

GUIDE

Sage 200c
Professional

*System Requirements and Prerequisites
(2020 R1)*



Copyright statement

© Sage (UK) Limited, 2020. All rights reserved.

If this documentation includes advice or information relating to any matter other than using Sage software, such advice or information is provided for information purposes only. While Sage takes responsible steps to ensure the accuracy and completeness of such information, it can only be general in nature. You should therefore take appropriate steps to ensure it is correct and relevant to your circumstances. You should also consider taking professional advice when appropriate, for example to ensure that the results obtained from using the software comply with statutory requirements.

No part of this documentation may be copied, photocopied, reproduced, translated, microfilmed, or otherwise duplicated on any medium without prior written consent of Sage (UK) Limited or Sage Hibernia Limited, publisher of this work.

Use of the software described in this documentation is subject to Sage (UK) Limited or Sage Hibernia Limited's Licence Agreement enclosed with, or displayed by, that software.

Sage, the Sage logo, and other Sage logos and brands are either registered trademarks or trademarks of Sage (UK) Limited and Sage Hibernia Limited, or its holding company, The Sage Group PLC. All other marks are trademarks or registered trademarks of their respective owners.

Sage UK

North Park

Newcastle Upon Tyne

NE13 9AA

Issue date: 24/04/2020

Pbn No: 4728

Sage Hibernia Ltd trading as Sage Ireland

1 Central Park

Dublin 18

Contents

- 1 | Introduction 4**
- 2 | New for Sage 200c Professional 5**
- 3 | Checking the prerequisites 8**
- 4 | Supported software 12**
- 5 | Security and firewall settings 19**
- 6 | Minimum specifications for client and server machines 22**

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 22](#).

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 for an updated list.

New for Sage 200c Professional

2020 R1

Changes to the prerequisites

- Microsoft .NET Framework version 4.7.2 (or later) for Sage 200c client.
- Microsoft Visual C++ 2015-2019 Redistributable (x86) - 14.24.28127 for the Sage 200c client.

See [Checking the prerequisites on page 8](#).

Changes to supported software

Sage 200c Professional 2020 R1

Support added	Support removed
Office 365 Education (A1, A3, A5) subscriptions, for use with Sage connected apps.	Microsoft support for Windows 7 ended on 14 January 2020. We therefore recommend that you don't install Sage 200c on this operating system.
Microsoft SQL Server 2019 - Standard or Enterprise Editions. Note: Microsoft SQL Server 2019 is not supported by Sage 200 CRM 2020 R1.	

Sage 200 CRM 2020 R1

Support added	Support removed
Sage 200c Professional 2020 R1 integrates with Sage 200 CRM 2020 R1	
Windows Server 2019 (Standard & Essentials)	Windows Server 2012 R2 (Standard & Essentials) Windows Server 2012 (Standard & Essentials)
Microsoft SQL Server 2016 SP2 - Standard or	Microsoft SQL Server 2014 SP2 (Standard or

Support added	Support removed
Enterprise Editions	Enterprise Editions) Microsoft SQL Server 2012 SP3 (Standard or Enterprise Editions)
Microsoft Office 2019, for Outlook Classic and Lite plug ins	Microsoft Office 2013 SP1

Note: Sage 200 CRM is not supported on the Amazon EC2 environment.

Summer 2019

Changes to the prerequisites

- Microsoft .NET Framework version 4.6.2 (or later) required for Sage 200c Server. See [Checking the prerequisites on page 8](#).

Changes to supported software

- Azure Active Directory Basic is no longer available from Microsoft from July 2019. Your Microsoft 365 subscription must now include Azure Active Directory Premium P1/P2. However, if you already use Active Directory Basic, then you can continue to use it with Sage 200c.

Microsoft Power Automate


We've added Microsoft 365 requirements for using Microsoft Power Automate (formerly called Microsoft Flow). See [Supported software on page 12](#).

- A Microsoft 365 Business Standard (formerly Office 365 Business Premium) or Enterprise (E1, E3 or E5) subscription is required for Power Automate.
- We recommend a Power Automate Per user plan.

For information about using Power Automate with Sage 200c, see [Sage 200c Professional - Power Automate and Power Apps](#).

Spring 2019

Changes to supported software

Support added (in addition to existing supported versions)
Windows Server 2019 (Standard, Essentials & Datacenter Editions).
 Note: Windows Server 2019 is not supported by Sage 200 CRM.
Microsoft SQL Server 2016 SP2 - Standard, Business Intelligence, Enterprise & Datacenter Editions (32 & 64-bit)
Microsoft SQL Server 2014 SP3 - Standard, Business Intelligence, Enterprise & Datacenter Editions (32 & 64-bit).
Microsoft SQL Server 2012 SP4 - Standard, Enterprise & Datacenter Editions (32 & 64-bit).
Microsoft Office 2019 - Standard, Home and Business, Small Business Premium, Professional Plus, and Enterprise Editions.

Power BI

Microsoft Power BI is now supported.

For more information, see [Sage 200c Professional - Power BI](#).

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
- Windows Identity Foundation is installed. This can be added as feature.
- Microsoft .NET Framework version 4.6.2 (or later) is installed.

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

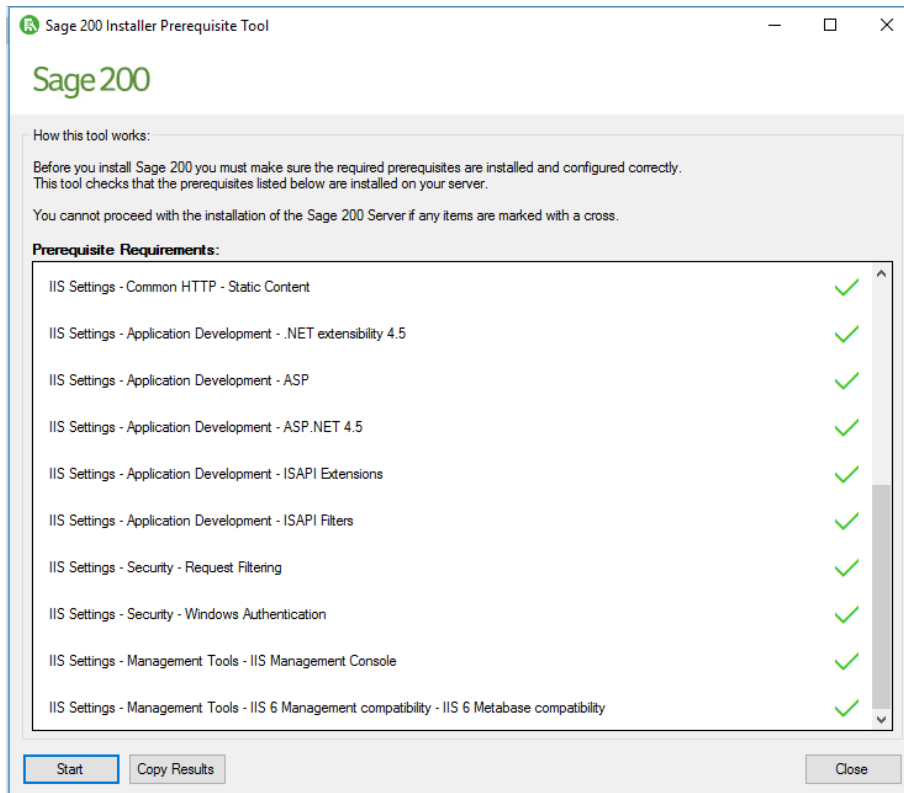
- .NET Framework 4.5 (or later) Features with HTTP Activation.
- IIS v8 or higher installed, with the following settings.

Common HTTP Features	Default Document Directory Browsing HTTP Errors HTTP Redirection Static Content
Application Development Features	.NET Extensibility 4.5 (or later) ASP ASP .NET 4.5 (or later) ISAPI Extensions ISAPI Filters
Security	Request Filtering Windows Authentication
Web Management Tools	IIS Management Console
Web Management Tools > IIS 6 Management Compatibility	IIS 6 WMI Compatibility IIS 6 Metabase and IIS 6 configuration 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.
 - The Default Language for SQL server must be set to English. Do not set it to British English.
 - 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 4.7.2 **must** be installed.
- Microsoft .NET Framework version 3.5 is also installed, if you are using Sage 200 BI.
- Microsoft Visual C++ 2015-2019 Redistributable (x86) - 14.24.28127 is installed.

Note: This is included in the Sage 200 installer, but can also be downloaded from Microsoft: [The latest supported Visual C++ downloads](#) 

Supported software

Operating systems


	Server	Client
Windows 10 (32-bit and 64-bit) (Pro and Enterprise Editions)	x ¹	✓
Windows 8.1 (32-bit and 64-bit) (Pro and Enterprise Editions)	x ¹	✓
Windows 7 SP1 (32-bit and 64-bit) (Professional, Enterprise & Ultimate Editions) ^{3, 5}	x ¹	✓
Windows Server 2019 (Standard, Essentials & Datacenter Editions) ⁴	✓	✓
Windows Server 2016 (Standard, Essentials & Datacenter Editions)	✓	✓
Windows Server 2012 R2 (Standard, Essentials & Datacenter Editions) ²	✓	✓
Windows Server 2012 (Standard, Essentials & Datacenter Editions) ³	✓	✓

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

² Windows Server 2012 R2 with Updates version (released Nov 2014). If you use virtualised platforms, there is a known performance issue with the Core Components when installed on this version of 2012 R2, when you use a minimum hardware specification. This can be resolved by increasing the hardware specification.

³ If you are using the Sage 200c API, Sage Contact app, Pegg, Microsoft Power BI; the Azure Application Proxy Installer requires Windows 8.1, Windows Server 2012 R2, or later versions of Windows.

⁴ Windows Server 2019 is not supported by Sage 200 CRM.

⁵ Microsoft support for Windows 7 ended on 14 January 2020. We therefore recommend that you don't install Sage 200c on this operating system. See [Windows 7 End of Support](#) 

Sage 200 migration tools

	Classic Migration tool	50 - 200 Migration tool
Windows 10 (32-bit and 64-bit) (Pro and Enterprise Editions)	✗	✔
Windows 8.1 (32-bit and 64-bit) (Pro and Enterprise Editions)	✗	✔
Windows 7 SP1 (32-bit and 64-bit) (Professional, Enterprise & Ultimate Editions)	✔(32 bit only)	✔
Windows Server 2019 (Standard, Essentials & Datacenter Editions)	✗	✗
Windows Server 2016 (Standard, Essentials & Datacenter Editions)	✗	✗
Windows Server 2012 R2 (Standard, Essentials & Datacenter Editions)	✗	✗
Windows Server 2012 (Standard, Essentials & Datacenter Editions)	✗	✗

Sage connected apps - Sage Contact app, Pegg chatbot, Power BI

Sage connected apps refers to applications that connect to your Microsoft 365 account. This includes the Sage Contact app, Pegg chatbot, Microsoft Power BI.

- 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 Microsoft 365 Business Standard (formerly Office 365 Business Premium), Enterprise (E1, E3 or E5) or Office 365 Education (A1, A3, A5) subscriptions.

Remote Desktop Services (formerly Terminal Services)

	Server	Client
Windows Server 2019 *	✔	✔
Windows Server 2016 *	✔	✔

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

* 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

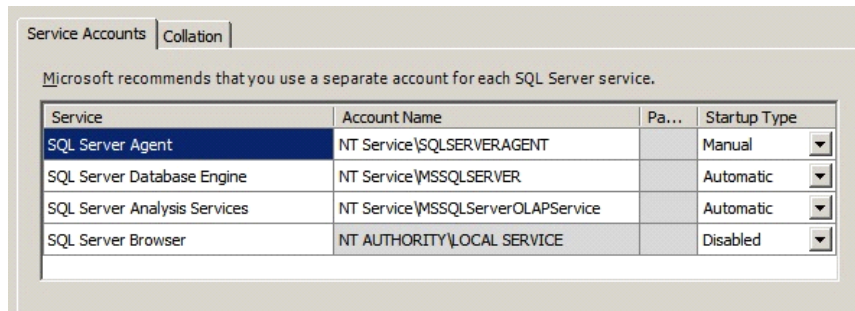
	Server
Microsoft SQL Server 2019 * - Standard or Enterprise Editions	✔
Microsoft SQL Server 2017 - Standard, Business Intelligence, Enterprise & Datacenter Editions (64-bit)	✔
Microsoft SQL Server 2016 SP2- Standard, Business Intelligence, Enterprise & Datacenter Editions (32 & 64-bit)	✔
Microsoft SQL Server 2014 SP3 - Standard, Business Intelligence, Enterprise & Datacenter Editions (32 & 64-bit)	✔
Microsoft SQL Server 2012 SP4 - Standard, Enterprise & Datacenter Editions (32 & 64-bit)	✔

* Microsoft SQL Server 2019 is not supported by Sage 200 CRM 2020 R1.

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.
- In Server Configuration, the Server Collation for SQL server must be set to Latin1_General_CI_AS.
- In Database Engine Configuration, the SQL server Authentication mode must be set to Mixed Mode (SQL Server authentication and Windows authentication).
- The Default Language for SQL server must be set to English. Do not set it to British English.
- 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 Sage 200 BI

- Sage 200 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 v11 or Edge on Microsoft Windows 8.1 tablets running Windows 8 Professional and Enterprise Editions		✔
Microsoft Internet Explorer v11 or Edge on x86 and x64 based PCs	✔	✔

	Desktop App	Web App
Microsoft Internet Explorer v10 or Edge on x86 and x64 based PCs - supported on Server 2012 only	✔	✔
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.

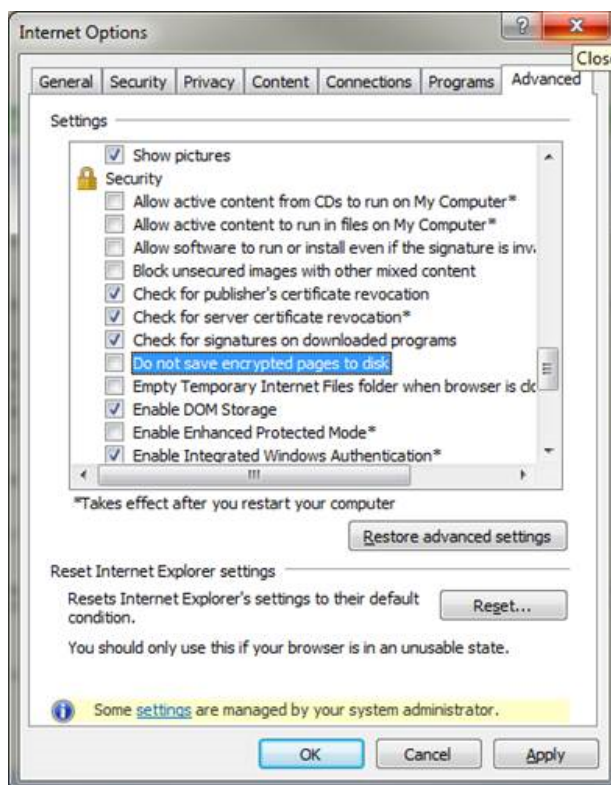
Browser settings

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"> ■ Local Intranet zone <ul style="list-style-type: none"> a. Open: Internet Options > Security> Custom Level b. Set user User Authentication > Logon to Automatic Logon with current user name and password. ■ Trusted Sites <ul style="list-style-type: none"> a. Open Internet Options > Security > Trusted Sites > Sites. b. Add the SelfService server URL e.g. https://<server_name>. c. Open Internet Options > Security > Trusted Sites > Custom Level. d. Set User Authentication > Logon to Automatic Logon with current user name and password.
Chrome - Self Service website only	<p>Set User Authentication > Logon to Automatic Logon with current user name and password.</p> <p>Enter the following from the Command prompt:</p>

Browser	Settings
	<ul style="list-style-type: none"> ■ For 32-bit operating systems: "C:\Program Files\Google\Chrome\Application\chrome.exe" -auth-server-whitelist="localhost, <machine fully qualified domain name>". For example: "C:\Program Files\Google\Chrome\Application\chrome.exe" -auth-server-whitelist=localhost, sagesvr01.mydomain.com" ■ For 64-bit operating systems: "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" -auth-server-whitelist="localhost, <machine fully qualified domain name>". For example: "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" -auth-server-whitelist=localhost, sagesvr01.mydomain.com"

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 / Microsoft 365

Functions	2013 SP1 ¹		2016 ¹		2019 ¹		Microsoft 365 ²		
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit	Desktop 32-bit	Desktop 64-bit	Online App
Excel Reporting	✓	✓	✓	✓	✓	✓	✓	✓	✗
Send to Excel (from workspaces and lists)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Opening Attachments	✓	✓	✓	✓	✓	✓	✓	✓	✗
Send Email (not from Report Designer)	✓	✗	✓	✗	✓	✗	✓	✗	✗
Report Designer - output to email	✓	✗	✓	✗	✓	✗	✓	✗	✗
Sage Contact, Pegg, Power BI	✗	✗	✗	✗	✗	✗	✓ ³	✓ ³	✓ ³
Sage 200 BI	✓	✗	✓	✗	✓	✗	✗	✗	✗

¹ 2013, 2016, 2019 - Standard, Home and Business, Small Business Premium, Professional Plus, and Enterprise Editions.

² Microsoft 365 - Small Business Premium, Professional Plus and Enterprise Editions. Home and Personal editions are **not** supported.

³ Microsoft 365 Business Standard (formerly Office 365 Business Premium), Enterprise (E1, E3 or E5) or Office 365 Education (A1, A3, A5) subscription is required for Sage connected apps: Sage Contact, Pegg, Microsoft Power BI, and Microsoft Power Automate. Your Microsoft 365 subscription must include Azure Active Directory Premium P1/P2.

⁴ To use Microsoft Power Automate, we recommend a Power Automate Per user plan.

Compatibility checker

We've produced this article to help you quickly check compatibility for the Sage 200c suite.

- [Compatibility Checker for Sage 200 Suite \(Ask Sage article 37188\)](#) 

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 ¹	HTTPS

¹ You will need to open port 443 on your server machine, and grant permission for:

- <https://licensing.services.sage.com> and <https://licensing2.services.sage.com>
- www.google.com

Google needs to be allowed as Sage 200c will ping Google to check for an internet connection before it connects 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
Database Server (Named SQL Instance) ²	TCP Port 2382	SQL Analysis Services
	UDP Port 1434	SQL Browser Service

² For more information see, msdn.microsoft.com/en-us/library/ms174937.aspx#bkmk_named.

The following are required if you use Sage Pay:

URL	Port	Details
test.sagepay.com	TCP Port 443	HTTPS
live.sagepay.com	TCP Port 443	HTTPS

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
Sage 200c Server 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
Sage 200c Client Client	Dual Core 1.6GHz or equivalent	7,200 rpm SATA with 500MB disk space required.	2GB	Gigabit Ethernet



Sage UK
North Park
Newcastle Upon
Tyne
NE13 9AA

Sage Hibernia Ltd
trading as Sage
Ireland
1 Central Park
Dublin 18

www.sage.com

© 2020 The Sage Group plc or its licensors. Sage, Sage logos, Sage product and service names mentioned herein are the trademarks of The Sage Group plc or its licensors. All other trademarks are the property of their respective owners.

