

# Sage BusinessWorks 2009 System Standards

**System Standards for Sage BusinessWorks CD release version: 2009. This document last revised on 8/28/2008.**

For the latest revisions to this document, go to [www.sagebusinessworks.com/products/system-req.aspx](http://www.sagebusinessworks.com/products/system-req.aspx)

**Note:** The matrices beginning on page [6](#) are intended to provide information regarding operating systems' compatibility with Sage BusinessWorks 2009. **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 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 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
- Internet connection for registering the Enhanced Tax Reporting feature, eFiling tax forms and payments, or downloading the required maintenance updates
- 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
<b>Processor</b>	Recommended: Pentium 1GHz processor or faster Minimum: Pentium 500 MHz processor or faster	Recommended: Pentium 1 GHz Minimum: Pentium 400 MHz	Recommended: Pentium 1 GHz Minimum: Pentium 400 MHz
<b>RAM</b>	Recommended: 1 GB Minimum: 512 MB	Recommended: 1 GB Minimum: 256 MB	Recommended: 1 GB Minimum: 256 MB
<b>Network Interface Card (NIC)</b>	10/100 Megabit NIC	10/100 Megabit NIC	N/A
<b>Hard disk available</b>	700 MB minimum	500 MB minimum	500 MB minimum

**Notes:**

- For hardware requirements installing on Microsoft Windows Vista, go to <http://www.microsoft.com/windows/products/windowsvista/editions/systemrequirements.mspx>
- If you are operating with hardware that does not meet suggested system standards, your operating performance may be adversely affected.
- For a white paper that describes memory and hard disk requirements when running Sage BusinessWorks in a terminal server environment, go to [http://www.sagebusinessworks.com/pdf/TS\\_Sys\\_Reg\\_White\\_Paper.pdf](http://www.sagebusinessworks.com/pdf/TS_Sys_Reg_White_Paper.pdf)

<b>Sage BusinessWorks Editions</b>	
<b>Standard</b>	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.
<b>Client/Server</b>	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.
<b>Novell Netware</b>	Sage BusinessWorks 2009 is not supported on Novell Netware. Contact ClientCare at 800-447-5700 (press Option 2) to request a Windows version of Sage BusinessWorks.  <b>Note:</b> Sage BusinessWorks v7 is the last version supported on Novell Netware. New sales were discontinued on 12/31/2006, payroll tax table updates were made available through 7/31/2008, and technical support will be made available through 12/31/2008.

<b>Products that interface with Sage BusinessWorks 2009</b>	
The following products and versions are supported for use with Sage BusinessWorks 2009. To verify the compatibility of other products that integrate with Sage BusinessWorks, consult that product's software manufacturer. <b>Note:</b> Your system must meet the system standards for both Sage BusinessWorks and that product.	
<b>Internet Explorer v7.0</b>	Internet Explorer v7.0 is supported but requires that you have Adobe Acrobat Reader 8.0 installed in order to view PDF documents launched in a Web browser.
<b>Database</b>	Sage BusinessWorks 2009 uses Pervasive.SQL v9.6.
<b>E-mail Client Applications</b>	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.
<b>Microsoft Office</b>	Microsoft Word and Excel are required for the Custom Office module. (Sage BusinessWorks supports Microsoft Office 97, 2000, XP, 2003, and 2007 for all installations except terminal server configurations.)
<b>Mitchell ABS</b>	Contact Mitchell International at 800-238-9111 for important upgrade information.
<b>Crystal Reports</b>	Versions 8.5 and 10 are compatible with Sage BusinessWorks 2009.

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## Products that interface with Sage BusinessWorks 2009

The following products and versions are supported for use with Sage BusinessWorks 2009. To verify the compatibility of other products that integrate with Sage BusinessWorks, consult that product's software manufacturer.

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

<p><b>F9</b></p>	<p>F9 Financial Report Writer Compatibility - To integrate F9 with Sage BusinessWorks 2009, install F9 version 4.2.1.0 from the F9 web site at <a href="http://www.f9.com/Downloads/">http://www.f9.com/Downloads/</a>. A valid serial number is required after 30 days. Customers who purchase F9 from Sage Software receive serial numbers by e-mail from Infor Global Solutions (Canada) Ltd.. 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 <a href="http://www.f9.com/Downloads/">http://www.f9.com/Downloads/</a></p> <p>To learn more about F9, visit <a href="http://www.f9.com">http://www.f9.com</a> or review the F9 specification sheet on the Sage BusinessWorks Web site at <a href="http://www.sagebusinessworks.com/products/modules.aspx">http://www.sagebusinessworks.com/products/modules.aspx</a></p>
<p><b>ACT! by Sage</b></p>	<p>ACT! 2007 (v9.x) and ACT! 2008 (v10.x) are compatible with the Sage BusinessWorks 2009 ACT! Link module.</p> <p><b>Vista Note:</b>  <b>There are multiple versions of ACT! by Sage 2007:</b> ACT! by Sage 9.0.1 is the only version compatible with Sage BusinessWorks 2009 on Windows Vista (9.0.1 is a service pack that may be downloaded from <a href="http://www.act.com">www.act.com</a>). For all other operating systems, ACT! by Sage 9.0 is supported with Sage BusinessWorks 2009.</p> <p><b>Note:</b> If you are upgrading to ACT! 2007 from another ACT! version and previously used the Sage BusinessWorks v6 ACT! Link, you must download the ACT! Link Setup service pack from Sage Software Online.</p> <p>If you are not currently using ACT! and would like to try the software, download a free 30-day trial version from <a href="http://www.act.com/products/trial/">http://www.act.com/products/trial/</a>. ACT! and the Sage BusinessWorks ACT! Link module are available for purchase from an authorized Sage business partner.</p> <p>The ACT! Link Module was not designed to function with multiple users in a Terminal Services environment.</p>
<p><b>StarShip</b></p>	<p>Version 9.9.4 is compatible with Sage BusinessWorks 2009. Refer to the StarShip Guide under Electronic Info on the Sage BusinessWorks Launcher.</p>
<p><b>Timeslips</b></p>	<p>Timeslips 2005, Timeslips 2006, Timeslips 2007, and Timeslips 2009 are compatible with Sage BusinessWorks 2009.</p>
<p><b>CD-R/CD-RW</b></p>	<p>The Sage BusinessWorks backup utility is compatible with the following CD-creation software:</p> <ul style="list-style-type: none"> <li>o Roxio Easy CD Creator (using formatted CD-Rs and CD-RWs)</li> <li>o Adaptec DirectCD</li> <li>o Windows XP native CD-RW support</li> </ul>

Product / Configuration Notes	
<b>TCP/IP configuration</b>	<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"> <li>○ 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.)</li> <li>○ On the server, TCP/IP ports 3351 and 1583 must be unobstructed and available for use with Btrieve and Pervasive.SQL v9.6 ODBC respectively.</li> </ul>
<b>Windows 2000 Professional / Windows XP Professional / Windows Vista Business and Windows Vista Ultimate connection limits</b>	<p>Sage BusinessWorks Standard Edition functions on Windows 2000 Professional, XP Professional, or Windows Vista as a 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, XP Professional, or Windows Vista 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 2003 Server.</p>
<b>Windows Server 2003</b>	<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. For important configuration information, refer to the Sage Software Online knowledge base article, "<a href="#">How to configure Windows Server 2003 security for Sage BusinessWorks.</a>"</p>
<b>Terminal server configuration and support</b>	<ul style="list-style-type: none"> <li>○ Only the Sage BusinessWorks Client/Server Edition is supported for terminal server installations. The Standard Edition cannot be used in this environment.</li> <li>○ 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.</li> <li>○ Sage BusinessWorks 2009, including programs, data, and the Pervasive database engine, can be installed on an application server that is being accessed from a terminal server.</li> </ul>
<b>GoToMyPC</b>	<p>Sage BusinessWorks can be used with the GoToMyPC remote access service. For information on GoToMyPC, go to <a href="http://www.gotomypc.com/sageoffer">http://www.gotomypc.com/sageoffer</a></p> <p><b>Note:</b> Software performance is impacted by your Internet connection speed.</p>

<b>Windows 2000 Terminal Services</b>	<p><b>Not recommended when attaching JPG or BMP images greater than 256 colors.</b> Windows 2000 Terminal Services supports only 256 colors. Even if the server main console can support more than 256 colors, the sessions within terminal server are limited to 256 colors only. The standard for Sage BusinessWorks is high color displays of 65,536 or higher.</p> <p>Windows 2003 Terminal Server or Citrix MetaFrame is recommended if you plan to attach JPG images to records in Sage BusinessWorks or require more than 256 colors.</p> <p><b>Securing Windows 2000 Terminal Services</b> 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: <a href="http://www.microsoft.com/technet/prodtechnol/win2kts/maintain/optimize/secw2kts.mspx">http://www.microsoft.com/technet/prodtechnol/win2kts/maintain/optimize/secw2kts.mspx</a></p>
<b>Anti-virus software / Firewall</b>	<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	<b>Not supported</b>	
Windows NT 4.0 Workstation	<b>Not supported</b>	
Windows XP Home Edition	Supported	<p>Service Pack 2.</p> <ul style="list-style-type: none"> <li>o "Fast User Switching" must be disabled.</li> <li>o The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?"</li> </ul> <p>Service Pack 3.</p> <ul style="list-style-type: none"> <li>o "Fast User Switching" must be disabled.</li> <li>o The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?"</li> </ul> <p><b>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.</b> Do not use Windows XP Home as a client on domain networks. Also, Windows XP Home should never be used as a server. For information on the differences between Windows XP Home and XP Professional, go to <a href="http://www.microsoft.com/windowsxp/evaluation/compare.mspx">www.microsoft.com/windowsxp/evaluation/compare.mspx</a></p>
Windows XP Media Center Edition	<b>Not supported</b>	
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> <li>o "Fast User Switching" must be disabled.</li> <li>o The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?"</li> </ul> <p>Service Pack 3.</p> <ul style="list-style-type: none"> <li>o "Fast User Switching" must be disabled.</li> </ul> <p>The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?"</p> <p>Windows 2000 Professional Service Pack 3 or 4.</p>
Windows Vista Business Windows Vista Ultimate	Supported	Sage BusinessWorks 2009 is compatible with Windows Vista. Service Pack 1

Microsoft Peer-to-Peer Server Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows ME	<b>Not supported</b>	
Windows NT 4.0 Server	<b>Not supported</b>	
Windows NT 4.0 Terminal Server Edition	<b>Not supported</b>	
Windows XP Home Edition	Supported	Windows XP Home Edition can be used as a client on peer-to-peer networks. Windows XP Home Edition is not intended for use in a network environment, and should never be used as a server. This is because Microsoft omitted certain network security features from Windows XP Home Edition.
Windows XP Media Center Edition	<b>Not supported</b>	
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> <li>o "Fast User Switching" must be disabled. Disabling "Simple File Sharing" is recommended. For information on how to do this, refer to Microsoft Knowledge Base Article – 307874, available at <a href="http://support.microsoft.com">support.microsoft.com</a></li> <li>o Disabling "Simple File Sharing" is recommended. For information on how to do this, refer to Microsoft Knowledge Base Article – 307874, available at <a href="http://support.microsoft.com">support.microsoft.com</a>.</li> <li>o The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?"</li> </ul> <p>Service Pack 3.</p> <ul style="list-style-type: none"> <li>o "Fast User Switching" must be disabled.</li> </ul> <p>The Pervasive ports must be unblocked in the Windows Firewall. Refer to the Sage Software Online knowledge base article, "Is Windows XP SP2 supported?"</p> <p>Windows 2000 Professional Service Pack 3 or 4. 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, go to <a href="http://www.microsoft.com/windowsxp/evaluation/compare.msp">www.microsoft.com/windowsxp/evaluation/compare.msp</a></p>
Windows Vista Business Windows Vista Ultimate	Supported	Sage BusinessWorks 2009 is compatible with Windows Vista. See page 4 for an explanation of Windows Vista network connection limitations. Service Pack 1

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Microsoft Dedicated Server Operating Systems		
Operating System	Supportability	Remarks
Windows NT 4.0 Server	<b>Not supported</b>	
Windows NT 4.0 Terminal Server Edition	<b>Not supported</b>	
Windows 2000 Professional Windows XP Professional Windows Vista Business Windows Vista Ultimate	<b>Not supported for Client/Server Edition</b>	See page 4 for an explanation of Windows 2000 Professional, Windows XP Professional, and Windows Vista network connection limitations.
Windows 2000 Server	Supported	Service Pack 3 or 4. 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 Datacenter Server	Not tested	Windows 2000 Datacenter Server is a high-end server operating system that far exceeds the needs of most Sage BusinessWorks users. It is built on the Windows 2000 Standard platform with a number of extras included. While Sage Software has not tested Sage BusinessWorks in this environment, it should function without error.
Windows Server 2003	Supported	Service Packs 1 and 2. See the Sage Software Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.
Window Server 2003-based Terminal Server	Supported	Service Packs 1 and 2. See the Sage Software Online knowledge base article, "How to configure Windows Server 2003 security for Sage BusinessWorks" for important configuration information.
Windows 2003 Enterprise Server	Not tested	Windows 2003 Enterprise Server is a high-end server operating system that far exceeds the needs of most Sage BusinessWorks users. It is built on the Windows 2003 Standard platform with a number of extras included. While Sage Software has not tested Sage BusinessWorks in this environment, it should function without error.
Windows Small Business Server 2003	Supported	Service Packs 1 and 2.
Windows Server 2008	Tested	Sage Software has performed basic testing of Sage BusinessWorks 2009 in a Windows 2008 server environment. Components of Sage BusinessWorks are not supported on Windows Server 2008. While Sage Software will make every effort to troubleshoot issues that may occur, support for Sage BusinessWorks 2009 on Windows Server 2008 is limited.
Citrix Metaframe v1.8 SP3	Supported	
Citrix Metaframe XPs / XPa	Supported	
Citrix Presentation Server v4.0	Supported	