Sage 100 Standard Version 2016
Supported Platform Matrix
Created as of November 20, 2015

The information in this document applies to Sage 100 Standard Version 2016. Detailed product update information and support policies can be found on the Sage Support website at: https://support.na.sage.com/. This document is intended to cover information regarding the compatibility of various operating systems with Sage 100 Standard as of November 20, 2015. Any operating system not listed should be considered *incompatible*.

Note: It is critical that before and during an installation, this document is thoroughly reviewed, along with the *Sage 100 Installation and System Administrator's Guide* and other documents found on the How to install Sage 100 and locate installation and upgrade information page on the Sage Support website. To access this page, log into https://support.na.sage.com/ and in the search field type 18216 and click Search button.

If development partner or Extended Solutions customizations or modifications have been made to your Sage 100 Standard software, coordinate with your Sage business partner and your development partner before installing Sage 100 Standard.

For information about Integrated Solutions Compatibility Matrix, logon to the Sage Support website at: https://support.na.sage.com / and refer KB **48274.**
Refer to KB **31477** for Sage 100 versions phone and web case support (retirement).

Web site content can change at any time. Sage has no control over, and cannot be responsible for, the content of other companies' websites.
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 and client workstations attached to Windows servers.	
Windows 10 (32 and 64-bit) Pro and Enterprise	**Notes** ▪ Peer-to-peer networks are not supported. ▪ Windows 7 Home Basic and Windows 7 Home Premium editions are not supported.
Windows 8.1 (32 and 64-bit) Pro and Enterprise	
Windows 8 (32 and 64-bit) Pro and Enterprise	

Windows 7 (32 and 64-bit)
    Professional, Enterprise, and Ultimate
    Service Pack 1	

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Microsoft supported servers defined as Operating System software specifically designed to be used as a network server (not peer-to-peer)	
Supported Servers	**Remarks**

Windows Server 2012 R2 (64-bit)
    Essential and Standard
 	
Windows Server 2012 (64-bit)
    Essential and Standard
 	
Windows Server 2008 R2 (64-bit)
    Standard and Enterprise
    Service Pack 1
 	
Windows Small Business Server 2011
    Standard and Essential
	Notes
	   - Sage 100 Standard is a 32-bit application and will run seamlessly on a 64-bit operating system utilizing the WOW64 x86 emulator. - If eBusiness Manager is installed, the ISAPI Plug-in must be installed manually for new Sage 100 Standard installations. - If a Windows Server 2008 R2 64-bit server 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. - Workstations from remote sites are supported only through Terminal Services or Citrix. Running Sage 100 Standard over a Virtual Private Network (VPN) and/or a Wide Area Network (WAN) or through any other remote means is not supported. - The eBusiness Web Services service can only be installed on a Windows Server platform, such as Windows Server 2008 R2, 2012 & 2012 R2. For more information, see the *eBusiness Web Services Installation Guide* Webservices.pdf found by clicking the Documentations directory on the Sage 100 Standard Autorun window from the installer.

	Recommendations - Sage 100 Standard should be installed on a dedicated member/application server. Although supported, certain Windows configurations are **not recommended** due to possible instability and performance issues. Support from Sage Customer Support may be limited in the following circumstances: - Running Sage 100 Standard on a Windows Small Business Server or a Windows server acting as an Active Directory domain controller managing a large number of user accounts, computer accounts, group policies, organizational units, remote sites, or other network resources. - Running Sage 100 Standard on any server actively running other applications or services, such as e-mail (for example, Exchange Server), IIS, fax programs, or other 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. - Using a server operating system as a Sage 100 Standard Workstation is not supported (not even as a client to another server). - Sage 100 Standard is not designed for any version of Windows Datacenter Server and is not supported on this platform.

SageCRM Supported Servers	Remarks
Windows Server 2012 R2 (64-bit) Essential and Standard Windows Server 2012 (64-bit) Essential and Standard Windows Server 2008 R2 (64-bit) Standard and Enterprise Service Pack 1	**Notes** ▪ Microsoft SQL Server is required for SageCRM Server. ▪ Sage CRM 7.3 can be installed on MS SQL Server 2008 R2 and 2012 SP1 Standard and Enterprise editions, SQL 2014 and SQL 2012 SP2. ▪ SageCRM Server cannot be installed on a server running Microsoft Exchange or Lotus Notes Domino. **Outlook Plug-In for SageCRM** ▪ To install CRM Outlook Integration, download the Outlook plug-in from within CRM in the My CRM menu > Preferences tab. The user must be an Administrator or Power User of the client machine to install the Outlook plug-in. ▪ If installing the CRM Outlook Integration in a Terminal Services environment, administrator rights are required on the Terminal Services machine. All instances of Internet Explorer and Outlook must be closed to install the plug-in. At the time of the installation, exclusive access to the server is required for each user. After the plug-in is installed, administrator rights are no longer required. ▪ CRM Outlook client integration is supported only for e-mail accounts running on Microsoft Exchange Server.

Terminal Services/Citrix Supported Servers	Remarks
Windows Server 2012 R2 (64-bit) Standard and Essential Windows Server 2012 (64-bit) Standard and Essential Windows Server 2008 R2 (64-bit) Standard and Enterprise Service Pack 1 Remote Desktop Services Citrix XenApp 6.5 Citrix XenApp 7.5 Citrix XenApp 7.6	**Notes** ▪ Windows Server 2008 R2 Remote Desktop Services is a new name for former Terminal Services Service. ▪ Terminal Services or Citrix must be installed on a supported version of Windows Server. ▪ Windows thin clients are supported with Terminal Services and Citrix. For more information, refer to:www.microsoft.com ▪ For more information on Terminal Services/Citrix, see the Miscellaneous Notes section in this document. **SageCRM Notes** ▪ Running SageCRM through Terminal Services or Citrix is only supported when run through a remote session to the Desktop and not as a Published Application. **Recommendations** ▪ Sage 100 Standard Server can be installed on the same server as Terminal Services or Citrix, or on a separate server. If Sage 100 Standard is installed on a separate server from the Terminal Services/Citrix server, use 100 Mbps or better network components to connect the two servers.

Virtual Platforms
Notes ▪ Sage 100 is currently supported on virtual environments where the Virtual Vendor supports the Windows OS that Sage 100 supports. ▪ All supported Operating Systems listed under the Supported Workstations, Supported Servers and SageCRM Supported Servers sections are supported when hosted on these Citrix virtual platform products. ▪ Hardware and software requirements (minimum and recommended) for Sage 100 products apply to virtual environments as well. ▪ Some third party products might not support the same virtualization platforms as Sage 100 products. For verification, please check with the third party vendor.

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Miscellaneous Notes

1. Antivirus software on your workstations and server should be configured to exclude files with the extensions SOA, LIB, M4T, M4L, DD, DDE, and DDF. 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.

2. For more information about performance, log on to the Sage Support website at https://support.na.sage.com/, and review KB **30079** "Slow Performance when running Sage 100 Standard Version 4.0 across a network". Also, refer to it if you are using Symantec Antivirus Corporate or Enterprise Edition.

3. 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.

4. 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.

5. Verify that all hardware involved in running Sage 100 Standard 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

6. The eBusiness Manager module may have additional separate program fixes for the Web Engine. You should apply the latest Web Engine bundle. Latest program updates can be accessed from **23500** at: https://support.na.sage.com/

   If third-party enhancements are installed, always contact your development partner to verify compatibility before installing any 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.

7. The eBusiness Web Services service can be installed only on a Windows Server platform, such as Windows Server 2008 R2, 2012 or 2012 R2. For more information, see the *eBusiness Web Services Installation Guide* found by clicking the Documentation link on the Sage 100 Standard Autorun window of the installer.

8. Always validate compatibility of development partner enhancements before upgrading.

9. Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage 100 Standard 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. 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.

10. The Microsoft Fax Services feature provided with Windows Server 2008, 2012, 2012 R2, Windows 7, Windows 8 and Windows 8.1are supported for Paperless Office and batch faxing. For more information, refer to the Integrated Solutions Compatibility Matrix on the Sage Support website at: https://support.na.sage.com/

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Recommended Minimum System's Hardware 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 100 Standard 2016.			
Windows 10 (32 and 64-bit) Pro and Enterprise	Intel Core 2 Duo	3 GB	512 MB
Windows 8.1 (32 and 64-bit) Pro and Enterprise	Intel Core 2 Duo	2 GB	512 MB
Windows 8 (32 and 64-bit) Pro and Enterprise	Intel Core 2 Duo	2 GB	512 MB
Windows 7 (32 and 64-bit) Professional, Enterprise, and Ultimate	Intel Core 2 Duo	2 GB	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 100 Standard 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 100 Standard 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 100 Standard when all other applications that will be used with Sage 100 Standard are loaded. Sage cannot guarantee acceptable performance when running Sage 100 Standard concurrently with other applications that consume system resources required for Sage 100 Standard to perform at an optimum level.

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Recommended Minimum System Configuration for Sage 100 and SageCRM Servers			
	• Recommended Minimum[1]		
Sage 100 and SageCRM Supported Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**

Windows Server 2012 R2 (64-bit)
    Essential and Standard
Windows Server 2012 (64-bit)
    Essential and Standard
Windows Server 2008 R2 (32 and 64-bit)
    Standard and Enterprise
 	
Windows Small Business Server 2011 (64-bit)
	For 64-bit systems:
	Intel or AMD 64-bit capable, such as
	Intel Xeon or Quad-Core AMD Opteron
		2 GB + 4-6 MB per concurrent user	100 Mbps network connection

Terminal Services and Citrix	For 32-bit systems: Intel Pentium 4 class 2.4 GHz Dual processor recommended	**Memory (RAM)**	**Additional Requirements**
Windows Server 2012 R2 Terminal Services Windows Server 2012 Terminal Services Windows Server 2008 R2 Remote Desktop Services Citrix XenApp 6.5 Citrix XenApp 7.5 Citrix XenApp 7.6		Recommended minimum and as required by Terminal Services or Citrix, plus 128 MB per concurrent user[2]	100 Mbps network connection
Sage 100 and SageCRM Web Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**
Windows Server 2012 R2 Windows Server 2012	Intel or AMD 64-bit capable, such as: Intel Xeon or Quad-Core AMD Opteron	2 GB	Internet Information Services 8.0 & 8.5
Windows Server 2008 R2	Intel Pentium 4 class 2.8 GHz	2 GB	Internet Information Services 7.5
E-mail Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**
Microsoft Exchange Server 2013 Microsoft Exchange Server 2010	Intel Pentium 4 class 2.8 GHz	2 GB	100 Mbps network connection

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[1] The recommended minimum is designed to ensure the systems used for Sage 100 Standard 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 100 Standard 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.