

BusinessWorks Gold v5.0 System Standards

System Standards for BusinessWorks Gold CD release version: 5.0. This document last revised on 5/12/2005.

Recent changes to this document are noted in blue. For the latest revisions to this document, please direct your browser to www.bestsoftware.com/businessworks/product/sys_req.asp.

Note: The matrices beginning on page 4 are intended to provide information regarding operating systems' compatibility with BusinessWorks Gold v5.0. **All currently supported operating systems are listed in these matrices. Any operating system not listed should be assumed to be incompatible.** Best Software Customer Support Services cannot provide support on platforms not listed as supported in this document.

Hardware Standards (all editions):

- CD-ROM drive
- Laser or high-speed ink jet printer (optimum use when driver supports graphical printing).
 - Notes:** Multi-purpose printers: BusinessWorks Gold functions correctly with most desk jet and laser printers. BusinessWorks Gold is not designed for high-end multi-purpose copy/printers. For this reason, BusinessWorks Customer Support Services cannot assist you in troubleshooting any issues you may have with multi-purpose printers.
 - Dot-matrix printers: Although Best Software has tested and supports the Epson FX 980 dot-matrix printer with BusinessWorks Gold, laser printers are recommended for optimum performance and superior print quality. Epson FX 980 form templates are available within BW Gold for the printing of forms to plain paper.
- 1024 x 768 display (recommended), 800 x 600 display (minimum)
- High-color display (16 bit) or 65536 colors
- For optimum performance, at least 25 percent of the workstation's (or stand-alone computer's) hard disk space should be available after installation.

	Servers (dedicated or peer-to-peer)	Workstations (Clients)	Standalone computers
Processor	Pentium 500 MHz processor or faster recommended	Recommended: Pentium 400 MHz Minimum: Pentium 233 MHz	Recommended: Pentium 400 MHz Minimum: Pentium 233 MHz
RAM	Recommended: 256 MB Minimum: 128 MB	128 MB	128 MB
Network Interface Card (NIC)	10/100 Megabit NIC	10/100 Megabit NIC	N/A
Hard disk available	200 MB minimum	120 MB minimum	200 MB minimum

Notes: If you are operating with hardware that does not meet suggested system standards, your operating performance may be adversely affected. Please direct your browser to the link below for a white paper that describes memory and hard disk requirements when running BusinessWorks Gold in a terminal server environment: www.bestsoftware.com/businessworks/product/TS_Sys_Reg_White_Paper.pdf

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BusinessWorks Gold Editions	
Standard	The Standard Edition is designed for use in a standalone or peer-to-peer network environment with up to four concurrent users. (The Standard Edition can reside on a dedicated server such as Windows 2000 Server or Windows 2000 Advanced Server.) The Standard Edition is not supported in a terminal server environment.
Client/Server	The Client/Server Edition must reside on a dedicated server. This edition is required for five or more concurrent users or for use in a terminal server environment.
Novell Netware	For supported Novell Netware platforms, see page 8 .

Products that interface with BusinessWorks Gold v5.x

Best Software has tested the products below for compatibility with BusinessWorks Gold v5.x. To verify the compatibility of other products that integrate with BusinessWorks, please consult that product's software manufacturer.

Note: Your system must meet the system standards for both BusinessWorks Gold and that product.

Internet Explorer v6.0 / Windows NT 4.0 SP5	The BusinessWorks Gold installation wizard installs Internet Explorer (IE) v6.0 if your current IE version is earlier than v5.5 SP2. However, IE v6.0 is not compatible with Windows NT 4.0 SP5. For this reason, please check the versions and service packs of Internet Explorer and Windows NT at each workstation before beginning the BusinessWorks Gold installation. In order to successfully complete the installation, your current version of Internet Explorer must be at least v5.5 SP2 or your current version of Windows NT must be at least v4.0 SP6 (or both).
Database	BusinessWorks Gold v5.x uses Pervasive.SQL v8 SP1.
E-mail Client Applications	The E-Mail Forms feature requires that your e-mail client application be fully MAPI-compliant. Netscape Navigator v6.2 does not fully comply with MAPI standards.
Microsoft Office	Microsoft Word and Excel are required for the Custom Office module. (BusinessWorks Gold supports Microsoft Office 97, 2000, XP, and 2003 for all installations except terminal server configurations.
Mitchell ABS	Please contact Mitchell International at 800-238-9111 for important upgrade information.
Crystal Reports	Version 8.5 is compatible with BusinessWorks Gold v5.x.
F9	<p>F9 Financial Report Writer Compatibility - To integrate F9 with BusinessWorks Gold v5.x, install F9 version 4.1.0.3 from the Lasata Software Web site at http://www.f9.com/downloads/installbest.html. A valid serial number is required after 30 days. Customers who purchase F9 from Best Software receive serial numbers by e-mail from Lasata Software. Customers who do not provide Best Software with an e-mail address receive serial numbers by fax or mail.</p> <p>If you are not currently using F9 and would like to try the software for a trial period, download a free 30-day trial version from http://www.f9.com/downloads/installbest.html.</p> <p>To learn more about F9, visit http://www.f9.com/products/features.html or review the F9 specification sheet on the BusinessWorks Web site at http://www.bestsoftware.com/businessworks/modules.asp.</p>

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Note: Your system must meet the system standards for both BusinessWorks Gold and that product.

GoldMine Link	BusinessWorks Gold v5.x interfaces with GoldMine v5.7, v6.0, and v6.5. If GoldMine v6 was installed as an upgrade from v5.5 or v5.7, special configuration steps must be completed. Please see the Best Online Support and Services knowledge base article, "How to configure an upgrade to GoldMine 6.0 for BusinessWorks Gold."
StarShip	Version 8.3 is compatible with BusinessWorks Gold v5.x. Please see the Best Online Support and Services knowledge base article, "Configuring StarShip for BW Gold".
Timeslips	Timeslips 2004 and Timeslips 2005 are compatible with BusinessWorks Gold v5.x.
CD-R/CD-RW	The BusinessWorks Gold backup utility is compatible with the following CD-creation software: <ul style="list-style-type: none"> o Roxio Easy CD Creator (using formatted CD-Rs and CD-RWs) o Adaptec DirectCD o Windows XP native CD-RW support

Product / Configuration Notes

BusinessWorks Gold v5.x is incompatible with Windows 98 or Windows Me	<p>Best Software has discontinued support for Windows 98 and Windows Me due to memory handling issues that Microsoft has documented with these operating systems.</p> <p>The version 5.x install wizard blocks the installation of the BusinessWorks Gold programs or client on any standalone computer, server, or workstation that has a Windows 98 or Windows Me operating system. This means that, if the server operating system is compatible with v5.x, the server installation will complete successfully; however, any subsequent installation to a Windows 98 or Me workstation will fail and will be unable to run BusinessWorks Gold.</p> <p>Note: After upgrading any computer (standalone, workstation, or server) to a newer operating system, you must uninstall and reinstall Pervasive, and then reinstall BusinessWorks Gold. For installation assistance, please contact your BusinessWorks Consultant or check the BusinessWorks support page. (Direct your browser to shop.bestsoftwareinc.com/BOSS/Welcome/ISlogin.asp; after logging in, select <i>Support > Customer Support Center</i>. Then select <i>BusinessWorks</i> from the page displayed.)</p>
TCP/IP configuration	<p>TCP/IP communication protocol installed and optimally configured on all standalone computers, servers, and workstations. An optimally configured TCP/IP protocol includes:</p> <ul style="list-style-type: none"> o An operational name service provider (such as Broadcast by NetBios, WINS, or DNS) must be present and functioning. The program requires name resolution. (You must be able to ping the server by name and get the correct IP address.) o On the server, TCP/IP ports 3351 and 1583 must be unobstructed and available for use with Btrieve and Pervasive.SQL v8 ODBC respectively. <p>If your server operating system is Novell Netware, TCP/IP is recommended; however, IPX/SPX can be used.</p>

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Product / Configuration Notes	
Windows 2000 Professional / Windows XP Professional connection limits	<p>BusinessWorks Gold Standard Edition functions on a Windows 2000 Professional or XP Professional server if the entire network has four or fewer workstations (even if you do not access BusinessWorks from all workstations). Microsoft designed these operating systems to allow only ten simultaneous network connections. Because each shared printer, file share, and network application requires its own network connection, heavy usage could cause your network to exceed this limit.</p> <p>If the network connection limit is reached when running BusinessWorks Gold with Windows 2000 Professional or XP Professional as the server operating system, errors may occur. The effect that those errors may have on your data is unknown. Best Software will not take responsibility if this situation occurs. Best Software will attempt to reproduce reported issues in a networked environment but will not configure a network to replicate the network connection limitation being exceeded. If the problem cannot be duplicated, Best Software will recommend that the customer upgrade to a server operating system that allows unlimited connections, such as Windows 2000 Server.</p>
Windows Server 2003	<p>Windows Server 2003 flags any attempt to launch an executable with a UNC path as a potential way to catch a virus, so it displays a warning. Please see the Best Online Support and Services knowledge base article, "How to configure Windows Server 2003 security for BusinessWorks Gold" for important configuration information.</p>
Terminal server configuration and support	<ul style="list-style-type: none">○ Only the BusinessWorks Gold Client/Server Edition is supported for terminal server installations. The Standard and Novell Editions cannot be used in this environment.○ For security reasons, Microsoft does not recommend running Terminal Services in Application Server mode on a domain controller, and Best Software agrees with this position. Best does not support running BusinessWorks Gold on a domain controller that is running Terminal Services.○ BusinessWorks Gold v5.x, including programs, data, and the Pervasive database engine, can be installed on an application server that is being accessed from a terminal server.
Securing Windows 2000 Terminal Services	<p>Ensuring the integrity of the data stored on a terminal server as well as the data in transit between the terminal server application and its clients is of great importance. Microsoft has published a white paper outlining the information necessary to implement strong security within your Windows 2000 Terminal Services environment: http://www.microsoft.com/technet/prodtechnol/win2kts/maintain/optimize/secw2kts.mspx</p>
Anti-virus software / Firewall	<p>BusinessWorks Gold is a web-enabled program that may require change to the anti-virus software and firewall configuration.</p> <p>If an anti-virus software is used, configure it to not scan BusinessWorks Gold files with the .MKD and .DDF file extensions.</p> <p>If a firewall is present, configure the firewall to permit BusinessWorks Gold executables to run across the network. Also, configure the firewall to allow BusinessWorks Gold to access ports 1583 and 3351.</p> <p>For instructions on anti-virus and firewall configuration settings, contact the application/hardware vendor or search the applicable knowledge base.</p>

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Microsoft Single-user or Workstation Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not supported	BusinessWorks Gold v5.x will not install on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Workstation	Supported	Service Pack 6a. See page 2 for information on Windows NT 4.0 compatibility with Internet Explorer v6.0.
Windows XP Home Edition	Supported	<p>Service Pack 1.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. <p>Service Pack 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Best Online Support and Services knowledge base article, "Is Windows XP SP2 supported?" <p>Microsoft has omitted certain network security features from Windows XP Home Edition because the product is not intended for use in a network environment. However, Windows XP Home can be used as a client on peer-to-peer networks. Do not use Windows XP Home as a client on domain or Novell networks. Also, Windows XP Home should never be used as a server. For information on the differences between Windows XP Home and XP Professional, please see www.microsoft.com/windowsxp/whichxp.asp.</p>
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Professional Service Pack 1 or 1a.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. <p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> o "Fast User Switching" must be disabled. o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Best Online Support and Services knowledge base article, "Is Windows XP SP2 supported?" <p>Windows 2000 Professional Service Pack 3.</p>

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Microsoft Peer-to-Peer Server Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not supported	BusinessWorks Gold v5.x cannot be installed on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Server	Supported	Service Pack 6a. See page 2 for information on NT 4.0 compatibility with Internet Explorer v6.0.
Windows NT 4.0 Terminal Server Edition	Not Supported	
Windows XP Home Edition	Supported	Windows XP Home Edition can be used as a client on peer-to-peer networks. However, Microsoft has omitted certain network security features from Windows XP Home Edition, because the product is not intended for use in a network environment, so Windows XP Home should never be used as a server.
Windows 2000 Professional Windows XP Professional	Supported	<p>Windows XP Professional Service Pack 1a.</p> <ul style="list-style-type: none"> ○ "Fast User Switching" must be disabled. ○ Disabling "Simple File Sharing" is recommended. For information on how to do this, please see Microsoft Knowledge Base Article – 307874, available at support.microsoft.com. <p>Windows XP Service Pack 2.</p> <ul style="list-style-type: none"> ○ "Fast User Switching" must be disabled. ○ Disabling "Simple File Sharing" is recommended. For information on how to do this, please see Microsoft Knowledge Base Article – 307874, available at support.microsoft.com. ○ The Pervasive ports must be unblocked in the Windows Firewall. Please see the Best Online Support and Services knowledge base article, "Is Windows XP SP2 supported?" <p>Windows 2000 Professional Service Pack 4.</p> <p>See page 4 for an explanation of Windows 2000 Professional and Windows XP Professional network connection limitations. For information on the differences between Windows XP Home and XP Professional, please see www.microsoft.com/windowsxp/whichxp.asp.</p>

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Microsoft Dedicated Server Operating Systems		
Operating System	Supportability	Remarks
Windows NT 4.0 Server	Supported	Service pack 6a . See page 2 for information on NT 4.0 compatibility with Internet Explorer v6.0. The BusinessWorks Gold Client/Server Edition can reside on a Windows NT 4.0 domain controller (primary or backup).
Windows NT 4.0 Terminal Server Edition	Not Supported	
Windows 2000 Professional Windows XP Professional	Not Supported for Client/Server Edition	See page 4 for an explanation of Windows 2000 Professional and Windows XP Professional network connection limitations.
Windows 2000 Server	Supported	The BusinessWorks Gold Client/Server Edition can reside on a Windows 2000 domain controller (Active Directory, primary, or backup).
Windows 2000 Advanced Server	Supported	
Windows 2000 Advanced Enterprise Server	Not Supported	
Windows 2000 Datacenter Server	Not Supported	Windows 2000 Datacenter Server is a high-end server operating system that far exceeds the needs of most BusinessWorks users. For this reason, Best Software has not tested BusinessWorks Gold in this environment and therefore, cannot support it.
Windows Server 2003	Supported	See the Best Online Support and Services knowledge base article, " How to configure Windows Server 2003 security for BusinessWorks Gold " for important configuration information.
Window Server 2003-based Terminal Server	Supported	See the Best Online Support and Services knowledge base article, " How to configure Windows Server 2003 security for BusinessWorks Gold " for important configuration information.
Windows Small Business Server 2003	Supported	
Citrix Metaframe v1.8 SP3	Supported	
Citrix Metaframe XPs / XPa	Supported	

Installing BusinessWorks Gold on a Novell Netware system

If you plan to install BusinessWorks Gold on Novell, Best Software highly recommends that you work with a CNE, CNA, Novell System Administrator, or someone with equivalent knowledge. An understanding of Novell Server commands, the ability to interpret feedback of those commands and take necessary steps to resolve any errors encountered related to your network configuration, is required to complete the BusinessWorks Gold installation. Working with a Novell expert will save you time, save you money, and will ensure that your software is properly installed. If you choose to install BusinessWorks Gold yourself and you do not have adequate expertise, it may be necessary for Best Software to refer you to a Novell expert in order for us to provide you with telephone support.

Novell Netware Server Operating Systems

Operating System	Supportability	Remarks
Novell Netware 4.2	Not Supported	
Novell Netware 5	Not Supported	
Novell Netware 5.1	Supported	At a minimum SP7 is required.
Novell Netware 6	Supported	At a minimum, SP3 dated 04/14/03 is required. Download URL: http://support.novell.com
Novell Netware 6.5	Supported	At a minimum SP1.1 is required.

Novell Netware Client Software

Client Software	Supportability	Remarks
Novell Netware Client 3.2 – 3.31	Not Supported	
Novell Netware Client 3.32	Not Supported	
Novell Netware Client 4.80 – 4.82	Not Supported	
Novell Netware Client 4.83	Not Supported	
Novell Netware Client 4.9	Supported	At a minimum SP2 is required. In a Netware 5.1 environment, File Caching must be turned off in the Netware Client Advanced Settings window on each workstation.
MS Client for Netware	Not Supported	

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Novell Netware Workstation Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	<i>Not Supported</i>	BusinessWorks Gold v5.x will not install on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Workstation	Supported	Service Pack 6a. See page 2 for information on Windows NT 4.0 compatibility with Internet Explorer v6.0.
Windows XP Home Edition	<i>Not Supported</i>	Do not use Windows XP Home Edition as a client on Novell networks.
Windows 2000 Professional Windows XP Professional	Supported	Windows XP Professional Service Pack 1 or 1a. <ul style="list-style-type: none">o "Fast User Switching" must be disabled. Windows XP Service Pack 2. <ul style="list-style-type: none">o "Fast User Switching" must be disabled.o The Pervasive ports must be unblocked in the Windows Firewall. Please see the Best Online Support and Services knowledge base article, "Is Windows XP SP2 supported?" Windows 2000 Professional Service Pack 3.