

Sage BusinessWorks v6.0 System Standards

System Standards for Sage BusinessWorks CD release version: 6.0. This document last revised on 1/13/2006.

Recent changes to this document are noted in **blue**. For the latest revisions to this document, please direct your browser to www.sagesoftware.com/businessworks/product/sys_req.asp.

Note: The matrices beginning on page [4](#) are intended to provide information regarding operating systems' compatibility with Sage BusinessWorks v6.0. **All currently supported operating systems are listed in these matrices. Any operating system not listed should be assumed to be incompatible.** Sage Software Customer Support Services cannot provide support on platforms not listed as supported in this document.

Hardware Standards (all editions):

- CD-ROM drive
- Laser or high-speed ink jet printer (optimum use when driver supports graphical printing).
 - Notes:** Multi-purpose printers: Sage BusinessWorks functions correctly with most desk jet and laser printers. Sage BusinessWorks is not designed for high-end multi-purpose copy/printers. For this reason, Sage BusinessWorks Customer Support Services cannot assist you in troubleshooting any issues you may have with multi-purpose printers.
 - Dot-matrix printers: Although Sage Software has tested and supports the Epson FX 980 dot-matrix printer with Sage BusinessWorks, laser printers are recommended for optimum performance and superior print quality. Epson FX 980 form templates are available within Sage BusinessWorks for the printing of forms to plain paper.
- 1024 x 768 display (recommended), 800 x 600 display (minimum)
- High-color display (16 bit) or 65536 colors
- For optimum performance, at least 25 percent of the workstation's (or stand-alone computer's) hard disk space should be available after installation.

	Servers (dedicated or peer-to-peer)	Workstations (Clients)	Standalone computers
Processor	Pentium 500 MHz processor or faster recommended	Recommended: Pentium 400 MHz Minimum: Pentium 233 MHz	Recommended: Pentium 400 MHz Minimum: Pentium 233 MHz
RAM	Recommended: 256 MB Minimum: 128 MB	128 MB	128 MB
Network Interface Card (NIC)	10/100 Megabit NIC	10/100 Megabit NIC	N/A
Hard disk available	200 MB minimum	120 MB minimum	200 MB minimum

Notes: If you are operating with hardware that does not meet suggested system standards, your operating performance may be adversely affected.

Please direct your browser to the link below for a white paper that describes memory and hard disk requirements when running Sage BusinessWorks in a terminal server environment: www.sagesoftware.com/businessworks/product/TS_Sys_Req_White_Paper.pdf

Sage BusinessWorks Editions	
Standard	The Standard Edition is designed for use in a standalone or peer-to-peer network environment with up to four concurrent users. (The Standard Edition can reside on a dedicated server such as Windows 2000 Server or Windows 2000 Advanced Server.) The Standard Edition is not supported in a terminal server environment.
Client/Server	The Client/Server Edition must reside on a dedicated server. This edition is required for five or more concurrent users or for use in a terminal server environment.
Novell Netware	For supported Novell Netware platforms, see page 9 .

Products that interface with Sage BusinessWorks v6.x	
<p>Sage Software has tested the products below for compatibility with Sage BusinessWorks v6.x. To verify the compatibility of other products that integrate with Sage BusinessWorks, please consult that product's software manufacturer.</p> <p>Note: Your system must meet the system standards for both Sage BusinessWorks and that product.</p>	
Internet Explorer v6.0 / Windows NT 4.0 SP5	The Sage BusinessWorks installation wizard installs Internet Explorer (IE) v6.0 if your current IE version is earlier than v5.5 SP2. However, IE v6.0 is not compatible with Windows NT 4.0 SP5. For this reason, please check the versions and service packs of Internet Explorer and Windows NT at each workstation before beginning the Sage BusinessWorks installation. In order to successfully complete the installation, your current version of Internet Explorer must be at least v5.5 SP2 or your current version of Windows NT must be at least v4.0 SP6 (or both).
Database	Sage BusinessWorks v6.x uses Pervasive.SQL v8 SP1.
E-mail Client Applications	The E-mail Forms feature requires that your e-mail client application be fully MAPI-compliant. Netscape Navigator v6.2 does not fully comply with MAPI standards.
Microsoft Office	Microsoft Word and Excel are required for the Custom Office module. (Sage BusinessWorks supports Microsoft Office 97, 2000, XP, and 2003 for all installations except terminal server configurations.)
Mitchell ABS	Please contact Mitchell International at 800-238-9111 for important upgrade information.
Crystal Reports	Versions 8.5 and 10 are compatible with Sage BusinessWorks v6.x.
F9	<p>F9 Financial Report Writer Compatibility - To integrate F9 with Sage BusinessWorks v6.x, install F9 version 4.1.0.3 from the Lasata Software Web site at http://www.f9.com/Downloads/. A valid serial number is required after 30 days. Customers who purchase F9 from Sage Software receive serial numbers by e-mail from Lasata Software. Customers who do not provide Sage Software with an e-mail address receive serial numbers by fax or mail.</p> <p>If you are not currently using F9 and would like to try the software, download a free 30-day trial version from http://www.f9.com/Downloads/.</p> <p>To learn more about F9, visit http://www.f9.com/products/features.html or review the F9 specification sheet on the Sage BusinessWorks Web site at http://www.sagesoftware.com/businessworks/modules.asp.</p>

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Products that interface with Sage BusinessWorks v6.x

Sage Software has tested the products below for compatibility with Sage BusinessWorks v6.x. To verify the compatibility of other products that integrate with Sage BusinessWorks, please consult that product's software manufacturer.

Note: Your system must meet the system standards for both Sage BusinessWorks and that product.

ACT! by Sage	<p>ACT! 2005, ACT! Premium for Workgroups 2005, ACT! 2006, and ACT! Premium for Workgroups 2006 are compatible with the Sage BusinessWorks v6.x ACT! Link module.</p> <p>If you are not currently using ACT! and would like to try the software, download a free 30-day trial version from http://www.act.com/products/trial/. ACT! and the Sage BusinessWorks ACT! Link module are available for purchase from an authorized Sage business partner (reseller).</p>
GoldMine Link	<p>Sage BusinessWorks v6.x interfaces with GoldMine v5.7, v6.0, and v6.5. If GoldMine v6 was installed as an upgrade from v5.5 or v5.7, special configuration steps must be completed. Please see the Sage Software Online knowledge base article, "How to configure an upgrade to GoldMine 6.0 for Sage BusinessWorks."</p> <p>Note: The GoldMine Link will be discontinued on 1/1/06, and support of the link will be discontinued effective 6/1/07.</p>
StarShip	<p>Version 9.5 is compatible with Sage BusinessWorks v6.x. Please see the Sage Software Online knowledge base article, "Configuring StarShip for Sage BusinessWorks".</p>
Timeslips	<p>Timeslips 2004, Timeslips 2005, and Timeslips 2006 are compatible with Sage BusinessWorks v6.x.</p>
CD-R/CD-RW	<p>The Sage BusinessWorks backup utility is compatible with the following CD-creation software:</p> <ul style="list-style-type: none">o Roxio Easy CD Creator (using formatted CD-Rs and CD-RWs)o Adaptec DirectCDo Windows XP native CD-RW support

Product / Configuration Notes	
<p>Sage BusinessWorks v6.x is incompatible with Windows 98 or Windows Me</p>	<p>Sage Software has discontinued support for Windows 98 and Windows Me due to memory handling issues that Microsoft has documented with these operating systems.</p> <p>The version 6.x install wizard blocks the installation of the Sage BusinessWorks programs or client on any standalone computer, server, or workstation that has a Windows 98 or Windows Me operating system. This means that, if the server operating system is compatible with v6.x, the server installation will complete successfully; however, any subsequent installation to a Windows 98 or Me workstation will fail and will be unable to run Sage BusinessWorks.</p> <p>Note: After upgrading any computer (standalone, workstation, or server) to a newer operating system, you must uninstall and reinstall Pervasive, and then reinstall Sage BusinessWorks. For installation assistance, please contact your Sage BusinessWorks Consultant or check the Sage Software Online Web page. (Direct your browser to http://www.sagesoftwareonline.com; after logging in, click <i>Support</i>. Click <i>Sage BusinessWorks</i> on the page displayed.)</p>
<p>TCP/IP configuration</p>	<p>TCP/IP communication protocol installed and optimally configured on all standalone computers, servers, and workstations. An optimally configured TCP/IP protocol includes:</p> <ul style="list-style-type: none"> ○ An operational name service provider (such as Broadcast by NetBios, WINS, or DNS) must be present and functioning. The program requires name resolution. (You must be able to ping the server by name and get the correct IP address.) ○ On the server, TCP/IP ports 3351 and 1583 must be unobstructed and available for use with Btrieve and Pervasive.SQL v8 ODBC respectively. <p>If your server operating system is Novell Netware, TCP/IP is recommended; however, IPX/SPX can be used.</p>
<p>Windows 2000 Professional / Windows XP Professional connection limits</p>	<p>Sage BusinessWorks Standard Edition functions on a Windows 2000 Professional or XP Professional server if the entire network has four or fewer workstations (even if you do not access Sage BusinessWorks from all workstations). Microsoft designed these operating systems to allow only ten simultaneous network connections. Because each shared printer, file share, and network application requires its own network connection, heavy usage could cause your network to exceed this limit.</p> <p>If the network connection limit is reached when running Sage BusinessWorks with Windows 2000 Professional or XP Professional as the server operating system, errors may occur. The effect that those errors may have on your data is unknown. Sage Software will not take responsibility if this situation occurs. Sage Software will attempt to reproduce reported issues in a networked environment but will not configure a network to replicate the network connection limitation being exceeded. If the problem cannot be duplicated, Sage Software will recommend that the customer upgrade to a server operating system that allows unlimited connections, such as Windows 2000 Server.</p>
<p>Windows Server 2003</p>	<p>Windows Server 2003 flags any attempt to launch an executable with a UNC path as a potential way to catch a virus, so it displays a warning. Please see the Sage Software Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.</p>

Product / Configuration Notes	
Terminal server configuration and support	<ul style="list-style-type: none">○ Only the Sage BusinessWorks Client/Server Edition is supported for terminal server installations. The Standard and Novell Editions cannot be used in this environment.○ For security reasons, Microsoft does not recommend running Terminal Services in Application Server mode on a domain controller, and Sage Software agrees with this position. Sage Software does not support running Sage BusinessWorks on a domain controller that is running Terminal Services.○ Sage BusinessWorks v6.x, including programs, data, and the Pervasive database engine, can be installed on an application server that is being accessed from a terminal server.
Securing Windows 2000 Terminal Services	Ensuring the integrity of the data stored on a terminal server as well as the data in transit between the terminal server application and its clients is of great importance. Microsoft has published a white paper outlining the information necessary to implement strong security within your Windows 2000 Terminal Services environment: http://www.microsoft.com/technet/prodtechnol/win2kts/maintain/optimize/secw2kts.mspx
Anti-virus software / Firewall	<p>Sage BusinessWorks is a web-enabled program that may require change to the anti-virus software and firewall configuration.</p> <p>If an anti-virus software is used, configure it to not scan Sage BusinessWorks files with the .MKD and .DDF file extensions.</p> <p>If a firewall is present, configure the firewall to permit Sage BusinessWorks executables to run across the network. Also, configure the firewall to allow Sage BusinessWorks to access ports 1583 and 3351.</p> <p>For instructions on anti-virus and firewall configuration settings, contact the application/hardware vendor or search the applicable knowledge base.</p>

Microsoft Single-user or Workstation Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not supported	Sage BusinessWorks v6.x will not install on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Workstation	Supported	Service Pack 6a. See page 2 for information on Windows NT 4.0 compatibility with Internet Explorer v6.0.
Windows XP Home Edition	Supported	<p>Service Pack 1.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. <p>Service Pack 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?" <p>Microsoft has omitted certain network security features from Windows XP Home Edition because the product is not intended for use in a network environment. However, Windows XP Home can be used as a client on peer-to-peer networks. Do not use Windows XP Home as a client on domain or Novell networks. Also, Windows XP Home should never be used as a server. For information on the differences between Windows XP Home and XP Professional, please see www.microsoft.com/windowsxp/evaluation/compare.mspx.</p>
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Professional Service Pack 1, 1a, or 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. <p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?" <p>Windows 2000 Professional Service Pack 3 or 4.</p>

Microsoft Peer-to-Peer Server Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not supported	Sage BusinessWorks v6.x cannot be installed on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Server	Supported	Service Pack 6a. See page 2 for information on NT 4.0 compatibility with Internet Explorer v6.0.
Windows NT 4.0 Terminal Server Edition	Not Supported	
Windows XP Home Edition	Supported	Windows XP Home Edition can be used as a client on peer-to-peer networks. However, Microsoft has omitted certain network security features from Windows XP Home Edition, because the product is not intended for use in a network environment, so Windows XP Home should never be used as a server.
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Professional Service Pack 1a or 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o Disabling "Simple File Sharing" is recommended. For information on how to do this, please see Microsoft Knowledge Base Article – 307874, available at support.microsoft.com. <p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o Disabling "Simple File Sharing" is recommended. For information on how to do this, please see Microsoft Knowledge Base Article – 307874, available at support.microsoft.com. o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?" <p>Windows 2000 Professional Service Pack 3 or 4.</p> <p>See page 4 for an explanation of Windows 2000 Professional and Windows XP Professional network connection limitations. For information on the differences between Windows XP Home and XP Professional, please see www.microsoft.com/windowsxp/evaluation/compare.msp.</p>

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Microsoft Dedicated Server Operating Systems		
Operating System	Supportability	Remarks
Windows NT 4.0 Server	Supported	Service pack 6a. See page 2 for information on NT 4.0 compatibility with Internet Explorer v6.0. The Sage BusinessWorks Client/Server Edition can reside on a Windows NT 4.0 domain controller (primary or backup).
Windows NT 4.0 Terminal Server Edition	Not Supported	
Windows 2000 Professional Windows XP Professional	Not Supported for Client/Server Edition	See page 4 for an explanation of Windows 2000 Professional and Windows XP Professional network connection limitations.
Windows 2000 Server	Supported	Service Pack 3 or 4. The Sage BusinessWorks Client/Server Edition can reside on a Windows 2000 domain controller (Active Directory, primary, or backup).
Windows 2000 Advanced Server	Supported	Service Pack 3 or 4.
Windows 2000 Advanced Enterprise Server	Not Supported	
Windows 2000 Datacenter Server	Not Supported	Windows 2000 Datacenter Server is a high-end server operating system that far exceeds the needs of most Sage BusinessWorks users. For this reason, Sage Software has not tested Sage BusinessWorks in this environment and therefore, cannot support it.
Windows Server 2003	Supported	Service pack 1. See the Sage Software Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.
Windows Server 2003-based Terminal Server	Supported	Service pack 1. See the Sage Software Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.
Windows Small Business Server 2003	Supported	
Citrix Metaframe v1.8 SP3	Supported	
Citrix Metaframe XPs / XPa	Supported	

Installing Sage BusinessWorks on a Novell Netware system

If you plan to install Sage BusinessWorks on Novell, Sage Software highly recommends that you work with a CNE, CNA, Novell System Administrator, or someone with equivalent knowledge. An understanding of Novell Server commands, the ability to interpret feedback of those commands and take necessary steps to resolve any errors encountered related to your network configuration, is required to complete the Sage BusinessWorks installation. Working with a Novell expert will save you time, save you money, and will ensure that your software is properly installed. If you choose to install Sage BusinessWorks yourself and you do not have adequate expertise, it may be necessary for Sage Software to refer you to a Novell expert in order for us to provide you with telephone support.

Novell Netware Server Operating Systems

Operating System	Supportability	Remarks
Novell Netware 4.2	Not Supported	
Novell Netware 5	Not Supported	
Novell Netware 5.1	Supported	At a minimum SP7 is required.
Novell Netware 6	Supported	At a minimum SP5 is required. Download URL: http://support.novell.com
Novell Netware 6.5	Supported	At a minimum SP3 is required.

Novell Netware Client Software

Client Software	Supportability	Remarks
Novell Netware Client 3.2 – 3.32	Not Supported	
Novell Netware Client 4.80 – 4.83	Not Supported	
Novell Netware Client 4.9	Supported	At a minimum SP2 is required. In a Netware 5.1 environment, File Caching must be turned off in the Netware Client Advanced Settings window on each workstation.
Novell Netware Client 4.91	Supported	
MS Client for Netware	Not Supported	

Novell Netware Workstation Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not Supported	Sage BusinessWorks v6.x will not install on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Workstation	Supported	Service Pack 6a. See page 2 for information on Windows NT 4.0 compatibility with Internet Explorer v6.0.
Windows XP Home Edition	Not Supported	Do not use Windows XP Home Edition as a client on Novell networks.
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Professional Service Pack 1 or 1a.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. <p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?" <p>Windows 2000 Professional Service Pack 3 or 4.</p>