

MAS 90[®]

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 90. 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. Any reference to "MAS 90" implies the Windows version, unless stated otherwise.

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 Web site at 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 90 software, coordinate with your Reseller and your Master Developer before installing MAS 90. 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. Alternative support options may be available through your 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.

Single-User Platforms		
Workstations	Supportability	Remarks
Windows 95	Supported	If MAS 90 is printing to a printer on a Microsoft network, 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 90 on Windows 95 sometime in 2002.
Windows 98 Including Second Edition	Supported	
Windows Me	Supported	Windows Me is only supported on MAS 90 Level 3.50 or higher.
Windows NT 4.0 Workstation	Supported	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 .
Windows 2000 Professional	Supported	Windows 2000 is only supported with MAS 90 Level 3.40 or higher. Service Pack 1 or higher is required. Service Pack 2 is recommended.
Windows XP Home Edition	Supported	Windows XP Home Edition is only supported on MAS 90 Level 3.61 and higher. LM3070-T must be installed on MAS 90 Level 3.61. Home Edition was designed for home use and is not recommended for business use. For more information, see the Miscellaneous Notes section in this document.
Windows XP Professional	Supported	Windows XP Professional Edition is only supported on MAS 90 Level 3.61 and higher. LM3070-T must be installed on MAS 90 Level 3.61.
Windows XP 64-Bit Edition	Not Supported	Windows XP 64-Bit Edition has not been tested and is not supported with MAS 90.

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

Microsoft Dedicated Network Servers	Defined as operating system software specifically designed to be used as a network server (not Peer-to-Peer).
Supported Servers	Remarks
<p>Windows 2000 Server</p> <p>Windows 2000 Advanced Server</p> <p>Small Business Server Edition 2000</p> <p>Windows NT Server 4.0, Including Enterprise Edition</p> <p>Back Office Editions 4.0, 4.5</p> <p>Small Business Server Edition 4.0, 4.5</p>	<p>Windows 2000 is only supported on MAS 90 Level 3.40 or higher. Service Pack 1 or higher is required with Windows 2000 Server. Service Pack 2 is recommended.</p> <p>MAS 90 is not designed for Windows 2000 Datacenter Server and is not supported on this platform.</p> <p>MAS 90 should be installed on its own dedicated server. For optimum 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. Running MAS 90 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. This generally applies to any application running on the network and is not specific to MAS 90.</p> <p>Utilizing the server as a MAS 90 workstation is not supported (not even as a client to another server).</p> <p>Due to unresolved issues with Microsoft's implementation of NWLINK IPX/SPX protocol, do not use this protocol stack on Windows networks unless absolutely necessary. For more information, see the Miscellaneous Notes section in this document.</p> <p>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 (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.</p> <p>Remote MAS 90 workstations are only supported on Level 3.50 and higher, and only through Windows 2000 Terminal Services or Citrix MetaFrame. Remote workstations are not supported on prior versions of MAS 90.</p> <p>If MAS 90 is being run with Windows 2000 Terminal Services (WTS), Citrix MetaFrame, or Citrix MetaFrame XP:</p> <ul style="list-style-type: none"> • Citrix MetaFrame XP is supported on MAS 90 Level 3.61 and higher. Citrix MetaFrame XP is not supported on MAS 90 Level 3.60 and prior versions. • Only MAS 90 Level 3.50 or higher is supported with Windows 2000 Terminal Services or Citrix. Prior levels of MAS 90 are not supported with any version of Citrix or Terminal Services. • 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. • Windows 2000 Terminal Services or Citrix must be installed on a Windows 2000 server. • Windows NT 4.0 Terminal Server is not supported with any level of MAS 90. • MAS 90 can be installed on the same server as Windows 2000 Terminal Services /Citrix or on a separate server. If they are installed on the same server, the server must be Windows 2000. If they are installed on separate servers, MAS 90 can be installed on either a Windows 2000 or a Windows NT 4.0 server. (Novell servers are not supported in a WTS/Citrix environment.) If MAS 90 is installed on a different server than the WTS/Citrix Server, use 100 Mbps network components to connect to the two servers. • Windows Powered Thin Client (WPTC) is supported with Windows 2000 Terminal Services and Citrix. For more information, go to Microsoft's Web site: www.microsoft.com/Windows/serverapplicance/WBT/faq.asp. • For more information on Terminal Services, see the Miscellaneous Notes section in this document.

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

Client Workstations for Microsoft Dedicated Server Networks		For All Supported Versions of Microsoft Dedicated Servers
Workstations	Supportability	Remarks
Windows 95 Workstations	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 at www.microsoft.com). 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 90 on Windows 95 sometime in 2002.
Windows 98 Workstations, Including Second Edition	Supported	RealTek network adapter drivers provided with the Windows 98 CD are not supported due to data corruption issues. For more information, see the Miscellaneous Notes section in this document.
Windows Me	Supported	Windows Me workstations are only supported on MAS 90 Level 3.50 or higher.
Windows NT Workstation 4.0	Supported	The Windows NT workstation must have the same service pack installed as the Windows NT Server. Service Pack 4 or higher is required. Service Pack 5 or higher is required if the e-Business Manager module (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 .
Windows 2000 Professional	Supported	Windows 2000 is only supported on MAS 90 Level 3.40 or higher. Service Pack 1 or higher is required. Service Pack 2 is recommended.
Windows XP Home Edition	Supported	Windows XP Home Edition is only supported on MAS 90 Level 3.61 and higher. LM3070-T must be installed on MAS 90 Level 3.61. Home Edition was designed for home use and is not recommend for business or network use. For more information see the Miscellaneous Notes section of this document. Windows XP Home Edition cannot join Windows Server domains. Windows XP Professional must be configured for TCP/IP.
Windows XP Professional	Supported	Windows XP Professional is only supported on MAS 90 Level 3.61 and higher. LM3070-T must be installed on MAS 90 Level 3.61. Windows XP Professional must be configured for TCP/IP.
Windows XP 64-Bit Edition	Not Supported	Windows XP 64-Bit Edition has not been tested and is not supported with MAS 90.

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

Novell Network Servers	Remarks
Novell NetWare 3.20	<p>Novell has discontinued support for NetWare 3.11 as of January 31, 1999, and has discontinued support for NetWare 3.12 as of May 1, 2000. As a result, MAS 90 support on NetWare 3.1x has been discontinued. Novell NetWare 3.1x must be upgraded to version 3.20 to remain supported.</p> <p>Novell's support for NetWare 3.20 will be discontinued as of February 28, 2002. MAS 90 support for this platform will also be discontinued on that date. Go to www.support.novell.com/lifecycle/forecast.html for current information on NetWare versions supported by Novell.</p> <p>Install current appropriate NetWare Operating System patches. For more information about NetWare patches, consult your system administrator and the Novell Web site at: www.support.novell.com/misc/patlst.htm. For more information, see the Miscellaneous Notes section in this document.</p> <p>Long File Name support must be enabled on the Novell NetWare server as of MAS 90 Level 3.50 or higher. For more information, see the Miscellaneous Notes section in this document.</p> <p>Use of Windows Terminal Services or Citrix to connect to MAS 90 installed on a Novell server is not supported.</p> <p>Novell NetWare Client (Client32) support:</p> <p>Windows 95/98: Only the Client32 versions listed below are supported with MAS 90. No other versions are supported. To verify the Novell Client version you are using, from the Control Panel select Network/Novell/NetWare Client/Properties. The Client32 version is displayed on the first tab.</p> <p>Novell 3.30 Client for Windows 95/98 (Client32 v. 3.3) is supported on MAS 90 Level 3.31 and higher. The program fix referenced in Best Knowledge Base Article 39085 (LM3057-T) must be installed on MAS 90 Levels 3.31 through 3.51. Workstation Setup must be run on all workstations after installing the program fix. This program fix is not required for MAS 90 Level 3.60 or higher.</p> <p>Note: You can alternatively download LM3061-T, or the appropriate Level 3.50/3.51 Program Fix Collection from Best Online Support and Services (BOSS). After downloading, Workstation Setup must be run on all workstations.</p> <p>Client32 v. 3.10 and Client32 v. 2.5 are not supported as of July 31, 2001. Novell has also discontinued support for Client32 version 3.10 as of July 31, 2001.</p> <p>Microsoft Client for NetWare Networks is supported on all MAS 90 levels. Microsoft Service for NDS is not supported due to data corruption issues.</p> <p>Windows Me workstations, Windows NT workstations, and Windows 2000 workstations are not supported.</p>

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

Novell Network Servers	Remarks
<p>Novell NetWare 4.20</p> <p>Novell NetWare 4.11</p> <p>NetWare for Small Business 4.20</p> <p>NetWare for Small Business 4.11</p>	<p>Novell discontinued support for NetWare 4.10 as of May, 2000; therefore, NetWare 4.10 is no longer supported with MAS 90.</p> <p>Novell will discontinue support for NetWare 4.11 on December 31, 2001; therefore, NetWare 4.11 will no longer be supported with MAS 90 on that date.</p> <p>NetWare Operating System Support Pack 9 (NW4SP9.EXE) or higher must be installed on the NetWare 4.11 or 4.20 Server. For more information about server patches, consult your system administrator or go to Novell's Web site at www.support.novell.com/misc/patlst.htm, or see the Miscellaneous Notes section in this document.</p> <p>Long File Name support must be enabled on the server with MAS 90 Level 3.50 or higher. For more information, see the Miscellaneous Notes section in this document.</p> <p>Use of Windows Terminal Services or Citrix to connect to MAS 90 installed on a Novell NetWare server is not supported.</p> <p>Novell NetWare Client (Client32) support:</p> <p>Windows 95/98:</p> <p>Only the Client32 versions listed below are supported with MAS 90. No other Client32 versions are supported. To verify the Novell client version you are using, from the Control Panel select Network/Novell NetWare Client/Properties. The Client32 version is displayed on the first tab.</p> <p>Novell 3.30 Client for Windows 95/98 (Client32 v. 3.3) is supported on MAS 90 Level 3.31 and higher. The program fix referenced in Best Knowledge Base Article 39085 (LM3057-T) must be installed on MAS 90 Levels 3.31 through 3.51. Workstation Setup must be run on all workstations after installing the program fix. This program fix is not required for MAS 90 Level 3.60 or higher.</p> <p>Note: You can alternatively download LM3061-T, or the appropriate Level 3.50/3.51 Program Fix Collection from Best Online Support and Services (BOSS). After downloading, Workstation Setup must be run on all workstations.</p> <p>Windows 2000 workstations — the following clients require the listed patches:</p> <ul style="list-style-type: none"> • Novell Client 4.80 for NT/2000 — http://support.novell.com/filefinder/11453/index.html • Service pack 3 for the client — http://support.novell.com/servlet/filedownload/pub/48sp3.exe • MAS90UPD.EXE— http://support.novell.com/servlet/filedownload/ftf/mas90upd.exe <p>Note: Microsoft Gateway (and Client) Services for Netware is not supported.</p> <p>Windows Me and Windows NT workstations are not supported.</p> <p>Client32 v. 3.10 and Client32 v. 2.5 are not supported as of July 31, 2001. Novell has also discontinued support for Client32 v. 3.10 as of July 31, 2001.</p> <p>Microsoft Client for NetWare Networks is supported for NetWare 4.11 and 4.20 on all MAS 90 levels on Windows 95/98. Microsoft Service for NDS is not supported due to data corruption issues.</p>

MAS 90[®]

Supported Platform Matrix

Revised as of December 20, 2001

Novell Network Servers	
Novell NetWare 5.1	NetWare 5.1 is only supported on MAS 90 Level 3.31 and higher, with Novell 3.3 Client for Windows 95/98 or Microsoft Client for NetWare Networks. See below for details.
Novell Small Business Suite 5.1	NetWare 5.0 is only supported with MAS 90 Level 3.31 or higher, with Novell Client Version 3.10 for Windows 95/98 or Novell 3.3 Client for Windows 95/98. See below for details.
Novell NetWare 5.0	Install the current appropriate NetWare Operating System patches on the server. NetWare Operating System Support Pack 4 (NW5SP4.EXE) or higher must be installed on a NetWare 5.0 server. Support Pack 2 is recommended for a NetWare 5.1 server. For more information, consult your system administrator or go to Novell's Web site at: www.support.novell.com/misc/patlst.htm#nw .
Novell NetWare 5.0 for Small Business	
Novell Small Business Suite 5.0	<p>Long File Name support must be enabled on the server with MAS 90 Level 3.50 or higher. For more information, see the Miscellaneous Notes section in this document.</p> <p>Use of Microsoft Terminal Services or Citrix to connect to MAS 90 on a Novell server is not supported.</p> <p>Novell NetWare Client (Client32) support:</p> <p>Windows 95/98:</p> <p>Only the Client32 versions listed below are supported with MAS 90. No other Client32 versions (including 3.2) are supported. To verify the Novell client version you are using, from the Control Panel select Network/Novell NetWare Client/Properties. The Client32 version is displayed on the first tab.</p> <p>Novell 3.30 Client for Windows 95/98 (Client32 v. 3.3) is supported on MAS 90 Level 3.31 and higher. The program fix referenced in Best Knowledge Base Article 39085 (LM3057-T) must be installed on MAS 90 Levels 3.31 through 3.51. Workstation Setup must be run on all workstations after installing the program fix. This program fix is not required for MAS 90 Level 3.60 or higher.</p> <p>Note: You can alternatively download LM3061-T, or the appropriate Level 3.50/3.51 Program Fix Collection from Best Online Support and Services (BOSS). After downloading, Workstation Setup must be run on all workstations.</p> <p>Windows NT and Windows 2000 Workstations — the following clients require the listed patches:</p> <ul style="list-style-type: none"> • Novell Client 4.80 for NT/2000 – http://support.novell.com/filefinder/11453/index.html • Service Pack 3 for the client – http://support.novell.com/servlet/filedownload/pub/48sp3.exe • MAS90UPD.EXE – http://support.novell.com/servlet/filedownload/ftf/mas90upd.exe • Microsoft Gateway (and Client) Services for NetWare are not supported. • Windows Me workstations are not supported. <p>Client32 version 3.10 is not supported as of July 31, 2001. Novell has also discontinued support for Client32 v. 3.10 as of July 31, 2001.</p> <p>Microsoft Client for NetWare Networks is supported with NetWare 5.0 and NetWare 5.1 on all versions of MAS 90 on Windows 95/98. Microsoft Service for NDS is not supported due to data corruption issues.</p>

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

Client Workstations for NetWare Networks		For All Supported Versions of Novell NetWare Servers
Workstations	Supportability	Remarks
Windows 95 Workstations	Supported	<p>The C:\Windows\System\VREDIR.VXD file (used with Client for Microsoft Networks) must be dated 09/97 or later if MAS 90 is printing to a printer on a Microsoft network outside of the NetWare network. 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 at www.microsoft.com). This only affects Windows 95 OSR 2.1 Version B or lower. This applies to the printer server and the workstations.</p> <p>Note: Microsoft will discontinue support for Windows 95 after December 31, 2001. Best Software expects to discontinue support for MAS 90 on Windows 95 sometime in 2002.</p>
Windows 98 Workstations, Including Second Edition	Supported	RealTek network adapter drivers provided with the Windows 98 CD are not supported due to data corruption issues. For more information, see the Miscellaneous Notes section of this document.
Windows Me	Not Supported	Windows Me is currently not supported due to unresolved issues with Windows Me and Client32 version 3.3.
Windows NT Workstations	Supported (NetWare 5.x only)	<p>See the client requirements for Windows NT/2000 workstations under the Servers section for NetWare5.x in this document.</p> <p>Due to data corruption and other issues found during testing, Windows NT workstations running MAS 90 from NetWare 3.2 and 4.x servers are not supported.</p>
Windows 2000 Professional	Supported (NetWare 4.11, 4.20, and 5.x only)	<p>See the client requirements for Windows NT/2000 workstations under the Servers section for NetWare 4.x or NetWare5.x in this document.</p> <p>Due to data corruption and other issues found during testing, Windows 2000 workstations running MAS 90 from NetWare 3.2 server is not supported.</p>
Windows XP, all Editions	Not Supported	Novell is currently testing a beta client for Windows XP. Best Software will test the Novell client once it is released.

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

<u>Peer-to-Peer Networks</u>		Running MAS 90 on a dedicated server is strongly recommended. Using the server as a workstation may severely impact the stability and performance of the network. All workstations must be running the same operating system. No more than five workstations should be actively running MAS 90.
Servers	System	Remarks
Windows 95 (Peer-to-Peer)	Supported	<p>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 at www.microsoft.com . This only affects Windows 95 OSR 2.1 Version B or lower. This applies to the server and the workstation.</p> <p>Note: Microsoft will discontinue support for Windows 95 after December 31, 2001. Best Software expects to discontinue support for MAS 90 on Windows 95 sometime in 2002.</p>
Windows 98 (Peer-to-Peer), Including Second Edition	Supported	RealTek network adapter drivers provided with the Windows 98 CD are not supported due to data corruption issues. For more information, see the Miscellaneous Notes section in this document.
Windows Me (Peer-to-Peer)	Supported	Windows Me workstations are only supported on MAS 90 Level 3.50 or higher.
Windows NT Workstation 4.0 (Peer-to-Peer)	Supported	<p>All of the Windows NT workstations must have the same service pack installed.</p> <p>Service Pack 4 or higher is required.</p> <p>Service Pack 5 or higher is required if the e-Business Manager module (formerly internet.access) is installed.</p> <p>Service Pack 6A or higher is highly recommended.</p> <p>Information on service packs can be obtained from Microsoft's Web site at http://www.microsoft.com/ntserver/.</p> <p>The NWLINK IPX/SPX Protocol Stack should be avoided unless absolutely necessary. If you also have a NetWare Server alongside your NT Server running MAS 90, see the Miscellaneous Notes section in this document. For more information, refer to the Microsoft Knowledge Base Article Q161080 at: www.support.microsoft.com/.</p>
Windows 2000 Professional (Peer-to-Peer)	Supported	<p>Windows 2000 is only supported on MAS 90 Level 3.40 or higher.</p> <p>Service Pack 1 or higher is required. Service Pack 2 is recommended.</p>
Windows XP Home Edition (Peer-to-Peer)	Supported	Windows XP Home Edition is only supported on MAS 90 Level 3.61 and higher. LM3070-T must be installed on MAS 90 Level 3.61. Home Edition was designed for home use and is not recommended for business or network use.
Windows XP Professional (Peer-to-Peer)	Supported	Windows XP Professional is only supported on MAS 90 Level 3.61 and higher. LM3070-T must be installed on MAS 90 Level 3.61.
Windows XP 64-Bit Edition (Peer-to-Peer)	Not Supported	Windows XP 64-Bit Edition has not been tested and is not supported with MAS 90.

MAS 90[®]

Supported Platform Matrix

Revised as of December 20, 2001

Miscellaneous Notes

1. **Support for MAS 90 Level 3 (character-based) has been discontinued as of March 31, 2000.**
2. **Support for MAS 90 Level 3.2x (PC32) has been discontinued as of June 30, 2000.**
3. **Support for the Windows NT 3.51, Windows 3.x, and DOS platforms has been discontinued.**
4. **Support for the Novell NetWare 3.11 platform has been discontinued as of July 1, 1999.**
5. **Support for the Novell NetWare 3.12 and 4.10 platforms has been discontinued as of May, 2000.**
6. **Support for the Novell Client32 version 3.1 has been discontinued as of July 31, 2001.**
7. **Support for the Novell Client32 version 2.5 has been discontinued as of July 31, 2001.**
8. **Novell will discontinue support for Novell Netware 4.11 on December 31, 2001. Best Software will also discontinue support on that date.**
9. **Microsoft will discontinue support for Windows 95 after December 31, 2001. Best Software expects to discontinue support for MAS 90 on Windows 95 sometime in 2002.**
10. The error “An Exception 0E has occurred at 0028:xxxxxxx in VxD Vredir(01)...” (blue screen error) can occur on Windows Me/98 workstations due to a known Microsoft issue with VERDIR.VXD. A patch can be obtained by calling Microsoft support. For more information, refer to Microsoft Knowledge Base article Q293793 available at <http://support.microsoft.com/>.
11. Windows XP Home Edition is designed for home use and is not recommended for business or network use. To maintain stability and performance in MAS 90, do not install personal features that require a large amount of memory, resources, or processor usage. By default Windows XP Home Edition installs several personal features.
12. Remote connections to MAS 90 Level 3.50 and higher are supported only through Windows 2000 Terminal Services, Citrix MetaFrame, or Citrix MetaFrame XP. This also applies to a Wide Area Network (WAN). MAS 90 must be installed on a Windows NT 4.0 or Windows 2000 server. MAS 90 is not supported with Citrix WinFrame or WinView, which are based on Windows NT 3.51 technology. MAS 200 is still recommended in a WAN environment. Prior versions of MAS 90 are not supported on a WAN or remote connection. See the appropriate pages of this document for specific information. For more information, review the Best MAS 90 and MAS 200 Microsoft Terminal Services and Citrix MetaFrame white paper at www.bestsoftware.com/MAS90/pdf/default.asp under the white papers section.
13. 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.
14. Long File Name support is required as of MAS 90 Level 3.50 and higher. Microsoft operating systems and Novell NetWare 5.x support long file names by default. For more information on installing long file name support on NetWare 3.x and 4.x, search for Article #10019083 at www.support.novell.com.
15. On all computer systems, only Intel Pentium and 100 percent Intel-Pentium compatible processors are supported. To verify compatibility, download PROCHECK.EXE from the Best Software Web site at www.bestsoftware.com/MAS90/mas90w/support/proccheck.htm.
16. Disable power management in the CMOS setup on the workstations and on the server if you receive any of the following errors:
 - Dr. Watson errors
 - Application Execution errors
 - Program Error errors
 - Unlock Region Failures errors
 - ProvideX Window is no longer active errors

If applicable, also disable power management from the Control Panel. NWLINK IPX/SPX installed on the Windows NT or Windows 2000 server can also cause these errors. For details about NWLINK IPX/SPX, see item #16 in this section.

MAS 90[®]

Supported Platform Matrix

Revised as of December 20, 2001

17. If you are running MAS 90 on a Windows NT or Windows 2000 Server, the NWLINK IPX/SPX protocol should not be installed at the Windows NT/2000 Server due to unresolved issues with the Microsoft NWLINK IPX/SPX protocol.
- If the NWLINK IPX/SPX protocol is installed to support the use of HP Jet Direct devices or similar printer-sharing devices, configure the software to use another protocol besides IPX/SPX.
 - If it is installed because a Novell NetWare server exists on the network that the workstations must connect to, either disable Direct Hosted IPX on the Windows NT/2000 Server or, at the workstations, bind only TCP/IP or NetBeui 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, Program Error errors, and/or Application Execution errors. For more information, see Microsoft Knowledge Base article Q161080 at www.support.microsoft.com/.

Note: Best Software cannot provide technical support for configuring network components.

18. If you are running anti-virus software on either your client workstation or your server, configure the anti-virus program to scan only executable files (including Microsoft Office documents or other documents that may contain executable code such as macros); otherwise, configure the anti-virus software to exclude all files in the MAS90 directory and below, or all files with the .SOA extension. If Norton Anti-virus7.x, 2001, or 2002 is being used, clear the Enable Smart Scan Technology check box in the AutoProtect option.
19. Due to Custom Office requirements, folder options in Windows Explorer should be set in the following manner. Select the Show all files check box and clear the Hide file extensions for known file types check box (or the Hide MS-DOS File Extensions for File Types that are Registered check box in Windows 95).
20. LANtastic network operating systems are not supported.
21. Make sure you install the correct driver for your network adapter card (NIC), and use only high quality cards. Using an incompatible or outdated driver or a low-quality card can cause serious data corruption issues. The Windows operating system also sometimes selects the incorrect driver for low-end Network Interface Cards. The most common issue is the RealTek driver provided with Windows 98. For more information regarding this Windows 98 issue, see Microsoft Knowledge Base Article Q189778 on Microsoft's Web site at www.support.microsoft.com/.
22. Always re-run Workstation Setup after installing, re-installing, or upgrading the Windows operating system.
23. Verify that all hardware involved in running MAS 90 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/windows/compatible.
24. 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.
25. For information about third-party application compatibility, see the Gold Alliance Partner (GAP) and Best! Compatibility Matrix on Best Software's Web site at <http://www.bestsoftware.com/>.
26. Best Software, Inc. is committed to supporting future Microsoft and Novell operating systems as they are released to market for all MAS 90 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 document will be updated when Best Software's evaluations are completed.

MAS 90[®]
Supported Platform Matrix
 Revised as of December 20, 2001

<u>Recommended Minimum System Configuration for MAS 90</u>			
Single User/Client Workstation	Processor	Memory (RAM)	MB to Add Per User
Windows 95/98	Pentium 233 MHz or higher	32 MB, 64 MB recommended	N/A
Windows Me	Pentium II 300 MHz or higher (400 MHz recommended)	64 MB, 128 MB recommended	N/A
Windows 2000 Professional	Pentium II 300 MHz or higher	64 MB, 128 MB recommended	N/A
Windows NT Workstation 4.0	Pentium 233 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
Windows 2000 Terminal Server Citrix MetaFrame, or Citrix MetaFrame XP (MAS 90 Level 3.50 or higher)	As required by Terminal Services or Citrix	32 MB per concurrent user recommended, in addition to RAM required by Terminal Services/Citrix	N/A
Servers			
NetWare 3.12, 3.20, 4.10, 4.11, 5.0, 5.1	Pentium 200 MHz or higher	64 MB (2–5 users)	2–3 MB per user (over 5 users)
Windows 2000 Server and Advanced Server	Pentium II 300 MHz or higher	128 MB (2–5 users), 192 MB recommended	4–6 MB per user (over 5 users)
Windows 2000 Professional (Peer-to-Peer)	Pentium II 300 MHz or higher	64 MB (2–5 users), 128 MB recommended	4–6 MB per user (over 5 users)
Windows NT Server 4.0	Pentium 200 MHz or higher	64 MB (2–5 users), 128 MB recommended	4–6 MB per user (over 5 users)
Windows XP Home and Professional Editions (Peer-to-Peer)	Pentium III 550 MHz or higher	256 MB (2-5 users)	4-6 MB per user 5 users maximum
Windows NT Workstation 4.0 (Peer-to-Peer)	Pentium 233 MHz or higher	64 MB (2–5 users), 128 MB recommended	4–6 MB per user 5 users maximum
Windows 95/98/Me (Peer-to-Peer)	Pentium 233 MHz or higher	64 MB (2–5 users), 128 MB recommended	4-6 MB per user 5 users maximum