Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

The information in this document applies to Sage 100 Premium Version 2021. Detailed product update information and support policies can be found on the Sage Support web site at: https://support.na.sage.com/. This document is intended to cover information regarding the compatibility of various operating systems with Sage 100 Premium as of April 12, 2022. Any operating system not listed should be considered ***incompatible***.

Note: It is critical that before and during an installation, this document is thoroughly reviewed, along with the *Sage 100 Installation and System Administrator's Guide* and other documents found in the article "How to install Sage 100 and locate installation and upgrade information" (18216) and click Search button.

If you have custom code modifications to your Sage 100 Premium software, contact your Sage Business partner and/or the third party software vendor before installing Sage 100 Premium.

For information regarding third party software see article Integrated Solutions Compatibility Matrix (**48274**).
For supported version see article "Sage 100 Supported Versions; what versions of Sage 100 are currently supported?" (31477)

A number of Sage 100 features or integrations require internet access. Some of the more common features or integrations are (not a complete list):
Paya Connect Desktop - Credit Card Processing - Sage Payments
Office 365 Connector for Sage 100
Sage Advisor Update
Sage Intelligence
Sage 100 Payroll 2.0 (Payroll Tax) / Sage Data Cloud
Sage Federal and State Tax Reporting (Aatrix)
Sage Sales Tax (Avalara)
Paperless Office (email)
Direct Deposit Service
G/L Integration
Sage Banking Cloud
eBusiness Manager
Sage 100 Web Services
Sage Partner Cloud

Web site content can change at any time. Sage has no control over, and cannot be responsible for, the content of other companies' websites.
If your platform is not listed in the matrices below, it is not supported.

Support for SQL Server 2012 ends Jul 11, 2022. Support for Windows 8.1 ends Jan 10, 2023. Please refer to Microsoft's Product Lifecycle for all Extended End dates.

Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

Supported Workstations	Remarks
Windows 11 Pro and Enterprise Windows 10 (32 and 64-bit) Pro and Enterprise Windows 8.1(32 and 64-bit) Pro and Enterprise	▪ .NET Framework 4.7.2 is required. During installation if it is not detected, users will be prompted to install. A REBOOT is required. Refer to https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements for .NET Framework system requirements.

Supported SQL Servers	Remarks
Microsoft SQL Server 2019 Standard or Enterprise Microsoft SQL Server 2017 Standard or Enterprise	• If integrating with Sage CRM, refer to the Sage CRM Help Center at http://help.sagecrm.com/ for additional requirements.

Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

Microsoft Dedicated Servers defined as Operating System software specifically designed to be used as a network server (not peer-to-peer).	
Supported Servers	**Remarks**
Windows Server 2022 Standard and Datacenter Windows Server 2019 Standard and Datacenter Windows Server 2016 Standard Windows Server 2012 R2 (64-bit) Standard Windows Server 2012 (64-bit) Standard	**Notes** ▪ The eBusiness Web Services service can be installed only on a supported Windows Server platform. For more information, see the *eBusiness Web Services Installation Guide* found by clicking the Documentation link on the Sage 100 Premium Autorun window. ▪ Unless absolutely necessary, avoid installing Sage 100 Premium to system controlled folders, such as C:\Program Files or C:\Program Files(x86). Sage recommends installing Sage 100 Premium to a dedicated non-system controlled folder, such as C:\Sage\Sage 100 Premium. ▪ The eBusiness Web Services service can only be installed on a Windows Server platform. For more information, see the *eBusiness Web Services Installation Guide* WebServices.pdf found by clicking the Documentations directory of the Sage 100 Premium Autorun screen. ▪ .NET Framework 4.7.2 is required. During installation if it is not detected, users will be prompted to install. A REBOOT is required. Refer to https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements for .NET Framework system requirements.
	Recommendations ▪ Sage 100 Premium should be installed on a dedicated member/application server. Although supported, certain Windows server configurations are **not recommended** due to possible instability and performance issues. Support from Sage Customer Support may be limited in the following circumstances: o Running Sage 100 Premium on a Windows server acting as an Active Directory domain controller managing a large number of user accounts, computer accounts, group policies, organizational units, remote sites, or other network resources. o Running Sage 100 Premium on any server actively running other applications or services, such as e-mail (for example, Exchange Server), IIS, fax programs, or other software.
	Not Supported The items listed here are intended to be used for clarification purposes only and are not intended to represent a comprehensive list of exclusions. ▪ Running Sage 100 Premium on any Windows Small Business Server operating system – regardless of the number of user and computer accounts it is managing, is not supported. Small Business Server runs Active Directory and Exchange Server by default, and that has been a factor in many reported cases of instability and performance issues. Instability may also result if Small Business Server is further configured to run other applications concurrently, such as IIS, Shared Fax Services, and SQL Server. ▪ Using a server operating system as a Sage 100 Premium workstation is not supported (not even as a client to another server). However, this configuration can be utilized for testing.

Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

SageCRM Supported Server	Remarks
For a complete list of supported Sage CRM Servers and requirements, refer to the Sage CRM Help Center at http://help.sagecrm.com/	**Notes** • Microsoft SQL Server is required for Sage CRM Server. • Sage CRM Server cannot be installed on a server running Microsoft Exchange or Lotus Notes Domino. **Outlook Plug-In for SageCRM** • To install CRM Outlook Integration, download the Outlook plug-in from within CRM in the My CRM menu > Preferences tab. The user must be an Administrator or Power User of the client machine to install the Outlook plug-in. • If installing the CRM Outlook Integration in a Remote Desktop Services environment, administrator rights are required on the Remote Desktop Services machine. All instances of Internet Explorer and Outlook must be closed to install the plug-in. At the time of the installation, exclusive access to the server is required for each user. After the plug-in is installed, administrator rights are no longer required. • CRM Outlook client integration is supported only for e-mail accounts running on Microsoft Exchange Server.

Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

Remote Desktop Services/Citrix Servers	Remarks
Windows Server 2022 Standard and Datacenter Windows Server 2019 Standard and Datacenter Windows Server 2016 Standard Windows Server 2012 R2 (64-bit) Standard and Essential Windows Server 2012 (64-bit) Standard Citrix Virtual Apps and Desktops	**Notes** ▪ Remote Desktop Services (formerly Terminal Services) or Citrix must be installed on a supported version of Windows. ▪ Installing Sage 100 Premium or Sage CRM Server on the same server as Remote Desktop Services or Citrix is not supported. ▪ Windows thin clients are supported with Remote Desktop Services and Citrix. For more information, refer to www.microsoft.com ▪ For more information on Remote Desktop Services/Citrix, see the Miscellaneous Notes section in this document.

Virtual Platforms
Notes ▪ Sage 100 is currently supported on virtual environments where the Virtual Vendor supports the Windows OS that Sage 100 supports. ▪ All supported Operating Systems listed under the Supported Workstations, Sage 100 Supported Servers and SageCRM Supported Servers sections are supported when hosted on these Citrix virtual platform products. ▪ Hardware and software requirements (minimum and recommended) for Sage 100 products apply to virtual environments as well. ▪ Some third-party products might not support the same virtualization platforms as Sage 100 products. For verification, please check with the third-party vendor.

Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

Miscellaneous Notes

1. When running Sage 100 Premium over a local area network (LAN) environment, the ping timings will vary depending on the speed and configuration of the network. Typical ping timings with 1,800 bytes of data should be between 20–30 milliseconds or faster. Unacceptable ping speeds are over 40 milliseconds.
2. In the Sage 100 Premium client/server environment, some integrated applications do their processing at the workstation, not at the server. As a result, users may experience performance issues when running integrated applications from remote locations. Some of the applications affected include Crystal Reports.
3. Virtual private network (VPN) and wide area network (WAN) connections should be set up as point-to-point connections, as opposed to Internet connections, for better stability and performance. If an Internet connection is used, ensure the Internet Service Provider (ISP) can provide a guaranteed bandwidth; otherwise, users may experience dropped sessions and lost connections. With any type of low speed WAN connection, for each remote user, select the Low Speed Connection checkbox in User Maintenance.
4. Always re-run Sage 100 Premium Workstation Setup after re-installing or upgrading the Windows operating system and verify that a default Windows printer is still available and operational.
5. Verify that all hardware involved in running Sage 100 Premium is on Microsoft's Hardware Compatibility List. Incompatible hardware can cause severe data corruption. For more information, refer to the Microsoft Hardware Compatibility List at: https://partner.microsoft.com/en-us/dashboard/hardware/search/cpl
6. Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage 100 Premium 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.
7. Using Citrix or Remote Desktop Services is suggested for faster remote printing of Crystal reports over a WAN and virtual private network (VPN)
8. Sage requires a guaranteed minimum bandwidth of 256 Kbps per user for running Sage 100 Premium through a low-speed remote connection. For each user, 512 Kbps or higher is recommended. Select the Low Speed Connection check box in the Sage 100 Premium User Maintenance window.
9. If a VPN connection is used, keep in mind the following:
   - VPN solutions are either software-based, hardware-based (such as a VPN firewall), or a hybrid of both.
   - Software-based VPNs may result in slower connection speeds due to the security overhead of encrypting the data. Hardware-based solutions run faster.
10. Low-speed connections are subject to considerable performance issues when using a software-based VPN. It may cause the connection to have a bandwidth of less than 256 Kbps. For information on guaranteed bandwidth requirements, see miscellaneous note above. TCP/IP must be installed and properly configured so that you can ping by computer name and IP address from the workstation to the server. The server must be able to at least ping the workstation by its IP address. You must be able to use the Windows TELNET.EXE utility or equivalent to communicate with the Application Server on a specific port ID and IP address, or on a specific port ID and name from all workstations to the server. If this cannot be done, you must contact your Microsoft support organization. Sage Customer Support cannot assist with this task. For more information on connection requirements, refer to your *Sage 100 Installation and System Administrator's Guide.*
11. The Sage 100 Premium Application Server is a Windows Sockets application that listens on a single port (typically port 10000). You must open this port on your firewall/router so clients can connect to the Application Server properly. The client does not listen back on its own port, so opening ports for clients is not necessary. Also, the Application Server is compatible with Network Address Translation (NAT).
12. If the Sage 100 Premium Application Server is configured to run as a service and you are experiencing connection timed out errors, white screens, hanging, or slow performance, but only after a certain number of Sage 100 Premium users are in the system, review document **20344** on the Sage Online Web site at https://support.na.sage.com/. If you are running the Application Server on the desktop instead of running it as a service, the same problem may occur in a very large multi-user environment. If that is the case, review document **20344** on Sage Support web sites.
13. The Microsoft Fax Services feature are supported only for Paperless Office and batch faxing. For more information, refer to the Integrated Solutions Compatibility Matrix on the Sage Support Web site at: https://support.na.sage.com/

Sage 100 Premium Version 2021
Supported Platform Matrix

Created as of April 12, 2022

Recommended Minimum System's Hardware Configuration			
	Recommended Minimum		
Sage 100 Supported Servers	**Processor**	**Memory (RAM)**	**Additional Requirements**
Windows Server 2022 Standard and Datacenter Windows Server 2019 Standard and Datacenter Windows Server 2016 Standard	For 64-bit systems: Intel or AMD 64-bit capable, such as Intel Xeon or Quad-Core AMD Opteron For 32-bit systems: Intel Pentium 4 class 2.4 GHz Dual processor recommended	4 GB + 4-6 MB per concurrent user	100 Mbps network connection
Single User/Client Workstation	**Processor**	**Physical Memory (RAM)**	**Available Memory (RAM)[1]**
Workstation (client) operating system versions not listed in this document will not be supported.			
Windows 11 Pro and Enterprise	**1 gigahertz (GHz)** or faster with 2 or more cores on a **compatible 64-bit processor** or System on a Chip **(SoC)**	4 GB	512 MB
Windows 10 (32 and 64-bit) Pro and Enterprise	Intel Core 2 Duo	3 GB	512 MB
Windows 8.1 (32 and 64-bit) Pro and Enterprise	Intel Core 2 Duo	3 GB	512 MB
Network Bandwidth (for multi-user systems)	**Recommended Minimum**		
	100 Base-T – 100 Mbps at Full Duplex		

Sage 100 Premium Version 2021
Supported Platform Matrix
Created as of April 12, 2022

[1]The recommended minimum is designed to ensure that the systems used for Sage 100 Premium are capable of providing adequate performance with a standard complement of normally installed applications, such as virus protection software.
[1] Regardless of the recommended minimums specified above, users should check the available memory on the workstation prior to installing Sage 100 Premium and use the Windows Task Manager to check the Available Physical Memory on the Performance tab. A minimum of 512 MB of physical RAM should be available to Sage 100 Premium when all other applications that will be used with Sage 100 Premium are loaded. Sage cannot guarantee acceptable performance when running Sage 100 Premium concurrently with other applications that consume system resources required for Sage 100 Premium to perform at an optimum level. Refer to the article “How to determine memory” on the Sage Support Web site at: https://support.na.sage.com/

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