

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

The information in this document applies to MAS 200 Levels 3.70 through 4.05. Best Software only supports the current MAS 200 level and one prior major level. As of the Version 4.0 release, MAS 200 Levels 3.61 and prior are no longer supported by Best Software. For more information, see the Miscellaneous Notes section in this document. Alternative support options may be available through your Value Added Reseller. Program fixes will continue to be made available on the current version of the software only. Detailed information about support policies can be found in the Best Online Support and Services (BOSS) area of the Best Software Web site at www.bestsoftware.com.

The Supported Platform Matrix is intended to cover all information, as of January 5, 2005, regarding the compatibility of various operating systems with MAS 200. Any operating system not listed should be assumed to be *incompatible*. If your platform is not listed, the Best Software Customer Support Services department cannot provide support for you on that platform. Requests to support additional operating systems should be e-mailed to Productmarketing@bestsoftware.com.

Note: It is critical that before and during an installation, this document be thoroughly reviewed, along with the MAS 200 Installation and System Administrator's Guide and the Hot Pre-Installation Issues in the BOSS area of the Best Software Web site at www.bestsoftware.com. It is also recommended that only the current release levels of the product be run. If Master Developer customizations or modifications have been made to your MAS 200 software, coordinate with your Reseller and your Master Developer before performing installations.

For information about third-party compatibility, including Crystal Reports and WinFax Pro, see the **Integrated Solutions Compatibility Matrix** in the Support area of the Best Software Web site at www.bestsoftware.com.

Web site content can change at any time. Best Software has no control over, and cannot be responsible for, the content of other companies' Web sites.

Supported Workstations	Remarks
Windows XP Professional	Service Pack 1 is recommended. Service Pack 2 is supported. For more information, see #30 and #31 in the Miscellaneous Notes section.
Windows XP Tablet PC Edition	Windows XP Tablet PC Edition is only supported with MAS 200 Version 4.x.
Windows XP Home Edition	Windows XP Home Edition is not supported with MAS 200 Version 4.x. Any information below referencing Windows XP Home Edition only applies to MAS 200 Level 3.7x. Home Edition was designed for home use and is not recommended for business or network use. By default Windows XP Home Edition installs personal features. To maintain stability and performance in MAS 200, do not install personal features that require a large amount of memory, resources, or processor usage. Windows XP Home Edition cannot join network server domains. If applications will be used that require a valid ODBC path to MAS 200, such as Crystal Reports or Business Insights, verify that the workstation can browse to the ..\MAS90 directory before running workstation setup. Windows XP Home Edition must be configured for TCP/IP. Service Pack 1 is recommended.
Windows 2000 Professional	Service Pack 1 is required. Service Pack 4 is recommended. If Service Pack 3 is used in a Terminal Services environment, either download the hot fix from Microsoft, or use Service Pack 1, 2, or 4. Refer to Microsoft Article Q328020 for details. The client must be installed on the local workstation and must be configured for TCP/IP.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Supported Workstations	Remarks
Windows Me	Best Software will discontinue all support on 12/31/2004. Windows Me is not supported with MAS 200 Version 4.x. The client must be installed on the local workstation and must be configured for TCP/IP. Network or shared installations of clients for Windows Me are not supported. If a workstation has been upgraded to Windows Me, the user must re-run the MAS 200 Workstation Setup program.
Windows 98 Second Edition	Best Software plans to discontinue all support on 12/31/2004.
Windows 98 (original edition)	Windows 98 is not supported with MAS 200 Version 4.x. Best Software discontinued all support on 6/16/2004.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Servers	Remarks
Windows Server 2003	Windows NT Server 4.0 is not supported with MAS 200 Version 4.x. Any references below to Windows NT only apply to Level 3.7x.
Small Business Server 2003	Windows Server 2003 is only supported with MAS 200 Level 3.71 and higher.
Windows 2000 Server	For Windows NT Server 4.0, Service Pack 4 or higher is required. Service Pack 5 or higher is required if the e-Business Manager module is used. Service Pack 6A or higher is recommended. Information on service packs can be obtained from the Microsoft Web site at www.microsoft.com/ntserver .
Windows 2000 Advanced Server	Although supported, certain Windows server configurations are not recommended due to possible instability and performance issues. Depending on the configuration, results will vary from network to network. For best results, Best Software recommends installing MAS 200 on its own dedicated member/application server. Support from Best Software Customer Support Services may be limited in any of the following circumstances:
Small Business Server Edition 2000	<ul style="list-style-type: none"> ▪ Running MAS 200 on a Windows server acting as an Active Directory domain controller managing a large number of user accounts, computer accounts, system policies, organizational units, remote sites, or other network resources. ▪ Running MAS 200 on any server actively running other applications or services, such as e-mail (for example, Exchange Server), IIS, Fax programs, SQL Server, or other software. ▪ Running MAS 200 on any Windows Small Business Server operating system. Small Business Server runs Exchange Server by default, and has been a factor in many reported cases of instability and performance issues. Instability may also result if MAS 200 Small Business Server is further configured to run other applications concurrently, such as IIS, Shared Fax Services, SQL Server 2000, Microsoft Outlook, and/or Microsoft FrontPage.
Windows NT Server 4.0 Including Enterprise Edition	Utilizing the server as an MAS 200 workstation is not supported (not even as a client to another server).
Back Office Editions 4.0, 4.5	Note: Business Objects (formerly Crystal Decisions) does not support Crystal Enterprise 8.x or Crystal Reports 8.x with Windows Server 2003. Do not use Windows Server 2003 as the Terminal Services/Citrix server or the IIS if you are using Crystal Reports or Crystal Enterprise. Although Business Objects supports Crystal Reports 9 with Windows Server 2003, it is not compatible with MAS 200 and is not supported.
Small Business Server Edition 4.0, 4.5	For Windows 2000 Server, Service Pack 1 is required; Service Pack 4 is recommended. For information regarding Service Pack 3, see the Terminal Services section below. MAS 200 was not designed for Windows 2000 Datacenter Server and is not supported on this platform. Due to unresolved issues with Microsoft's implementation of IPX/SPX protocol, this protocol should be avoided on Windows networks unless necessary. For more information, refer to the Microsoft Knowledge Base Article Q161080 on Microsoft's Web site at support.microsoft.com .

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Terminal Services/Citrix	Remarks
<p>Windows Server 2003 Terminal Services</p> <p>Windows 2000 Terminal Server</p> <p>Citrix MetaFrame</p> <p>Citrix MetaFrame XP</p>	<p>If MAS 200 is run with Terminal Services, Citrix MetaFrame, or Citrix MetaFrame XP:</p> <ul style="list-style-type: none"> ▪ Terminal Services or Citrix must be installed on a different server than the MAS 200 server. Installing Terminal Services or Citrix on the same server as MAS 200 is not supported. ▪ Terminal Services or Citrix must be installed on a Windows 2000 Server or Windows Server 2003. Running MAS 200 through Windows NT Terminal Server Edition is not supported. MAS 200 Level 3.7x can be installed on either Windows 2000 Server or Windows NT Server 4.0. ▪ Crystal Reports Version 8.5 is supported with Windows Server 2003 Terminal Services/Citrix server. There are no known issues with this configuration; however, because Business Objects (formerly Crystal Decisions) does not support Crystal Version 8.5 in this configuration, any discovered defects will not be corrected by Best Software. ▪ Symantec does not support WinFax PRO on Terminal Services or Citrix. WinFax PRO is therefore not supported with MAS 200 running in a Terminal Services or Citrix environment. ▪ Microsoft has reported an issue with redirected printing using Windows 2000 Service Pack 3. Either download the hot fix from Microsoft, or use Service Pack 1, 2, or 4. Refer to Microsoft Article Q328020 for details. ▪ If Windows 2003 Server is used, apply the hotfix from Microsoft Knowledge Base Article 811492. ▪ Citrix MetaFrame XP for Windows Feature Release 2/Service Pack 2 (FR2/SP2) is supported with Windows 2000. ▪ No level of MAS 200 is supported with Citrix WinFrame or WinView. ▪ Windows thin clients are supported with Terminal Services and Citrix. For more information, go to http://www.microsoft.com. ▪ For more information on Terminal Services/Citrix, see the Miscellaneous Notes section in this document.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Miscellaneous Notes

- 1. Best Software only supports the current MAS 200 version and one prior major release of the software. As of the MAS 200 Version 4.0 release, support for Levels 3.61 and prior has been discontinued.**
- 2. See the Integrated Solutions Compatibility Matrix on the Best Software Web site at www.bestsoftware.com for information about integrated applications, including WinFax Pro and Crystal Reports.**
- 3. Support for Windows 95 has been discontinued by both Microsoft and Best Software.**
- 4. Windows NT 4.0 Server is not supported with MAS 200 Version 4.x. Best Software will discontinue all support for Windows NT 4.0 Server on 12/31/04. Any information in this document referencing Windows NT 4.0 server only applies to MAS 200 Level 3.7x. For more information regarding Microsoft product life cycles, refer to www.microsoft.com.**
- 5. Windows 98 (original edition) is not supported with MAS 200 4.x. Best Software discontinued all support for Windows 98 (original edition) on 6/16/04. Any information in this document referencing Windows 98 (original edition) only applies to MAS 200 Level 3.7x.**
- 6. Best Software plans to discontinue support for Windows 98 (Second Edition) on 12/31/04.**
- 7. Windows Me is not supported with MAS 200 4.x. Software plans to discontinue all support for Windows Me on 12/31/04. Any information in this document referencing Windows Me only applies to MAS 200 Level 3.7x.**
- 8. Best Software discontinued all support for Windows NT 4.0 workstations on 12/31/03.**
- 9. Windows XP Home Edition is not supported with MAS 200 Version 4.x. Any information in this document referencing Windows XP only applies to MAS 200 Level 3.7x.**
- 10. Windows XP 64-Bit Edition and Media Center Edition have not been tested and are not supported with MAS 200.**
11. Data Migrator will not work with Microsoft Office 2003. A fix is expected Data Migrator version 4.0. The MS Office Link (formally known as MAS 90 Office) will not work with any beta versions of Office 2003, but will work with the final version.
12. On all computer systems, only Intel Pentium class processors and 100 percent Intel-Pentium compatible processors are supported. To verify compatibility, download PROCHECK.EXE from the Best Online Support and Services (BOSS) area of the Best Software Web site.
13. For more information on running MAS 200 through Terminal Services or Citrix, review the Best MAS 90 and MAS 200 Microsoft Terminal Services and Citrix MetaFrame white paper at http://www.bestsoftware.com/PDF/mas/wp/MAS_90_200_Terminal_and_Citrix_WP.pdf.
14. If you receive "Unlock Region Failures" errors or "Providex Window no longer active" errors at the workstation, or "Dr. Watson/Application Execution" errors at the server, disable power management in the CMOS setup on the workstations, and on the server. If applicable, also disable power management in the Control Panel. The NWLINK IPX/SPX protocol installed on the Windows NT/2000 Server may also cause these errors if it is used to host any network printers.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

15. If the MAS 200 Host is configured to run as a service and you are experiencing “white screens,” hanging, or slow performance after a certain number of MAS 200 sessions have been opened, or if the same symptoms appear when running the Host as a desktop application in a large multi-user environment, review SS3003-ABC.
16. Running Windows from a shared network drive and/or attaching to the server as a Windows diskless workstation is not supported.
17. When running MAS 200 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.
18. If you experience hanging or lock-ups in MAS 200 when running through Windows Terminal Services (WTS) or Citrix, refer to Microsoft Knowledge Base Article 818528. You may also experience hanging or lock-ups through WTS or Citrix if anti-virus software is installed on the WTS/Citrix server. Unless anti-virus software is configured to run under a specific user profile, the memory resident anti-virus program may load for each user logged into their WTS/Citrix session. As a result, the same MAS 200 files will be simultaneously scanned by every WTS/Citrix session started, which often results in hanging or locking. An alternative workaround might be to install the anti-virus program to a different computer and scan the WTS/Citrix server remotely from the other computer.
19. When running MAS 200 over the Internet via an Internet Service Provider (ISP) and without a guaranteed bandwidth, users may experience dropped sessions and lost connections. If you run MAS 200 over the Internet:
 - Best Software recommends establishing a guaranteed bandwidth with your ISP. Contact your ISP about a guaranteed bandwidth solution.
 - Ensure that adequate precautions are taken to secure the data traveling through those connections.
20. In the MAS 200 client/server environment, 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, FRx, F9, and ACT! Link.

For example, MAS 200 uses client-based ODBC processing for Crystal forms and reports, which may result in slow performance for remote workstations, particularly those with low bandwidth connections. To determine the cause of extremely slow performance related to remote Crystal printing, the user must determine whether the issue is report design or client-based ODBC processing. If the same Crystal form or report that runs slowly from a remote location also runs slowly from a workstation located on the same LAN as where the server is located, the issue is most likely report design. If the same Crystal form or report that runs slowly from a remote location runs fast from a workstation on the LAN, the problem may be client-based ODBC processing.

Note: If running on Version 4 and the report was created via the Business Insights Reporter (BIR) and was not further modified with Crystal Reports, it is not likely to be a report design issue since reports created using the BIR run off a single pre-populated view.
21. MAS 200 Crystal Web Reports allows thin-client web reporting through MAS 200. MAS 200 uses Crystal Enterprise to process Crystal forms and reports across the Internet or through an intranet to remote users. This implementation of Crystal Enterprise provides server-based ODBC processing on the Host/Application Server, which results in better performance. However, it does not directly support many of the Crystal Enterprise features, such as using the browser to select and dynamically run published reports from a Web page.

Note: Additionally, the MAS 200 implementation of Crystal Enterprise includes no support for:
 - The multi-part feature of graphical forms
 - Printing of Accounts Payable or Payroll checks
 - Custom reports that use parameter fields

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Note: Crystal Enterprise ships with a five-user license. Additional licenses can be purchased from Best Software. Solutions for faster remote printing of Crystal reports include:

- Using Business Insights Reporter Version 4.0 to take advantage of reporting from pre-defined views.
- Using Citrix MetaFrame or Terminal Services.
- Using nongraphical forms (those not based on Crystal Reports).

22. Best Software requires a guaranteed minimum bandwidth of 28.8 Kbps per user for running MAS 200 through a remote connection such as RAS. For each user, 33.6k or higher is recommended. The server that has the RAS connection must be able to ping the workstation by IP address. Best Software recommends that the RAS server be different than the MAS 200 server when running multiple RAS connections. Select the Low Speed Connection check box in User Maintenance.

23. 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 ping the workstation by IP address. You must also be able to use the MPING.EXE utility (or equivalent) to communicate with the host program 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. The Best Software Customer Support Services department cannot assist with this task. For more information on connection requirements, refer to your MAS 200 Installation and System Administrator's Guide.

Note: MPING.EXE is not available on MAS 200 Version 4.x. Use an IP port scanning utility instead.

24. In MAS 200 Version 4.x, the Application Server (known as the Host on Level 3.x) 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. Also, the Application Server is compatible with Network Address Translation (NAT).

MAS 200 Level 3.x, the Host (known as the Application Server on Version 4.0) listens on a single port (typically port 10000). You must open this port on your firewall/router so clients can connect to the Host properly. The Host creates a back channel on the connection to send data back to the client, which listens on a single random port from 10000 – 11999. These ports must remain open on the client side and cannot be blocked by firewalls/routers. If this creates a security concern or is not possible, (for example, running through an ISP) consider using a Virtual Private Network (VPN) connection so that all data transmissions are rerouted through a single VPN port.

Additionally with Level 3.x, due to the dual listening port scheme, Dynamic NAT and IP masquerading are not compatible. However Static NAT may be compatible depending on the capabilities of your firewall software or router. You must create a static mapping table that maps every internal client IP address for ports 10000 – 11999 to a translated external IP address for the same range of ports. Repeat this for every MAS 200 workstation. The process of creating a static mapping table varies. Best Software Customer Support Services cannot provide assistance in this task.

25. With both Version 4.x and Level 3.x, if a VPN connection is used, keep in mind the following:

- VPN solutions are either software-based, hardware-based (e.g., VPN firewall) or a hybrid of both.
- If a hardware based solution is used on Level 3, verify that it supports secure, encrypted connections for applications that use back channels.
- Software-based VPNs result in slower connection speeds due to the security overhead of encrypting the data.
- Low-speed connections, such as dial-up 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 28.8 Kbps. See the note above regarding guaranteed minimum bandwidth requirements.

26. Windows NT 4.0 Option Pack (which includes IIS 4.0) is not supported on Windows NT Server 4.0 Terminal Server Edition. You cannot run the e-Business Manager Web site on a Terminal Server machine. For more information, refer to Microsoft Knowledge Base Article Q190157.

27. Verify that all hardware involved in running MAS 200 is on your operating system vendor's Hardware Compatibility List. Incompatible hardware can cause severe data corruption. For more information, see the Microsoft Hardware Compatibility List at www.microsoft.com/whdc/hcl/search.msp.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

28. Download and apply the Program Fix Collection for your version from Best Online Support and Services (BOSS). If third-party enhancements are installed, contact your Master Developer to verify compatibility before installing the program fixes. Also note that some program fixes are specifically excluded from the Program Fix Collection and should be installed only if you are experiencing the problem they address. Also note that some program fixes must be applied at each workstation in addition to being applied at the server.
29. Best Software is committed to supporting future Microsoft and Novell operating systems as they are released to market for all MAS 200 modules; however, Best Software does not support beta-level operating systems. As new operating system levels are scheduled for general release, Best Software will verify their compatibility and this matrix will be updated when Best Software's evaluations are completed.
30. The installation of Windows XP Service Pack 2 will enable the Windows Firewall by default. When launching Level 3.x MAS 200, a Windows Security Alert message will appear asking, "Do you want to keep blocking this program?" Click Unblock to add "ProvideX for Windows" to the exception list. You can alternatively configure the firewall manually by selecting the Windows Firewall shortcut from your desktop. In the Windows Firewall window, select the Exceptions tab and click Add Program. In the Add Program window, add the local PVXWIN32.exe to the exception list. For more information, search the Best InfoSource Knowledge Base on Best Online Support Services using the keywords, "Is Windows XP SP2 supported?"
31. As information becomes available for Integrated Solutions compatibility support of Windows XP Service Pack 2, the Integrated Solutions Compatibility Matrix will be updated.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Minimum System Configuration for MAS 200 Version 4.x				
	Minimum ^{1 2}		Recommended Minimum ²	
Single User/Client Workstation	Processor	Memory (RAM)	Processor	Memory (RAM)
Workstation (client) operating system versions not listed in this document will not be supported with MAS 200 Version 4.x.				
Windows 98 – Second Edition ³	Pentium 233 MHz	64 MB	Pentium III 550 MHz	128 MB
Windows 2000 Professional	Pentium II 300 MHz	256 MB	Pentium III 550 MHz	512 MB
Windows XP Professional Edition	Pentium III 550 MHz	256 MB	Pentium III 550 MHz	512 MB
Windows XP Tablet PC Edition	Pentium III-M 800 MHz	256 MB	Pentium III-M 800 MHz	512 MB
Network Bandwidth (for multi-user systems)	Minimum		Recommended Minimum	
	10 Base-T – 10 Mbps at Half Duplex		100 Base-T – 100 Mbps at Full Duplex	
Terminal Services and Citrix	Processor		Memory (RAM)	
Windows 2000 Terminal Services Citrix MetaFrame, or Citrix MetaFrame XP	As required by Terminal Services or Citrix		As required by Terminal Services or Citrix, plus 32 MB per concurrent user ⁴	
Windows Server 2003 Terminal Services Citrix MetaFrame, or Citrix MetaFrame XP	As required by Terminal Services or Citrix		As required by Terminal Services or Citrix, plus 32 MB per concurrent user ⁴	

¹ The minimum requirements are for the MAS 200 application only, and are the minimum configurations that will allow the application to run with the minimal acceptable performance. Actual requirements will vary based on your system configuration, additional software installed on the system, including anti-virus software, network architecture, and number of concurrent active sessions.

² Check the available memory on the workstation prior to installing MAS 200. Use the Windows Task manager to check the Available Physical Memory on the Preference tab. Refer to article “How to determine memory” on the Best Online Support & Services website.

³ Only Windows 98 Second Edition is supported with MAS 200 Version 4.x. Windows 98 (all editions) will not be supported with the next major Version of MAS 200.

⁴ 32 MB is based on an average of three concurrent tasks per user (Business Desktop plus two additional tasks, such as Sales Order Data Entry or Customer Maintenance). Averages of more than three concurrent tasks per user will require additional RAM.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Minimum System Configuration for MAS 200 Version 4.x				
Servers				
	Minimum ^{1 2}		Recommended Minimum ²	
Supported Servers	Processor	Memory (RAM)	Processor	Memory (RAM)
Windows 2000 Server Windows 2000 Advanced Server	Pentium III 550 MHz	256 MB + 32 MB per concurrent user	Pentium III 800 MHz	512 MB + 32 MB per concurrent user
Windows Server 2003 Windows Server 2003 Enterprise Edition	Pentium III 550 MHz	256 MB + 32 MB per concurrent user	Pentium III 800 MHz	512 MB + 32 MB per concurrent user

¹ The minimum requirements are for the MAS 200 application only, and are the minimum configurations that will allow the application to run with the minimal acceptable performance.

² Actual requirements will vary based on your system configuration, additional software installed on the system (including anti-virus software), network architecture, and number of concurrent active sessions.

MAS 200[®]

Supported Platform Matrix

Revised as of January 5, 2005

Minimum System Configuration for MAS 200 Level 3.7x			
Client	Processor	Memory (RAM)	MB to Add Per User
Windows 98	Pentium 166 MHz or higher	32 MB, 64 MB recommended	N/A
Windows Me	Pentium 300 MHz or higher (400 MHz recommended)	64 MB, 128 MB recommended	N/A
Windows NT Workstation 4.0	Pentium 166 MHz or higher	64 MB	N/A
Windows 2000 Professional	Pentium 200 MHz or higher	64 MB, 128 MB recommended	N/A
Windows XP Home and Professional Editions	Pentium III 550 MHz or higher	256 MB	N/A
Supported Servers			
Windows NT Server 4.0 (all versions)	Pentium 233 MHz or higher Pentium II or higher recommended	96 MB (5 users) 128 MB Recommended	4-6 MB per user over 5
Windows 2000 Server Windows 2000 Advanced Server	Pentium II 300 MHz or higher Pentium III recommended	256 MB	4-6 MB per user over 5
Windows Server 2003	Pentium III 550 MHz or higher	384 MB	32 MB per concurrent user
Windows 2000 Terminal Services Server Citrix MetaFrame Server Citrix MetaFrame XP Server	As required by Terminal Services/Citrix	As required by Terminal Services/Citrix	24 MB per concurrent user recommended (each MAS 200 task uses approximately 5 MB)