

BusinessWorks Gold v4.0 System Standards

System Standards for BusinessWorks Gold CD release version: 4.0. This document last revised on 10/9/2003.

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 four are intended to provide information regarding operating systems' compatibility with BusinessWorks Gold v4.0x. **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 printer. 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_Req_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 use on Novell networks only. An issue was recently uncovered in version 4 that affects Novell customers only. Our customers' satisfaction is important to all of us at Best Software, and as a result, we have made the decision to delay shipping v4 to Novell Netware customers until December 2003. This will allow the time necessary to address the issue, test it thoroughly in-house and deploy the software to a number of Controlled Release sites for validation prior to shipping v4 to all BusinessWorks Gold Novell Netware customers. If you currently use BusinessWorks Gold v3 and you are interested in being a controlled release site for v4, please contact Best Software Product Management at: bwproductmarketing@bestsoftware.com. If you are a new customer to Best or you currently use BusinessWorks v12, please see the BusinessWorks Gold v3 System Requirements for information on supported Novell versions.

Products that interface with BusinessWorks Gold v4	
Best Software has tested the products below for compatibility with BusinessWorks Gold v4.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 v4 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, and XP 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 v4.x.
F9	Version 4 is compatible with BusinessWorks Gold v4.x.
GoldMine Link	BusinessWorks Gold v4.x interfaces with GoldMine v5.7 and v6.0. If GoldMine v6 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, "Using GoldMine v6 with BusinessWorks Gold v4".

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Best Software has tested the products below for compatibility with BusinessWorks Gold v4.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.

StarShip	Versions 7.4b and 8 are compatible with BusinessWorks Gold v4.x. Please see the Best Online Support and Services knowledge base article, "Configuring StarShip for BW Gold v4" .
Timeslips	Version 11 SP2 and Timeslips 2004 are compatible with BusinessWorks Gold v4.x.

Product / Configuration Notes	
BusinessWorks Gold v4.0 is incompatible with Windows 98 or Windows Me	<p>Microsoft has announced plans to discontinue support for Windows 98 on 6/30/2003 and Windows Me on 12/31/2003. For this reason, Best Software has discontinued support for these operating systems for BusinessWorks Gold v4. Please see http://support.microsoft.com/directory/discontinue.asp for additional information on Microsoft operating systems.</p> <p>The version 4 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 v4, 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. Do not uninstall 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 via 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 2000 ODBC respectively. <p>If your server operating system is Novell Netware, TCP/IP is recommended; however, IPX/SPX can be used.</p>
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>

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Product / Configuration Notes	
Windows 2003	Windows 2003 Server 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, "Installing BusinessWorks Gold v4 or later on Windows 2003 Server" for important configuration information.
Terminal server configuration and support	<ul style="list-style-type: none"> o Only the BusinessWorks Gold Client/Server Edition is supported for terminal server installations. The Standard and Novell Editions cannot be used in this environment. o 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. o BusinessWorks Gold v4, including programs, data, and the Pervasive database engine, can be installed on an application server that is being accessed from a terminal server. o BusinessWorks Customer Support Services (CSS) will assist only Best-certified consultants during the installation of BusinessWorks Gold on a terminal server. This includes configuring printers or other peripherals for BusinessWorks Gold and troubleshooting installation/performance issues. After a successful installation, CSS will directly support customers who have a valid ClientCare support plan with any application-related issues; however all terminal server issues must be resolved with the assistance of a Best-certified consultant. For information, please contact the BusinessWorks Sales Department at 1-800-447-5700 option 2.
Securing Windows 2000 Terminal Services	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: www.microsoft.com/technet/prodtechnol/win2kts/maintain/optimize/secw2kts.asp

Microsoft Single-user or Workstation Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not supported	BusinessWorks Gold v4.0 will not install on Windows 98 or Windows Me operating systems.
Windows NT 4.0 Workstation	Supported	Service Pack 6 . See page 2 for information on Windows NT 4.0 compatibility with Internet Explorer v6.0.
Windows XP Home Edition	Supported: Standalone installations only	Service Pack 1 . "Fast User Switching" must be disabled. Microsoft has omitted certain network security features from Windows XP Home Edition because the product is not intended for use in a network environment. For this reason, this product is inappropriate for use as a workstation operating system. For information on the differences between Windows XP Home and XP Professional, please see www.microsoft.com/windowsxp/whichxp.asp .
Windows 2000 Professional Windows XP Professional	Supported	Windows XP Professional Service Pack 1 or 1a ; "Fast User Switching" must be disabled. Windows 2000 Professional Service Pack 3

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Microsoft Peer-to-Peer Server Operating Systems		
Operating System	Supportability	Remarks
Windows 98 / Windows Me	Not supported	BusinessWorks Gold v4.0 cannot be installed under Windows 98 or Windows Me operating systems.
Windows NT 4.0 Server	Supported	Service Pack 6. 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	Not Supported	Microsoft has omitted certain network security features from Windows XP Home Edition because the product is not intended for use in a network environment. For this reason, this product is inappropriate for use as a peer-to-peer server operating system.
Windows 2000 Professional Windows XP Professional	Supported	Windows XP Professional Service Pack 1a ; "Fast User Switching" must be disabled. Windows 2000 Professional Service Pack 3 See page 3 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 .

Microsoft Dedicated Server Operating Systems		
Operating System	Supportability	Remarks
Windows NT 4.0 Server	Supported	Service pack 6 . 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 3 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 2003 Server	Supported	See the Best Online Support and Services knowledge base article, "Installing BusinessWorks Gold v4 or later on Windows 2003 Server" for important configuration information.
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 are 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.

Note: *The release of the Novell Netware edition of BusinessWorks Gold v4 has been delayed until December 2003. Please see page 2 for an explanation.*

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	
Novell Netware 6	Supported	SP3 dated 04/14/03 required. Download URL: support.novell.com/produpdate/patchlist.html - nw

Novell Netware Workstation (Client) Operating Systems

Operating System	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	Supported	SP2 dated 04/14/03 is required. Download URL: support.novell.com/produpdate/patchlist.html - client
MS Client for Netware	Not Supported	

Novell Installation Notes

- Novell server operating systems that precede v4.2 are not compatible with BusinessWorks Gold.
- [The BusinessWorks Gold v4 Novell Netware Edition will be released in December 2003.](#)