Sage 300 2022

Compatibility guide

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Overview

The information in this Compatibility Guide applies specifically to Sage 300 2022 Standard, Advanced, and Premium editions.

This document is intended to cover information regarding the compatibility of various operating systems with Sage 300 2022. Any operating system not listed in this document is not compatible with the current version of Sage 300.

Before installing Sage 300 2022, review this guide and the following documents:

- *Upgrade Guide*
- *Installation and Administration Guide*
- *Release Notes*

You can find more details and instructions on our Knowledgebase at support.na.sage.com, or by contacting Customer Support.

Unlisted platforms not supported

Sage Customer Support Services provide support for Sage 300 only on the platforms listed as supported in this document.

You can submit requests to support additional operating systems, as well as product enhancement suggestions at https://www5.v1ideas.com/TheSageGroupplc/Sage300ERP.

Alternative support options may be available through your Solution Provider.

Product updates and program fixes

Current product updates are available for download from support.na.sage.com. If a product update is available, install the latest product updates for Sage 300 after program installation is complete.

Program fixes will continue to be available for the current version of the software as needed and according to a planned release schedule. Note that some program fixes are only available as hotfixes, and should be installed only if you are experiencing the specific problems they address.

Compatibility with third-party programs

If you also use third-party applications or enhancements, always contact the developer of the third-party product to verify compatibility before installing any product updates or program fixes.

Checking hardware compatibility

Incompatible hardware can cause problems such as data corruption. Verify that all hardware you use to run Sage 300 is compatible with your operating system.

For more information, refer to the applicable Hardware Compatibility List at http://www.microsoft.com/hardware/en-us/support/compatibility.

Implementation scenarios

When planning your Sage 300 implementation, review the “Recommended configurations” section (page 9) for typical small business, midsize business, and large enterprise implementation scenarios.

Note: Recommended configurations are intended to serve only as a guideline. Actual requirements will vary depending on your system configuration and the programs and features you choose to install. Additional hard disk space may be required.

Sage 300 2022 compatibility

All environments

The following points apply to all configurations when upgrading to Sage 300 2022:

- Sage is committed to supporting future Microsoft operating systems as they are released to market for all Sage 300 applications. However, this does not include release candidates, beta, or pre-beta operating systems. As new operating systems are scheduled for final general release, Sage will evaluate their compatibility and update this document based on those evaluations.
- The Analysis module for Sage 300 Intelligence Reporting is not compatible with Microsoft Excel 2003.

Virtual environments

Sage 300 2022 is supported in VMware ESX and Microsoft Hyper-V virtual environments. However, please note that our support teams will address only application-related issues that can be replicated in a physical environment, and will not address performance issues in a VMware or Hyper-V virtual environment.

Also note the following points and recommendations related to virtual environments:

- **Consult with an expert**. Because implementing a virtual server environment is very complex, we recommend that you consult with a vendor-certified virtual server consultant.

  Important! Ask your consultant to commit to matching or mirroring the performance requirements listed in the “Hardware requirements” chapter of this document (page 11).

  A certified virtual server consultant should be able to provide you with a performance baseline report that includes expected maximum processing throughput per active instance, and expected performance trends as additional virtual instances come online. This document should also include the expected margin of error during peak business operating hours.

- **Ensure sufficient resources and RAM.** Each virtual environment should have sufficient resources for the operating system and installed applications.

  There is never enough memory to share among virtual devices running on a virtual server. We recommend that server RAM be configured to the maximum that the server hardware can support. Most server hardware that is certified by the virtual server vendor can support at least 32 GB of RAM.

- **Deploy at least two virtual servers.** If not properly implemented, a virtual environment can be a single point of failure. A single point of failure should be avoided at all costs. The

virtual server community always recommends deploying at least two virtual servers, along with a failover strategy.

- **Avoid overcommitting application pools**. When running in a VMware environment, avoid overcommitting VM application pools. Allocating more resources than the hardware can support can cause performance problems.
- **Check hardware compatibility.** Virtual server vendors always support a list of compatible server hardware devices. Therefore, ensure that the virtual server your firm is considering is on the hardware compatibility list.
- **Understand memory allocation.** Each virtual server vendor implements vastly different memory allocation strategies, so you need to be familiar with their specific strategy. For example, VMware dynamically allocates memory to an active virtual image, allowing the administrator to set a maximum memory limit, but allocating that maximum memory only as needed.
- **Plan for network bandwidth.** Network bandwidth may become a bottleneck in virtual network environments. Be prepared to add more than four network interface cards to your virtual server. Ask your virtual server platform expert to investigate the ability of these network interface devices to "team up." When network bandwidth becomes a bottleneck, network interface teaming may be the easiest solution, without resorting to the more complicated strategy of breaking up your network into smaller segments.

Citrix / Terminal Server Environments

Citrix/Terminal servers should be dedicated for applications, and database engines should be separate from the Citrix/Terminal Server. You need to optimize Citrix/Terminal Server sessions for performance, and to ensure that printers are compatible.

Note: The full Sage 300 System Manager and programs need to be installed on the Citrix/Terminal Servers.

Sage support teams will address only application-related issues that can be replicated in a standard client/server environment and will not address performance issues in a Citrix/Terminal Server environment.

Database platforms and operating systems

This section lists supported database platforms and operating systems for Sage 300 2022.

Sage reserves the right not to provide support for operating systems and database engines not listed in the Compatibility Guide and/or no longer supported by their vendors.

Database server operating systems

Microsoft SQL Server 2016, 2017 or 2019 on Windows Server 2016 or 2019 are supported for use as the database server for Sage 300 2022.

Note the following points:

- Microsoft SQL Server Enterprise, Standard, and Express Editions are supported.
- For Microsoft SQL databases, we recommend using a binary collation method, such as Latin1_general_bin.
- Sage 300 2017 and higher only supports Microsoft SQL Server as a database server.
- See Microsoft's websites for limitations of their databases.

Sage 300 application server operating systems

Windows Server 2016 or 2019 are supported as the application server for Sage 300 2022.

Note the following points:

- Sage supports only the 64-bit version of any application server operating system.
- Terminal Server and Citrix XenApp are supported only for Sage 300 Classic (Visual Basic) programs, not for web screens.

Workstation operating systems

The 64-bit versions of Windows 10 are supported as the workstation operating system for Sage 300 2022.

Supported editions are as follows:

- Windows 10: Pro and Enterprise editions
- Windows 7: Professional, Enterprise, and Ultimate editions **have not** been tested with Sage 300 2022. We will not be able to address any problems that may occur on non-supported Operating systems.

Additional notes:

- Microsoft Excel 2016 (32 or 64 bit), or 2019 (32 or 64 bit) is required on each workstation running the GL Financial Reporter.
- Microsoft Outlook 2016 (32-bit), or 2019 (32-bit) is required on each workstation to use the email function.
- Microsoft Application Virtualization (App-V), which is another method to deploy Microsoft Office, is ***not*** supported.

Sage 300c web screens requirements

Server requirements

To support web screens, the Sage 300c server requires Microsoft Windows Server 2016 or 2019 with IIS installed, including static content and ASP.Net.

Web screens require a Portal database, which can be the same database you use for the Sage 300 Portal. The Portal database must use a supported version of Microsoft SQL Server.

Web browser requirements

To view web screens, use currently supported versions of Microsoft Edge, Google Chrome, Apple Safari, or Mozilla Firefox.

Hardware requirements

Recommended configurations

	Standard	Advanced	Premium
Number of users	**1–5**	**5–10**	**10+**
Modules	Financials & Operations Modules*	Financials & Operations Modules	Financials & Operations Modules
Database engine	Microsoft SQL Express or Standard**	Microsoft SQL Standard	Microsoft SQL Standard
Database size	0.25–5 GB	5–10 GB	10 GB+
Operating system	Windows Server Standard	Windows Server Standard with Terminal Services	Windows Server Standard/Enterprise with Citrix
Reporting	Standard	Moderate	Intensive

** Financials Modules include System Manager, General Ledger, Accounts Receivable, and Accounts Payable. Operations Modules include Inventory Control, Order Entry, and Purchase Orders.*

** For SQL Express, check CPU and RAM limitations.*

Recommended hardware specifications

	Standard	Advanced	Premium
Workstation	Intel Core i5 or higher	Intel Core i5 or higher	Intel Core i5 or higher
	8GB RAM	8GB RAM	8GB RAM
	100MB for workstation files	100MB for workstation files	100MB for workstation files
	Windows 10	Windows 10	Windows 10

	Standard	Advanced	Premium
Sage 300 Server	Intel quad-core processor or higher	Intel quad-core processor or higher	Intel quad-core or Xeon processors
	32 GB RAM (or higher)	32 GB RAM (or higher)	64 GB RAM (or higher)
	5GB for application files	5GB for application files	5GB for application files
Sage 300 Web screen Server	Intel quad-core processor or higher	Intel quad-core processor or higher	Intel quad-core processor or higher
	16GB RAM	16GB RAM	32GB RAM
	5GB for application files	5GB for application files	5GB for application files
	Sage 300 Server can also be used, additional resources required.	Sage 300 Server can also be used, additional resources required.	
Database Server	Intel quad-core processor or higher	Intel quad-core processor or higher	Intel quad-core processor or higher
	32 GB RAM (or higher)	32 GB RAM (or higher)	64 GB RAM (or higher)
	Windows Server 2016, 2019 (x64)	Windows Server 2016, 2019 (x64)	Windows Server 2016, 2019 (x64)
	SQL Server 2016, 2017, or 2019	SQL Server 2016, 2017 or 2019	SQL Server 2016, 2017 or 2019
	500GB free hard disk space	1TB free hard disk space	1.5TB free hard disk space
	RAID 5/10 for SQL data files	RAID 5/10 for SQL data files	RAID 5/10 for SQL data files
	RAID 1 for SQL log files	RAID 1 for SQL log files	RAID 1 for SQL log files
	Sage 300 Server can also be used, additional resources required.		

	Standard	Advanced	Premium
Citrix Terminal Server			Intel quad-core or Xeon processor Windows Server 2016, 2019 Standard with Terminal Services (x64) 64GB RAM capable of supporting 40 concurrent user sessions
Sage CRM Server		Refer to Sage CRM Supported Platform Matrix	

Hardware notes

- **Additional applications require more resources.** Recommendations are based on a standalone server with little to no additional network traffic. Running additional applications on the same server will require additional resources.
- **Add RAID to protect data.** Adding RAID to your storage configurations is one of the most cost-effective ways to maintain both data protection and access.

  For the database and file servers, we recommend using RAID 10 (minimum RAID 5). For the application and web servers, we recommend using RAID 1.
- **Plan for different user types.** It is important to keep in mind what type of user will be working with the system. For example, 100 users working in Operations modules will use the system more intensively than 100 users working in Financial modules. The guidelines in this document are intended for users of Operations modules on a non-customized system, with little to no additional processing or network traffic.
- **Plan for backup and recovery.** Each site must have adequate backup and recovery capabilities. We strongly recommend that you set up a “hot standby” system with a backup database. This standby system should have a similar configuration to the primary production system. The standby system can also be used for development and testing.
- **Plan for disk space requirements.** The amount of required disk space varies widely, depending on the number of customer records, archiving plans, and backup policies. Required disk space can also vary depending on the amount of information held for each customer. Therefore, it is important to estimate disk space requirements prior to installation, and to purchase sufficient disk storage to allow for significant growth in the volume of data.

- **Protect against power outages and surges.** We recommend that you use an uninterruptible power supply.
- **Understand the effect of product customizations.** Note that product customizations can significantly affect the performance of Sage 300, and should be evaluated carefully when specifying hardware.

Software end-to-end compatibility matrix

The software versions listed here have been tested and are compatible with Sage 300 2022.

Software	Version	Additional modules	Notes
Sage CRM	2021 R2	A/R, A/P, O/E, P/O, PJC	
Sage Fixed Assets	2022.0	G/L, A/P, P/O	
Sage HRMS	TBD	U.S. or Canadian Payroll 7.3	Integration is supported using Sage Payroll Link 7.1C for Sage 300 2022

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