Sage MAS 90 ERP Level 3.71 – Version 4.30
Supported Platform Matrix
Revised as of June 3, 2010

The information in this document applies to Sage MAS 90 ERP Level 3.71 through version 4.30. Sage generally supports only 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. For more information, see the Miscellaneous Notes section in this document. Alternative support options may be available through your Sage business partner. Program fixes, service packs, and service updates will continue to be made available for the current versions of the software only. Sage reserves the right to provide solutions to the most current releases. Detailed information about support policies can be found on the Sage Online Web site at: www.sagesoftwareonline.com

This document is intended to cover all information regarding the compatibility of various operating systems with Sage MAS 90 as of June 3, 2010. Any operating system not listed should be considered *incompatible*. If your platform is not listed, Sage Customer Support cannot provide support for you on that platform.

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 other documents found by clicking the Installation Information link of the main Sage MAS 90 and 200 Support Web page. This Web page can be found on the Sage Online Web site at www.sagesoftwareonline.com. If development partner or Extended Solutions customizations or modifications have been made to your Sage MAS 90 software, coordinate with your Sage business partner and your development partner before installing Sage MAS 90.

For information about integrated solutions compatibility, refer to the Integrated Solutions Compatibility Matrix on the Sage Online Web site at: www.sagesoftwareonline.com

Throughout this document, other companies' Web sites are referenced; the content of these Web sites can change at any time. Sage has no control over, and cannot be responsible for the content of other companies' Web sites.

If your platform is not listed in the matrices below, it is not supported.

Supported Workstations	Remarks
The following information 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: In a peer-to-peer network where the computer acting as the file server is not dedicated, only 2 concurrent user seat accesses will be supported. If the computer acting as the file server is a dedicated machine, a 5 concurrent user maximum is allowed.	
Windows 7 (32 and 64-bit) Professional, Enterprise, and Ultimate	**Notes** ▪ Only versions 4.30.0.18 and higher support Windows 7. ▪ Sage MAS 90 version 4.30 requires Product Update 18 or higher and LM4046-T located on the Sage Online Web site at: www.sagesoftwareonline.com ▪ Sage recommends installing Sage MAS 90 to a location other than the C:\Program Files folder (for example, C:\Sage Software).
	Not Supported The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Windows 7 peer-to-peer networks are not supported. ▪ Windows 7 Home Basic and Windows 7 Home Premium editions are not supported. ▪ Windows 7 is not supported for Sage MAS 90 version 4.20 and lower.

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Supported Workstations	Remarks

Windows Vista (32-bit)
 	
    Business, Enterprise, and Ultimate
 	
    Service Pack 2
	Notes
	▪ Only versions 4.10.1.15 and higher support Windows Vista.
	▪ Sage MAS 90 version 4.10 is Windows Vista-capable with Service Update 15 and the version 4.10 Vista Update. After installing the update, reinstall workstation setup for Sage MAS 90 and 200 on ALL workstations. The Vista update can be located on the Sage Online Web site at: www.sagesoftwareonline.com with the supported platform matrices.
	▪ Sage MAS 90 version 4.20 is Windows Vista-capable with Service Update 4 and higher. Some third-party programs (FRx, SageCRM, Sage FAS, etc.) will require an updated PVXCOM.EXE patch LM4037-T located on the on the Sage Online Web site at: www.sagesoftwareonline.com with the service packs and program fixes.
	▪ Sage MAS 90 versions 4.0x and 3.71 are not supported with Windows Vista.
	▪ Sage recommends installing Sage MAS 90 to a location other than the C:\Program Files folder (for example, C:\Sage Software).

	Not Supported The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Windows Vista peer-to-peer networks are not supported. ▪ Windows Vista Home Basic and Windows Vista Home Premium editions are not supported. ▪ Windows Vista is not supported when running Sage MAS 90 with any version of Novell. ▪ Windows Vista 64-bit version is not supported.
Windows XP Professional Service Pack 2-3	**Notes** ▪ Windows XP Professional is supported only on NetWare 6.0 and higher.
Windows XP Tablet PC Edition Service Pack 2-3	**Notes** ▪ Windows XP Tablet PC Edition is supported only with Sage MAS 90 version 4.x.
Windows 2000 Professional Service Pack 4	

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Microsoft Dedicated Servers	Defined as operating system software specifically designed to be used as a network server (not peer-to-peer).
Supported Servers	**Remarks**

Windows Server 2008 (32 and 64-bit)
    Standard and Enterprise
    Service Pack 2
 	
_____
 	
Windows Server 2003 (32-bit)
    Standard and Enterprise
    Service Pack 2
 	
Windows Server 2003 R2 (32-bit)
    Standard and Enterprise
    Service Pack 2
 	
Windows Small Business Server 2003 (32-bit)
    Standard and Premium
    Service Pack 2
 	
_____
 	
Windows 2000 Server
Windows 2000 Advanced Server
    Service Pack 4
 	
Windows Small Business Server 2000
    Service Pack 4
	Notes
	▪ Only Sage MAS 90 version 4.30 is supported with Windows Server 2008.
	▪ Sage MAS 90 is not a 64-bit application so it executes, by default, in a 32-bit mode when running on a 64-bit operating system.
	▪ Sage MAS 90 can be installed to the Windows Server 2008 64-bit Programs folder for 32-bit applications (C:\Program Files (x86)), or to any user defined folder. The Installation Wizard defaults to the C:\Sage Software folder.
	▪ During the installation to Windows Server 2008, the default installation path is C:\Sage Software. No issues were found by installing to the system's C:\Program Files folder.
	▪ 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 (IIS) server if Sage MAS 90 is installed on Windows Server 2003.
	▪ If a Windows Server 2008 64-bit is to be used as the IIS Server to connect to the Sage Web Engine, the Application Pool specified for the Web site must have True selected for the Enable 32-bit Applications option.
	▪ Microsoft Fax Services on Windows Server 2008 64-bit versions require Service Update 18 and LM4046-T.
	▪ Workstations from remote sites are supported only through Terminal Services or Citrix. Running Sage MAS 90 over a virtual private network (VPN) and/or wide area network (WAN) or through any other remote means is not supported.
	▪ Paperless Office requires Product Update 4.30.0.18 or higher and LM4046-T located on the Sage Online Web site at: www.sagesoftwareonline.com
	
	Recommendations
	▪ 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.

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Microsoft Dedicated Servers	Defined as operating system software specifically designed to be used as a network server (not peer-to-peer).
Supported Servers	**Remarks**
	Not Supported The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Service Pack 1 on Windows Server 2003 is not supported. ▪ Using a server operating system as a Sage MAS 90 workstation is not supported (not even as a client to another server). ▪ Sage MAS 90 is not designed for any version of Windows Datacenter Server and is not supported on this platform. ▪ Printing to the following devices is not supported when running Sage MAS 90 with Windows Server 2008 64-bit: Deferred, Export/Email, Office Merge, and Terminal Services session printers. ▪ Due to unresolved issues with Microsoft's implementation of NWLINK IPX/SPX protocol, this protocol should be avoided on Windows networks unless necessary. For more information, refer to the Microsoft Knowledge Base article 161080 on Microsoft's Web site at: support.microsoft.com ▪ Windows Server 2003 R2 64-bit and Windows Server 2008 R2 64-bit are not supported.
Virtual Servers	▪ Microsoft Virtual Server is supported only with Sage MAS 90 version 4.30 and higher. For more information, see Virtualization with Sage MAS 90, 200 and 500 located on the Sage Online Web site at: www.sagesoftwareonline.com

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Terminal Services/Citrix	
Supported Servers	**Remarks**
Windows Server 2008 (32 and 64-bit) 　Standard and Enterprise 　Service Pack 2 　Terminal Services Windows Server 2003 (32-bit) 　Standard and Enterprise 　Service Pack 2 　Terminal Services 　Windows Server 2003 R2 (32-bit) 　Standard and Enterprise 　Service Pack 2 　Terminal Services Windows 2000 Server Windows 2000 Advanced Server 　Service Pack 4 　Terminal Services Citrix Presentation Server 4.5 Citrix Presentation Server 4.0	**Notes** ▪ Only Sage MAS 90 version 4.30 is supported with Windows Server 2008 with Terminal Services or Citrix. ▪ Terminal Services and Citrix are supported with all supported levels of Sage MAS 90. ▪ For Sage MAS 90 versions 4.10.1.x and 4.20.0.x, Crystal Reports 10.0 is supported if Windows Server 2003 is used as the Terminal Server/Citrix Server. ▪ 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, SAP BusinessObjects does not support Crystal Reports version 8.x or Crystal Enterprise version 8.x with Windows Server 2003, and any discovered defects will not be corrected by Sage. ▪ Thin clients are supported with Windows 2000 Terminal Services and Citrix. For more information, refer to Microsoft's Web site at: www.microsoft.com ▪ For more information on Terminal Services or Citrix, see the Miscellaneous Notes section in this document. ▪ 64-bit Terminal Services and Citrix are supported with 4.30 with Product Update 18 or higher and LM4046-T located on the Sage Online Web site at: www.sagesoftwareonline.com
	Recommendations ▪ Sage MAS 90 can be installed on the same server as Terminal Services or Citrix, or on a separate server. (Novell servers are not supported in a Terminal Services/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 the two servers.
	Not Supported The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions. ▪ Service Pack 1 on Windows Server 2003 is not supported.

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Supported Novell NetWare Servers	Remarks

Open Enterprise Server for NetWare
    Support Pack 1-2
 	
Open Enterprise Server 2 for NetWare
    Support Pack 1
 	
NetWare 6.5
Small Business Suite 6.5
    Support Pack 4-7
 	
NetWare 6.0
Small Business Suite 6.0
    Support Pack 1 or higher
_____
 	
NetWare 5.1
Small Business Suite 5.1
	Notes
	▪ For information about server patches, consult your system administrator or go to the Novell Web site at: http://support.novell.com/produpdate/patchlist.html
	▪ Long File Name support must be enabled on the server.
	▪ For NetWare 6.5 and Open Enterprise Server, only Novell Clients 4.83 and 4.91 with Support Pack 3 and post-Support Pack 3 patches are supported. For specific requirements for each client, see the NetWare Client section in this document.
	▪ For NetWare 6.5 Support Pack 6, install Update to CIFS on NetWare 6.5 SP6 (65CIFS325A.EXE).
	▪ For NetWare 6.0, Support Pack 3 (NW6SP3.EXE) is recommended.
	▪ For NetWare 5.1, Support Pack 5 (NW57SP.exe) is recommended.
	▪ For all NetWare versions, Sage MAS 90 does not require you to disable the server setting Opportunistic Locking. Disabling this setting may result in a significant performance decrease; however, some database applications other than Sage MAS 90 may require that this setting be disabled.
	▪ No newer versions or future updates of Novell NetWare will be supported.
	
	Not Supported
	The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions.
	▪ 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.

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Supported Novell NetWare Servers	Remarks

Supported Novell Clients (Client32)	**Novell Client (Client32) support:**
	
	Only the client versions listed below are supported. The listed patches must also be installed (unless indicated otherwise). To verify the Novell client version you are using, select Network > Novell Netware 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/ftf
	
	Only current versions of NetWare clients are usually available on the Novell Web site.
	
	Windows 2000 and Window XP workstations:
	
	The support packs and patches listed below must be installed on clients to avoid known concurrency and file-locking issues.
	▪ Novell Client 4.91 for Windows 2000/XP/2003 – NetWare 6.0 and higher only
	  o NetWare Client 4.91 Support Pack 4
	▪ Novell Client 4.9 for NT/2000/XP (49CLTNTE.EXE) – NetWare 6.0 and higher only
	  o NetWare Client 4.9 SP1a (NC49SPLA.EXE)
	  o Reg File for Sage MAS 90 Install (481MAS90.EXE)
	▪ Novell Client 4.83 for NT/2000/XP (WNT483.EXE) – All supported NetWare versions
	  o Client 4.83 Support Pack 3 (NC483SP3.EXE)
	  o 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
	  o Sage MAS 90 patch (481MAS90.EXE)
	  o 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
	  o Client v.4.8 Support Pack 3 for WinNT/2000 (48SP3.EXE)
	  o Sage MAS 90 patch (MAS90UPD.EXE)
	▪ No newer versions or future updates of Novell NetWare will be supported.
	
	Not Supported
	The items listed here are intended to be used for clarification purposes only, and are not intended to represent a comprehensive list of exclusions.
	▪ Novell Client32 versions other than those listed above are not supported.
	▪ Microsoft Gateway (and Client) Services for NetWare are not supported.

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<u>Miscellaneous Notes</u>

1. **Sage 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. Support for version 3.71 will be discontinued on September 30, 2010.**

2. Antivirus 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, exclude the M4T, M4L, DD, DDE, and DDF extensions. For Level 3, Sage MAS 90 installs Internet Explorer 6 installation files, which are primarily files with the extension CAB. If antivirus software is configured to scan compressed CAB files, performance issues may occur. You may want to exclude scanning of CAB files and network drives. Also, you should not have \mas90*.* files on the server scanned simultaneously by multiple instances of antivirus software. Desktop/home versions of antivirus software that are not supported by the publisher for business use are also not supported by Sage. Desktop/home versions typically have less configurable options (such as exclusion of file extensions over the network) for tuning the automatic, background, memory resident scans. Network scanning and Tamper Protection features may also result in reduced performance and stability and it is recommended that these features be disabled.

3. If you are using Symantec AntiVirus Corporate Edition or Symantec AntiVirus Enterprise Edition, review Resolution ID 415534 in the Sage InfoSource Knowledgebase.

4. Verify that 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 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/default.mspx

7. For Sage MAS 90 version 4.10, download and apply both Service Pack 1 and the current service update.

   Note: As of Sage MAS 90 version 4.10, the e-Business Manager module may have additional, separate program fixes for the Web Engine; apply the latest Web Engine bundle. For the latest program updates, go to the Sage Online Web site at: www.sagesoftwareonline.com

   For Sage MAS 90 version 3.71, 4.00, and 4.05, download and apply the program fix collection for your version from Sage Online. Regardless of the version, if third-party enhancements are installed, always contact your development partner to verify compatibility before installing the updates. 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. Always validate compatibility of Extended Solutions and development partner enhancements before upgrading.

9. Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage MAS 90 modules; however, Sage does not support beta-level operating systems. As new operating system levels are scheduled for general release, Sage will verify their compatibility and this document will be updated when Sage's evaluations are completed.

10. For more information about performance, log on to the Sage Online Web site at www.sagesoftwareonline.com, and review Resolution ID 415534 "Slow Performance when running Sage MAS 90 Version 4.0 across a network" in the Sage InfoSource Knowledgebase.

11. Wireless local area networks (WLANs) are not recommended for desktop or laptop connections, because using a wireless LAN may result in dropped packets and lost connections.

12. The Microsoft Fax Services feature provided with Windows Server 2003, 2008, Windows XP, and Vista is supported for Paperless Office and batch faxing. For more information, refer to the Integrated Solutions Compatibility Matrix on the Sage Online Web site at: www.sagesoftwareonline.com

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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 7 (32 and 64-bit) Professional, Enterprise, and Ultimate	Intel Core 2 Duo	2 GB[3]	512 MB
Windows Vista Business, Enterprise, and Ultimate	Intel Core 2 Duo	2 GB[3]	512 MB
Windows XP Professional Windows 2000 Professional	Intel Pentium 4 class 1.8 GHz	For version 3.71.x-4.20.x: 512 MB[3] For version 4.30 and higher: 1 GB	For version 3.71.x-4.20.x: 256 MB For version 4.30 and higher: 512 MB
Windows XP Tablet PC Edition	Intel Pentium class	For version 3.71.x-4.20.x: 512 MB[3] For version 4.30 and higher: 1 GB	For version 3.71.x-4.20.x: 256 MB For version 4.30 and higher: 512 MB
Network Bandwidth (for multi-user systems)	**Recommended Minimum**		
	100 Base-T – 100 Mbps at Full Duplex		

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

[2] Regardless of the recommended minimum 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 Performance tab. A minimum of 256 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. A minimum of 512 MB of RAM should be available if using Windows Vista. 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.

[3] 1 GB or more RAM may be required depending on the number of Sage MAS 90 users, or if you are running a large number of concurrent tasks or applications. For Windows Vista and Windows 7, additional RAM may be required.

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Recommended Minimum System Configuration		
Terminal Services and Citrix	**Recommended Minimum[1]**	
	Processor	**Memory (RAM)**
Windows Server 2008 Terminal Services Windows Server 2003 Terminal Services Windows 2000 Terminal Services Citrix Presentation Server 4.5 Citrix Presentation Server 4.0	Intel Pentium 4 class 1.8 GHz Dual-core processor or better recommended	Recommended minimum and as required by Terminal Services or Citrix, plus 128 MB per concurrent user[2]
Supported Servers	**Recommended Minimum**	
	Processor	**Memory (RAM)**

NetWare 5.1, 6.0, 6.5
Small Business Suite 5.1, 6.0, 6.5
 	
Windows Server 2008 (32 and 64-bit)
   Standard and Enterprise
 	
Windows Server 2003 (32-bit)
   Standard and Enterprise
 	
Windows Server 2003 R2 (32-bit)
   Standard and Enterprise
 	
Windows Small Business Server 2003 (32-bit)
   Standard and Premium
 	
Windows XP Professional (peer-to-peer)
   (Five users maximum if the server is dedicated)
Windows 2000 Server
Windows 2000 Advanced Server
Windows Small Business Server 2000
	Intel Pentium 4 class 1.8 GHz
	
	Dual processor recommended
		1 GB + 4-6 MB per concurrent user

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

[2] 128 MB is based on an average of three concurrent tasks per user (Sage MAS 90 Desktop plus two additional tasks, such as Sales Order Entry or Customer Maintenance). Averages of more than three concurrent tasks per user will require additional RAM.