

MAS 200[®]

Supported Platform Matrix

Revised as of December 20, 2001

The Supported Platform Matrix is intended to cover all information as of December 20, 2001 regarding operating systems' compatibility 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 installation guide, the Current Release Levels Notice and the Hot Pre-Installation Issues in the Best Online Support and Services (BOSS) area of the Best Software, Inc. Web site (www.bestsoftware.com). It is also strongly 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. Although it is our general policy to support only the current version of the software and one major revision back, we are making this exception: we will continue to provide support for versions 3.3x and higher through 7/1/2002, and we will officially retire support for versions 3.5x and lower on 7/1/2002. Value Added Reseller. Program fixes will continue to be made available on the current level of the software only. Detailed information about support policies can be found in Best Online Support and Services at: <http://shop.bestsoftwareinc.com/BOSS>. Web site content can change at any time. Best Software, Inc. has no control over, and cannot be responsible for, the content of other companies' Web sites.

| Workstations | Remarks |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Windows 95 | The client must be installed on the local workstation and must be configured for TCP/IP. Network or shared installations of clients for Windows 95 are not supported. The C:\Windows\System\VREDIR.VXD file (used with Client for Microsoft Networks) must be dated 09/97 or later. Prior versions of VREDIR.VXD can cause data corruption. The 09/97 version can be downloaded from ftp.microsoft.com/softlib/mslfiles/vrdrupd.exe (or search for "Vredir.vxd" on the Microsoft Web site). This only affects Windows 95 OSR 2.1 Version B or lower. Note: Microsoft will discontinue support for Windows 95 after December 31, 2001. Best Software expects to discontinue support for MAS 200 on Windows 95 sometime in 2002. |
| Windows 98 Including Second Edition | The client must be installed on the local workstation and must be configured for TCP/IP. Network or shared installations of clients for Windows 98 are not supported. If a workstation has been upgraded to Windows 98 installation, the user must re-run the MAS 200 Workstation Setup program. |
| Windows Me (MAS 200 Level 3.50 or higher) | Only MAS 200 Level 3.50 or higher is supported with Windows Me workstations. 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 NT 4.0 Workstation | The client must be installed on the local workstation and must be configured for TCP/IP. Service Pack 6A or higher for NT 4.0 is required. |
| Windows 2000 Professional (MAS 90 Client/Server Level 3.40 or higher) | Windows 2000 is only supported on MAS 200 or MAS 90 Client/Server Level 3.40 or higher. Service Pack 1 is required. Service Pack 2 is recommended. The client must be installed on the local workstation and must be configured for TCP/IP. |
| Windows XP Home Edition | Windows XP Home Edition is only supported on MAS 200 Level 3.61 and higher. LM3070-T must be installed on MAS 200 Level 3.61. Home Edition was designed for home use and is not recommended for business or network use. For more information, see the Miscellaneous Notes section in this document. 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. |
| Windows XP Professional | Windows XP Professional Edition is only supported on MAS 200 Level 3.61 and higher. LM3070-T must be installed on MAS 200 Level 3.61. Windows XP Professional Edition must be configured for TCP/IP. |

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| Servers | Remarks |
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| <p>Windows 2000 Server</p> <p>Windows 2000 Advanced Server</p> <p>Small Business Server Edition 2000</p> | <p>Windows 2000 is only supported on MAS 200 or MAS 90 Client/Server Level 3.40 or higher. Service Pack 1 is required. Service Pack 2 is recommended.</p> <p>MAS 200 should be installed on its own dedicated server. For optimum performance, other applications or services such as e-mail, IIS, or Fax that are not essential to the operating system should be installed on a separate server. Running MAS 200 on a Windows 2000 Domain Controller is not recommended, because Active Directory services require a large amount of system resources and may result in poor, inconsistent performance and hanging.</p> <p>MAS 200 was not designed for Windows 2000 Datacenter Server and is not supported on this platform.</p> <p>Due to unresolved issues with Microsoft's implementation of IPX/SPX protocol, this protocol should be avoided on Windows networks unless absolutely necessary. For more information, refer to the Microsoft Knowledge Base Article Q161080 on Microsoft's Web site (http://support.microsoft.com).</p> <p>If MAS 200 is run with Terminal Services, Citrix MetaFrame, or Citrix MetaFrame XP:</p> <ul style="list-style-type: none"> • Symantec does not support WinFax Pro on Terminal Services or Citrix. WinFax Pro is therefore not supported with MAS 90 or MAS 200 running in a Terminal Service or Citrix environment. • With MAS 200 Level 3.50 and higher, Terminal Services or Citrix must be installed on a Windows 2000 Server. Running MAS 200 Level 3.50 or higher through Windows NT Terminal Server is not supported. MAS 200 can be installed on either a Windows 2000 or Windows NT 4.0 server. • Citrix MetaFrame XP is supported on MAS 200 Level 3.61 and higher. Citrix MetaFrame XP is not supported on MAS 200 Level 3.60 and prior versions. • Citrix MetaFrame is supported on MAS 200 Level 3.50 or higher. Prior versions are not supported with Citrix. • No version of MAS 200 or MAS 90 Client/Server is supported with Citrix WinFrame or WinView. • Terminal Services or Citrix MetaFrame 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. • A single Terminal Server should support 50-75 concurrent MAS 200 users, depending on system architecture, number of processors, processor speed, and additional applications using the Terminal Server. • Prior levels of MAS 200 (MAS 90 Client/Server 3.31 through 3.41) must be installed on the same server as Terminal Server. • MAS 90 Client/Server Levels 3.40 and 3.41 are supported with both Windows 2000 Terminal Services and Windows NT Terminal Server. MAS 90 Client/Server Level 3.31 is only supported with Windows NT Terminal Server. • Windows-based Terminals (WBTs) are supported with Terminal Services and Citrix MetaFrame. For more information, see the Miscellaneous Notes section of this document or go to the Microsoft Web site at: www.microsoft.com/Windows/serverapplicance/WBT/faq.asp. • For information on IPX/SPX protocol, see the Miscellaneous Notes section of this document. • For information on Crystal Reports and third-party applications, see the Miscellaneous Notes section of this document. |

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| Windows NT Server 4.0 Including Enterprise Edition | Service Pack 4 or higher is required. Service Pack 5 or higher is required if e-Business Manager (formerly internet.access) is used. Service Pack 6A or higher is highly recommended. Information on service packs can be obtained from Microsoft's Web site www.Microsoft.com/ntserver . |
| Back Office Editions 4.0, 4.5 | Utilizing the server as an MAS 200 workstation is not supported (not even as a client to another server). |
| Small Business Server Edition 4.0, 4.5 | MAS 200 should be installed on its own dedicated server. For acceptable performance, other applications or services not essential to the operating system, such as e-mail, IIS, or Fax should be installed on a separate server. |
| Windows NT Server 4.0 Terminal Server Edition | <p>If MAS 200 Level 3.50 is run with Terminal Services, Citrix MetaFrame, or Citrix MetaFrame XP:</p> <ul style="list-style-type: none"> • Symantec does not support WinFax Pro on Terminal Services or Citrix. WinFax Pro is therefore not supported with MAS 90 or MAS 200 running in a Terminal Service or Citrix environment. • With MAS 200 Level 3.50 and higher, Terminal Services or Citrix must be installed on a Windows 2000 Server. Running MAS 200 Level 3.50 or higher through Windows NT Terminal Server is not supported. MAS 200 can be installed on either a Windows 2000 or Windows NT 4.0 server. • Citrix MetaFrame XP is supported on MAS 200 Level 3.61 and higher. Citrix MetaFrame XP is not supported on MAS 200 Level 3.60 and prior versions. • Citrix MetaFrame is supported on MAS 200 Level 3.50 or higher. Prior levels are not supported with Citrix MetaFrame. • Terminal Services or Citrix must be installed on a different server other than the MAS 200 server. Installing Terminal Services or Citrix on the same server as MAS 200 is not supported. • A single Terminal Server should support 50-75 concurrent MAS 200 users, depending on system architecture, number of processors, processor speed, and additional applications using the Terminal Server. • Prior levels of MAS 200 (MAS 90 Client/Server 3.31 through 3.41), must be installed on the same server as Terminal Server. • MAS 90 Client/Server Levels 3.40 and 3.41 are supported with both Windows 2000 Terminal Services and Windows NT Terminal Server. MAS 90 Client/Server Level 3.31 is only supported with Windows NT Terminal Server. • No level of MAS 200 or MAS 90 Client/Server is supported with Citrix WinFrame or WinView. • Windows-based Terminals (WBTs) are supported with Terminal Services and Citrix MetaFrame. For more information, see the Miscellaneous Notes section of this document or go to the Microsoft Web site at: www.microsoft.com/Windows/serverapplicance/WBT/faq.asp. • For information on IPX/SPX protocol, see the Miscellaneous Notes section of this document. • For information on Crystal Reports and third-party applications, see the Miscellaneous Notes section of this document. |

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Miscellaneous Notes

1. Support for MAS 90 Client/Server Level 3.2x (PC32) was discontinued on June 30, 2000.
2. Windows XP Home Edition is 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.
3. Windows XP 64-Bit Edition has not been tested and is not supported with MAS 200.
4. Microsoft will discontinue support for Windows 95 after December 31, 2001. Best Software expects to discontinue support for MAS 200 on Windows 95 sometime in 2002.
5. On all computer systems, only Intel Pentium class processors (including Pentium II and III) and 100 percent Intel-Pentium compatible processors are supported. Download PROCHECK.EXE to verify this compatibility from the Best Software Web site (www.bestsoftware.com/MAS90w/support/procheck.htm).
6. For more information on running MAS 200 through Terminal Services or Citrix MetaFrame, review the Best MAS 90 and MAS 200 Microsoft Terminal Services and Citrix MetaFrame white paper. This document is available from the Best Software Web site (www.bestsoftware.com/MAS90w/pdf/default.asp) in the WhitePapers section.
7. Symantec does not support WinFax Pro on Terminal Services or Citrix. WinFax Pro is therefore not supported with MAS 90 or MAS 200 running in a Terminal Service or Citrix environment.
8. 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, disable power management in the Control Panel. The NWLINK IPX/SPX protocol installed on the Windows NT or Windows 2000 server may also cause this error. For more information about NWLINK IPX/SPX, see item 8. If the 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, please review SS3003-ABC.
9. The NWLINK IPX/SPX protocol should not be installed at the Windows NT/2000 application server running MAS 200 due to unresolved issues with the Microsoft NWLINK IPX/SPX protocol. If it is installed to support the use of HP Jet Direct devices, or similar devices, configure the software to use TCP/IP instead of IPX/SPX. If it is installed because a Novell NetWare server exists on the network that the workstations must connect to, disable Direct Hosted IPX on the Windows NT/2000 Server, or at the workstations, bind only TCP/IP to the Client for Microsoft Networks and bind IPX/SPX to a NetWare client (for example, Novell NetWare Client or Microsoft Client for NetWare Networks). If it is installed because Gateway Services for NetWare is installed, or because another application is running that requires IPX/SPX, disable Direct Hosted IPX on the Windows NT/2000 Server. Not configuring IPX/SPX to these specifications causes data corruption, hanging at the workstation, "Dr. Watson" errors at the server, and/or "Application Execution" errors at the server. For more information, go to Microsoft Knowledge Base article Q161080, on Microsoft's Web site: <http://support.microsoft.com/>.
10. Running Windows from a shared network drive and/or attaching to the server as a Windows diskless workstation is not supported.
11. Best Software has found data corruption issues that are caused when Windows 95 or Windows 98 identifies network interface cards as RealTek network adapters, especially with Windows 98. If your adapter is identified by Windows as a RealTek network adapter, change to the current driver for your particular network interface card. For more information on this Windows 98 issue, refer to Microsoft Knowledge Base Article Q189778 on Microsoft's Web site: <http://support.microsoft.com/>.
12. When running MAS 200 over a Local Area Network (LAN) environment, the ping speeds will vary depending on the speed and configuration of the network. Typical ping speeds with 10,000 bytes of data should be between 20–30 milliseconds. Unacceptable ping speeds are over 400 milliseconds.

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13. When running MAS 200 over the Internet via an Internet Service Provider (ISP) and without a guaranteed bandwidth, individuals might experience dropped sessions and lost connections. If you run MAS 200 over the Internet, Best Software highly recommends establishing a guaranteed bandwidth with your ISP. Consult your ISP about a guaranteed bandwidth solution.

In the MAS 200 client/server environment, third-party applications run via a client/workstation-based processing method instead of running via a server-based or distributed processing method. As a result, users may experience performance issues when running third-party applications from remote sites. MAS 200 uses client-based ODBC processing for Crystal Reports forms and reports, which may result in slow performance for remote site workstations, particularly those with low speed connections. To determine the cause of a performance issue relating to remote processing, the user must determine whether the issue is report design or ODBC processing. If the Crystal Report form or report that runs slowly from a remote site also runs slowly from a workstation on a LAN, the issue is most likely report design. If the Crystal Report form or report that runs slowly from a remote site runs considerably faster from a workstation on a LAN, the problem may be client-based ODBC processing.

Using Crystal Reports Enterprise, Standard Edition (formerly Crystal Reports Web Component Server), which is packaged with MAS 200, may provide a solution for high speed remote workstations that run Crystal Reports forms or reports slowly. This package provides server-based ODBC processing, which results in better performance; however, if the user is remote printing, the print data, which can be large, is copied through the connection to the remote user's workstation and prints. Low speed connections, such as dial-up connections, would still run Crystal Reports forms/reports slowly. Using non-graphical character forms from remote sites does not use any type of client-based processing and the size of the print data is considerably smaller, which may result in faster performance. When printing Crystal Report forms or reports through Enterprise, parameter fields cannot be used on the Crystal Report form or report. Best Online Support and Services is researching this issue. Printing graphical Accounts Payable or Payroll checks via Crystal Enterprise is not supported.

Note: Crystal Enterprise ships with a 5-user license. Additional licenses can be purchased from Crystal Decisions.

Using Citrix MetaFrame or Windows Terminal Services (WTS) may also provide a solution for remote workstations because the processing of the Crystal Reports form or report occurs at the Citrix/Terminal server, not at the workstation. No MAS 200 or Crystal Reports processing occurs at the remote workstation; instead, it uses the RDP client (WTS) or ICA client (Citrix) to connect to the server running WTS or Citrix, which will process the Crystal Reports form or report.

14. Best Software requires a guaranteed minimum bandwidth of 28.8k 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.
15. 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 Guide*.
16. Although the MAS 200 host listens for a Windows sockets connection on a single port (typically 10000), the host creates a back channel on the connection to send data back to the client, which listens on a single, random port between 10000 and 11999. These ports must remain open for the client and cannot be blocked by firewalls, routers, or proxy servers. If this creates a security concern or is not possible (for example, running through an ISP), consider using Virtual Private Network (VPN) so that all transmissions are rerouted through a single VPN port.
- VPN solutions are either software based (for example, Microsoft), hardware based (for example, VPN firewall), or a hybrid of both.
 - If a hardware-based VPN is used (for example, a VPN firewall), verify that the device supports secure, encrypted connections for applications that use back channels.
 - Software-based VPNs result in slower connections due to the security overhead of encrypting the data.
 - Low speed connections, such as dial-up connections, are subject to considerable slow down when using a software-based VPN. It may cause the connection to have a bandwidth of less than 28.8Kbps.

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17. Due to the dual listening port scheme described in item #15, Network Address Translation (NAT) may not be compatible. Dynamic NAT and IP masquerading is not compatible with MAS 200; however, static NAT may be possible, depending on the capabilities of your firewall software or router. To make the dual listening port scheme work, create a static mapping table that maps every internal client IP address from ports 10000-11999 to a translated external IP address for the same range of ports. Repeat this for every MAS 200 client machine IP address. The process of creating a static mapping table varies. The Best Software Customer Support Services department cannot assist with this task.
18. 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.
19. If you are running MAS 90 Level 3.50 or higher, download and apply the Program Fix Collection for your version from Best Online Support and Services (BOSS). If third-party enhancements are installed, always 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.
20. For information about third-party compatibility, see the Gold Alliance Partner (GAP) and Best! Compatibility Matrix.
21. Best Software, Inc. 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.

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| Recommended Minimum System Configuration for MAS 200 | | | |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------|
| Client | Processor | Memory (RAM) | MB to Add Per User |
| Windows 95/98 | 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 faster 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 | 128 MB (5 users), 192 MB Recommended | 4-6 MB per user over 5 |
| 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) |