

SAGE PFW

Version 5.7

COMPATIBILITY AND SUPPORTED PLATFORM MATRIX



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Sage PFW ERP

Compatibility and Supported Platform Matrix

Introduction:

The information in this document applies to Sage PFW version 5.7. Program fixes will continue to be made available on the current release of Sage PFW, and in a few cases on one prior version of the software. Detailed information about support policies can be found in the Sage Online Support area of the Sage Software website at www.sagepfw.com.

The Compatibility and Supported Platform Matrix is intended to cover information as of December 30, 2008 regarding the compatibility of various operating systems and applications with Sage PFW. Any operating system not listed has not been tested and certified with Sage PFW. If your platform is not listed, the Sage Software Customer Support Department cannot provide support for you on that platform. Requests to support additional operating systems should be e-mailed to Sagepfwenhancements@sage.com.

Note: It is critical that you thoroughly review this document, along with the Sage PFW Upgrade Guide and System Management Guide before and during your upgrade installation. You should also review the Sage PFW Sage Software Online Support page. If customizations or modifications have been made to your Sage PFW software, coordinate with your Business Partner and/or your Master Developer before installing an upgrade of Sage PFW.

Although we have verified the information contained in this guide, we cannot guarantee that the publication is fully error-free. If you note any discrepancies or erroneous information, please call Sage PFW Support.

Sage PFW Customer Support Information:

Phone Numbers

U.S./Canada Support : 800-333-5242
U.S./Canada Fax: 800-777-7336
International Support: 949-753-1222 ext. 4922
International Fax: 949-753-1593

Support by Email (select e-Support)

<http://www.sagepfw.com/> Select the Support Login option

Support Hours and Holiday Schedule (click the Support Hours and Holiday Schedule link)

<http://www.sagepfw.com/> Select the Support Login option

Sage Software Online Support and Services

<http://www.sagesoftwareonline.com/eServices/Main/frmLogin.aspx>

Sage Software Online Support Manual

<http://support.sagesoftwareonline.com/bossum.pdf>

Sage PFW Online Community Forum

<http://community.sagesoftware.com/sagevbuc/?category.id=SagePFW>

Documents and Brochures

<http://www.sagepfw.com/>

Product Solution Library (add-ons)

<http://www.sagesoftware.com/psd/index.cfm>

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Reference Guides – Service Pack and Upgrade Installation Assistance

Release Guide

This guide shows you how you can leverage the Sage PFW v5.7 enhancements to get the most out of your software investment. Focusing exclusively on the new features with a combination of graphics, handy references, and real-world examples—this guide will quickly put you in-the-know!

Find it:

- **On Sage Software Online – Sage PFW Support Page**
- **Business Desktop Link**
- **\\Platinum\PFWRES\Master\PFW Release Guide.PDF**

Upgrade Guide

This guide is intended for users upgrading from Sage PFW 5.x and greater, including process manufacturing applications from version 5.02 and greater, to Sage PFW 5.7. This guide provides the following:

- **Pre-installation information**
- **Installation procedures**
- **Data conversion requirements**
- **Post-installation information**
- **Overview of features included in Sage PFW 5.7**

Find it:

- **CD Installation Screen**
- **On Sage Software Online – Sage PFW Support Page**
- **\\Platinum\PFWRES\Master\Upgrade.PDF**

System Managers Guide

This guide is intended for the individual in your company who is responsible for installing, configuring, and maintaining the system for use in your company's day-to-day processing. For purposes of this guide, this person is referred to as the System Administrator. The guide also contains directions for procedures that can be implemented by the System Designer—the person in your company who has the authority to customize certain screens and field behaviors.

Find it:

- **Sage PFW – Help – User's Guides**
- **\\Platinum\PFWRes\Master\SMGuide.PDF**

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Database Reference Guide

The *Database Reference Guide* provides a summary of changes made to the DDFs for the 5.7 release since the release of version 5.6. It also provides Data Dictionary File (DDF) layouts as a reference when developing add-on products or when integrating third-party software with Sage PFW. The DDFs are a template to access the data and do not necessarily represent the actual Btrieve file construction. This document contains the data file layouts for every application in Sage PFW.

Find it:

Sage PFW – Help – Other Online Documents
\\Platinum\PFWRES\Master\CORETR.PDF

Sage Software Online – Sage PFW Support Page

This Webpage provides key information on Sage PFW, including Service Pack Downloads, Reference Guides, FAQ's, 1099 information and the Sage PFW Knowledgebase. Search our powerful knowledgebase anytime (24 x7)!

Find it:

Business Desktop Link
<http://www.sagesoftwareonline.com/eServices/Main/frmLogin.aspx>

Partner Solutions Directory

Intuitive and easy to use across product lines, the Product Solutions Directory allows existing partners, customers, and prospective customers to preview the product offerings that are currently available from product and service providers for a range of Sage products. Now you can research sources by industry, application, solution type, key word search, and much more. In your search for the Sage solution, explore the Product Solutions Directory today!

Find it: <http://www.sagesoftware.com/psd/index.cfm>

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Workstations and Process Application Servers (PAS)

These requirements are valid for all standalone (single user) workstations and client workstations attached to Windows, Linux, or Citrix Metaframe XP Servers.

Operating System	Supported	Not Supported	Remarks
Windows XP Professional	X		Service Pack 3
Windows XP Tablet PC Edition		X	
Windows XP Home Edition		X	
Windows XP Media Center Edition		X	Windows XP Media Center Edition is designed primarily for personal entertainment. For details, see http://microsoft.com/windowsxp/mediacenter .
Windows XP 64-Bit Edition		X	Pervasive PSQL v9.1 and prior (including Pervasive.SQL V8) support applications running in a 32-bit mode on the supported 32-bit operating systems.
Windows 2000 Professional		X	
Windows Me		X	
Windows 98		X	
Windows Vista Business Edition	X		
Windows Vista Ultimate Edition	X		
Linux Client		X	

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Supported Workstation and PAS Operating System Platform Notes:

Support for Windows 2000, Windows 98, Windows ME, Windows 95, Windows NT 3.51, Windows 3.x and DOS platforms has been discontinued by both Microsoft and Sage.

When using a PAS, it is not supported concurrently on a client machine or on the Sage PFW file server.

Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage PFW 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 evaluations are completed.

Dedicated Network Servers

Defined as operating system software specifically designed to be used as a network server.

Server	Supported	Not Supported	Remarks
Windows 2003 Server, Standard Edition	X		
Windows 2000 Server		X	
Windows 2000 Datacenter Server		X	
Windows 2003 Server	X		
Windows 2003 Enterprise Edition	X		
Windows 2008 Server – 32 Bit	X		
Windows Small Business Server 2008		X	Windows Small Business Server 2008 is only available in 64 bit. Sage is currently evaluating the tools and technologies available to provide a 64 bit compatible product. More detailed information will be provided in the next few months.
Red Hat Enterprise Linux ES Basic Edition	X		Kernel version 2.6.

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Supported Network Server Operating System Platform Notes

Due to the increased number of users that rely on Citrix and declining customers on Novell Netware, Sage PFW 5.7 is certified on Citrix. We do not certify Sage PFW on Novell Netware.

Utilizing the Sage PFW server as a Sage PFW Client workstation is not recommended.

It is recommended that Sage PFW be installed on a dedicated server. For optimum performance, other applications or services such as Exchange Server, Active Directory Services (domain controllers), IIS, or fax services, that are not essential to the operating system, should be installed on a separate server.

Sage cannot provide technical support for configuring network components.

Terminal Services / Citrix

Server	Supported	Not Supported	Remarks
Windows 2003 Server, Enterprise Edition – Terminal Services (Application Mode)	X		Perform all installations on the Windows 2003 Terminal Server as the Administrator or user with administrative rights. Administrative rights are required to update the registry during the Sage PFW Client setup portion of the installation.
Windows 2000 Server – Terminal Services (Application Mode)	X		Service Pack 4 or later is recommended. Perform all installations on the Windows 2000 Terminal Server as the Administrator or user with administrative rights. Administrative rights are required to update the registry during the Sage PFW Client setup portion of the installation.
Citrix MetaFrame	X		
Citrix MetaFrame XP with Feature Release 2 Server	X		Service Pack 1 is recommended. Citrix MetaFrame XP for Windows Feature Release 2/Service Pack 2 (FR2/SP2) is supported with Windows 2000.

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Supported Terminal Services / Citrix Operating System Notes

To ensure maximum security, Terminal Services/Citrix should be installed on a dedicated computer and not the Sage PFW file server.

Citrix MetaFrame Presentation Server environments: Pervasive may hang when the Virtual Memory Optimization Feature enabled. See Citrix documentation for disabling this feature.

Crystal Reports Designer is a one-seat user license application and should not be installed in a multi-user Citrix / Terminal server environment.

Pervasive Client caching is a single user function that should be disabled in a multi-user Citrix / Terminal server environment. See How to Disable Client Cache Engine in the knowledge base on Sage Software Online.

It is recommended to use network components that run at 100 Mbps or better to connect to the terminal services, Citrix, and Sage PFW server.

Download and install updated printer drivers onto the Terminal Services/Citrix server for the specific model printer and the OS from the printer manufacturer's website. See Article CTX102356 in Citrix's knowledge base and website at www.Citrix.com for a specific printer drivers recommended by Citrix for HP printers.

If hanging or lock-ups occur in Sage PFW when running through Windows Terminal Services (WTS) or Citrix on Windows 2000 Server, refer to Microsoft Knowledge Base Article 818528. Hanging or lock-ups may also occur through WTS or Citrix if anti-virus software is installed on the WTS/Citrix server. Unless anti-virus software is configured to run under a specific user profile, the memory resident anti-virus program may load for each user logged into their WTS/Citrix session. As a result, the same Sage PFW files will be simultaneously scanned by every WTS/Citrix session started, which often results in hanging or locking. An alternative workaround might be to install the anti-virus program to a different computer and scan the WTS/Citrix server remotely from the other computer.

If hanging or lock-ups occur when running Windows 2003 Terminal Server, or Citrix on 2003 Server, apply the hot fix from Microsoft Knowledge Base Article 811492.

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Certified System Configuration for Sage PFW version 5.7

Recommended and Certified			
Single User/Client Workstation	Processor	Memory (RAM)	
Windows XP Professional Edition	1.8 or more GHz Pentium	1 GB or more	
Windows Vista Business Edition	1.8 or more GHz Pentium	1 GB or more	
Windows Vista Ultimate Edition	1.8 or more GHz Pentium	1 GB or more	
Terminal Services and Citrix	Processor	Memory (RAM)	
Windows 2000 Terminal Services Citrix MetaFrame, or Citrix MetaFrame XP	1.8 or more GHz Pentium	1 GB or more	256 MB for each addition client session
Windows Server 2003 Terminal Services Citrix MetaFrame, or Citrix MetaFrame XP	1.8 or more GHz Pentium	1 GB or more	256 MB for each additional client session

Note: Contact your Terminal Services/Citrix consultant for further recommendations regarding Processor and Memory requirements.

Recommended and Certified		
Servers	Processor	Memory (RAM)
Windows 2000 Server	1.8 or more GHz Pentium	1 GB or more

Windows 2003 Server	1.8 or more GHz Pentium	1 GB or more
Windows 2008 Server – 32 Bit	1.8 or more GHz Pentium	1 GB or more
Red Hat Enterprise Linux ES version 4 or above	1.8 or more GHz Pentium	1 GB or more

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Product Version Compatibility

Product	Version	Remarks
Abra Payroll	7.6	If only Crystal 10 was installed (no prior versions of Crystal) then a DLL error may appear in Abra. The current workaround is to uninstall Crystal 10 and install Crystal 8.5 and then Crystal 10.
Abra Link	5.1	No known issues at this time.
Pervasive AuditMaster	6.3 / 6.4	Pervasive AuditMaster v6.3 requires Pervasive 9.1. Pervasive AuditMaster v6.4 requires Pervasive 10.
Business Alerts Professional	4.1	No known issues at this time.
Crystal Reports	10	Only version 10 is supported with Sage PFW version 5.7
DacEasy	16	DacEasy installs Pervasive v9.5 and Crystal 11. The only known workaround at this time is to install Sage PFW and DacEasy on separate workstations or provide Citrix or Terminal Server access.
Sage FAS Fixed Asset Management	2008.2	No known issues at this time.
Sage FAS Fixed Asset Management Universal Link	5.3	No known issues at this time.
Microsoft FRx	6.0.78 (Chinese)	Platinum China supports Chinese FRx.
	6.7 SP10	Download and apply the latest update from Sage Online Support and Services. Pervasive 6.7 R09 is required for Vista.

Peachtree	2008 / 2009	Sage PFW uses the client/server version of Pervasive. Peachtree 2008 runs on the Pervasive Workgroup v9.1 and uses Crystal 9. Peachtree 2009 runs on the Pervasive Workgroup v10 and Crystal 2008. The only known workaround at this time is to install Sage PFW and Peachtree on separate workstations or provide Citrix or Terminal Server access.
Pervasive SQL	9.1, 9.6 or 10	Pervasive 9.6 or higher is required for Microsoft Vista. In order to run Pervasive 9.1 and 9.6 you must upgrade from Sage PFW 5.5 or 5.6. New installs of 5.7 can only run on Pervasive v10.
Sage PFW Premier Budgeting and Allocations	5.5	Service Pack 5.50.0010 required for Microsoft Vista.
Starship	9.9.4	No known issues at this time.
Timberline	9.4 / 9.5	Sage PFW uses the client/server version of Pervasive 10 and the Timberline Client installs and requires the Pervasive 8.1 for v9.4 and Pervasive V9.x for Timberline 9.5. The only known workaround at this time is to install Sage PFW and Timberline on separate workstations or provide Citrix or Terminal Server access.

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Microsoft Vista

Sage PFW v5.7 is certified on the new Microsoft operating system, supporting the Vista Business and Ultimate Editions. Microsoft Vista is now available and is being included on new computer purchases. Vista offers several improvements to security and desktop management. The security improvements will help minimize the likelihood of malware attacks, unfortunately it also prevents legitimate software applications from operating correctly since many applications require either full or administrator rights. Please view the FAQ document on Sage Software Online for more information.

We encourage you to double check Microsoft Vista compatibility for all Sage Software products and any third-party products before upgrading. The following table displays the Vista capable versions of products integrated with Sage PFW:

Product	Version
Abra Payroll	7.6
Abra Link	5.1
Crystal Reports®	10
Microsoft FRx*	6.7 (R09)
Pervasive SQL*	9.6
Sage FAS Fixed Asset Management	2007.2
Sage FAS Fixed Asset Management Universal Link	5.3
StarShip	9.9

*Available for download from Sage Software Online

NOTE: *Business Alerts Version 4.1 and Pervasive AuditMaster 6.3 are server-based programs and therefore are not Vista Capable, as Vista is a Client Operating System. Both programs have a Client Console that cannot be used on a Vista workstation.*

Note: Premier Budgeting and Allocations users will need version 5.50 (5.50.0010) to run on Microsoft Vista. This maintenance release can be downloaded from Sage Software Online.

Miscellaneous Notes

1. Virus scanning: It is recommended to exclude default files below the \Platinum\“Company_Key” directory.
 - When anti-virus software scans all of the files within the \Platinum folder, performance issues may occur. For maximum performance, exclude the C:\PFW and C:\PVSF folders on each workstation and process application server (PAS). Exclude the \Platinum and \PVSF folder and subfolders on the server.
 - If Norton Antivirus is being used, clear the ‘Enable Smart Scan Technology’ check box in the AutoProtect option. When using anti-virus software, it is recommended to not have Sage PFW files on the server scanned simultaneously by multiple instances of anti-virus software running from different workstations.

Note: Implementation of these recommendations is discretionary.
2. Install the correct driver for the network interface card (NIC), and use only high quality cards. Using an incompatible or outdated driver or a low-quality card can cause damage to data.
3. Verify that all hardware involved in running Sage PFW is on your operating system

vendor's Hardware Compatibility List. Incompatible hardware can cause damage to data. For more information, see the Microsoft Hardware Compatibility List at www.microsoft.com/whdc/hcl/default.aspx.

4. Sage PFW is available in the following translations: Chinese, Dutch, French, German, and Spanish. Please contact your international reseller or international account manager for assistance.