

# Sage MAS 90 ERP

## Supported Platform Matrix

Revised as of December 28, 2009

The information in this document applies to Sage MAS 90 ERP Level 3.71 through version 4.30. Sage 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. 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 on 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](http://www.sagesoftwareonline.com)

The Supported Platform Matrix is intended to cover all information, as of December 28, 2009, regarding the compatibility of various operating systems with Sage MAS 90. Any operating system not listed should be considered to be **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](http://www.sagesoftwareonline.com). If Master Developer or Extended Solutions customizations or modifications have been made to your Sage MAS 90 software, coordinate with your Sage business partner and your Master Developer 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](http://www.sagesoftwareonline.com)**

Throughout this document, other companies' Web sites are referenced whose content 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 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: 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 Vista Business Windows Vista Enterprise Windows Vista Ultimate Service Pack 2	Sage MAS 90 is Windows Vista-capable as of the version 4.20 Service Update 4. Version 4.10 is Windows Vista-capable with Service Update 15 and the Sage MAS 90 and 200 Version 4.10 Vista Update. The latter update requires running Workstation Setup on each workstation running Sage MAS 90. Versions 4.0x and 3.71 are not supported with Windows Vista. For more information, refer to the Windows Vista position statement titled "Sage MAS 90 and 200 Version 4.20 Windows Vista Compatibility" located on the Sage Online Web site at: <a href="http://www.sagesoftwareonline.com">www.sagesoftwareonline.com</a> . Also refer to the Miscellaneous Notes and Recommended Minimum System Configuration sections in this document.  <b>Not Supported</b> <ul style="list-style-type: none"> <li>▪ Windows Vista peer-to-peer networks are not supported.</li> <li>▪ Windows 7 is not supported for Sage MAS 90 version 4.30 and lower.</li> <li>▪ Windows Vista Home Basic and Windows Vista Home Premium editions are not supported.</li> <li>▪ Windows Vista is not supported when running Sage MAS 90 with any version of Novell.</li> </ul>
Windows XP Professional Service Pack 2-3	Novell NetWare: Only supported on NetWare 6.0 and higher.
Windows XP Tablet PC Edition Service Pack 2-3	Windows XP Tablet PC Edition is only supported with Sage MAS 90 version 4.x.
Windows 2000 Professional Service Pack 4	

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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 2008 (32 and 64-bit) Standard and Enterprise Service Pack 2</p> <hr/> <p>Windows Server 2003 (32-bit) Standard and Enterprise Service Pack 2</p> <p>Windows Server 2003 R2 (32-bit) Service Pack 2</p> <p>Windows Small Business Server 2003 (32-bit) Service Pack 2</p> <hr/> <p>Windows 2000 Server Windows 2000 Advanced Server Service Pack 4</p> <p>Small Business Server 2000 Service Pack 4</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Only Sage MAS 90 version 4.30 and higher is supported with Windows Server 2008.</li> <li>▪ Sage MAS 90 will run on a Windows Server 2008 64-bit server in 32-bit compatibility mode.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ If eBusiness 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.</li> <li>▪ If a Windows Server 2008 64-bit is to be used as the IIS Server to connect to Sage's Web Engine, the Application Pool specified for the Web site must have True selected for the Enable 32-bit Applications option.</li> <li>▪ The Fax Server Role is only supported for Windows Server 2008 32-bit.</li> <li>▪ 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.</li> <li>▪ Printing to the following devices is not supported when running Sage MAS 90 with Windows Server 2008 64-bit: Deferred, Export/Email, Office Merge, Paperless Office, and Terminal Services session printers</li> </ul> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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: <a href="http://support.microsoft.com">support.microsoft.com</a></li> </ul>

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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><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ Service Pack 1 on Windows Server 2003 is not supported.</li> <li>▪ Using a server operating system as a Sage MAS 90 workstation is not supported (not even as a client to another server).</li> <li>▪ Sage MAS 90 is not designed for any version of Windows Datacenter Server and is not supported on this platform.</li> <li>▪ Microsoft Virtual Server is only supported with Sage MAS 90 version 4.30 and higher. For more information, see <a href="#">Virtualization with Sage MAS 90, 200 and 500</a>.</li> <li>▪ Windows Server 2003 R2 64-bit is not supported with Sage MAS 90.</li> </ul>

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Terminal Services/Citrix	
Supported Servers	Remarks
<p>Windows Server 2008 (32-bit) Terminal Services Service Pack 2</p> <p>Windows Server 2003 (32-bit) Terminal Services Service Pack 2</p> <p>Windows 2000 Terminal Services Service Pack 4</p> <p>Citrix Presentation Server 4.0</p> <p>Citrix Presentation Server 4.5</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ Terminal Services and Citrix are supported with all supported levels of Sage MAS 90.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Thin Clients are supported with Windows 2000 Terminal Services and Citrix. For more information, refer to Microsoft's Web site at: <a href="http://www.microsoft.com">www.microsoft.com</a></li> <li>▪ For more information on Terminal Services or Citrix, see the Miscellaneous Notes section in this document.</li> </ul> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>▪ 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.</li> </ul> <p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ Service Pack 1 on Windows Server 2003 is not supported.</li> </ul>

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Supported Novell NetWare Servers	Remarks
<p>Open Enterprise Server for NetWare Support Pack 1-2</p> <p>Open Enterprise Server 2 for NetWare Support Pack 1</p> <p>NetWare 6.5 Small Business Suite 6.5 Support Pack 4-7</p> <p>NetWare 6.0 Small Business Suite 6.0 Support Pack 1 or higher</p> <hr/> <p>NetWare 5.1 Small Business Suite 5.1</p>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>▪ For information about server patches, consult your system administrator, go to the Novell Web site at: <a href="http://support.novell.com/produpdate/patchlist.html">http://support.novell.com/produpdate/patchlist.html</a></li> <li>▪ Long File Name support must be enabled on the server.</li> <li>▪ 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.</li> <li>▪ For NetWare 6.5 Support Pack 6, install Update to CIFS on NetWare 6.5 SP6 (65cifs325a.exe).</li> <li>▪ For NetWare 6.0, Support Pack 3 (nw6sp3.exe) is recommended.</li> <li>▪ For NetWare 5.1, Support Pack 5 (NW57SP.exe) is recommended.</li> <li>▪ 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.</li> <li>▪ No newer versions or future updates of Novell NetWare will be supported.</li> </ul> <p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ The use of Microsoft Terminal Services or Citrix to connect to Sage MAS 90 on a Novell server is not supported.</li> <li>▪ 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.</li> <li>▪ Novell discontinued support for NetWare 4.20 on June 1, 2004. Sage discontinued support on January 1, 2008.</li> </ul>

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Supported Novell NetWare Servers	Remarks
Supported Novell Clients (Client32)	<p><b>Novell Client (Client32) support:</b></p> <p>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 &gt; Novell Netware Client &gt; Properties from the Control Panel. The Client32 version is displayed on the first tab. Current Novell clients, updates, and patches can be downloaded from <a href="http://support.novell.com">http://support.novell.com</a>. If a patch referenced here is no longer available at this Web site, either search the Web or go to <a href="ftp://ftp.novell.com/pub/netware/ftf">ftp://ftp.novell.com/pub/netware/ftf</a>.</p> <p>Only current versions of NetWare clients are usually available on the Novell Web site.</p> <p><b>Windows 2000 and Window XP workstations:</b></p> <p>The Support Packs and patches listed below must be installed on Clients to avoid known concurrency and file-locking issues.</p> <ul style="list-style-type: none"> <li>▪ Novell Client 4.91 for Windows 2000/XP/2003 – NetWare 6.0 and higher only <ul style="list-style-type: none"> <li>○ NetWare Client 4.91 Support Pack 4</li> </ul> </li> <li>▪ Novell Client 4.9 for NT/2000/XP (49CLTNTe.exe) – NetWare 6.0 and higher only <ul style="list-style-type: none"> <li>○ NetWare Client 4.9 SP1a (nc49sp1a.exe)</li> <li>○ Reg File for Sage MAS 90 Install (481mas90.exe)</li> </ul> </li> <li>▪ Novell Client 4.83 for NT/2000/XP (wnt483.exe) – All supported NetWare versions <ul style="list-style-type: none"> <li>○ Client 4.83 Support Pack 3 (nc483sp3.exe)</li> <li>○ Reg File for Sage MAS 90 Install (481mas90.exe)</li> </ul> </li> <li>▪ Novell Client 4.81 for NT/2000 (wnt481e.exe) – All supported NetWare versions except NetWare 6.5 <ul style="list-style-type: none"> <li>○ Sage MAS 90 patch (481mas90.exe)</li> <li>○ Novell Client 4.81 for NT/2000 UPDATES (nt481pt1.exe)</li> </ul> </li> <li>▪ Novell Client 4.80 for NT/2000 (wnt480e.exe) – All supported NetWare versions except NetWare 6.5 <ul style="list-style-type: none"> <li>○ Client v.4.8 Support Pack 3 for WinNT/2000 (48sp3.exe)</li> <li>○ Sage MAS 90 patch (mas90upd.exe)</li> </ul> </li> <li>▪ No newer versions or future updates of Novell NetWare will be supported.</li> </ul> <p><b>Not Supported</b></p> <ul style="list-style-type: none"> <li>▪ Novell Client32 versions other than those listed above are not supported.</li> <li>▪ Microsoft Gateway (and Client) Services for NetWare are not supported.</li> </ul>

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### Miscellaneous Notes

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 June 30, 2010.
2. When installing Sage MAS 90 Version 4.20 on a Windows Vista system, Sage recommends installing to a location **other than** the C:\Program Files folder (for example, C:\Sage Software). Additionally, if you are running any of the following first- or third-party applications on Windows Vista workstations using version 4.20, you must install a program fix for PVXCOM.EXE: External applications that use the Business Object (COM interface), ACT! Link, Microsoft FRx, Sage FAS, and Sage CRM. For information about installing and activating the PVXCOM.EXE program, refer to the Windows Vista position statement titled "Sage MAS 90 and 200 Version 4.20 Windows Vista Compatibility" located on the Sage Online Web site at: [www.sagesoftwareonline.com](http://www.sagesoftwareonline.com)
3. When installing Sage MAS 90 Version 4.10 on a Windows Vista system, Sage recommends installing to a location other than the C:\Program Files folder (for example, C:\Sage Software). Additionally, you must install Service Update 15 or higher and the Sage MAS 90 and 200 Version 4.10 Vista Update. The latter update requires running Workstation Setup on each workstation running Sage MAS 90.
4. 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 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 anti-virus 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, 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 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.
5. If you are using Symantec AntiVirus Corporate Edition or Symantec AntiVirus Enterprise Edition, **review** Resolution ID 415534 on the Sage InfoSource Knowledgebase.
6. 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.
7. 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.
8. 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](http://www.microsoft.com/whdc/hcl/default.mspx)
9. 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 eBusiness Manager module may have additional separate program fixes for the Web Engine. It is recommended that you apply the latest Web Engine bundle. For the latest program updates, go to the Sage Online Web site at: [www.sagesoftwareonline.com](http://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 Master Developer to verify compatibility before installing the updates. 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.

10. Always validate compatibility of Extended Solutions and Master Developer enhancements before upgrading.

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11. 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.
12. For more information about performance, log onto the Sage Online Web site at [www.sagesoftwareonline.com](http://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.
13. 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.
14. 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](http://www.sagesoftwareonline.com)

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Recommended Minimum System Configuration			
	Recommended Minimum <sup>1</sup>		
Single User/Client Workstation	Processor	Physical Memory (RAM)	Available Memory (RAM) <sup>2</sup>
Workstation (client) operating system versions not listed in this document will not be supported with Sage MAS 90 version 4.x.			
Windows 2000 Professional Windows XP Professional	Intel Pentium 4 class 1.8 GHz	For version 3.71.x-4.20.x: 512 MB <sup>3</sup>	For version 3.71.x-4.20.x: 256 MB
		For version 4.30 and higher: 1 GB	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 <sup>3</sup>	For version 3.71.x-4.20.x: 256 MB
		For version 4.30 and higher: 1 GB	For version 4.30 and higher: 512 MB
Windows Vista (Business, Enterprise, and Ultimate editions)	Intel Core 2 Duo	2 GB <sup>3</sup>	512 MB
Network Bandwidth (for multi-user systems)	Recommended Minimum		
	100 Base-T – 100 Mbps at Full Duplex		

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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, additional RAM may be required.

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Recommended Minimum System Configuration		
	Recommended Minimum <sup>1</sup>	
Terminal Services and Citrix	Processor	Memory (RAM)
Windows 2000 Terminal Services Windows Server 2003 Terminal Services Windows 2008 Terminal Services Citrix Presentation Server 4.0 Citrix Presentation Server 4.5	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 <sup>2</sup>
	Recommended Minimum <sup>1</sup>	
Supported Servers	Processor	Memory (RAM)
NetWare 5.1, 6.0, 6.5 Small Business Suite 5.1, 6.0, 6.5 Windows 2000 Server and Advanced Server Windows 2000 Professional (Peer-to-Peer) Windows XP Professional (Peer-to-Peer) (Five users maximum if the server is dedicated.) Windows Server 2003 Windows Server 2003 R2 (32-bit) Windows Small Business Server 2003 Windows Server 2008 Standard (32 and 64-bit) Windows Server 2008 Enterprise (32 and 64-bit)	Intel Pentium 4 class 1.8 GHz Dual processor recommended	1 GB + 4-6 MB per concurrent user

<sup>1</sup> 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.

<sup>2</sup> 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.