

# Sage ERP Accpac

Compatibility Guide | Version 6.0

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# Sage ERP Accpac Version 6.0 Compatibility Guide

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The information in this *Compatibility Guide* (formerly, the *Supported Platform Matrix*) applies specifically to Version 6.0 of Sage ERP Accpac 100, 200, and 500 editions.

## IMPORTANT!

Before installing Sage ERP Accpac, you should review this guide and the following Version 6.0 documents:

- *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 Sage ERP Accpac Version 6.0. You should assume that any operating system not listed in this document is incompatible with the current version of Sage ERP Accpac.

### 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](http://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 3<sup>rd</sup>-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.mspix>.

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.

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**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.

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## Version 6.0 Compatibility

### All Environments

The following points apply to all configurations when upgrading to Sage ERP Accpac Version 6.0:

- Sage ERP Accpac Version 6.0 requires Pervasive PSQL Version 10.3.

Note that Pervasive PSQL is available only as a download. You can download installation files 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](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.x. Sage issues key codes to new customers at the time of purchase.

- Sage ERP Accpac Version 6.0 now supports Microsoft Windows 2008 R2 and Microsoft SQL 2008 R2.
- Sage ERP Accpac Version 6.0 does not support older versions of Pervasive PSQL (Version 9.7 or earlier) or Oracle (Version 10.0 or earlier).

- 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 recommended that, for optimal performance, you install Sage ERP Accpac on a separate machine.
- The Analysis module for Sage Accpac Intelligence is not compatible with Microsoft Excel 2003.
- Sage is committed to supporting future Microsoft 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.
- 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.

## Virtual Environments

As of Version 5.6, Sage ERP Accpac 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.

As of SageCRM Version 7.0 SP1 (which is included with Sage ERP Accpac Version 6.0), Hyper-V, VMWare ESX, and VMWare vSphere are supported virtual environments. See the SageCRM Support Matrix for more information.

## 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.

- 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 virtual environment 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.

## 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.

### Database Server Operating Systems

Version	Pervasive.SQL				Microsoft SQL						Oracle*	
	10.2		10.3		2005 (SP3)		2008		2008 (R2)		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64
Windows 2008 Server (R2)	○	○	●	●	●	●	●	●	●	●	○	○
Windows 2008 Server	○	○	●	●	●	●	●	●	●	●	○	○
Windows 2003 Server R2 (SP2)	○	○	●	●	●	●	●	●	●	●	●	○
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 for company and system databases. Oracle is not supported for the portal database.
- See the database vendors' websites for limitations of their databases.
- Only the WE8MSWIN1252 code set is supported in an Oracle environment.

## Sage ERP Accpac Application Server Operating Systems

Version	Pervasive.SQL				Microsoft SQL						Oracle*	
	10.2		10.3		2005 (SP3)		2008		2008 (R2)		11g	
OS Architecture	32	64	32	64	32	64	32	64	32	64	32	64
Windows 2008 Server R2 (SP1)*	○	○	●	●	●	●	●	●	●	●	○	
Windows 2008 Server (SP1)*	○	○	●	●	●	●	●	●	●	●	○	
Windows 2003 Server R2 (SP2)	○	○	●	●	●	●	●	●	●	●	●	
Windows 2003 Server (SP2)	○	○	●	●	●	●	●	●	●	●	●	
Windows 2008 Server R2 (SP1), Windows Terminal Services	○	○	○	○	○	○	○	○	○	○	○	
Windows 2008 Server (SP1), Terminal Services	○	○	○	○	○	○	○	○	○	○	○	
Windows 2003 Server R2 (SP2), Terminal Services	○	○	○	○	○	○	○	○	○	○	○	
Windows 2003 Server (SP2), Terminal Services	○	○	○	○	○	○	○	○	○	○	○	
XenApp Server 5.0 for Windows 2003 and 2008	○	○	○	○	○	○	○	○	○	○	○	○

● Supported and tested

○ Supported

Blank = Unsupported configuration

\* Compatibility requirements are for the full installation of the database engine.

### Additional Notes

- Printing in Web Deployment requires Sage ERP Accpac Web Reporting by Crystal. Currently, Web Deployment ships with Crystal RAS XI R1, while the regular deployment uses Crystal Reports Runtime Edition XI R2.
- Sage ERP Accpac Web Reporting by Crystal is not supported on Windows Server 2008 and 2008 R2.
- Previous versions of Crystal Enterprise are not compatible with System Manager 6.0.

## Workstation Operating Systems

Version	Pervasive.SQL				Microsoft SQL						Oracle*	
	10.2		10.3		2005 (SP3)		2008		2008 (R2)		11g	
OS Architecture	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.
- Microsoft Excel 2003, 2007, or 2010 32-bit is required on each workstation running Financial Reporter.
- 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.
- Sage ERP Accpac web-deployed workstations require Internet Explorer 7.0 or 8.
- 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.
- The Sage ERP Accpac Portal requires Internet Explorer 7.0 or 8. (Other browsers are not supported.)

## Sage ERP Accpac Portal Requirements

The Sage ERP Accpac Portal supports:

- Microsoft Internet Explorer Versions 7 and 8, only.

- Microsoft SQL Server (including Microsoft SQL Server Express) and Pervasive PSQL. Note that the portal database can use a different database format than the company and system databases.
- Internet Information Services (IIS) Version 6 or 7. (IIS is required for the web server.)

## Hardware Requirements

### Recommended Configurations

	Small Business	Mid-Size Business	Large Enterprise
<b>Number of Users</b>	1 – 5	5 – 10	10+
<b>Modules</b>	Financials & Operations Modules*	Financials & Operations Modules	Financials & Operations Modules
<b>Database Engine</b>	Pervasive PSQL or Microsoft SQL Express or Standard (x86 or x64)	Microsoft SQL Standard (x64)	Microsoft SQL Standard (x64)
<b>Database Size</b>	0.25 – 5 GB	5 – 10 GB	10 GB +
<b>Operating System</b>	X86 Windows Server Standard	Windows Server Standard with Terminal Services (x64)	X86 and x64 Windows Server Standard / Enterprise with Citrix
<b>Reporting</b>	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
<b>Workstation</b>	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
<b>Sage ERP Accpac Server</b>	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
<b>Sage ERP Accpac Portal</b>	2.00 GHz Quad-core processor	2.00 GHz Quad-core processor	2.00 GHz Quad-core processor

	Small Business	Mid-Size Business	Large Enterprise
<b>Server</b>	4 GB RAM	8 GB RAM	8 GB RAM
	5 GB for Application Files + Shared Data	5 GB for Application Files + Shared Data	5 GB for Application Files + Shared Data
	Raid 1	Raid 1	Raid 1
<b>Citrix Terminal Server</b>			2x Intel quad-core processor or higher
			Windows Server Standard with Terminal Services (x64)
			8 GB RAM capable of supporting 40 concurrent user sessions
<b>Database Server</b>	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 x64)	Microsoft SQL 2005/2008 Standard (x64)	Microsoft SQL 2005/2008 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
<b>SageCRM Server</b>	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 businesses, SageCRM can be run on the application server with these new requirements. For mid-size and large enterprises, we recommend you run SageCRM on a separate server.
- See the following documents for additional information on Sage solutions:
  - SageCRM: <http://www.sageaccpac.com/assets/Accpac/PDFs/Sage-CRM-Supported-Platform-Matrix.pdf>

- Sage FAS: <http://www.sageaccpac.com/assets/Accpac/PDFs/Sage-Accpac-FAS-Supported-Product-Matrix.pdf>
- Sage ERP Accpac Insight: <http://www.sageaccpac.com/assets/Accpac/PDFs/Sage-Accpac-Insight-Supported-Platform-Matrix.pdf>
- Sage Abra HRMS: <http://www.sageabra.com/hrms/system-requirements.aspx>

## General RAID Recommendations

Adding RAID to your storage configurations is one of the most cost-effective ways to maintain both data protection and access.

**For the Database and Files servers,** we recommend using RAID 10 (minimum RAID 5).

**For the Application and Web servers,** we recommend using RAID 1.

It is important to keep in mind what type of user will be working with the system. For example, 100 operations modules users use the system more intensively than 100 financial modules users. The preceding guidelines are for operations modules users on a non-customized system, with little to no additional processing or network traffic.

For more information, see [http://www.adaptec.com/en-US/common/compatibility/education/RAID\\_level\\_compar\\_wp.htm](http://www.adaptec.com/en-US/common/compatibility/education/RAID_level_compar_wp.htm).

## Additional Notes

- Each site must have adequate backup and recovery capabilities.
- The amount of required disk space varies widely, depending on the number of customer records, archiving plans, and backup policies. Required disk space can also vary depending on the amount of information held for each customer. Therefore, it is important to estimate disk space prior to installation, and purchase sufficient disk storage to allow for significant growth in the volume of data.
- We recommend that you use an uninterruptible power supply.
- We strongly suggest that you have a “hot standby” system that has a backup database. This standby system should have a very similar configuration to the primary production system. The standby system can also be used for development and testing.

## Product Customizations

**Important note on customizations!**

Note that product customizations can significantly affect the performance of Sage ERP Accpac, and should be carefully evaluated when specifying hardware.

## Software End-to-End Compatibility Matrix

Module	Version	Required Modules	Additional Modules	Notes
SageCRM	7.0 (SP1)		A/R, A/P, O/E, P/O, PJC, RMA	Release Date: 5/10/2010
Sage FAS	2010.1 2009.1		G/L, A/P, P/O	
Sage Abra HRMS	10 10.1		U.S. or Canadian Payroll	Release Date: 12/1/2009 Supports Windows 7
Sage ERP Accpac Insight	6.0	G/L	All Core Modules	
Sage ERP Accpac Intelligence	6.0		All Core Modules	Free Report Manager User with Sage ERP Accpac
Sage ERP Accpac Alerts	6.0		G/L, A/R, A/P, I/C, O/E, P/O, PJC	
National Account Management	6.0	A/R		
EFT Payables	4.1 (SP5)	A/P		
EFT Receivables	4.1 (SP5)	A/R		
EFT Payroll	6.0	U.S. or Canadian Payroll		
Uni Sales Analysis	6.0	A/R, O/E		
Serialized Numbers and Lot Tracking	6.0			Installs with Inventory Control (licensed separately)
Financial Link Pro	5.3 (SP2)	G/L		
Sage EPOS	Discontinued 01/01/2010			
Sage ERP Accpac WMS	6.0			Available from Endorsed Partner