Sage BusinessWorks Accounting 2015 System Standards

Hardware Standards (all editions):

> **System Standards for Sage BusinessWorks release version: 2015. This document last revised 01/22/2015**
>
> For the latest revisions to this document, go to http://www.sagebusinessworks.com/Products/System-Requirements
>
> **Note:** The matrices beginning on page 6 are intended to provide information regarding operating systems' compatibility with Sage BusinessWorks 2015. **All currently supported operating systems are listed in these matrices. Any operating system not listed should be assumed to be incompatible.** Sage Customer Support cannot provide support on platforms not listed as supported in this document.

- Laser or high-speed ink jet printer

    Notes: Multi-purpose printers: Sage BusinessWorks functions correctly with most desk jet and laser printers. Sage BusinessWorks is not designed for high-end multi-purpose copy/printers. For this reason, Sage BusinessWorks Customer Support cannot assist you in troubleshooting any issues you may have with multi-purpose printers.

- 1024 x 768 display (recommended), 800 x 600 display (minimum)
- High-color display (16 bit) or 65536 colors
- Internet connection for registering the Enhanced Tax Reporting feature, eFiling tax forms and payments, Sage Payment Solutions credit card processing and downloading the software and required maintenance updates
- For optimum performance, at least 25 percent of the workstation's (or stand-alone computer's) hard disk space should be available after installation

	Servers (dedicated or peer-to-peer)	Workstations (Clients)	Standalone computers
Processor	Recommended: Dual Core 3.0 processor or faster	Recommended: Pentium 1 GHz Minimum: Pentium 400 MHz	Recommended: Pentium 1 GHz Minimum: Pentium 400 MHz
RAM	Recommended: 1 GB over and above the operating system requirements	Recommended: 1 GB over and above the operating system requirements Minimum: 500 MB	Recommended: 1 GB over and above the operating system requirements Minimum: 500 MB
Network Interface Card (NIC)	10/100 Megabit NIC	10/100 Megabit NIC	N/A
Hard disk available	Recommended: 1 Gig Minimum: 700 MB	Recommended: 1 Gig Minimum: 500 MB	Recommended: 1 Gig Minimum: 500 MB

Notes:

- The processor is the key to the server's ability to support business applications and users. Selecting the correct processor for your unique needs is important. For a good overview of processor selection criteria visit www.dell.com under server configuration. The recommended processor noted is the minimum requirement – a faster processor will result in improved performance.

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- For hardware requirements installing on Microsoft Windows operating systems, go to www.microsoft.com. Hardware requirements for each operating system can vary greatly. Your system must meet the Microsoft suggested system requirements for best results. Please be aware that 64 bit operating systems require more disk space, RAM and processor speeds.

- If you are operating with hardware that does not meet suggested system standards, your operating performance may be adversely affected.

- For details on memory and hard disk requirements when running Sage BusinessWorks in a terminal server environment, go to www.microsoft.com and search on terminal server requirements

Sage BusinessWorks Editions	
Standard	The Standard Edition is designed for use in a standalone or peer-to-peer network environment with up to four concurrent users. (The Standard Edition can reside on a server operating system.) The Standard Edition is not supported in a terminal server environment.
Client/Server	The Client/Server Edition must reside on a machine with a server operating system. This edition is required for five or more concurrent users or for use in a terminal server environment.

Products that interface with Sage BusinessWorks 2015	
The following products and versions are supported for use with Sage BusinessWorks 2015. To verify the compatibility of other products that integrate with Sage BusinessWorks, consult that product's software manufacturer. **Note:** Your system must meet the system standards for both Sage BusinessWorks and that product.	
Internet Explorer	Internet Explorer v7.0, v8.0, v9.0 and v10.0 are supported but require that you have Adobe Acrobat Reader 8.0 or newer installed in order to view PDF documents launched in a Web browser.
Database	Sage BusinessWorks 2015 uses Pervasive.SQL v10.3.
E-mail Client Applications	The E-mail Forms feature requires that your e-mail client application be fully MAPI-compliant. Outlook Express as a part of Internet Explorer v6 has reached the end of its lifecycle and is no longer supported for in product email. See http://support.microsoft.com/lifecycle/ for more information.
Microsoft Office (32 bit only)	Microsoft® Word and Excel® are required for the Custom Office module. Sage BusinessWorks supports Microsoft Office 2003, 2007, 2010 and 2015 for all installations except terminal server configurations.
Microsoft .Net	Microsoft .Net 2.0 is required
Mitchell ABS	Contact Mitchell International at 800-238-9111 for important upgrade information.
Crystal Reports®	Versions 8.5, 10, 2008 and 2011 are compatible with Sage BusinessWorks 2015. Visit www.crystalreports.com for system requirement information.

Products that interface with Sage BusinessWorks 2015

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Note: Your system must meet the system standards for both Sage BusinessWorks and that product.

F9	F9 Financial Report Writer Compatibility – Sage BusinessWorks 2015 requires F9 version 5. For pricing information, please contact Infor at Sales@F9.com Installation of F9 on a terminal server may require special licensing. Contact Sales@F9.com for more information. If you are not currently using F9 and would like to try the software, download a free 30-day trial version from http://www.f9.com/Downloads/ To learn more about F9, visit www.f9.com
ACT! by Sage	Sage ACT! 2011 and Sage ACT! 2012 are compatible and have been tested with the Sage BusinessWorks 2015 ACT! Link module. The Sage BusinessWorks ACT! Link Module was not designed to function with multiple users in a Terminal Services environment.
Sage Timeslips	Sage Timeslips 2011 and Sage Timeslips 2012 are compatible with Sage BusinessWorks 2015.
CD-R/CD-RW	The Sage BusinessWorks backup utility is compatible with the following CD-creation software: o Roxio Easy CD Creator (using formatted CD-Rs and CD-RWs) o Roxio DVD Writer o Adaptec DirectCD o Windows native CD-RW support

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Product / Configuration Notes

TCP/IP configuration	TCP/IP communication protocol installed and optimally configured on all standalone computers, servers, and workstations. An optimally configured TCP/IP protocol includes: ○ An operational name service provider (such as Broadcast by NetBios, WINS, or DNS) must be present and functioning. The program requires name resolution. (You must be able to ping the server by name and get the correct IP address.) ○ On the server, TCP/IP ports 3351 and 1583 must be unobstructed and available for use with Btrieve and Pervasive.SQL v10 ODBC respectively. ○ IP v6 is not supported
Windows Vista® Business and Windows Vista Ultimate / Windows 7 Professional and Ultimate / Windows 8 connection limits	Sage BusinessWorks Standard Edition functions on Windows Vista, Windows 7 or Windows 8 as a server if the entire network has four or fewer workstations (even if you do not access Sage BusinessWorks from all workstations). Microsoft designed these operating systems to allow only ten or fewer simultaneous network connections. Because each shared printer, file share, and network application requires its own network connection, heavy usage could cause your network to exceed this limit. If the network connection limit is reached when running Sage BusinessWorks with Windows Vista, Windows 7 or Windows 8 as the server operating system, errors may occur. The effect that those errors may have on your data is unknown. Sage will not take responsibility if this situation occurs. Sage will attempt to reproduce reported issues in a networked environment but will not configure a network to replicate the network connection limitation being exceeded. If the problem cannot be duplicated, Sage will recommend that the customer upgrade to a server operating system that allows unlimited connections.
Windows Server 2003	Windows Server 2003 flags any attempt to launch an executable with a UNC path as a potential way to catch a virus, so it displays a warning. For important configuration information, refer to the Sage Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks."
Terminal server configuration and support	○ Only the Sage BusinessWorks Client/Server Edition is supported for terminal server installations. The Standard Edition cannot be used in this environment. ○ For security reasons, Microsoft does not recommend running Terminal Services in Application Server mode on a domain controller, and Sage agrees with this position. Sage does not support running Sage BusinessWorks on a domain controller that is running Terminal Services. ○ Sage BusinessWorks 2015, including programs, data, and the Pervasive database engine, can be installed on an application server that is being accessed from a terminal server. ○ Configuring printing in a terminal services environment is a technically complex task. Sage recommends contacting a network technician for configuring printing and resolving printing issues.

Anti-virus software / Firewall	Sage BusinessWorks is a web-enabled program that may require changes to the anti-virus software and firewall configuration.
	If anti-virus software is used, configure it to exclude Sage BusinessWorks files with the .MKD and .DDF file extensions from the scan.
	If a firewall is present, configure the firewall to permit Sage BusinessWorks executables to run across the network. Also, configure the firewall to allow Sage BusinessWorks to access ports 1583 and 3351.
	For instructions on anti-virus and firewall configuration settings, contact the application/hardware vendor or search the applicable knowledge base.
GoToMyPC®	Sage BusinessWorks can be used with the GoToMyPC remote access service. For information on GoToMyPC, go to http://www.gotomypc.com/sageoffer
	Note: Software performance is impacted by your Internet connection speed. Printers may behave differently in a GoToMyPC session. Sage Support may offer driver suggestions to assist you with resolution but may not be able to resolve the issue.

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Microsoft Single-user or Workstation Operating Systems

Operating System	Supportability	Remarks
Windows 2000 Professional	*Not supported*	
Windows Vista Home Editions SP2 Windows 7 Home Editions SP1	Not Tested	o Sage has not specifically tested these configurations **Microsoft has omitted certain network security features from Windows operating system Home Editions because the products are not intended for use in a network environment; however, Windows Home editions can be used as a client on peer-to-peer networks**. Do not use Windows Home editions as a client on domain networks. Also, Windows Home editions should never be used as a server. For information on the differences between Windows Home editions and Windows Professional/Business editions visit www.microsoft.com and search on the operating system desired.
Windows XP Media Center Edition	*Not supported*	
Windows XP Professional 32 bit and 64 bit*	*Not supported*	
Windows Vista Business Windows Vista Ultimate 32 bit and 64 bit*	Supported	Service Pack 2
Windows 7 Professional Windows 7 Ultimate 32 bit and 64 bit*	Supported	Service Pack 1
Windows 8 Pro / Enterprise 32 bit and 64 bit*	Supported	The Windows 8 Desktop interface is supported
Windows 8.1 Pro / Enterprise 32 bit and 64 bit*	Supported	The Windows 8.1 Desktop interface is supported

*Sage BusinessWorks utilizes the WoW 64 technology for 64 bit compatibility

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Microsoft Peer-to-Peer Server Operating Systems		
Operating System	**Supportability**	**Remarks**
Windows 2000 Professional	*Not supported*	
Windows XP Home Edition	*Not supported*	
Windows XP Media Center Windows XP Tablet	*Not supported*	
Windows XP Professional 32 bit and 64 bit*	*Not Supported*	
Windows Vista Business Windows Vista Ultimate 32 bit and 64 bit*	Supported	Service Pack 2 See page 4 for an explanation of Windows Vista network connection limitations
Windows 7 Professional Windows 7 Ultimate 32 bit and 64 bit*	Supported	Service Pack 1 See page 4 for an explanation of Windows 7 network connection limitations
Windows 8 Pro / Enterprise 32 bit and 64 bit*	Supported	The Windows 8 Desktop interface is supported See page 4 for an explanation of Windows 8 network connection limitations

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Microsoft Dedicated Server Operating Systems

Operating System	Supportability	Remarks
Windows Vista Business Windows Vista Ultimate Windows 7 Professional Windows 7 Ultimate Windows 8 Pro Windows 8 Enterprise	**Supported for Standard Edition only**	See page 4 for an explanation of Windows Vista, Windows 7 and Windows 8 network connection limitations. Contact Microsoft for details on Windows 7 network connection limitations. The Windows 8 Desktop interface is supported
Windows 2000 Server Windows 2000 Advanced Server Windows 2000 Datacenter Server	***Not supported***	
Windows Server 2003 32 bit and 64 bit*	Supported	Service Pack 2 and 3 See the Sage Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.
Window Server 2003-based Terminal Server 32 bit and 64 bit*	Supported	Service Pack 2 and 3 See the Sage Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.
Windows 2003 Enterprise Server 32 bit and 64 bit*	Not tested	Windows 2003 Enterprise Server is a high-end server operating system that far exceeds the needs of most Sage BusinessWorks users. It is built on the Windows 2003 Standard platform with a number of extras included.
Windows Small Business Server 2003 32 bit and 64 bit*	Supported	Service Pack 2 and 3
Windows Server 2008 32 bit and 64 bit*	Supported	
Windows Server 2008 R2*	Supported	
Windows Server 2008-based Terminal Server 32 bit and 64 bit*	Supported	
Windows Small Business Server 2008 32 bit and 64 bit*	Supported	
Windows Small Business server 2011	Supported	
Virtual Environments	Supported	Tested with Microsoft and VMWare
Windows Server 2012 Standard*	Supported	Anomaly found in testing - Window titles are centered instead of left justified

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