



# Supported Platform Matrix

## Sage Accpac ERP 5.5

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The information in this document applies to Sage Accpac 5.5 versions 500, 200, and 100 only. Sage Software always supports the current and the previous version. For more information, please refer to the Compatibility Notes section in this document. Alternative support options may be available through your Value Added Reseller. Program fixes will continue to be made available on the current version of the software as needed, and according to a planned release schedule.

The Supported Platform Matrix is intended to cover all information, as of July 1, 2008, regarding the compatibility of various operating systems with Sage Accpac. Any operating system not listed should be assumed to be incompatible. If your platform is not listed, the Sage Software Customer Support Services Department cannot provide support for you on that platform. Requests to support additional operating systems can be submitted to [Ideascope](#).

### **Important**

*It is critical that before an installation, this document be thoroughly reviewed. This is in addition to the Sage Accpac System Administrator's Guide, Quick Start Guide, and User Guide. It is also recommended that only the current release levels of the product be run. If you are using a third party product, options product or when customizations or modifications have been made to your Sage Accpac software, coordinate with your Reseller before installing Sage Accpac.*

Web site content can change at any time. Sage Software has no control over, and cannot be responsible for, the content of other companies' web sites.

## Compatibility Notes

The following are points of note for all configurations:

- Support for Novell Netware has been discontinued for Sage Accpac ERP 5.5
- Windows 2000 and 2003 Small Business server are supported but remain untested. Due to the number of features included in Windows Small Business servers, it is recommended that for optimal performance, Sage Accpac ERP be installed on a separate machine. Please refer to Knowledgebase article number [21764](#) for more details.
- Actual requirements will vary based on your system configuration and the applications and features you choose to install. Additional available hard-disk space may be required. The configuration information provided is meant to be used as a guideline.
- Verify that all hardware involved in running Sage Accpac is on your operating system vendor's Hardware Compatibility List. Incompatible hardware can cause problems such as data corruption. For more information, refer to the Microsoft Hardware Compatibility List at <http://www.microsoft.com/whdc/hcl/search.msp>.
- Nitix for Sage Accpac ERP system comes preconfigured with compatible hardware. For more information, refer to <http://www.nitix.com/accpac>.
- Install the latest service packs for Sage Accpac once program installation is complete. All the latest service packs are available for download from our website at [http://support.accpac.com/techsupport/Service\\_Packs/a4w/](http://support.accpac.com/techsupport/Service_Packs/a4w/). If third-party applications or enhancements are present, always contact the developer of the third-party product to verify compatibility before installing any service packs. Also note that some program fixes are only available as Hot Fixes and should be installed only if you are experiencing the problem they specifically address.
- Sage Software is committed to supporting future Microsoft, Nitix for Sage Accpac ERP, and Linux operating systems as they are released to market for all Sage Accpac applications. However, this does not include beta- or pre-beta-level operating systems. As new operating systems are scheduled for final general release, Sage Software will evaluate their compatibility and this document will be updated based on the findings of those evaluations.
- Support for Sage Accpac ERP will not be provided on operating systems and database engines which are no longer supported by their respective vendors.
- Sage Accpac ERP is not currently supported in a virtual environment. This includes but is not isolated to the following environments: VMWare ESX Server, Microsoft Virtual PC and Citrix XenServer

## Databases and Operating System Compatibility

### Server Operating Systems

|                           | Pervasive.SQL |    |    |    | Microsoft SQL |    |            |    | Oracle |    |     |    | IBM DB2 |    |         |    |
|---------------------------|---------------|----|----|----|---------------|----|------------|----|--------|----|-----|----|---------|----|---------|----|
|                           | 9.6           |    | 10 |    | 2000 (SP4)    |    | 2005 (SP2) |    | 10g R2 |    | 11g |    | 9.1 FP2 |    | 9.5 FP0 |    |
| <b>OS Architecture</b>    | 32            | 64 | 32 | 64 | 32            | 64 | 32         | 64 | 32     | 64 | 32  | 64 | 32      | 64 | 32      | 64 |
| <b>Microsoft Windows</b>  |               |    |    |    |               |    |            |    |        |    |     |    |         |    |         |    |
| 2008 Server               |               |    | ●  | ○  |               |    | ●          | ●  |        |    | ○   | ○  | ○       | ○  | ○       | ○  |
| 2003 Server (SP2)         | ●             | ○  | ●  | ○  | ●             |    | ●          | ●  | ●      | ○  | ●   | ○  | ●       | ●  | ●       | ●  |
| 2003 Terminal Services    | ○             | ○  | ○  | ○  | ○             | ○  | ○          | ○  | ○      | ○  | ○   | ○  | ○       | ○  | ○       | ○  |
| 2000 Server (SP4)         | ●             |    | ●  |    | ●             |    | ●          |    | ●      |    | ●   |    | ●       |    | ●       |    |
| <b>Linux</b>              |               |    |    |    |               |    |            |    |        |    |     |    |         |    |         |    |
| Nitix for Sage Accpac ERP | ○             |    |    |    |               |    |            |    |        |    |     |    | ○       |    |         |    |
| RedHat Enterprise 4 or 5  | ○             | ○  | ○  | ○  |               |    |            |    | ○      | ○  | ○   | ○  | ○       | ○  | ○       | ○  |
| SuSE Enterprise 9 or 10   | ○             | ○  | ○  | ○  |               |    |            |    | ○      | ○  | ○   | ○  | ○       | ○  | ○       | ○  |
| <b>Citrix</b>             |               |    |    |    |               |    |            |    |        |    |     |    |         |    |         |    |

● - supported and tested

○ - supported

Blank - unsupported configuration

### Additional Notes

- The minimum FixPak version for IBM DB2 9.1 is FP2, and for IBM DB2 9.5 is FP0.
- Microsoft SQL Server Enterprise, Standard, Workgroup, and Express Editions are supported.
- IBM DB2 Enterprise, Workgroup, and Express Editions are supported. Note that Express-C is not supported.
- Oracle Enterprise, Standard, and Standard Edition One are supported.
- Refer to the respective database vendors websites for limitations of the various database editions
- Microsoft SQL 2008 have not yet been tested. Once compatibility testing is complete, this document will be updated.

## Workstation Operating Systems

|                          | Pervasive.SQL |    |    |    | Microsoft SQL |    |      |    | Oracle |    |     |    | IBM DB2 |    |     |    |
|--------------------------|---------------|----|----|----|---------------|----|------|----|--------|----|-----|----|---------|----|-----|----|
|                          | 9.6           |    | 10 |    | 2000          |    | 2005 |    | 10g    |    | 11g |    | 8.x     |    | 9.x |    |
| <b>OS Architecture</b>   | 32            | 64 | 32 | 64 | 32            | 64 | 32   | 64 | 32     | 64 | 32  | 64 | 32      | 64 | 32  | 64 |
| <b>Microsoft Windows</b> |               |    |    |    |               |    |      |    |        |    |     |    |         |    |     |    |
| Windows Vista            | ●             | ○  | ●  | ○  |               |    | ●    | ○  | ●      | ○  | ●   | ○  |         |    | ●   | ○  |
| Windows XP (SP2)         | ●             | ○  | ●  | ○  | ○             |    | ●    | ○  | ●      | ○  | ●   | ○  | ●       | ○  | ●   | ○  |
| Windows 2000 (SP4)       | ●             |    | ●  |    | ●             |    |      |    | ●      |    | ●   |    | ●       |    |     |    |

● - supported and tested

○ - supported

Blank - unsupported configuration

### Additional Notes

- Windows Vista Enterprise, Ultimate, Business, and Home Premium are supported
- Windows XP Professional and Media Center Edition are supported
- The minimum FixPak version for IBM DB2 9.1 is FP2, and for IBM DB2 9.5 is FP0.
- Microsoft SQL 2008 has not yet been tested. Once compatibility testing is complete, this document will be updated.
- Pervasive 10.10 will require Microsoft Windows Vista SP1

## Recommended Minimum Hardware Requirements

| Hardware  | Workstation                                       | Application Server                           | Database Server            |
|-----------|---|--|----------------------------|
| Processor | 1.5 Ghz Pentium                                   | 2.5 Ghz Pentium                              | 2.5 Ghz Pentium            |
| Memory    | 512mb   | 2048mb                                       | 2048mb                     |
| Storage   | 50mb hard drive space for workstation setup files | 300mb hard drive space for application files | See Additional Notes Below |
| Monitor   | Minimum Resolution of 1024x768                    |  |                            |
| DVD Drive |   | Required                                     |                            |
| Keyboard  | Required  |  |                            |
| Network   | 100Mbps network connection                        |  |                            |

### Additional Notes

- Configuration is based on a standard Client/Server setup with 5 users. Add 64MB of memory on the server per additional user.
- Recommendations are based on a standalone server with little to no additional network traffic. Additional applications on the same server will require additional resources.
- Storage requirements do not include storage space for the database. Database storage requirements depend on a company's modules activated, frequency of transactions, and volume of history retained in the database. Also, refer to the database vendor's respective web pages for storage best practices.
- Microsoft Excel 2000 or higher is required on each workstation running Financial Reporter.
- Microsoft Outlook 2000 or higher is required on each workstation to use the email function.
- Web deployed workstations require Internet Explorer 6.0 or higher.