 GB 2 GB for Vista	- Three times installation size (including data) <sup>19</sup>		- MS Office Outlook 2000 or 2003 (for Message Master) - VFP 9.0 SP2 required for Customization Manager - Adobe Acrobat Reader 7.0 or higher for DocOnDisk (8.0 needed for Vista.)
<b>Conventional Network Workstations</b>					
Windows 2000 Professional Edition (SP3 or later) Windows XP Professional Edition (SP2 or later) Windows Vista (SP1 or later) <sup>9</sup>	Pentium 4 2.0 GHz Pentium Core 2 Duo 1.8GHZ for Vista	1 GB 1 GB for Vista	- Three times installation size (including data) <sup>19</sup>	- 100 Mbps network connection	- MS Office Outlook 2000 or 2003 (for Message Master) - VFP 9.0 SP2 required for Customization Manager - Adobe Acrobat Reader 7.0 or higher for DocOnDisk (8.0 needed for Vista.)
<b>Workstation Install Workstations</b>					
Windows 2000 Professional Edition (SP3 or later) Windows XP Professional Edition (SP2 or later) Windows Vista (SP1 or later) <sup>9</sup>	Pentium 4 2.0 GHz Pentium Core 2 Duo 1.8GHZ for Vista	1 GB 1 GB for Vista		- 100 Mbps network connection	- MS Office Outlook 2000 or 2003 (for Message Master) - VFP 9.0 SP2 required for Customization Manager - Adobe Acrobat Reader 7.0 or higher for DocOnDisk (8.0 needed for Vista.)

<sup>18</sup> These requirements represent those of workstation that are dedicated solely to the operation of Sage Pro. For workstations running additional services and applications, storing other data not related to Sage Pro, or performing other network-related functions, these requirements are in addition to those of all other services or applications.

<sup>19</sup> 70 MB storage is for System Manager application only. Add 10 MB for each additional module. Also, an additional 80 MB is required for Doc on Disk documentation.

Server Requirements <sup>20</sup>	Processor <sup>21</sup>	Memory (RAM) <sup>22</sup>	Storage <sup>23</sup>	Additional Requirements <sup>24</sup>	Software Requirements
<b>File Servers</b>					
Windows	Pentium 4 2.0 GHz	1 GB	- Three times installation size (including data) <sup>25</sup>	- 100 Mbps network connection	
Linux	Pentium 4 2.0 GHz	1 GB	- Three times installation size (including data) <sup>25</sup>	- 100 Mbps network connection	
<b>Terminal Servers</b>					
Windows	Pentium 4 2.0 GHz	1 GB	- Three times installation size (including data) <sup>25</sup>	- 100 Mbps network connection	VFP Engine (installed with Sage Pro)
Citrix	Pentium 4 2.0 GHz	1 GB	- Three times installation size (including data) <sup>25</sup>	- 100 Mbps network connection	VFP Engine (installed with Sage Pro)

<sup>20</sup> These requirements represent those of servers that are dedicated solely to the operation of Sage Pro. Servers running additional services and applications, storing other data not related to Sage Pro, or performing other network-related functions should note these requirements are in addition to those of all other services or applications.

<sup>21</sup> For high-traffic implementations of 50 or more users, dual Pentium 4 or Xeon 2.8 GHz. For 100 or more users, quad Pentium 4 or Xeon 2.8 GHz.

<sup>22</sup> Memory requirements are for up to five concurrent users. Add 32 MB of memory for each additional concurrent user. For high-traffic implementations of 50 or more users, 2GB. For 100 or more users, 4GB.

<sup>23</sup> Storage requirement for data servers is highly dependant on the company's module activation frequency of transactions, and volume of history retained in the database.

<sup>24</sup> For high-traffic implementations of 50 or more users, 100 Mbps network connection and RAID Level 5 SCSI Hard Disks and are recommended.

<sup>25</sup> 70 MB storage is for System Manager application only. Add 10 MB for each additional module. Also, an additional 80 MB is required for Doc on Disk documentation.