



# System Requirements and Prerequisites

for the Sage 200 Suite v2010



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## System requirements and prerequisites

This guide is designed to provide you with information about the minimum system requirements for the Sage 200 Suite v2010. The information in this guide has been extracted from the Deployment and Installation Guide for the Sage 200 Suite v2010.

If you are installing the Sage 200 Suite you must read the Deployment and Installation Guide first.

### **About the system requirements for the Sage 200 Suite**

The Sage 200 Suite is a modular system made up of the Sage 200 core components and optional market-specific vertical modules that integrate with the core product. When determining your system requirements, you must make sure that you have considered the requirements for the Sage 200 core components and each of the optional Sage 200 modules that you want to use, as different modules have different system requirements.

## Supported operating systems – core modules

Sage 200 Core Modules	Windows XP Professional (32-bit only)	Windows Vista (32-bit only) (Business & Ultimate Editions)	Windows 7 (32-bit and 64-bit) (Professional, Enterprise & Ultimate Editions)	Windows Server 2003 (32-bit and 64-bit) Standard & Enterprise Editions, 2003 & 2003 R2	Windows 2003 Small Business Server (Standard & Premium Editions)	Windows Server 2008 (32-bit and 64-bit) Standard & Enterprise Editions, 2008 and 2008 R2	Windows 2008 Small Business Server (Standard & Premium Editions)
<b>Sage 200 Core Components</b>							
Sage 200 File Server	* 1	*	* 1	✓	✓	✓	✓
Sage 200 Application Services	* 1	*	* 1	✓	✓	✓	✓
Sage 200 Remote Authorisation	* 1	*	* 1	✓	✓	✓	✓
Sage 200 Financials Client	✓	✓	✓	✓	✓	✓	✓
<b>Sage 200 CRM</b>							
Sage 200 CRM Server	* 1	*	* 1	✓	✓ 2	✓	✓ 2
Sage 200 CRM Client	✓	✓	✓	✓	✓	✓	✓
<b>Sage 200 Business Intelligence <sup>3</sup></b>							
Sage 200 Business Intelligence Server	* 1	*	* 1	✓	✓	✓	✓
Sage 200 Business Intelligence Client (including Sage 200 BI Admin Tool)	✓	✓	✓	✓	✓	✓	✓
Sage 200 Business Intelligence Excel Client	✓	✓	✓	✓	✓	✓	✓

1 Operating System not supported for production environments but may be used for demonstration and training purposes only

2 The Sage 200 CRM Exchange Synchronisation feature is not supported.

3 Sage 200 Business Intelligence requires Analysis Services, which is included with Microsoft SQL Server 2005 Standard Edition and Microsoft SQL Server 2008 Standard Edition (32-bit and 64-bit) and is only supported on these versions of SQL Server. Other editions of Microsoft SQL Server are supported if Sage 200 Business Intelligence is not required.

## Supported operating systems – optional modules

Sage 200 Optional Modules	Windows XP Professional (32-bit only)	Windows Vista (32-bit only) (Business & Ultimate Editions)	Windows 7 (32-bit and 64-bit) (Professional, Enterprise & Ultimate Editions)	Windows Server 2003 (32-bit and 64-bit) Standard & Enterprise Editions, 2003 & 2003 R2	Windows 2003 Small Business Server (Standard & Premium Editions)	Windows Server 2008 (32-bit and 64-bit) Standard & Enterprise Editions, 2008 and 2008 R2	Windows 2008 Small Business Server (Standard & Premium Editions)
<b>Sage 200 Commercials</b>							
Sage 200 Commercials Client	✓	✓	✓	✓	✓	✓	✓
<b>Sage 200 Project Accounting</b>							
Sage 200 Project Accounting Client	✓	✓	✓	✓	✓	✓	✓
<b>Sage 200 Manufacturing</b>							
Sage 200 Manufacturing Server	* 5	* 5	* 5	✓	✓	✓	✓
Sage 200 Manufacturing Client	✓	✓	✓	✓	✓	✓	✓
<b>Sage 200 Wholesale &amp; Retail</b>							
Sage 200 Wholesale & Retail Server	* 5	* 5	* 5	✓	✓	✓	✓
Sage 200 Wholesale & Retail Client	✓	✓	✓	✓	✓	✓	✓
<b>Sage 200 Web Time &amp; Expenses (WTE)</b>							
Sage 200 WTE Server	* 5	* 5	* 5	✓	✓	✓	✓
Sage 200 WTE Client	✓	✓	✓	✓	✓	✓	✓
Sage 200 Integration Server (AIS)	* 5	* 5	* 5	✓	✓	✓	✓
<b>Sage 200 Migration Tool</b>							
Sage 200 Migration Tool	✓	✓	32-bit only	32-bit only	✓	32-bit only	* 5
<b>Sage 200 Construction</b>							
Sage 200 Construction	See 'Sage 200 Construction Release Notes' for further details						

\* 5 Operating system not supported for production environments but may be used for demonstration and training purposes only.

### Note:

We recommend that you install the latest service packs and Windows Updates for your client and server operating system and your database management system.

Where supported on 64-bit platforms, the Sage 200 suite is a 32-bit application that runs in WOW64 emulation mode. The Sage 200 suite does not support Itanium chipsets.

## Installing the Sage 200 Suite using Citrix or Terminal Services

The Sage 200 Suite is designed around a 'rich-client' architecture that is best suited to deployment over a local area network. The Sage 200 Suite is supported in a Microsoft Terminal Services and Citrix Presentation Server environment with the following considerations:

- As Sage 200 is best suited to deployment on a local area network, where possible, we recommend that you run large batch processes, such as *Update Waiting Postings*, on a high specification client joined to the local area network.

If the entire solution is hosted remotely, large batch process tasks should be run 'out of hours' when more bandwidth and server resources are available.

- There is very little difference in terms of application performance when running the Sage 200 client in a Terminal Services or Citrix environment.

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**Note:** We only support Citrix in a 32-bit environment. We support Terminal Services in both 32-bit and 64-bit environments.

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- On Terminal servers or Citrix servers hosting Sage 200 client sessions, you must allow:
  - At least 300MB memory per user on the Citrix/Terminal Server, for each client session running occasional or one-off tasks, such as an account enquiry or price check.
  - At least 500MB memory for each client session processing for any prolonged period of time, for tasks such as checking in stock, or creating purchase orders.
  - You should run large batch processes and updates on the local area network, or out of hours.

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**Note:** As we only support Citrix in a 32-bit environment, the amount of addressable memory restricts the maximum number of clients. This will limit the number of connections that can be supported on one server.

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- We do not support running the Sage 200 Suite over Citrix or Terminal Services on Microsoft Windows Small Business Server 2003 or Microsoft Small Business Server 2008.

This is because the Terminal Services Application Mode is disabled in these operating systems. See the following websites for further information:

<http://technet.microsoft.com/en-us/sbs/cc817589.aspx>

[www.microsoft.com/canada/smallbiz/products/sbs/terminalservices.msp](http://www.microsoft.com/canada/smallbiz/products/sbs/terminalservices.msp)

## Supported versions of Citrix and Terminal Services

Sage 200 Modules	Windows Terminal Server 2003 (32-bit and 64-bit). Standard & Enterprise Editions, 2003 & 2003 R2	Windows Terminal Server 2008 (32-bit and 64-bit). Standard & Enterprise Editions, 2008 and 2008 R2	Citrix Presentation Server v4.5 (32-bit only, Standard, Advanced, Enterprise and Platinum Editions)	Citrix XenApp Server v5.0 (32-bit only, Standard, Advanced, Enterprise and Platinum Editions)
<b>Sage 200 Core Components</b>				
Sage 200 File Server	✓	✓	✓	✓
Sage 200 Application Services	✓	✓	✓	✓
Sage 200 Remote Authorisation	✓	✓	✓	✓
Sage 200 Financials Client	✓	✓	✓	✓
<b>Sage 200 CRM</b>				
Sage 200 CRM Server	✓	✓	✗	✓
Sage 200 CRM Client	✓	✓	✗	✓
<b>Sage 200 Business Intelligence</b>				
Sage 200 Business Intelligence Server	✓	✓	✓	✓
Sage 200 Business Intelligence Client (including Sage 200 BI Admin Tool)	✓	✓	✓	✓
Sage 200 Business Intelligence Excel Client	✓	✓	✓	✓
<b>Sage 200 Commercials</b>				
Sage 200 Commercials Client	✓	✓	✓	✓
<b>Sage 200 Project Accounting</b>				
Sage 200 Project Accounting Client	✓	✓	✓	✓
<b>Sage 200 Manufacturing</b>				
Sage 200 Manufacturing Server	✓	✓	✓	✓
Sage 200 Manufacturing Client	✓	✓	✓	✓
<b>Sage 200 Wholesale &amp; Retail</b>				
Sage 200 Wholesale & Retail Server	✓	✓	✓	✓
Sage 200 Wholesale & Retail Client	✓	✓	✓	✓
<b>Sage 200 Web Time &amp; Expenses (WTE)</b>				
Sage 200 WTE Server	✓	✓	✓	✓
Sage 200 WTE Client	✓	✓	✓	✓
Sage 200 Integration Server (AIS)	✓	✓	✓	✓
<b>Sage 200 Migration Tool</b>				
Sage 200 Migration Tool	32-bit only	32-bit only	✓	✓
<b>Sage 200 Construction</b>				
Sage 200 Construction	See 'Sage 200 Construction Release Notes' for further details			

## Other supported components

### Supported Database Systems

Microsoft SQL Server 2005 Workgroup Edition with Service Pack 3

Microsoft SQL Server 2005 Standard Edition with Service Pack 3 (32 and 64-bit editions)

Microsoft SQL Server 2008 Workgroup Edition with Service Pack 1 (32 and 64-bit editions)

Microsoft SQL Server 2008 Standard Edition with Service Pack 1 (32 and 64-bit editions)

### Supported Editions of Microsoft Office

Microsoft Office 2003 – Standard, Small Business and Professional Editions

Microsoft Office 2007 – Standard, Small Business, Professional, Ultimate and Enterprise Editions

### Supported Editions of Sage Payroll

Sage Payroll v15.04 – Standard, Professional and Bureau Editions

Sage Payroll v16.01 – Standard, Professional, and Bureau Editions

### Browser Support

Microsoft Internet Explorer v6 Service Pack 1

Microsoft Internet Explorer v7.x

Microsoft Internet Explorer v8.x

### Sage 200 Mobile - Supported Devices

Blackberry Curve (8520, 8900)

Blackberry Bold (9000)

## Minimum Supported System Requirements

These are the **minimum** specifications for each of the machine types in a Sage 200 Suite deployment. Users with larger databases or increased numbers of concurrent users will require higher specifications.

Due to the wide variation of companies that use the Sage 200 Suite, it is not possible to give exact specifications for each system. Factors such as the concurrent number of users, size of the database and estimated growth should all be taken into consideration when sizing a server.

When tasks are processed CPU and memory resources are used on both the client and the server. The specification of both machines will affect the overall performance of the system.

If you are planning on running more than 50 concurrent users of the Sage 200 Suite, or expect to process a significant number of transactions, please contact us for specialist advice regarding system specification and deployment. See <http://support.sage.co.uk> for contact details.

### Single Server Deployment

Sage 200 Server	Processor	Disk	Memory	Network	Video
Combined Sage 200 File, Application and Web Server with Microsoft SQL Server	Dual-core 2.6GHz or equivalent	7,200 rpm SATA with 4GB disk space after SQL Server is installed.	4GB	Gigabit Ethernet	1024x768
Sage 200 Client	Processor	Disk	Memory	Network	Video
Client	2.8GHz Pentium 4 or equivalent (e.g. Dual Core 1.6GHz)	7,200 rpm SATA with 500MB disk space required.	2GB	100 mbit Ethernet	1024x768

## Split Server Deployment

Split Server Deployment	Processor	Disk	Memory	Network	Video
Sage 200 File Server with Microsoft SQL Server	Dual-core 2.6GHz or equivalent	7,200 rpm SATA with 1GB disk space after SQL Server is installed.	2GB	Gigabit Ethernet	1024x768
Sage 200 Application Server	Dual-core 2.6GHz or equivalent	7,200 rpm SATA with 1GB disk space required.	2GB	Gigabit Ethernet	1024x768
Sage 200 Web Server	3.0GHz Pentium 4 or equivalent (e.g. Dual Core 1.6GHz)	7,200 rpm SATA with 2GB disk space required.	2GB	Gigabit Ethernet	1024x768
Sage 200 Client	Processor	Disk	Memory	Network	Video
Client	2.8GHz Pentium 4 or equivalent (e.g. Dual Core 1.6GHz)	7,200 rpm SATA with 500MB disk space required.	2GB	100 mbit Ethernet	1024x768

## Prerequisites for the Sage 200 Suite

Before you install the Sage 200 Suite v2010, you must make sure the required prerequisites are installed on your system. You must also make sure that your installation of Microsoft Internet Information Services (IIS) has the required settings.

### Pre-requisites

- Microsoft SQL Server running in Mixed Mode (SQL Server and Windows Authentication mode) with Server Collation set to Latin1, General, Case Insensitive (CI), Accent Sensitive (AS).
- Machines running the Sage 200 Suite must have a physical c:\ drive although the suite can be installed and run from a drive other than c:\.
- Microsoft Internet Information Services (IIS) v5 or greater.

The following components are installed automatically if they are not found on your system:

- Microsoft DotNet Framework v3.5 Service Pack 1
- Microsoft Web Service Enhancements (WSE) v3.0 Runtime
- Microsoft Windows Installer v4.5

### Required settings for Microsoft Internet Information Services (IIS)

- IIS v6 must have ASP and ASP.NET.
- IIS v7 and IIS v7.5 must have the following settings:
  - Web Management Tools
    - IIS Management Console
  - Web Management Tools > IIS 6 Management Compatibility
    - IIS 6 WMI Compatibility
    - IIS Metabase and IIS 6 configuration compatibility
  - World Wide Web Services > Application Development Features
    - .Net Extensibility
    - ASP
    - ASP.NET
    - ISAPI Extensions
    - ISAPI Filters
  - World Wide Web Services > Common HTTP Features
    - Default Document
    - Directory Browsing
    - HTTP Errors
    - HTTP Redirection
    - Static Content
  - World Wide Web Services > Security
    - Request Filtering

## General Considerations

Before you install the Sage 200 Suite, it is important that you decide which modules you require.

You must make sure that your system complies with the Sage 200 system requirements. Different modules have different system requirements, and some modules are dependant on other modules being installed first.

You must also consider the following when designing your system:

- You can only install Sage 200 Web Time and Expenses (WTE) if you have Sage 200 Project Accounting.
- You can run Sage 200 with Manufacturing or Sage 200 with Wholesale and Retail, but not both.
- If you want to use Sage 200 CRM or Sage 200 WTE externally across the Internet, they should be installed on a different machine to the Sage 200 Application Services.
- If Sage 200 CRM, WTE or Remote Authorisation is installed to the same website as the Sage 200 Application Services, then it will only be accessible internally. This is because the SSL certificate used by Sage 200 Application Services is based on the machine name and is not externally accessible.

If you want to access the Sage 200 Remote Authorisation website externally, we recommend that you install Remote Authorisation on a different website that has previously been secured with an externally accessible SSL certificate.

- We do **not** support:
  - Sage 200 CRM Exchange Synchronisation on either SBS 2003 or SBS 2008.
  - Terminal Services on either SBS 2003 or SBS 2008.

This is due to the Terminal Services Application Mode being disabled in these operating systems. For further information, see the following websites:

<http://technet.microsoft.com/en-us/sbs/cc817589.aspx>

[www.microsoft.com/canada/smallbiz/products/sbs/terminalservices.mspx](http://www.microsoft.com/canada/smallbiz/products/sbs/terminalservices.mspx)

