



Sage BusinessWorks Accounting 2011 System Standards

Hardware Standards (all editions):

System Standards for Sage BusinessWorks release version: 2011. This document last revised on 10/27/2010.

For the latest revisions to this document, go to www.sagebusinessworks.com/products/system-req.aspx

Note: The matrices beginning on page 6 are intended to provide information regarding operating systems' compatibility with Sage BusinessWorks 2011. **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, or downloading the software and the 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 Minimum: 500 MB	Recommended: 1 GB 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 a white paper that describes memory and hard disk requirements when running Sage BusinessWorks in a terminal server environment, go to http://www.sagebusinessworks.com/pdf/TS_Sys_Req_White_Paper.pdf.

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 2011	
The following products and versions are supported for use with Sage BusinessWorks 2011. 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 v7.0 and v8.0	Internet Explorer v7.0 and v8.0 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 2011 uses Pervasive.SQL v10.
E-mail Client Applications	The E-mail Forms feature requires that your e-mail client application be fully MAPI-compliant. Netscape Navigator v6.2 does not fully comply with MAPI standards.
Microsoft Office	Microsoft® Word and Excel® are required for the Custom Office module. (Sage BusinessWorks supports Microsoft Office XP, 2003, 2007 and 2010 for all installations except terminal server configurations.)
Mitchell ABS	Contact Mitchell International at 800-238-9111 for important upgrade information.
Crystal Reports®	Versions 8.5, 10 and 2008 are compatible with Sage BusinessWorks 2011.

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Products that interface with Sage BusinessWorks 2011

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

F9	<p>F9 Financial Report Writer Compatibility - To integrate F9 with Sage BusinessWorks 2011, install F9 version 4.2.3.2 from the F9 web site at http://www.f9.com/Downloads/. A valid serial number is required after 30 days. Customers who purchase F9 from Sage receive serial numbers by e-mail from Infor Global Solutions (Canada) Ltd. Customers who do not provide Sage with an e-mail address receive serial numbers by fax or mail.</p> <p>Installation of F9 on a terminal server may require special licensing. Contact Sales@F9.com for more information.</p> <p>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/</p> <p>To learn more about F9, visit http://www.f9.com or review the F9 specification sheet on the Sage BusinessWorks Web site at http://www.sagebusinessworks.com/products/modules.aspx</p>
ACT! by Sage	<p>ACT! 2010 (v12) and ACT! 2011 are compatible and have been tested with the Sage BusinessWorks 2011 ACT! Link module.</p> <p>If you are not currently using ACT! and would like to try the software, download a free 30-day trial version from http://www.act.com/products/trial/. ACT! and the Sage BusinessWorks ACT! Link module are available for purchase from an authorized Sage business partner.</p> <p>The ACT! Link Module was not designed to function with multiple users in a Terminal Services environment.</p>
StarShip	<p>Version 9.9.84 is compatible with Sage BusinessWorks 2011. Refer to the StarShip Guide under Electronic Info on the Sage BusinessWorks Launcher.</p>
Sage Timeslips	<p>Sage Timeslips 2010 and Sage Timeslips 2011 are compatible with Sage BusinessWorks 2011.</p>
CD-R/CD-RW	<p>The Sage BusinessWorks backup utility is compatible with the following CD-creation software:</p> <ul style="list-style-type: none">o Roxio Easy CD Creator (using formatted CD-Rs and CD-RWs)o Roxio DVD Writero Adaptec DirectCDo Windows native CD-RW support

Product / Configuration Notes	
TCP/IP configuration	<p>TCP/IP communication protocol installed and optimally configured on all standalone computers, servers, and workstations. An optimally configured TCP/IP protocol includes:</p> <ul style="list-style-type: none"> ○ 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 XP Professional / Windows Vista® Business and Windows Vista Ultimate / Windows 7 Professional and Ultimate connection limits	<p>Sage BusinessWorks Standard Edition functions on Windows XP Professional, Windows Vista or Windows 7 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 XP Professional, Windows Vista or Windows 7 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.</p>
Windows Server 2003	<p>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."</p>
Terminal server configuration and support	<ul style="list-style-type: none"> ○ 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 2011, 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.

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Windows 2000	Beginning with the 2011 release, Windows 2000 Professional and Windows 2000 Server will no longer be supported
Anti-virus software / Firewall	<p>Sage BusinessWorks is a web-enabled program that may require changes to the anti-virus software and firewall configuration.</p> <p>If anti-virus software is used, configure it to exclude Sage BusinessWorks files with the .MKD and .DDF file extensions from the scan.</p> <p>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.</p> <p>For instructions on anti-virus and firewall configuration settings, contact the application/hardware vendor or search the applicable knowledge base.</p>
GoToMyPC®	<p>Sage BusinessWorks can be used with the GoToMyPC remote access service. For information on GoToMyPC, go to http://www.gotomypc.com/sageoffer</p> <p>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.</p>

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Microsoft Single-user or Workstation Operating Systems		
Operating System	Supportability	Remarks
Windows 2000 Professional	Not supported	Beginning with the 2011 release, Windows 2000 Professional will no longer be supported
Windows XP Home Edition SP3 Windows Vista Home Editions SP2 Windows 7 Home Editions	Not Tested	<ul style="list-style-type: none"> o Sage has not specifically tested these configurations <p>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.</p>
Windows XP Media Center Edition	Not supported	
Windows XP Professional 32 bit and 64 bit*	Supported	Service Pack 3 <ul style="list-style-type: none"> • "Fast User Switching" must be disabled. • The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Online knowledge base article, "Is Windows XP SP2 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	

*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	Beginning with the 2011 release, Windows 2000 Professional will no longer be supported
Windows XP Home Edition	Not supported	Windows XP Home Edition is not intended for use in a network environment, and should never be used as a server
Windows XP Media Center Windows XP Tablet	Not supported	
Windows XP Professional 32 bit and 64 bit*	Supported	<p>Service Pack 3</p> <ul style="list-style-type: none"> • "Fast User Switching" must be disabled • The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Online knowledge base article, "Is Windows XP SP2 supported?" <p>See page 4 for an explanation of Windows XP Professional network connection limitations. For information on the differences between Windows XP Home and XP Professional, go to www.microsoft.com/windowsxp/evaluation/compare.msp</p>
Windows Vista Business Windows Vista Ultimate 32 bit and 64 bit*	Supported	<p>Service Pack 2</p> <p>See page 4 for an explanation of Windows Vista network connection limitations</p>
Windows 7 Professional Windows 7 Ultimate 32 bit and 64 bit*	Supported	See page 4 for an explanation of Windows 7 network connection limitations

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Microsoft Dedicated Server Operating Systems		
Operating System	Supportability	Remarks
Windows XP Professional Windows Vista Business Windows Vista Ultimate Windows 7 Professional Windows 7 Ultimate	Supported for Standard Edition only	See page 4 for an explanation of Windows XP Professional, Windows Vista and Windows 7 network connection limitations. Contact Microsoft for details on Windows 7 network connection limitations.
Windows 2000 Server Windows 2000 Advanced Server Windows 2000 Datacenter Server	Not supported	Beginning with the 2011 release, Windows 2000 operating systems will no longer be supported
Windows Server 2003 32 bit and 64 bit*	Supported	Service Pack 2 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 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
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	
Citrix Presentation Server 4.5	Supported	
Citrix XenApp Server 5.0	Supported	

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