Sage ERP Accpac

Compatibility Guide | Versions 5.5 and 5.6

Revised: November 18, 2010

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Contents

Sage ERP Accpac Versions 5.5 and 5.6 Compatibility Guide

The information in this document (formerly called the *Supported Platform Matrix*) applies to Sage ERP Accpac 100, 200, and 500 editions.

This *Compatibility Guide* includes separate sections for Versions 5.6 and 5.5. (Sage supports two previous versions, as well as the current version.)

For information about compatibility with the current version, see the *Version 6.0 Compatibility Guide*.

IMPORTANT!

Before installing Sage ERP Accpac, you should review this guide and the following documents for the version of Sage ERP Accpac that you use:

- *Update Notice*
- *Installation and System Administrator's Guide*
- *Readme*

You can find more details and instructions on our Knowledgebase at https://customers.sagenorthamerica.com, or contact Customer Support.

Overview

This document is intended to cover all information regarding the compatibility of various operating systems with the two previous versions of Sage ERP Accpac. You should assume that any operating system not listed in this document is incompatible.

Unlisted platforms are not supported

Sage Customer Support Services supports Sage ERP Accpac only on platforms that are listed as supported in this document. You can submit requests to support additional operating systems, as well as your suggestions for enhancing the product, to www.sageaccpac.com/feedback.

Alternative support options may be available through your Value Added Reseller.

Product updates and program fixes

All the latest product updates are available for download from our Partner Portal or Customer Portal. Install the latest product updates for Sage ERP Accpac once program installation is complete.

Program fixes will continue to be available for the current version of the software, as needed and according to a planned release schedule. Note that

some program fixes are only available as hot fixes, and should be installed only if you are experiencing the specific problems that they address.

Compatibility with 3rd-party programs

If you also use third-party applications or enhancements, always contact the developer of the third-party product to verify compatibility before installing any product updates or program fixes.

Check hardware compatibility

Incompatible hardware can cause problems such as data corruption. Therefore, you should verify that all hardware you use in running Sage ERP Accpac is compatible with your operating system. For more information, refer to the Microsoft Hardware Compatibility List at http://www.microsoft.com/whdc/hcl/default.mspx.

Note that website content can change at any time. Sage has no control over, and cannot be responsible for, the content of other companies' websites.

Implementation scenarios

We have included a table with three typical small business, mid-size, and large enterprise implementation scenarios. The "Recommended Configurations" section is provided as a sizing guide when planning your Sage ERP Accpac implementation.

> **Note:** Actual requirements will vary, depending on your system configuration and the applications and features you choose to install. Additional hard disk space may be required. The configuration information is meant only as a guideline.

Version 5.6 Compatibility

All Environments

The following points apply to all configurations of Version 5.6:

- Support for IBM DB2, Windows 2000, and SQL 2000 was discontinued in Sage Accpac 5.6.

- Support for Novell Netware was discontinued in Sage Accpac 5.5.

- Windows 2003 and 2008 Small Business server are supported, but remain untested. Due to the number of features included in Windows Small Business servers, we recommend that for optimal performance, you install Sage Accpac on a separate machine.

- Sage is phasing out support of DCOM for Web Deployment in favor of .Net. Although DCOM is supported in Version 6.0, .Net is the preferred method. With the release of Sage ERP Accpac Version 6.1, DCOM will no longer be supported.

- Microsoft Excel 2003, 2007, or 2010 32-bit is required on each workstation running Financial Reporter. Sage also provides macros to extend support in Version 5.6 for Excel 2010. Refer to Knowledgebase Article 31071, which provides a link to these macros.

- Microsoft Outlook 2003, 2007, or 2010 32-bit is required on each workstation to use the email function.

- Microsoft Application Virtualization (App-V), which is another method to deploy Office 2010, is not supported.

- The Analysis module for Sage Accpac Intelligence is not compatible with Microsoft Excel 2003.

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

  If the Sage Accpac shared data is hosted on a Linux server, please refer to our knowledgebase for more details on configuration.

- Pervasive released Pervasive PSQL Summit v10 SP3 for Windows and Linux (Server, Workgroup and Client Editions) in November 2009. Sage Accpac Customer Support is now supporting this version.

  Note that this product is available only as a download. Full installation files from can be downloaded from:

  http://www.pervasivedb.com/psqlv10/pages/default.aspx.

  This version addresses a number of product issues that are detailed in the Version 10 SP3 readme at http://www.pervasivedb.com/psqlv10/Documents/v10.31_patch_readme.htm, notably compatibility with Windows 7.

  The download is a trial version that expires after 30 days. To obtain a permanent license for Pervasive PSQL Version 10.3, you must enter the key code that you received from Sage when you purchased Pervasive PSQL Version 10.2. Sage issues key codes to new customers at the time of purchase.

Virtual Environments

Sage Accpac Version 5.6 is supported in a VMWare ESX Environment. Performance issues in a VMWare environment will not be addressed by our support teams. Only application-related issues that can be replicated in a physical environment will be addressed.

SageCRM is not supported in any virtual environment.

Additional Notes

- Because implementing a virtual server environment is very complex, we recommend that you consult with a vendor-certified virtual server agent.

  The key is to have them commit to matching or mirroring performance requirements detailed in our hardware requirements section. A certified virtual server agent 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 additional virtual instances come online. This document should also include the expected margin of errors during peak business operating hours.

- Sage Accpac is not supported in non-VMware environments, including (but not limited to) Microsoft Hyper-V, Citrix XenServer.

- When running in a VMware environment, avoid over-committing VM Application Pools. Allocating more resources than the hardware can support can cause performance problems.

- Each VMware image should have sufficient resources for the operating system and installed applications.

- If not properly implemented, a virtual environment can be a single point of failure. 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. We recommend that server RAM be configured to the maximum that the server hardware can support. Most server hardware that is certified by the virtual server vendor can support at least 32 GB of RAM.

- Virtual server vendors always support a list of compatible server hardware devices. Therefore, ensure that the virtual server your firm is considering is on the Hardware Compatibility List.

- Each virtual server vendor implements vastly differing memory allocation strategies, so you need to be familiar with the specific strategy. For example, VMware dynamically allocates memory to an active virtual image, allowing the administrator to set a maximum memory limit, but allocating that maximum memory only as needed.

- Network bandwidth may become a bottleneck in virtual network environments. Be prepared to add more than four network interface cards into virtual server. Ask your virtual server platform expert to

investigate the ability of these network interface devices to "team up." When network bandwidth becomes a bottleneck, network interface teaming may be the easiest solution, without resorting to the more complicated strategy of breaking up your network into smaller segments.

- At the time of writing, VMware vSphere endorses running database servers as a virtual instance. Sage Accpac has not been benchmarked to run the database server on a virtual instance in VMware, despite the vendor allowing this configuration.

Citrix Environments

Citrix servers should be dedicated for applications, and database engines should be separate from the Citrix server.

You need to optimize Citrix sessions for performance. Performance issues in a Citrix environment will not be addressed by our support teams; only application-related issues that can be replicated in a standard client/server environment will be addressed.

You also need to ensure that printers are compatible with Citrix.

Version 5.5 Compatibility

All Environments

The following points apply to all configurations of Version 5.5:

- Support for Novell Netware has been discontinued

- Windows 2000 and 2003 Small Business server are supported, but remain untested. Due to the number of features included in Windows Small Business servers, we recommend that for optimal performance, you install Sage Accpac ERP on a separate machine.

- Sage is phasing out support of DCOM for Web Deployment in favor of .Net. Although DCOM is supported in Version 6.0, .Net is the preferred method. With the release of Sage ERP Accpac Version 6.1, DCOM will no longer be supported.

- Microsoft Excel 2003, or 2007 32-bit is required on each workstation running Financial Reporter.

- Microsoft Outlook 2003 or 2007 32-bit is required on each workstation to use the email function.

- Microsoft Outlook 2010 is not supported.

Virtual Environments

Version 5.5 is not currently supported in any virtual environment, including (but not limited to) VMWare ESX Server, Microsoft Virtual PC, and Citrix XenServer.

Citrix Environments

Citrix servers should be dedicated for applications, and database engines should be separate from the Citrix server.

You need to optimize Citrix sessions for performance. Performance issues in a Citrix environment will not be addressed by our support teams; only application-related issues that can be replicated in a standard client/server environment will be addressed.

You also need to ensure that printers are compatible with Citrix.

Database Platforms and Operating Systems

Sage does not provide support for Sage ERP Accpac on operating systems and database engines that are no longer supported by their vendors.

Server Operating Systems

Version	Pervasive.SQL						Microsoft SQL				Oracle*			
	9.7		10.2		10.3		2005 (SP3)		2008		10g (R2)		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64	32	64
Windows 2008 Server			●	●	●	●	●	●	●	●			○	○
Windows 2003 Server (SP2)	●		●	●	●	●	●	●	●	●	●	○	●	○
RedHat Enterprise 4 or 5	○										○	○	○	○

● Supported and tested
○ Supported
Blank = Unsupported configuration
* Compatibility requirements are for the full installation of the database engine.

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 websites for limitations of the various database editions

- Only the WE8MSWIN1252 code set is supported in an Oracle-based environment.

Application Server Operating Systems

Version	Pervasive.SQL						Microsoft SQL				Oracle*			
	9.7		10.2		10.3		2005 (SP3)		2008		10g (R2)		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64	32	64
Windows 2008 Server (SP1)*			●	●	●	●	●	●	●	●			○	
Windows 2003 Server (SP2)	●		●	●	●	●	●	●	●	●	●		●	
Windows 2008 Server (SP1), Terminal Services			○	○	○	○	○	○	○	○			○	
Windows 2003 Server (SP2), Terminal Services			○	○	○	○	○	○	○	○			○	
Citrix XenApp Server 4.5	○		○	○	○	○	○	○	○	○	○	○	○	○

● Supported and tested
○ Supported
Blank = Unsupported configuration
* Compatibility requirements are for the full installation of the database engine.

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 websites for limitations of the various database editions

- Printing in web deployment requires Sage Accpac Web Reporting by Crystal. 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. Currently web deployment ships with Crystal RAS XI R1, while the regular deployment uses Crystal Reports XI R2

- The Dashboard requires installation of IIS before System Manager is installed, and Macromedia Flash Player (available at www.macromedia.com).

- Sage ERP Accpac Insight Version 6.0 is compatible with Sage ERP Accpac Versions 5.5 and 5.6.

Workstation Operating Systems

	Pervasive.SQL						Microsoft SQL				Oracle*			
Version	9.7		10.2		10.3		2005 (SP3)		2008		10g (R2)		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64	32	64
Windows 7**			●	●	●	●	●	○	●	○				
Windows Vista	●		●	●	●	●	●	●	●	●	●		●	
Windows XP (SP3)	●		●	●	●	●	●	●	●	●	●		●	

● Supported and tested
○ Supported
Blank = Unsupported configuration
* Compatibility requirements are for the full installation of the database engine.

Additional Notes

- Windows 7 Enterprise, Ultimate, Professional, and Home Premium; Windows Vista Enterprise, Ultimate, Business, and Home Premium; Windows XP Professional and Media Center Edition are supported.

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

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

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

- To run Microsoft Windows 7, you must run Pervasive PSQL Version 10.3.

Hardware Requirements

Recommended Configurations

	Small Business	Mid-Size Business	Large Enterprise
Number of Users	1 – 5	5 – 10	10+
Modules	Financials & Operations Modules*	Financials & Operations Modules	Financials & Operations Modules
Database Engine	Pervasive PSQL or Microsoft SQL Express or Standard (x86 or x64)	Microsoft SQL Standard (x64)	Microsoft SQL Standard (x64)
Database Size	0.25 – 5 GB	5 – 10 GB	10 GB +
Operating System	X86 Windows Server Standard	Windows Server Standard with Terminal Services (x64)	X86 and x64 Windows Server Standard / Enterprise with Citrix
Reporting	Standard	Moderate	Intensive

Financials Modules include: System Manager, General Ledger, Accounts Receivable, and Accounts Payable.

Operations Modules include: Inventory Control, Order Entry and Purchase Orders.

Recommended Hardware Specifications

	Small Business	Mid-Size Business	Large Enterprise
Workstation	Intel Core 2 Duo	Intel Core 2 Duo	Intel Core 2 Duo
	2 GB RAM (XP)	2 GB RAM (XP)	2 GB RAM (XP)
	4 GB RAM (Vista / 7)	4 GB RAM (Vista / 7)	4 GB RAM (Vista / 7)
	100 MB for workstation files	100 MB for workstation files	100 MB for workstation files
	Windows XP Pro, Vista, 7	Windows XP Pro, Vista, 7	Windows XP Pro, Vista, 7
Application Server	Intel Duo-core Processor or higher	Intel quad-core processor or higher	2x Intel quad-core processor or higher
	4 GB RAM	8 GB RAM	8 GB RAM
	5 GB for Application Files	5 GB for Application Files	5 GB for Application Files
Citrix Terminal Server			2x Intel quad-core processor or higher
			Windows Server Standard with Terminal Services (x64)
			8 GB RAM capable of supporting 40 concurrent user sessions
Database Server	2.00 GHz dual-core processor	2.00 GHz dual-core processor	2.00 GHz dual-core processor
	4 GB RAM (32 bit)* 8 GB RAM (64 bit)*	8 GB RAM	16 GB RAM
	Windows 2003/2008 Server Standard (x86 or x64)	Windows 2003/2008 Server Standard R2 (x64)	Windows 2003/2008 Server Standard R2 (x64)
	Microsoft SQL 2005/2008 Express or Standard (x86 or	Microsoft SQL 2005/2008	Microsoft SQL 2005/2008

	Small Business	Mid-Size Business	Large Enterprise
	x64)	Standard (x64)	Standard (x64)
	120 GB Hard Disk Space	250 GB Hard Disk Space	500 GB Hard Disk Space
	Raid 5 for SQL Data Files	Raid 1 for Operating System	Raid 1 for Operating System
	Raid 1 for SQL Log Files	Raid 5/10 for SQL Data Files	Raid 10 for SQL Data Files
		Raid 1 for SQL Log Files	Raid 1 for SQL Log Files
SageCRM Server	2 GB RAM	Refer to SageCRM Supported Platform Matrix	
	2.5 GB Space for Application files		

* For SQL Express, check CPU and RAM limitations.

Additional Hardware 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.

- Seethe following support documents for additional information on end-to-end solutions:

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

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

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

    o Sage Abra HRMS: http://www.sageabra.com/hrms/system-requirements.aspx

Software End-to-End Compatibility Matrix

Module	Version	Sage ERP Accpac Version		Required Modules	Additional Modules	Notes
		5.6	5.5			
SageCRM	7.0	☑			A/R, A/P, O/E, P/O, PJC, RMA	Release Date: 3/15/2010
	6.2		☑			
	6.1					
Sage FAS	2010.1 2009.1	☑			G/L, A/P, P/O	
	2008.1.1		☑			
	2007.1				G/L	
Sage Abra HRMS	10	☑			US or Canadian Payroll	Release Date: 12/1/2009 Supports Windows 7
	8.3		☑			
	8.2					
Sage Accpac Insight	5.6	☑		G/L	All Core Modules	Service Pack required for Version 5.5 compatibility
	5.4		☑			
Sage Accpac Intelligence	5.6	☑	☑		All Core Modules	Free Report Manager User with Version 5.6
Sage Accpac Alerts	5.6	☑			G/L, A/R, A/P, I/C, O/E, P/O, PJC	Updated link needed for Version 5.5 compatibility
	5.4		☑			
National Account Management		☑	☑			
EFT Payables	4.1 (SP5)	☑	☑	A/P		
EFT Receivables	4.1 (SP5)	☑	☑	A/R		
EFT Payroll	5.6	☑		US or Canadian Payroll		
	5.5		☑			
	5.4					
Uni Sales Analysis	5.6	☑		A/R, O/E		
	5.5 (PU2)		☑			
	5.3B (SP3)					
Serialized Numbers and Lot Tracking	5.6	☑				Installs with Inventory Control (licensed separately)
	5.5 (PU2)		☑			
	5.4					
Financial Link Pro	5.3 (SP3)	☑		G/L		

Module	Version	Sage ERP Accpac Version		Required Modules	Additional Modules	Notes
		5.6	**5.5**			
	5.3 (SP2)		☑			
	5.3 (SP1)					
Sage EPOS	5.5		☑	A/R, A/P, I/C, O/E		Discontinued 01/01/2010
	5.3b					
Sage Accpac WMS	5.6	☑				Available from Endorsed Partner
	5.4		☑			Updated WMS link needed for Version 5.5 compatibility

Note: Options Products include Ops Inquiry, AR Inquiry, Account Code Changer, Item Number Changer, Customer Number Changer, and Vendor Number Changer, and are included in the core product as of Version 5.5.