

sage

Sage 200c  
Professional  
System  
Requirements and  
Prerequisites

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# Contents

<b>1   Introduction</b> .....	<b>5</b>
<b>2   New for Sage 200c Professional</b> .....	<b>7</b>
<b>3   Checking the prerequisites</b> .....	<b>11</b>
<b>4   Supported software</b> .....	<b>15</b>
<b>5   Security and firewall settings</b> .....	<b>23</b>
<b>6   Minimum specifications for client and server machines</b> .....	<b>27</b>



# Introduction

This guide is designed to provide Business Partners and customers the system requirements for Sage 200c Professional

**Note:** If you are installing Sage 200 Extra Online, please see the Sage 200 Extra Online System Requirements.

Sage 200c Professional is made up of various core and optional modules that integrate with the core product. When determining your system requirements, you must make sure that you have considered the requirements for all the parts that you want to use, as some modules have different system requirements.

The application footprint on each of the Sage 200c client machines can be large. Each of the client machines that run Sage 200c, as well as the servers, must meet the minimum specification. See [Minimum specifications for client and server machines on page 27](#).

**Note:** The System Requirements shown here were correct at time of publication. Later versions of operating systems or applications may be supported. See [desktophelp.sage.co.uk/sage200/installation/Content/On%20Premise/Core.htm](https://desktophelp.sage.co.uk/sage200/installation/Content/On%20Premise/Core.htm) for an updated list.



# New for Sage 200c Professional

The following changes have been made in this version.

## System Requirements

### Changes to supported operating systems and browsers

Support added	Support removed for this version
Windows Server 2016	Server 2008 R2
iOS v10	Terminal services virtual machine based desktop deployment - this was previously supported with Server 2008 R2.
	iOS 9 - apart from Sage 200 CRM
	IE 10 - apart from Server 2012 only. Note: IE 10 is not supported for CRM on any operating systems.

### Changes to the prerequisites

New prerequisite	No longer required:
TLS 1.2 support required for Microsoft SQL Server by default.	TLS 1.0 and 1.1 not supported by default.
Microsoft .NET Framework version 4.5.2 (or later). <b>Note:</b> This may already be included if you have installed a later version of .NET Framework.	Microsoft .NET Framework version 3.5 - now only required for BI.
	.NET Extensibility 3.5
	ASP.NET
	ASP.NET 3.5

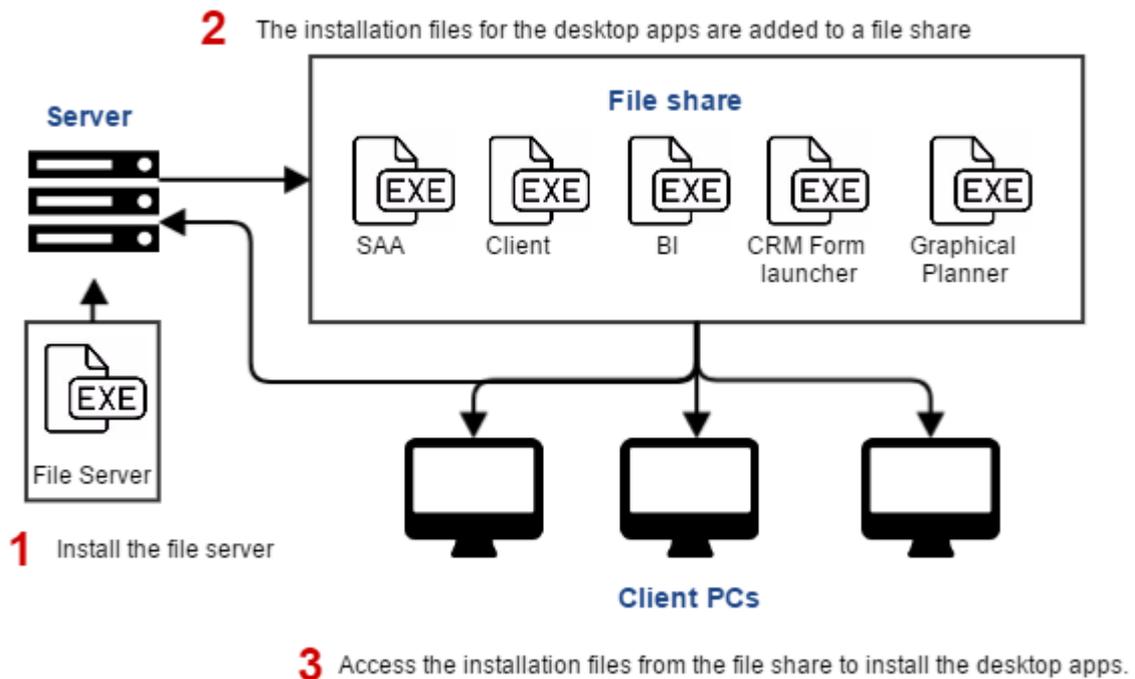
## New installation process

There is a new installation process for Sage 200c Professional. Instead of using a single installer to install the server and client elements, these are now installed separately.

First you install Sage 200c Professional on the server. As part of the server installation, the client installers are added to a file share: **C:\Sage\Installers**. At the end of the server installation links to the file share are added to a web page. You can then send the link to this web page to the users so that they can install required client elements.

There's no longer a requirement to install any client elements on the server, unless you're using BI.

The components for e-banking and the nominal link to payroll will need to be installed separately when required. This can be done from the desktop app.



## Why have we made this change?

We've made this change to improve the upgrade process for Sage 200c.

The desktop apps are now installed using 'Click Once' technology. After you've installed Sage 200c Professional, you'll no longer need to uninstall any desktop apps from the client machines when upgrading to a new version. Once a new version is installed on the server, the desktop apps are automatically updated the next time a user opens them.

## Installing e-Banking components

The changes to the installers mean that you must now install the e-Banking components for Sage 200c separately on each client PC that will use the service. Previously this was included as part of the installation process.

This has now has two parts:

1. Install the Sage e-Banking component.

You do this from the desktop app ( **Tools > Installers > Install eBanking components**).

2. Install the e-Banking service for the required bank. This must be downloaded and installed from the Sage website [Sage e-Banking services for compatible banks](#).

## Installing the nominal link

The changes to the installers mean that you must now install the additional component for the nominal link for Sage 200c separately on each client PC that will use the service. Previously this was included as part of the installation process.

You can do this from the desktop app ( **Tools > Installers > Install nominal link components**).

## Installing BI

The changes to the installers mean that there is a change to how BI should be installed. For sites using BI, the Sage 200 desktop app (client) must also be installed on the server. You must make sure that you're logged onto the server as the windows user set to run the scheduled task for BI. This is to make sure the DLL files for the scheduled task are installed correctly.

## Other changes

### Excel Integrated reporting

This has been removed from Sage 200c Professional, as this has been replaced by new Excel reporting functionality. This was removed by default from the desktop app in Sage 200 2015, but could be reinstated via System Administration. This is no longer possible in Sage 200c Professional.



# Checking the prerequisites

Before you install Sage 200c, you must make sure the required prerequisites are installed on your system. You must also make sure that your installations of Microsoft SQL Server and Microsoft Internet Information Services (IIS) have the required settings.

## Using the prerequisite tool

We have provided a tool which to help you check that the required prerequisites are installed on your server. Use this tool to check the following:

- ☑ The server machine name starts with a letter, end with a letter or digit, and have as interior characters only letters, digits, and hyphens.

For more information about Domain name rules, see section 2.3.1 of the following article:[www.faqs.org/rfcs/rfc1035.htm](http://www.faqs.org/rfcs/rfc1035.htm)

- ☑ Windows Identity Foundation is installed. This can be added as feature.
- ☑ Microsoft .NET Framework version 4.5.2 (or later) is installed.

**Note:** This may already be included if you have installed a later version of .NET Framework.

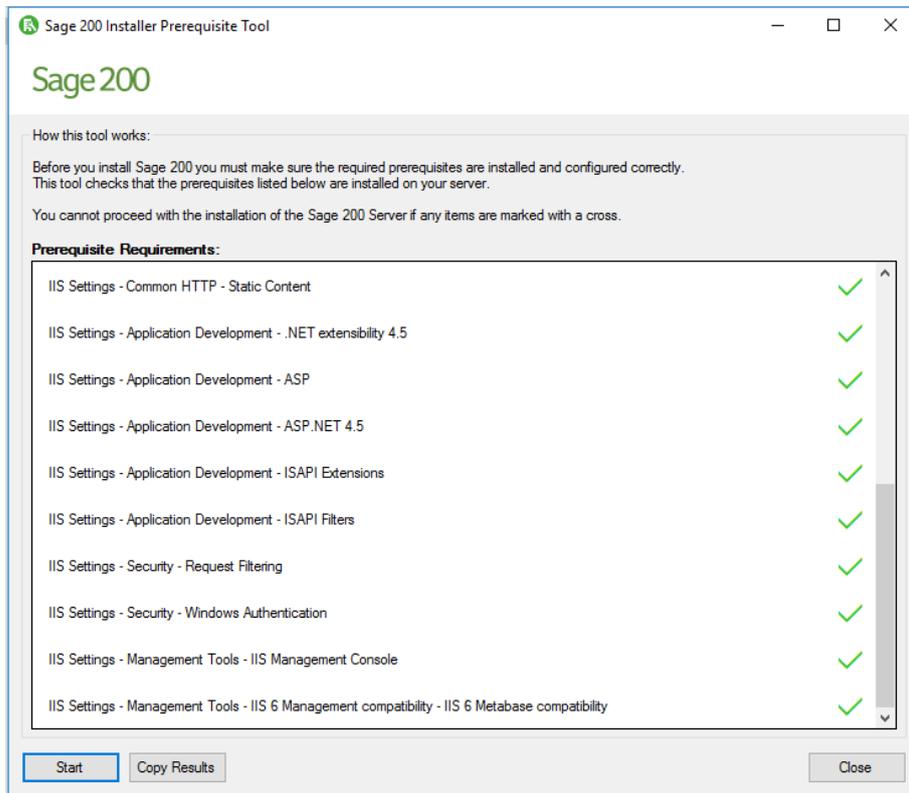
- .NET Framework 4.5 (or later) Features with HTTP Activation.
- IIS v8 or higher installed, with the following settings.

Common HTTP Features	Default Document Directory Browsing HTTP Errors HTTP Redirection Static Content
Application Development	.NET Extensibility 4.5 (or later) ASP ASP .NET 4.5 (or later) ISAPI Extensions ISAPI Filters
Security	Request Filtering Windows Authentication
Management Tools	IIS Management Console
Management Tools > IIS 6 Management Compatibility	IIS 6 WMI Compatibility IIS 6 Metabase compatibility

## Run the prerequisite tool

1. Open the **Prerequisite check tool** folder on the ISO.
2. Double - click the **PreRequisiteCheckTool.exe**.
3. Click **Start**.

4. The results will show which prerequisites are installed.



## Additional requirements (not checked by the tool)

- All machines must have regional and language settings set to either **English (UK)** or **English (Ireland)** only.
- Your domain controller must **not** be set to **Read Only**.
- All machines must have a **c:\** drive although Sage 200c can be installed and run from a drive other than **c:\**.
- Microsoft SQL Server:
  - SQL server must support TLS 1.2.
  - Must be running in Mixed Mode (SQL Server and Windows Authentication mode).
  - The **Server Collation** for SQL server must be set to **Latin1\_General\_CI\_AS**.
  - If you're using Business Intelligence, SQL Server and Analysis Services must be installed on the same machine with the same instance name.

## Prerequisites for the client

- All machine names must start with a letter, end with a letter or digit, and have as interior characters only letters, digits, and hyphens.
- All machines must have regional and language settings set to either **English (UK)** or **English (Ireland)** only.
- All machines must have a **c:\** drive although Sage 200c can be installed and run from a drive other than **c:\**.
- Microsoft .NET Framework version 4.5.2 **must** be installed.

**Note:** Even if you have later versions of .NET Framework installed, you will still need to ensure that your version of .NET includes version 4.5.2. For example, .NET Framework 4.6 and 4.7 should include .NET 4.5.2. For details on how to check this, we suggest that you consult the Microsoft [support site](#) or your Microsoft professional.

- Microsoft .NET Framework version 3.5 is also installed, if you are using Sage 200 BI.

# Supported software

## Operating systems

	Server	Client
Windows 7 SP1 (32-bit and 64-bit) (Professional, Enterprise & Ultimate Editions) <sup>1, 3</sup>	✗	✔
Windows 8.1 (32-bit and 64-bit) (Pro and Enterprise Editions) <sup>1</sup>	✗	✔
Windows 10 (32-bit and 64-bit) (Pro and Enterprise Editions) <sup>1</sup>	✗	✔
Windows Server 2012 (Standard, Essentials & Datacenter Editions) <sup>3</sup>	✔	✔
Windows Server 2012 R2 (Standard, Essentials & Datacenter Editions) <sup>2</sup>	✔	✔
Windows Server 2016 (Standard, Essentials & Datacenter Editions)	✔	✔

<sup>1</sup> Not supported for production environments but may be used for demonstration and training purposes only.

<sup>2</sup> Windows Server 2012 R2 with Updates version (released Nov 2014) - There is a known issue with the Core Components when installed on this version of 2012 R2.

<sup>3</sup> If you are using the Sage Contact app or Pegg chatbot, the Azure Application Proxy Installer requires Windows 8.1, Windows Server 2012 R2, or later versions of Windows.

## Sage 200 migration tools

	Classic Migration tool	50 - 200 Migration tool
Windows 7 SP1 (32-bit and 64-bit) (Professional, Enterprise & Ultimate Editions)	✔(32 bit only)	✔
Windows 8.1 (32-bit and 64-bit) (Pro and Enterprise Editions)	✗	✔
Windows 10 (32-bit and 64-bit) (Pro and Enterprise Editions)	✗	✔
Windows Server 2012 (Standard, Essentials & Datacenter Editions)	✗	✗
Windows Server 2012 R2 (Standard, Essentials & Datacenter Editions)	✗	✗
Windows Server 2016 (Standard, Essentials & Datacenter Editions)	✗	✗

## Sage connected apps - Sage Contact app and Pegg chatbot

*Sage connected apps* refers to Sage Contact app and the Pegg chatbot, which connect to your Office 365 account.

- The Microsoft Azure Active Directory Proxy Connector (used for the Sage connected apps), requires Microsoft Windows 8.1, Windows Server 2012 R2, or later versions of Windows.
- The Sage connected apps can only be used with an Office 365 Business Premium or Enterprise (E1, E3 or E5) subscription.

## Remote Desktop Services (formerly Terminal Services)

	Server	Client
Windows Server 2012 *	✔	✔
Windows Server 2012 R2 *	✔	✔
Windows Server 2016 *	✔	✔

\* The application must be deployed using 'Session based Desktop Deployment' with a published remote desktop. 'Virtual machine based desktop deployment' is not supported.

Requirements for deploying Remote Desktop Services:

- The Remote Desktop Services installation must be deployed using **Session-based desktop deployment**.  
Deployment using **Virtual-machine based desktop deployment** is **not** supported.
- Sage 200c is only supported when publishing the whole desktop environment through Remote Desktop Services.  
Delivering Sage 200c as a **RemoteApp** solution is **not** supported.

For Remote Desktop Services servers hosting Sage 200c client sessions, we recommend:

- At least 600MB memory per user on the server, for each client session running occasional or one-off tasks, such as an account enquiry or price check.
- At least 1GB memory for each client session processing for any prolonged period of time, for tasks such as checking in stock, or creating purchase orders.
- You should run large batch processes and updates on the local area network, or out of hours.

## SQL server

	Server
Microsoft SQL Server 2012 SP3 - Standard, Enterprise & Datacenter Editions (32 & 64-bit).	✔
Microsoft SQL Server 2014 SP2 - Standard, Business Intelligence, Enterprise & Datacenter Editions (32 & 64-bit).	✔
Microsoft SQL Server 2016 SP1- Standard, Business Intelligence, Enterprise & Datacenter Editions (32 & 64-bit)	✔

By default, Sage 200c now requires that your version of Microsoft SQL Server supports TLS 1.2.

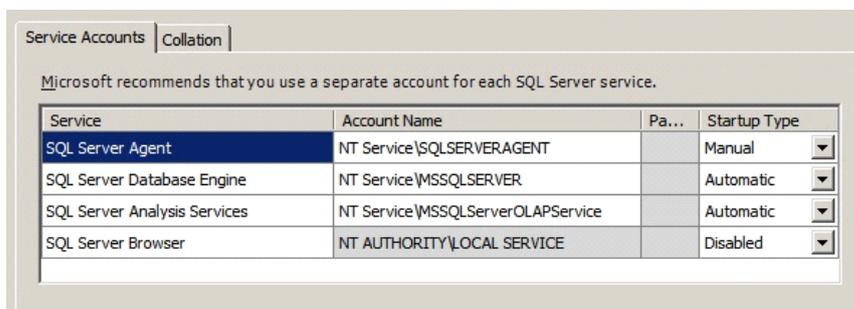
To determine whether your current version of SQL Server already has support for TLS 1.2, or whether you have to download an update to enable TLS 1.2 support, please see this Microsoft support article: [support.microsoft.com/en-us/help/3135244/tls-1-2-support-for-microsoft-sql-server](https://support.microsoft.com/en-us/help/3135244/tls-1-2-support-for-microsoft-sql-server)

If your version of Microsoft SQL Server does not support TLS 1.2, and you are unable to upgrade at this time, you can manually configure Sage 200c to use TLS 1.0 or 1.1 instead. See [How do I configure Sage 200 to use TLS 1.0 or 1.1?](#)

### Prerequisites for SQL server

Sage 200c Professional is **not** supported when SQL server is installed on a Domain controller.

- SQL server must support TLS 1.2.
- SQL server must be running in Mixed Mode (SQL Server and Windows Authentication mode).
- The **Server Collation** for SQL server must be set to **Latin1\_General\_CI\_AS**.
- We recommend that you use the default accounts set up by the SQL server installation wizard. (In previous editions of Microsoft SQL Server, we recommended running SQL Server as Local System Accounts.)



**For BI**

- BI is not supported on Workgroup editions of SQL server. This is because Business Intelligence requires Analysis Services.
- Microsoft SQL Server and Analysis Services must be installed on the same machine with the same instance name.

## Web browser support

### Web browsers

	Desktop App	Web App
Microsoft Internet Explorer v10 or Edge on x86 and x64 based PCs - supported on Server 2012 only	✔	✔
Microsoft Internet Explorer v11 or Edge on x86 and x64 based PCs	✔	✔
Microsoft Internet Explorer v11 or Edge on Microsoft Windows 8.1 tablets running Windows 8 Professional and Enterprise Editions		✔
Safari on Apple iPad running iOS v10		✔
Google Chrome on x86 and x64 based PCs and 10", 7" and 6" Android devices		✔

**Note:** Other devices and browsers may be compatible but have not been tested.

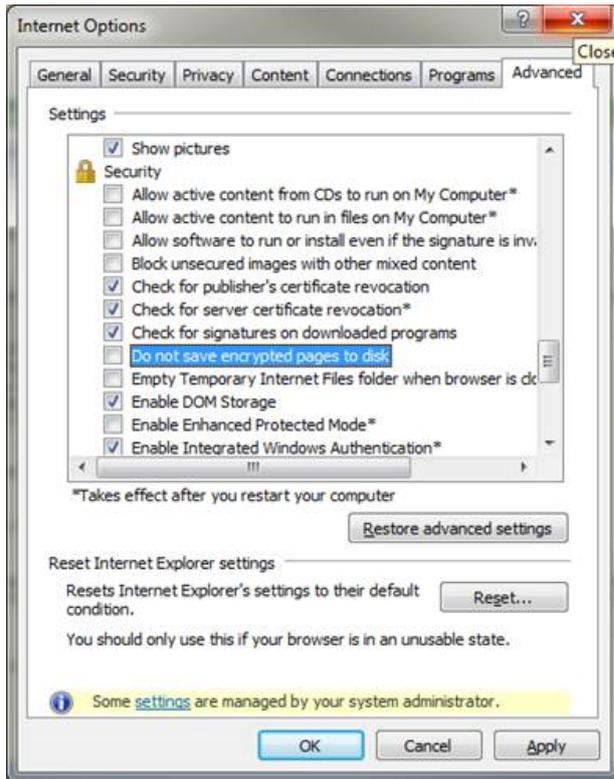
### Browser settings

When accessing workspaces in the desktop app or from the web app, you may be asked to login. If you don't wish to be prompted each time, you can set your browser to always use your login credentials:

Browser	Settings
Internet Explorer	<p>We recommend that you set this for your local intranet zone, however you may choose to set Trusted Sites instead depending on your domain or local security policies.</p> <ul style="list-style-type: none"> <li>■ Local Intranet zone <ol style="list-style-type: none"> <li>Open: <b>Internet Options &gt; Security &gt; Custom Level</b></li> <li>Set user <b>User Authentication &gt; Logon to Automatic Logon with current user name and password.</b></li> </ol> </li> </ul>

Browser	Settings
	<ul style="list-style-type: none"> <li>■ Trusted Sites               <ol style="list-style-type: none"> <li>a. Open <b>Internet Options &gt; Security &gt; Trusted Sites &gt; Sites.</b></li> <li>b. Add the SelfService server URL e.g. <b>https://&lt;server_name&gt;.</b></li> <li>c. Open <b>Internet Options &gt; Security &gt; Trusted Sites &gt; Custom Level.</b></li> <li>d. Set <b>User Authentication &gt; Logon to Automatic Logon with current user name and password.</b></li> </ol> </li> </ul>
Chrome - Self Service website only	<p>Set <b>User Authentication &gt; Logon to Automatic Logon with current user name and password.</b></p> <p>Enter the following from the Command prompt:</p> <ul style="list-style-type: none"> <li>■ For 32-bit operating systems:  <code>"C:\Program Files\Google\Chrome\Application\chrome.exe" -auth-server-whitelist="localhost, &lt;machine fully qualified domain name&gt;". For example:  " C:\Program Files\Google\Chrome\Application\chrome.exe" -auth-server-whitelist=localhost, sagesvr01.mydomain.com"</code> </li> <li>■ For 64-bit operating systems:  <code>"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" -auth-server-whitelist="localhost, &lt;machine fully qualified domain name&gt;". For example: "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" -auth-server-whitelist=localhost, sagesvr01.mydomain.com"</code> </li> </ul>

When viewing excel reports in Internet Explorer, you may see this error '**Unable to download viewreport from [server name]**'. To resolve this make sure that you have **not** set the option **Do not save encrypted pages to disk** in the Internet Explorer settings.



## Microsoft Office

	2013 SP1 <sup>1</sup>		2016 <sup>1</sup>		Office 365 <sup>2</sup>	
<b>Functions</b>	32-bit	64-bit	32-bit	64-bit	Desktop Apps	Online App
Excel Reporting (new)	✓	✓	✓	✓	✓	✗
Send to Excel (from workspaces and lists)	✓	✓	✓	✓	✓	✓
Opening Attachments	✓	✓	✓	✓	✓	✗
Send Email (not from Report Designer)	✓	✗	✓	✗	✓	✗
Report Designer - output to email	✓	✗	✓	✗	✓	✗
Sage Contact	✗	✗	✗	✗	✓ <sup>3</sup>	✓ <sup>3</sup>
BI	✓	✗	✓	✗	✗	✗

<sup>1</sup> 2013 and 2016 - Standard, Home and Business, Small Business Premium, Professional Plus, and Enterprise Editions.

<sup>2</sup> Office 365 - Small Business Premium, Professional Plus and Enterprise Editions. Home and Personal editions are not supported.

<sup>3</sup> Sage Contact can only be used with an Office 365 Business Premium or Enterprise (E1, E3 or E5) subscription.

**Note:** Office 365 has only been tested with Office 2016 Apps.



# Security and firewall settings

Sage 200c Professional uses a combination of Windows security and SSL certificates to secure communications between the Sage 200c server and client machines.

## Windows File Permissions

The Sage 200c client can be installed to any location on a client machine. To find the Sage 200c server, the client looks for a file called `\\server name\Sage`.

In the final step of installation process, the permissions of this folder share are changed as follows:

### Domain

When deployed in an Active Directory Domain environment, access to the central Sage file share (e.g. `c:\Sage`) and associated files and subdirectories is restricted to the Sage 200 user and admin groups.

**Note:** All domain controllers on the same domain as Sage 200c need to be accessible and writeable.

### Workgroup

When deployed in a Windows workgroup environment, the central Sage file share (e.g. `c:\Sage`) and associated files and subdirectories have their permissions set to **Everyone | FullControl**. We recommend that you set the Share and Security permissions as follows:

- Set the Share permissions to **FullControl/Change/Read** for these users:
  - Sage 200 Administrators group
  - Sage 200 Users group
  - Sage 200 Services user
  - Sage 200 Secured Services user
- Set the Folder Security to **Modify/Read&Execute/ListFolderContents/Read/Write** for these users:
  - Sage 200 Administrators group
  - Sage 200 Users group
  - Sage 200 Secured Services user

**Note:** Once you have installed Sage 200c, restart the machine before you access System Administration . This is so the security permissions are set correctly.

## Already have a shared Sage folder on your server?

If you already have a folder share called Sage on your server, then the permissions for this folder will be changed as part of the Sage 200c client installation. You can:

1. Change the name of the share for the existing folder.
2. Install Sage 200c to the existing folder if you're happy with permissions.

## Firewall Settings

Sage 200c runs a variety of programs and services that can be affected by security firewall settings. The following table details the ports that need to be opened in order for Sage 200c to function correctly.

Server	Port	Details
Database Server (Default SQL Instance)	TCP Port 1433	Default SQL Instance
Database Server (Named SQL instance)	UDP Port 1434	Named SQL Instance
File Server	TCP Port 139	File & Print Sharing
	TCP Port 445	File & Print Sharing
	TCP Port 137	File & Print Sharing
	TCP Port 138	File & Print Sharing
	TCP Port 10443	HTTPS
Sage 200 Self Service	TCP Port 10444	HTTPS
Sage 200 CRM Server	TCP Port 80	HTTP
	TCP Port 443*	HTTPS

\*You will need to open port 443 on your server machine, and grant permission for <https://licensing.services.sage.com> and [www.google.com](http://www.google.com). Google needs to be allowed as when it checks the licence, it pings Google to ensure there is an internet connection prior to going to the licensing server.

The following ports are required for Sage 200 BI:

Server	Port	Details
Database Server (Default SQL Instance)	TCP Port 2383	SQL Analysis Services

Server	Port	Details
Database Server (Named SQL Instance)*	TCP Port 2382	SQL Analysis Services
	UDP Port 1434	SQL Browser Service

\* For more information see, [msdn.microsoft.com/en-us/library/ms174937.aspx#bkmk\\_named](https://msdn.microsoft.com/en-us/library/ms174937.aspx#bkmk_named).

## Additional firewall settings if you have a named SQL instance or dynamic ports

Follow the steps below if you have named SQL instance or are using dynamic ports:

1. Find the port number:
  - a. Open **Start > All Programs > Microsoft SQL Server *version* > Configuration Tools > SQL Server Configuration Manager**.
  - b. Select **SQL Server Network Configuration > Protocols for <your instance Name>**.
  - c. Right-click **TCP/IP** and select **Properties**.
  - d. Select the **IP Addresses** tab and scroll down to the **IPAll** group.
  - e. The current port is the **TCP Dynamic Ports** number.
2. Set your Firewall to exclude this port number.



# Minimum specifications for client and server machines

These are the **minimum** specifications for each client and server machine in a Sage 200c Professional deployment. Users with large databases or high numbers of concurrent users will require higher specifications.

Due to the wide variation of companies that use Sage 200c, it is not possible to give exact specifications for each system. Factors such as the concurrent number of users, size of the database and estimated growth should all be taken into consideration when sizing a server.

When tasks are processed, CPU and memory resources are used on both the client and the server. Therefore, the specification of both machines will affect the overall performance of the system.

To make sure Sage 200c displays correctly:

- Check that your screen **Resolution** is set to the **recommended** setting for your display.  
To check this, open **Control Panel > Appearance and Personalization > Display > Screen Resolution**.
- Check that your text size is set to 100%.  
To check this, open **Control Panel > Appearance and Personalization > Display**, and ensure that the size is set to **Smaller - 100%**.

	Processor	Disk	Memory	Network
<b>Sage 200c Server</b>				
Sage 200c Server with Microsoft SQL Server	Dual-core 2.6GHz or equivalent	7,200 rpm SATA with 4GB disk space after SQL Server is installed.	4GB	Gigabit Ethernet
<b>Sage 200c Client</b>				
Client	Dual Core 1.6GHz or equivalent	7,200 rpm SATA with 500MB disk space required. <b>Note:</b> If you are going to run Graphical Planner you must have a minimum of 1GB disk space.	2GB	Gigabit Ethernet

