

Sage 200 Online

System

Requirements and

Prerequisites

2015

Copyright statement

© Sage (UK) Limited and Sage Hibernia Limited, 2014. 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: 08/12/2014

Pbn No: 14569

Sage Hibernia Ltd trading as Sage Ireland

3096 Lake Drive

Citywest Business Park

Dublin

Contents

1 Sage 200 Online System requirements	1
2 Assess your site size	3
Sizing your database	4
The compute size	7
3 Assess your Internet connection	11
4 System requirements for the Sage 200 clients	19
Minimum specifications for Sage 200 Online clients machines	23



Sage 200 Online System requirements

These system requirements are for Sage 200 *Online*.

If you want to use Sage 200 *On Premise*, see the Sage 200 On Premise System Requirements 2015.

Sage 200 Online is a cloud based deployment. The server elements are run on Windows Azure. The client elements (Sage 200 App, Administration and Sage 200 Web Client) are installed on each PC that will use Sage 200 Online.

The server elements are provisioned through Sage ERP Online Services. This is where you manage Sage 200 Online for your customers.

Use these system requirements to assess the following:

- The size of the site that you need to provision through Sage ERP Online Services.
- The suitability of your Internet connection from your client PCs.
- The minimum system requirements for the desktop client.

Assess your site size

Before deploying Sage 200 Online, you must consider the size of the site that you require.

This requires assessing the:

1. The size of your database

The database size is the single value that will contain all of the databases associated with the site (the configuration database and all company databases).

See [Sizing your database on page 4](#)

2. The *compute* size.

This is the size of the server resource in the Windows Azure Data Centre that run the web and system services that drive Sage 200 Online.

See [The compute size on page 7](#)

Use this when provisioning a new site in Sage ERP Online Services or in the Pricing Calculator.

Sizing your database

Your Sage 200 Online database runs on Microsoft SQL Azure. This is a shared infrastructure service that is part of Windows Azure. You do not need to define any hardware requirements for the SQL Server element of your system.

However, you do need to calculate the size required for your Sage 200 Online database.

Databases are priced per gigabyte per month. You can estimate the size of your database, as follows:

- For existing Sage 200 on premise users:

Run the following SQL statement against your existing Sage 200 database from within SQL Management Studio:

```
exec sp_spaceused.
```

- For new sites:

Use the sizing guidelines below to work out what your database size it likely to be.

The database size is the single value that will contain all of the databases associated with the site (the configuration database and all company databases).

Use this database size when provisioning a new site in Sage ERP Online Services or in the Pricing Calculator if you are pricing up a deployment.

To calculate your database size

The Sage 200 database size will depend on a number of factors, not just the number of transactions included within the database. The following examples can be used to estimate a rough minimum expected database size given a specific number of records but be aware that with SQL database padding this size can increase 10 fold. Use these examples to calculate minimum disk requirements only.

The following record sizes are calculated using Sage 200 demonstration data for 8 financial years.

Record Type	Record Size (in KB)
Sales Ledger Record	24K
Purchase Ledger Record	15K
Nominal Ledger Record	14K
Stock Record	4K
SOP Order (based on 4 item lines)	44K
POP Order (based on 4 item lines)	47K

Record Type	Record Size (in KB)
Sales Ledger Invoice	3K
Purchase Ledger Invoice	4K
Nominal Ledger Journal	2K

To calculate the minimum disk space required, you can take these record sizes and multiply them against the estimated number of records. For example:

Record Type	Record Size (in KB)	Number of Records	Size
Sales Ledger Record	24K	10,000	240,000K
Purchase Ledger Record	15K	10,000	150,000K
Nominal Ledger Record	14K	800	11,200K
Stock Record	4K	16,000	64,000K
SOP Order	44K	12,000	528,000K
POP Order	47K	2,600	122,200K
Sales Ledger Invoice	3K	12,000	36,000K
Purchase Ledger Invoice	4K	14,000	56,000K
Nominal Ledger Journal	2K	140,000	280,000K
			1,487,400K

This gives an estimated database size of 1.4GB. The actual size of the database used in this example was 1.2GB. The difference was made up of a variety of factors, such as not all records were fully populated, not all orders had 4 item lines etc.

For further guidance, the following table gives record numbers and associated database sizes for real Sage 200 databases. As you will see, some fit the calculation but some, such as the 6GB and 10GB database examples, are considerably larger than would be expected. This is largely due to database padding and you should allow at least 2 or 3 times more disk space than the minimum calculated to allow for padding and future growth.

Real Sage 200 database sizes

	No records / transactions						
Sales Ledger	10,000	1,000	3,500	45,000	300	25,000	28,000
Records							
Purchase Ledger Records	10,000	100	600	800	2,000	500	1,000

	No records / transactions						
Nominal Ledger Records	800	100	300	150	600	600	3,000
Stock Records	16,000	400	1,500	16,000	50,000	800	12,000
SOP Orders	12,000	3,500	85,000	125,000	6,000	115,000	350,000
POP Orders	2,600	0	20,000	4,000	14,000	1,700	56,000
Sales Ledger Transactions	12,000	45,000	68,000	220,000	10,000	175,000	950,000
Purchase Ledger Transactions	14,000	0	15,000	17,000	56,000	10,000	80,000
Nominal Ledger Transactions	140,000	100	420,000	610,000	116,000	295,000	5,000,000
Database Size in Gigabytes	1.2	3.0	4.0	5.5	6.0	10.0	25.0

As you will also see from the table above, the Sage 200 database can scale up to very large numbers of transactions. The 25GB example has over 5 million nominal transactions.

The compute size

The term '*compute*' is used to describe the processing power of a software application on the Microsoft Azure Cloud platform.

In this case, the 'compute' element of your site refers to the servers in the Microsoft Azure Data Centre that run the web and system services that drive Sage 200 Online.

Your site will always run on a minimum of two servers to offer you high availability.

A standard unit of compute is built into the platform cost. This is based on the amount of compute required for a Sage 200 Online site with four users running the Financials and Commercial modules. If you are deploying a site with more users or require additional modules you may need to increase the amount of compute you require.

To determine how much Compute your site needs:

1. Match the total number of concurrent users that will access Sage 200 Online at any one time to the required compute value using the following table:

Concurrent Users	Additional Compute Units	Total Compute Units
0-4	0 (included in the platform cost)	1
5-8	1	2
9-12	2	3
13-16	3	4
17-20	4	5
21-24	5	6
25-28	6	7
29-32	7	8
33-36	8	9
37-40	9	10

2. Add compute for the following:

	Additional compute units
Project Accounting	1
Bill of Materials	1
Traceable or serial numbered items	1

Tip:

If your site uses Project Accounting, Bill of Materials and traceable stock items, the additional compute units required are not necessarily cumulative. It may be sufficient to add two compute units rather than four.

In the same way, additional compute units may not be required with light usage of an additional module.

Use this calculated compute size in the Sage ERP Online Services when provisioning a new site, or in the Pricing Calculator if you are pricing up a new site

Examples of required compute units

The following table shows some examples of how to work out your required compute units.

No of Users	Modules required	Explanation	Additional compute	Total
3	Financials	1 standard unit. This is the minimum amount available.	0	1
4	Financials Commercials	1 standard unit. This is the minimum amount available.	0	1
6	Financials Commercials	1 standard unit 1 unit for 5-8 users.	1	2
11	Financials Commercials BOM	1 standard unit 2 units for 9-12 users 1 unit for BOM.	3	4
14	Financials Commercials	1 standard unit 3 units for 13-16 users	4	5

No of Users	Modules required	Explanation	Additional compute	Total
	Project Accounting	1 unit for Project Accounting		
20	Financials Commercials BOM using traceable or serial numbered items	1 standard unit 4 units for 17-20 users 1 unit for BOM 1 unit for traceable or serial numbered items.	6	7
20	Financials Commercials Project Accounting - light usage (e.g. project hierarchies < 10 levels, < 100 active projects)	1 standard unit 4 units for 17-20 users. Due to light project accounting usage, this module may not require an additional compute.	4	5
22	Financials Commercials BOM - light usage of traceable or serial numbered items (e.g. less than 5% of stock items are traceable, typical order item lines < 10)	1 standard unit 5 units for 21-24 users 1 unit for BOM. Due to light usage of traceable or serial numbered items, this may not require any additional compute.	6	7

Changing your additional Compute requirements

Sizing your site for its exact requirements may take a little time to fine tune.

With Sage 200 Online you can adjust your additional compute units as required for each site.

If you have more or less than required, you can add or remove additional compute units in Sage ERP Online Services. The additional compute units are added or removed immediately and included in your following month's subscription.

Compute size can also be adjusted to deal with seasonal trends. If your site requires more compute units during busy periods such as Christmas or during Year End, you can change the compute size without having to purchase and commission new hardware.

Additional compute is charged monthly, per additional compute unit.

Assess your Internet connection

Each client machine running Sage 200 must have a suitable active Internet connection to communicate with the Data Centre. When assessing the suitability of an Internet connection for Sage 200 Online, you must consider:

- Bandwidth
- Other activity (contention)
- Latency

Minimum Internet Connection Requirements

The following minimum recommendations are based on a **maximum** of 16 users sharing an Internet connection.

This minimum specification assumes that the majority of the bandwidth will be available to the Sage 200 App. Other traffic on the line can significantly affect the performance of Sage 200.

Note: This recommendation is based on the actual speed of the broadband line rather than the advertised speed from your Internet Service Provider (ISP). The difference between the two can vary significantly.

The minimum Internet requirements are:

ADSL Broadband with:

3.5Mbps Download

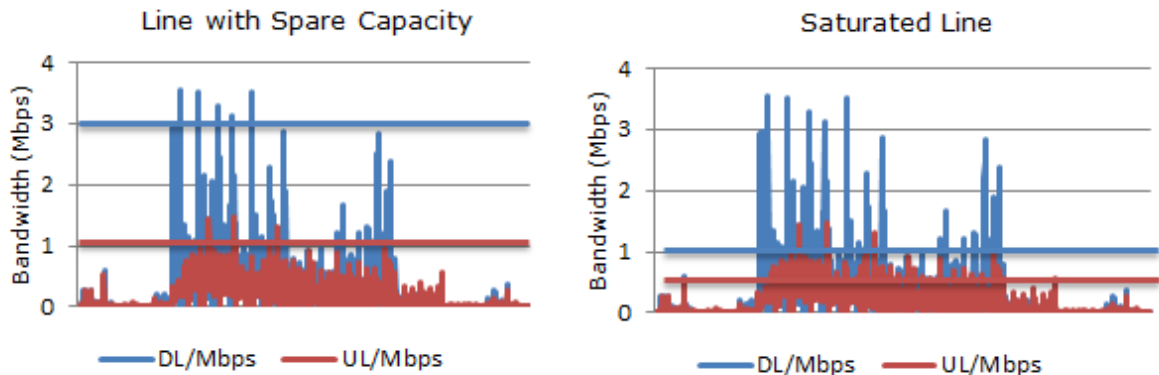
0.9Mbps Upload

70ms Latency to the Data Centre

Assessing Line Bandwidth and Contention

The actual bandwidth you receive to your site may vary considerably from the advertised speed. It will also vary at different times of the day due to contention on the line (i.e. other users who share your connection to the exchange). We recommend that you ask your ISP to provide you with bandwidth usage statistics for the last few weeks when assessing the suitability of an Internet connection for Sage 200 Online.

The two graphs shown below give examples of an Internet connection with different levels of usage.



- **Line with Spare Capacity:**

In the above example, the line with spare capacity has an advertised capacity of 3Mb download and 1Mb upload. The activity on the line occasionally peaks above these limits but the majority of the traffic is within capacity.

This indicates that this line has some spare capacity and is suitable for Sage 200 Online.

- **Saturated Line:**

The saturated line has an advertised capacity of 1Mb download and 0.5Mb upload. The activity on the line is frequently above the capacity limit.

This indicates that the line is saturated and cannot reliably accommodate more traffic. In this instance it would be better to commission another line, upgrade the line, or reduce existing traffic before deploying Sage 200 Online.

Assessing speed, latency, jitter and packet loss

Once you have assessed your Internet connection for sufficient capacity, you must consider the effects of speed, latency, jitter and packet loss on the line before deploying Sage 200 Online.

In order to assist you we have provided an online tool that measures these characteristics for the Data Centre that hosts Sage 200 Online. Use this to assist you in assessing your Internet connection.

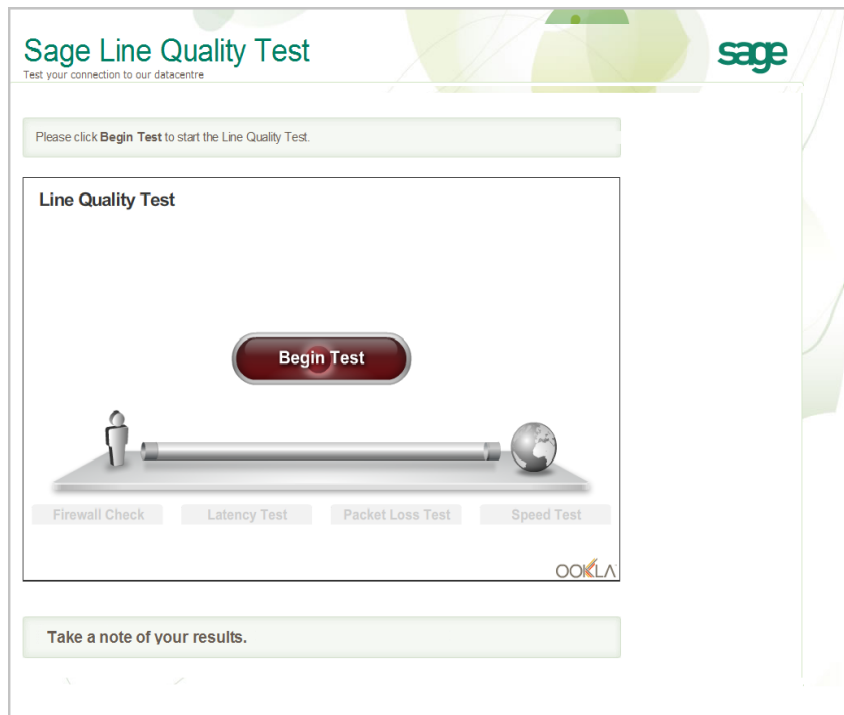
Note: You may need to install the latest versions of Adobe Flash and the Java Runtime Environment to ensure that the tests run correctly.

To assess your Internet connection

1. Using a client machine at the site you want to deploy Sage 200 Online, browse to <http://sagelinetest.cloudapp.net>.

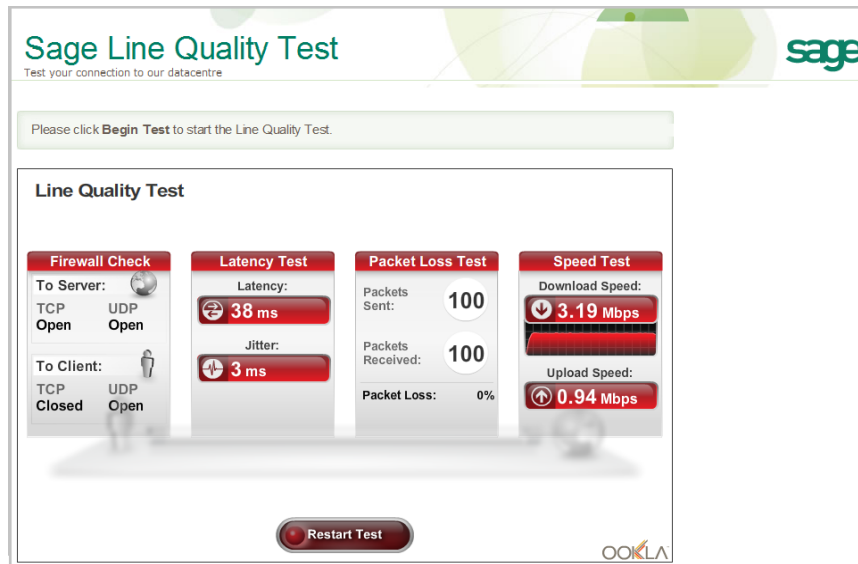
Note: To ensure accurate results, you must use a client machine connected to the same Internet connection that you intend to use to run Sage 200 Online.

2. The following screen appears.



3. Click **Begin Test**.

The tool performs a number of tests on your Internet connection and displays a results page similar to the one below.



Note: We recommend that you run several of these tests at different times of the day before making a decision on suitability, as line characteristics can vary greatly throughout the day.

The following table shows the results required for each test for optimum Sage 200 performance.

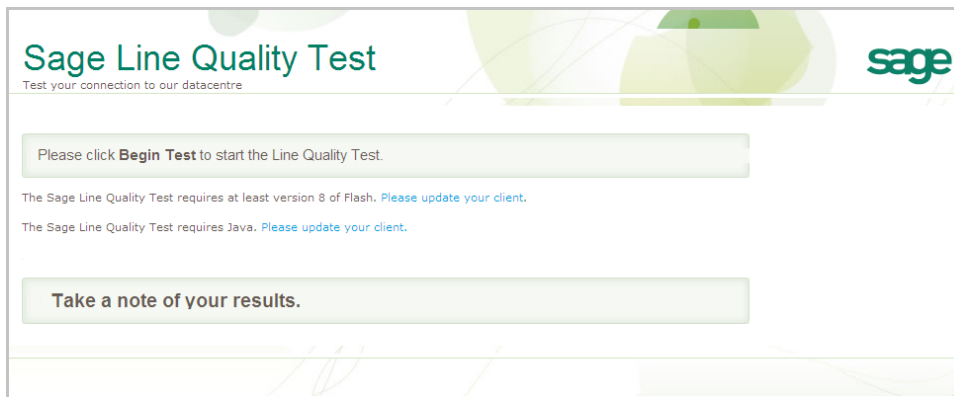
Test	Description	Required result
Firewall Check	The Firewall Check makes sure that data can be successfully sent from your site to the Sage 200 Online Data Centre.	
Latency Test	<p>Latency:</p> <p>This is the amount of time (measured in milliseconds) that it takes to send a message from your site to the Data Centre and back again.</p>	70ms or less
	<p>Jitter:</p> <p>Data travelling over the Internet does not always go via the same route and can arrive at different times. Jitter measures the effect that this redirection of traffic has on your line. It is measured in milliseconds.</p>	30ms or less
Packet Loss Test	The online tool sends a stream of 100 packets of test data from your site to our Data Centre. On a good quality line, you would expect that all those packets of data are received by the Data Centre and there is no packet loss.	2% or less
Speed Test	<p>Download Speed:</p> <p>The tool measures the actual download speed you are receiving on the line under test at the time of the test. This may be different to the advertised speed of your line.</p>	3.5 Mbps or more
	<p>Upload Speed:</p> <p>The tool measures the actual upload speed you are receiving at the time of the test. This may be different to the advertised speed of your line.</p>	0.9 Mbps or more

Note: If the test results do not meet the minimum requirements, you may need to upgrade your Internet connection or consider an on-premise deployment of Sage 200.

Troubleshooting

The latest version of Java and Flash are not installed.

If you do not have these components installed, you will see the following screen:



Click the links to update your client machine with the required Java and Flash components.

To install the Flash update:

1. Clear the option to install Chrome and choose **Download Now**.
2. Choose **Run** when prompted.
3. Once Flash has installed successfully, open the Line Test link in your browser.

To install the Java update:

1. Click **Free Java Download**.
2. Click **Agree and Start Free Download**.
3. Choose **Run** when prompted.
4. On the Java Welcome screen, choose **Install**.
5. Clear the option for the Ask toolbar, and choose **Next**.
6. Once Java has successfully installed, open the Line Test link in your browser.

The results show some tests as skipped

The Sage Line Quality Test runs over TCP Port 8080. You will see the following message if your router has blocked access to this port:

The screenshot displays the Sage Line Quality Test interface. At the top, it says "Sage Line Quality Test" and "Test your connection to our datacentre" with the Sage logo. Below this is a green box with the text "Please click **Begin Test** to start the Line Quality Test." The main test area is titled "Line Quality Test" and contains four test results:

- Firewall Check:** Test Skipped, Firewall Found
- Latency Test:** Test Skipped, Firewall Found
- Packet Loss Test:** Test Skipped, Firewall Found
- Speed Test:** Download Speed: 73.80 Mbps, Upload Speed: 8.34 Mbps

At the bottom of the test area is a "Restart Test" button and the OOKLA logo. Below the test area is a green box with the text "Take a note of your results."

In this case, you will only be able to complete the speed tests. Do not disable your firewall protection as it will not resolve this.

System requirements for the Sage 200 clients

Supported Operating Systems

Windows 7 (32-bit and 64-bit) - Professional, Enterprise & Ultimate Editions
Windows 8 (32-bit and 64-bit) - Professional and Enterprise Editions ¹
Windows 8.1 (32-bit and 64-bit) - Professional and Enterprise Editions ¹

Supported Editions of Microsoft Office

Microsoft Office 2007 (32-bit only) - Standard, Professional and Professional Plus Editions
Microsoft Office 2010 SP3 (32-bit only) - Standard, Professional and Professional Plus Editions
Microsoft Office 2013 SP1 (32-bit and 64-bit) – Small Business Premium, Professional Plus and Enterprise Editions
Microsoft Office 365 (32-bit and 64-bit) – Small Business Premium, Professional Plus and Enterprise Editions
Note: Microsoft Office 365 Home and Personal editions are not supported.

The following table explains how Sage 200 functionality integrates with Microsoft Office:

.....

¹Sage 200 App is not supported on Windows 8 or 8.1 RT.

	2007	2010 SP3		2013 SP1		Office 365		Exchange				
	SP3	32-bit	32-bit	64-bit	32-bit	64-bit	Desktop Apps	Online	Online	2007	2010	2013
Sage 200 App												
Excel Reporting (new)	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A
Send to Excel (from workspaces and lists)	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A
Opening Attachments	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A
Create / View Memos	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A
Send Email (not from Report Designer)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Report Designer - output to email	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Browser Support for Sage ERP Online Services

We recommend that you use Microsoft Internet Explorer v10 when you run Sage ERP Online Services.

Supported Editions of Sage Payroll

Sage Payroll v21 - Standard, Professional, and Bureau Editions.

Browser and Mobile Device Support for Sage 200

Sage 200 Online includes customisable workspaces (including Web Timesheets and Expenses (WTE) and Purchase Order Authorisation), which can be accessed in the Sage 200 Online desktop client and via a web browser. Workspaces have been tested on the following devices and browsers.

Safari on Apple iPad running iOS v8
Google Chrome on x86 and x64 based PCs.
Microsoft Internet Explorer v10 and v11 on x86 and x64 based PCs.
Microsoft Internet Explorer v10 and v11 on Microsoft Windows 8 and 8.1 tablets running Windows 8 Professional and Enterprise Editions.
Google Chrome on Google Nexus 10 devices running Android v.4.2.1 or greater.

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

Browser settings

When accessing Sage 200 workspaces in the desktop app or from the Self Service website, 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:

Internet Explorer

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.

- Local Intranet zone
 - a. Open: **Internet Options > Security> Custom Level**
 - b. Set user **User Authentication > Logon to Automatic Logon with current user name and password.**
- Trusted Sites
 - 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

Enter the following from the Command prompt:

- 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"

Minimum specifications for Sage 200 Online clients machines

This is the minimum required specification for client machines running Sage 200 Online.

The Sage 200 Online service will perform processing tasks, but a significant amount of processing is handled by the Sage 200 App on the client machine. The specification of the client machines will therefore affect the performance of the system.

Processor	Disk	Memory	Network	Internet Connection
2.8GHz Pentium 4 or equivalent (e.g. Dual Core 1.6GHz)	7,200 rpm SATA with 500MB disk space required.	2GB	Gigabit Ethernet	ADSL Broadband: 3.5Mbps Download 0.9 Mbps Upload Maximum 70ms Latency to the Data Centre*

* See [Assess your Internet connection on page 11](#) for further details.

Prerequisites

- All client machines must have the regional settings set to English (UK) or English (Ireland).
- Microsoft DotNet Framework v3.5 Service Pack 1 installed.
- Microsoft DotNet Framework v4.0 installed.
- Microsoft DotNet Framework v4.5.1 installed.