Sage Accpac

Sage Accpac ERP 5.6
Compatibility Guide
(Revised as of: October 22, 2009)

Sage Accpac ERP 5.6

The information in this document (formerly called the Supported Platform Matrix) applies to Sage Accpac 5.6 versions 500, 200, and 100 only. Sage supports the current and the previous two versions (Accpac 5.4 and 5.5). For more information on prior versions, please refer to the supported platform matrix documents for those prior versions. Alternative support options may be available through your Value Added Reseller. Program fixes will continue to be made available on the current version of the software as needed, and according to a planned release schedule.

This document is intended to cover all information regarding the compatibility of various operating systems with the current version of Sage Accpac ERP. Any operating system not listed should be assumed to be incompatible. Besides updating this document, we have also included a table with three typical Small Business, Mid-Size and Large Enterprise implementation scenarios. The "Recommended Requirements" are intended to serve as a sizing guide to properly plan your Sage Accpac implementation. If your platform is not listed, the Sage Customer Support Services Department cannot provide support for you on that platform. Requests to support additional operating systems can be submitted to: www.sageaccpac.com/feedback

Important

Before installing Sage Accpac ERP, you should review this document along with the following:

- *Sage Accpac ERP 5.6A Update Notice*
- *Sage Accpac ERP Installation and System Administrator's Guide*
- *Sage Accpac 5.6 Readme*

We recommend that you run only current releases of each product. If you are using a third-party product or an Options product, or your Sage Accpac software has been customized in any way, you should check with your reseller before you install Sage Accpac.

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Compatibility Notes

The following are points of note for all configurations:

- Support for IBM DB2 has been discontinued as of Sage Accpac ERP 5.6.

- Support for Windows 2000 has been discontinued as of Sage Accpac ERP 5.6.

- Support for Microsoft SQL 2000 has been discontinued as of Sage Accpac ERP 5.6.

- Support for Novell Netware has been discontinued as of Sage Accpac ERP 5.5.

- Windows 2003 and 2008 Small Business servers are supported but remain untested. Due to the number of features included in Windows Small Business servers, it is recommended that for optimal performance, Sage Accpac ERP be installed on a separate machine. Please refer to Knowledgebase article number 21764 for more details.

- Actual requirements vary based on your system configuration and the applications and features you choose to install. Additional available hard-disk space may be required. The configuration information provided is meant to be used as a guideline.

- Verify that all hardware involved in running Sage Accpac is on your operating system vendor's Hardware Compatibility List. Incompatible hardware can cause problems such as data corruption. For more information, refer to the Microsoft Hardware Compatibility List at: http://www.microsoft.com/whdc/hcl/search.mspx

- Install the latest product updates for Sage Accpac once program installation is complete. All the latest product updates are available for download at http://support.accpac. com/techsupport/Service_Packs/a4w/. If third-party applications or enhancements are present, always contact the developer of the third-party product to verify compatibility before installing any service packs. Also note that some program fixes are only available as Hot Fixes and should be installed only if you are experiencing the problem they specifically address.

- Sage is committed to supporting future Microsoft and Linux operating systems as they are released to market for all Sage Accpac applications. However, this does not include release candidates, beta, or pre-beta-level operating systems. As new operating systems are scheduled for final general release, Sage will evaluate their compatibility and this document will be updated based on the findings of those evaluations.

- Support for Sage Accpac ERP will not be provided on operating systems and database engines that are no longer supported by their respective vendors.

- There is a known compatibility issue with the Sage Accpac Intelligence Analysis Module running with Microsoft Excel® 2003. Please refer to the Sage Accpac Knowledgebase for more details.

- To customize the Sage Accpac Dashboard, a copy of the Customization Kit for Sage Accpac ERP 5.6 is required.

- If the Sage Accpac ERP shared data is hosted on a Linux server, please refer to Knowledgebase article 23162 for more details on configuration.

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Virtual Environments

- Sage Accpac ERP is now supported in a VMWare ESX Environment as of Version 5.6. Performance issues in a VMWare environment will not be addressed. Only application-related issues that can be replicated in a physical environment will be addressed.

- Sage Accpac ERP is not supported in non-VMWare environments such as: Microsoft Hyper-V, Citrix XenServer.

- Each VMWare image should have sufficient resources based on the Operating System and installed applications.

- SageCRM is not supported in any virtual environment.

- A virtual environment may be a single point of failure if not properly implemented. A single point of failure should be avoided at all costs; the virtual server community always recommends deploying at least two virtual servers along with a failover strategy.

- There is never enough memory to share amongst virtual devices running on a virtual server. It is recommend that server RAM be configured to the maximum of what the server hardware can support. Most server hardware that is certified by the virtual server vendor can support at least 32 GB of RAM.

- The virtual server vendor always supports a list of compatible server hardware devices; make sure the virtual server your firm is considering is on the hardware compatibility list.

- Each virtual server vendor implements vastly differing memory allocation strategies, please be sure to be familiar with the specific strategy. For example, VMWare allocates memory to an active virtual image, dynamically allowing the administrator to set a maximum memory limit but only allocating that maximum memory limit on a need-to basis.

- Network bandwidth may become a bottleneck in virtual network environments. Be prepared to add more than four network interface cards into your virtual server. Ask your virtual server platform expert to investigate the ability of these network interface devices to team up. When network bandwidth becomes the bottleneck, network interface teaming may be the easiest way out without resorting to the more complicated strategy of breaking up your network into smaller segments.

- While VMWare endorses its VMWare vSphere solution to configure and run database servers as a virtual instance, Sage Accpac has not been tested to run the database server on a virtual instance in VMWare. Therefore, Sage Customer Support will not support performance-related issues in this configuration.

- Due to the complexity involved in implementing a virtual server environment, we recommend always consulting with a vendor certified as a virtual server consultant. The key is to have the vendor commit to matching or mirroring performance requirements detailed in our hardware requirements section. A certified virtual server consultant should be able to provide you with a performance baseline report that includes expected maximum processing throughput per active instance and expected performance trends as more and more virtual instances are allowed to come online. This document should also include the expected margin of error during peak business operating hours.

Citrix Environments

- Performance issues in a Citrix environment will not be addressed. Only application-related issues that can be replicated in a standard client/server environment will be addressed.

- Ensure printers are Citrix Compatible.

- Optimize Citrix sessions for performance.

- Database engines should be separate from the Citrix server.

- Servers should be dedicated for applications.

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Databases and Operating System Compatibility

Database Server Operating Systems

The compatibility requirements are for the full install of the database engine.

	Pervasive.SQL				Microsoft SQL				Oracle			
	9.7		10.2		2005 (SP3)		2008		10g R2		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64
Microsoft Windows												
2008 Server			●	●	●	●	●	●			○	○
2003 Server (SP2)	●		●	●	●	●	●	●	●	○	●	○
Linux												
RedHat Enterprise 4 or 5	○								○	○	○	○

● - supported and tested

○ - supported

Blank - unsupported configuration

Additional Notes

- *Microsoft SQL Server Enterprise, Standard, Workgroup, and Express Editions are supported.*
- *Oracle Enterprise, Standard, and Standard Edition One are supported.*
- *Refer to the respective database vendors' Web sites for limitations of the various database editions.*

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Application Server Operating Systems

*The compatibility requirements are for the client portion of the database engine.

	Pervasive.SQL				Microsoft SQL				Oracle			
	9.7		10.2		2005 (SP3)		2008		10g R2		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64
Microsoft Windows												
2008 Server (SP1)*			●	●	●	●	●	●			○	○
2003 Server (SP2)	●		●	●	●	●	●	●	●	○	●	○
2008 Server (SP1), Terminal Services			○	○	○	○	○	○			○	○
2003 Server (SP2), Terminal Services	○		○	○	○	○	○	○	○	○	○	○
Citrix												
XenApp Server 4.5	○		○	○	○	○	○	○	○	○	○	○

● - supported and tested

○ - supported

Blank - unsupported configuration

Additional Notes

- *Microsoft SQL Server Enterprise, Standard, Workgroup, and Express Editions are supported.*
- *Oracle Enterprise, Standard, and Standard Edition One are supported.*
- *Refer to the respective database vendors' Web sites for limitations of the various database editions.*
- *Printing in Web deployment requires Sage Accpac Web Reporting by Crystal Reports®. Previous versions of Crystal Enterprise are not compatible with System Manager 5.6. Sage Accpac Web Reporting by Crystal is not supported on Windows Server 2008.*
- *Sage Accpac Dashboard requires installation of IIS before System Manager is installed, and Macromedia Flash Player (available at www.macromedia.com).*
- *Currently Web deployment ships with Crystal RAS XI R1, while the regular Accpac deployment uses Crystal RAS XI R2.*
- *Some customers experience issues with printing reports in Web deployment configurations on Windows 2008 environments. Please contact customer support for assistance.*

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Workstation Operating Systems

* The compatibility requirements are for the client portion of the database engine.

	Pervasive.SQL				Microsoft SQL				Oracle			
	9.7		10.2		2005 (SP3)		2008		10g R2		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64
Microsoft Windows												
Windows 7*			●	●	●	○	●	○				
Windows Vista	●		●	●	●	●	●	●	●	○	●	○
Windows XP (SP2)	●		●	●	●	●	●	●	●	○	●	○

● - supported and tested

○ - supported

Blank - unsupported configuration

Additional Notes

- Windows Vista Enterprise, Ultimate, Business, and Home Premium are supported.

- Windows XP Professional and Media Center Edition are supported.

- Microsoft Excel 2003 or higher is required on each workstation running Financial Reporter.

- Microsoft Outlook 2003 or higher is required on each workstation to use the e-mail function.

- Web-deployed workstations require Internet Explorer 6.0 or higher.

- *Preliminary testing with the Windows 7 RTM has been done with the marked database engines.

- *As of October 2009, Crystal Reports 2008 with Service Pack 2 is the only version of Crystal Report Designer that is supported on Windows 7. You can get the latest updates within the Crystal Reports 2008 "Help – Get Update" menu item or check our support Web site for the Crystal Reports Service Packs that we have tested.

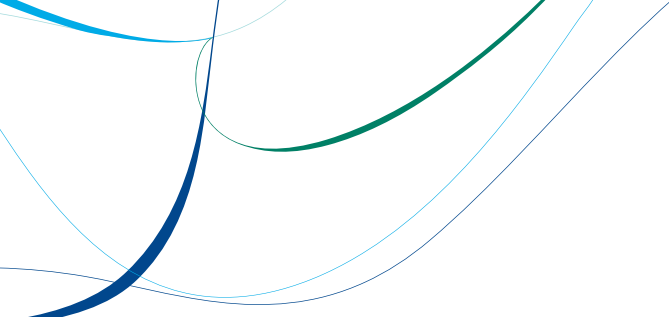- *Printing with Windows 7 as the Web deployment server is not currently supported.

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Hardware Requirements

Recommended Requirements

Typical Sage Accpac ERP 500 Customer Profile	Small Business	Mid-Size Business	Large Enterprise
# of Users	1 – 5	5 – 10	10+
Modules	FMS (SM, GL, AR, AP)	FMS (SM, GL, AR, AP) OMS (IC, OE, PO)	FMS (SM, GL, AR, AP) OMS (IC, OE, PO)
Database Engine	P.SQL Workgroup/Server or MSSQL2005 Standard	x64 MSSQL 2005	x64 MSSQL 2005
Reporting	regular	moderate	intensive
Database Size	0.25 – 5 GB	5 - 10 GB	> 10 GB
Windows Operating System	X86 Windows Server 2003 Standard Windows Server 2008	X86 and x64 Windows 2003/2008 Standard/Enterprise with Citrix/Terminal Services	X86 and x64 Windows 2003/2008 Standard/Enterprise with Citrix/ Terminal Services
Sage Recommended Specifications:			
Workstation	Intel Core 2 Duo 1 GB RAM (if XP) 2 GB RAM (if Vista) 50 MB for workstation files Windows XP Pro/Vista	Intel Core 2 Duo 1 GB RAM (if XP) 2 GB RAM (if Vista) 50 MB for workstation files Windows XP Pro/Vista	Intel Core 2 Duo 2 GB RAM (if XP) 3 GB RAM (if Vista) 50 MB for workstation files Windows XP Pro/Vista
Application Server	Intel Dual CPU Core 2 2 GB RAM 1.5 GB space for application files	Intel Dual CPU Core 2 2 GB RAM 1.5 GB space for application files	Intel Dual Quad Core 2 GB RAM 1.5 GB space for application files
Citrix/Terminal Server			Intel Dual CPU, Quad Core X64 Windows 2003 Std 8 GB RAM capable of supporting 80 concurrent user sessions
Database Server	Intel Core 2 Duo 3 GB RAM Windows 2003 Standard X64 MSSQL 2005 120 GB Hard Disk	Intel Core 2 Duo 4 GB RAM X64 Windows 2003 Enterprise X64 MSSQL2005 Standard or Enterprise	2 CPU x Intel Core 2 Duo 8 GB RAM X64 Windows 2003 Enterprise X64 MSSQL2005 Standard or Enterprise
CRM Server (*)	2 GB RAM 2.5 GB space for application files	Refer to CRM Supported Platform Matrix	

Additional Notes

- *Recommendations are based on a standalone server with little to no additional network traffic. Additional applications on the same server will require additional resources.*

- *(*) For Small Business, CRM can be run on the Application server with these new requirements. For Mid-Size and Large Enterprise, it is recommended CRM be run on a separate server.*

- *Please refer to the following Support Documents for additional information on the Sage Extended Enterprise solutions:*

  - *SageCRM: http://www.sageaccpac.com/assets/Accpac/PDFs/Sage-CRM-Supported-Platform-Matrix.pdf*

  - *Sage Accpac FAS: http://www.sageaccpac.com/assets/Accpac/PDFs/Sage-Accpac-FAS-Supported-Product-Matrix.pdf*

  - *Sage Accpac Insight: http://www.sageaccpac.com/assets/Accpac/PDFs/Sage-Accpac-Insight-Supported-Platform-Matrix.pdf*

  - *Sage Accpac HRMS: http://www.sageabra.com/hrms/system-requirements.aspx*

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About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. Sage North America employs approximately 4,100 people and supports nearly 2.9 million small and medium-size business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 14,500 people and supports 5.8 million customers worldwide. For more information, please visit the Web site at www.sagenorthamerica.com.

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