

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

The information in this document applies to Sage MAS 90 Levels 3.71 through 4.10. Sage Software generally only supports the current Sage MAS 90 level and one prior major level. As of the Version 4.10 release, Sage MAS 90 Level 3.70 and prior are no longer supported by Sage Software. For more information, see the Miscellaneous Notes section in this document. Alternative support options may be available through your Sage Software 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 in the Sage Software Online area of the Sage Software Web site at www.sagesoftwareonline.com

The Supported Platform Matrix is intended to cover all information, as of October 11, 2005, regarding the compatibility of various operating systems with Sage MAS 90. Any operating system not listed should be assumed to be *incompatible*. If your platform is not listed, the Sage Software Customer Support Department cannot provide support for you on that platform. Requests to support additional operating systems should be e-mailed to ProductMarketing@sagesoftware.com

Note: It is critical that before and during an installation, this document be thoroughly reviewed, along with the *Sage MAS 90 Installation and System Administrator's Guide* and the Hot Pre-Installation Issues in the Sage Software Online area of the Sage Software Web site at www.sagesoftwareonline.com. It is also recommended that only the current release levels of the product be run. If Master Developer customizations or modifications have been made to your Sage MAS 90 software, coordinate with your Sage Software business partner and your Master Developer before installing Sage MAS 90.

For information about third-party compatibility, including Crystal Reports and WinFax Pro, see the **Integrated Solutions Compatibility Matrix** in the Sage Software Online area of the Sage Software Web site at www.sagesoftwareonline.com

Web site content can change at any time. Sage Software has no control over, and cannot be responsible for, the content of other companies' Web sites.

Supported Workstations	Remarks
The following information below applies to all Standalone (Single User) workstations, Peer-to-Peer workstations, and client workstations attached to Windows or Novell NetWare servers, unless indicated otherwise.	
Peer-to-Peer Networks: Running Sage MAS 90 on a dedicated server is strongly recommended. Using the server as a workstation will severely impact the stability and performance of Sage MAS 90. All workstations must be running the same operating system. No more than five workstations should be actively running Sage MAS 90 if the server is dedicated. No more that one workstation should be actively running Sage MAS 90 if the server is not dedicated.	
Windows XP Professional	Service Pack 1 is recommended. Service Pack 2 is supported. For more information, see #23 in the Miscellaneous Notes section. NetWare: Only supported on NetWare 6.0 and higher.
Windows XP Tablet PC Edition	Windows XP Tablet PC Edition is only supported with Sage MAS 90 Version 4.x.
Windows XP Home Edition	Windows XP Home Edition is not supported with Sage MAS 90 Version 4.x. Any information below concerning Windows XP Home Edition is specific to Sage MAS 90 Level 3.71. Home Edition was designed for home use and is not recommended for business use. By default, Windows XP Home Edition installs several personal features. To maintain stability and performance in Sage MAS 90, do not install personal features that require a large amount of memory, resources, or processor usage. Service Pack 1 is recommended. NetWare: Only supported on NetWare 6.0 and higher.
Windows 2000 Professional	Service Pack 1 or higher is required. Service Pack 4 is recommended.

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

Microsoft Dedicated Network Servers	Defined as operating system software specifically designed to be used as a network server (not Peer-to-Peer).
Supported Servers	Remarks
<p>Windows Server 2003</p> <p>Small Business Server Edition 2003</p> <hr/> <p>Windows 2000 Server</p> <p>Windows 2000 Advanced Server</p> <p>Small Business Server Edition 2000</p>	<p>Utilizing the server as a Sage MAS 90 workstation is not supported (not even as a client to another server).</p> <p>Note: If e-Business Manager is installed, the ISAPI Plug-in must be installed manually for new Sage MAS 90 installations. Windows 2000 can be used as the Internet Information Services server (IIS) if Sage MAS 90 is installed on Windows Server 2003.</p> <p>Sage MAS 90 Version 4.10: If Windows Server 2003 is used as the Terminal Server/Citrix Server, Crystal Reports 10.0 is supported.</p> <p>Sage MAS 90 versions earlier than 4.10: Business Objects (formerly Crystal Decisions) does not support Crystal Enterprise 8.0 or Crystal Reports 8.5 with Windows Server 2003. Do not use Windows Server 2003 as the Terminal Services/Citrix server or the IIS server if you are using Crystal Reports 8.5. Although Business Objects supports Crystal Reports 9 with Windows Server 2003, it is not compatible with Sage MAS 90 and is not supported.</p> <p>For Windows 2000 Server, Service Pack 1 or higher is required; Service Pack 4 is recommended. For information regarding Service Pack 3, see the Terminal Services section below.</p> <p>Sage MAS 90 is not designed for Windows 2000 Datacenter Server and is not supported on this platform.</p> <p>Sage MAS 90 should be installed on its own dedicated server. For optimum performance, other applications or services such as e-mail, IIS, or Fax that are not essential to the operating system should be installed on a separate server.</p> <p>Due to unresolved issues with Microsoft's implementation of NWLINK IPX/SPX protocol, do not use this protocol stack on Windows networks unless necessary. For more information, see the Miscellaneous Notes section in this document.</p> <p>Remote Sage MAS 90 workstations are only supported through Windows 2000 Server and Windows Server 2003 Terminal Services or Citrix.</p>

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

Terminal Services/Citrix	
Supported Servers	Remarks
Windows Server 2003 Terminal Services Windows 2000 Terminal Services Citrix MetaFrame Citrix MetaFrame XP	<p>If Sage MAS 90 is being run with Windows Server 2003 Terminal Services, Windows 2000 Terminal Services (WTS), Citrix MetaFrame, or Citrix MetaFrame XP:</p> <ul style="list-style-type: none"> ▪ Service Pack 1 is recommended for Citrix MetaFrame XP. ▪ Microsoft has reported an issue with redirected printing using Windows 2000 Service Pack 3. Either download the hot fix from Microsoft, or use Service Pack 1, 2, or 4. Refer to Microsoft Article Q328020 for details. ▪ Terminal Services and Citrix MetaFrame are supported with all supported levels of Sage MAS 90. ▪ For Sage MAS 90 version 4.10, Crystal Reports 10.0 is supported. ▪ For Sage MAS 90 versions prior to 4.10, Crystal Reports Version 8.5 is supported with Windows Server 2003 Terminal Services/Citrix server. There are no known issues with this configuration; however, because Business Objects (formerly Crystal Decisions) does not support Crystal Reports Version 8.5 in this configuration, any discovered defects will not be corrected by Sage Software. ▪ Citrix MetaFrame XP for Windows Feature Release 2/Service Pack 2 (FR2/SP2) is supported with Windows 2000. ▪ Symantec does not support WinFax PRO on Terminal Services or Citrix. WinFax PRO is therefore not supported with Sage MAS 90 running in a Terminal Services or Citrix environment. ▪ Terminal Services/Citrix must be installed on Windows 2000 Server or Windows Server 2003. ▪ Windows NT 4.0 Terminal Server Edition is not supported with any level of Sage MAS 90. ▪ Sage MAS 90 can be installed on the same server as Terminal Services (TS) or Citrix, or on a separate server. (Novell servers are not supported in a TS/Citrix environment.) If Sage MAS 90 is installed on a separate server from the Terminal Services/Citrix server, use 100 Mbps or better network components to connect to the two servers. ▪ Thin Clients are supported with Windows 2000 Terminal Services and Citrix. For more information, refer to Microsoft's Web site: www.microsoft.com ▪ For more information on Terminal Services or Citrix, see the Miscellaneous Notes section in this document.

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

Supported Novell Netware Servers	Remarks
Novell NetWare 6.5	<p>NetWare 6.5:</p> <ul style="list-style-type: none"> ▪ Support Pack 1 (SP1) is required. ▪ Only NetWare Clients 3.4, 4.83, and 4.9 are supported with NetWare 6.5. See the NetWare Client section for specific requirements for each client. <p>NetWare 6.0:</p> <ul style="list-style-type: none"> ▪ NetWare 6.0 Support Pack 1 (nw6sp1.exe) or higher is required. ▪ NetWare 6.0 Support Pack 3 (nw6sp3.exe) is recommended. <p>NetWare 5.1:</p> <ul style="list-style-type: none"> ▪ Support Pack 5 (NW57SP.exe) is recommended. <p>NetWare 4.20:</p> <ul style="list-style-type: none"> ▪ NetWare Operating System Support Pack 9 (NW4SP9.exe) or higher is recommended. <p>All NetWare versions:</p> <ul style="list-style-type: none"> ▪ For more information about server patches, consult your system administrator, go to the Novell Web site at http://support.novell.com/produpdate/patchlist.html, or see the Miscellaneous Notes section in this document. ▪ Long File Name support must be enabled on the server. ▪ The use of Microsoft Terminal Services or Citrix to connect to Sage MAS 90 on a Novell server is not supported. ▪ Using NetWare File Access Pack (NFAP) without a traditional Novell Client installed at the workstation is not supported due to file locking and concurrency issues. It is not necessary to unload or uninstall NFAP at the server.
Novell NetWare 6.0	
Novell Small Business Suite 6.0	
Novell Small Business Suite 6.5	
Novell NetWare 5.1	
Novell Small Business Suite 5.1	
Novell NetWare 4.20	
NetWare for Small Business 4.20	

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

Supported Novell Network Servers	Remarks
Supported NetWare Clients (Client32)	<p>Novell NetWare Client (Client32) support:</p> <p>Only the client versions listed below are supported. The listed patches must also be installed (unless indicated otherwise). No other Client32 versions are supported. To verify the Novell client version you are using, select Network > Novell Network Client > Properties from the Control Panel. The Client32 version is displayed on the first tab. Current Novell clients, updates, and patches can be downloaded from http://support.novell.com. If a patch referenced here is no longer available at this Web site, either search the Web or go to ftp://ftp.novell.com/pub/netware/fff</p> <p>Only current versions of NetWare clients are usually available on the Novell Web site.</p> <p>Windows 2000 and Window XP workstations:</p> <p>Note: The Support Packs and patches listed below must be installed on Clients 4.83 and 4.9 to avoid known concurrency and file-locking issues.</p> <ul style="list-style-type: none"> ▪ Novell Client 4.9 for NT/2000/XP (49CLNTTe.exe) – NetWare 6.0 and higher only <ul style="list-style-type: none"> ○ NetWare Client 4.9 SP1a (nc49sp1a.exe) ○ Reg File for Sage MAS 90 Install (481mas90.exe) ▪ Novell Client 4.83 for NT/2000/XP (wnt483.exe) – All supported NetWare versions <ul style="list-style-type: none"> ○ Client 4.83 Support Pack 3 (nc483sp3.exe) ○ Reg File for Sage MAS 90 Install (481mas90.exe) ▪ Novell Client 4.81 for NT/2000 (wnt481e.exe) – All supported NetWare versions except NetWare 6.5 <ul style="list-style-type: none"> ○ Sage MAS 90 patch (481mas90.exe) ○ Novell Client 4.81 for NT/2000 UPDATES (nt481pt1.exe) ▪ Novell Client 4.80 for NT/2000 (wnt480e.exe) – All supported NetWare versions except NetWare 6.5 <ul style="list-style-type: none"> ○ Client v.4.8 Support Pack 3 for WinNT/2000 (48sp3.exe) ○ Sage MAS 90 patch (mas90upd.exe) ▪ Microsoft Gateway (and Client) Services for NetWare are not supported.

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

Miscellaneous Notes

1. Sage Software generally only supports the current Sage MAS 90 version and one prior major release of the software. As of the Sage MAS 90 Version 4.10 release, support for Levels 3.70 and prior has been discontinued.
2. See the Integrated Solutions Compatibility Matrix in the Sage Software Online area of the Sage Software Web site at www.sagesoftwareonline.com for information about integrated applications, including WinFax Pro and Crystal Reports.
3. Anti-virus software on your workstations and server should be configured to exclude files with the extensions SOA and LIB for Level 3. For Version 4.x, in addition, exclude M4T, LIB, M4L, DD, DDE, DDF extensions. For Level 3, Sage MAS 90 installs Internet Explorer 6 installation files, which are primarily files with the extension CAB. If anti-virus software is configured to scan compressed CAB files, performance issues may occur. You may want to exclude scanning of CAB files. Also, in general, it is recommended to not have \mas90*. * files on the server scanned simultaneously by multiple instances of anti-virus software. Desktop/home versions of anti-virus software that are not supported by the publisher for business use are also not supported by Sage. Also, desktop/home versions typically have less configurable options (such as exclusion of file extensions) for tuning the automatic, background, memory resident scans.
4. Make sure you install the correct driver for your network adapter card (NIC), and use only high quality cards. Using an incompatible or outdated driver or a low-quality card can cause serious data corruption issues.
5. Always re-run Workstation Setup after installing, re-installing, or upgrading the Windows operating system, and verify that the Windows printers in Control Panel > Printers are still operational.
6. Verify that all hardware involved in running Sage MAS 90 is on your operating system vendor's Hardware Compatibility List. Incompatible hardware can cause severe data corruption. For more information, refer to the Microsoft Hardware Compatibility List at www.microsoft.com/whdc/hcl/search.msp
7. Download and apply the Program Fix Collection for your level from Sage Software Online. If third-party enhancements are installed, always contact your Master Developer to verify compatibility before installing the program fixes. Also note that some program fixes are specifically excluded from the Program Fix Collection and should be installed only if you are experiencing the problem they address.
8. Sage Software is committed to supporting future Microsoft and Novell operating systems as they are released to market for all Sage MAS 90 modules; however, Sage Software does not support beta-level operating systems. As new operating system levels are scheduled for general release, Sage Software will verify their compatibility and this document will be updated when Sage Software's evaluations are completed.
9. For more information about performance, log onto the Sage Software Online area of the Sage Software Web site at www.sagesoftwareonline.com and then search for the following Knowledge Base Article. Type "Slow Performance in MAS 90, MAS 200, MAS 200 SQL", and then select "Slow Performance when running MAS 90 Version 4.0 across a network" from the Select Symptom results list.

Sage MAS 90[®]

Supported Platform Matrix

Revised as of October 11, 2005

Recommended Minimum System Configuration			
	Recommended Minimum ¹		
Single User/Client Workstation	Processor	Physical Memory (RAM)	Available Memory (RAM) ²
Workstation (client) operating system versions not listed in this document will not be supported with Sage MAS 90 Version 4.x.			
Windows 2000 Professional	Pentium 4 class	512 MB	128 MB
Windows XP Professional Edition	Pentium 4 class	512 MB	128 MB
Windows XP Tablet PC Edition	Pentium 4 class	512 MB	128 MB
Network Bandwidth (for multi-user systems)	Recommended Minimum		
	100 Base-T – 100 Mbps at Full Duplex		
Terminal Services and Citrix	Processor	Memory (RAM)	
Windows 2000 Terminal Services Citrix MetaFrame, or Citrix MetaFrame XP	As required by Terminal Services or Citrix	As required by Terminal Services or Citrix, plus 48 MB per concurrent user ³	
Windows Server 2003 Terminal Services Citrix MetaFrame, or Citrix MetaFrame XP	As required by Terminal Services or Citrix	As required by Terminal Services or Citrix, plus 48 MB per concurrent user ³	

¹ The recommended minimum is designed to ensure the systems used for Sage MAS 90 are capable of providing acceptable performance with a standard complement of normally installed applications, such as virus protection software.

² Regardless of the recommended minimums specified above, users should check the available memory on the workstation prior to installing Sage MAS 90 and use the Windows Task manager to check the Available Physical Memory on the Preference tab. A minimum of 128 MB of physical RAM should be available to Sage MAS 90 when all other applications that will be used with Sage MAS 90 are loaded. Sage cannot guarantee acceptable performance when running Sage MAS 90 concurrently with other applications that consume system resources required for Sage MAS 90 to perform at an optimum level. Refer to the article “How to determine memory” on the Sage Software Online Web site at www.sagesoftwareonline.com

³ 48 MB is based on an average of three concurrent tasks per user (Desktop plus two additional tasks, such as Sales Order Data Entry or Customer Maintenance). Averages of more than three concurrent tasks per user will require additional RAM.

Sage MAS 90[®]
Supported Platform Matrix
 Revised as of October 11, 2005

Recommended Minimum System Configuration		
Servers		
	Recommended Minimum¹	
Supported Servers	Processor	Memory (RAM)
NetWare 4.20, 5.1, 6.0, 6.5* * contingent on compatibility testing	Pentium 4 class	256 MB + 4-6 MB per concurrent user
Windows 2000 Server and Advanced Server	Pentium 4 class	512 MB + 4-6 MB per concurrent user
Windows 2000 Professional (Peer-to-Peer)	Pentium 4 class	512 MB + 4-6 MB per concurrent user
Windows XP Professional Edition (Peer-to-Peer) (Five users maximum if the server is dedicated.)	Pentium 4 class	512 MB + 4-6 MB per concurrent user
Windows Server 2003	Pentium 4 class	512 MB + 4-6 MB per concurrent user

¹ The recommended minimum is designed to ensure that the systems used for Sage MAS 90 are capable of providing acceptable performance with a standard complement of normally installed applications, such as virus protection software.