

## **Platform Support Matrix**

SAP Business One

Document Version: 1.11 – 2015-11-25

**PUBLIC**

# **SAP Business One Platform Support Matrix**

**Release 8.8 and higher**



# Typographic Conventions

Type Style	Description
<i>Example</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
<b>Example</b>	Emphasized words or expressions.
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
<b>Example</b>	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<b>&lt;Example&gt;</b>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
<b>EXAMPLE</b>	Keys on the keyboard, for example, <b>F2</b> or <b>ENTER</b> .

# Document History

Version	Date	Change
1.0	2014-02-12	Release Version
1.01	2014-05-08	SAP Note 1787431 link added on XL Reporter platform support restrictions
1.02	2014-07-08	SAP Business One 9.1 added to the overview list as well as support information on Microsoft Windows Server 2012 R2, Windows 8.1 and SQL Server 2014
1.03	2014-07-23	SQL Server 2014 support information with SAP Business One 8.82 updated
1.04	2014-08-25	Windows Server 2012 R2 and Windows Server 8.1 support information added
1.05	2014-09-16	Support of Windows Server 2012 R2 with SAP Business One 8.82 updated
1.06	2014-09-24	Office 365 support information added
1.07	2014-12-15	SQL Server 2014 support information with SAP Business One 9.1 updated
1.08	2015-04-24	Support of Windows 8.1 with SAP Business One 8.82 updated
1.09	2015-07-24	SQL Server 2014 licensing information added
1.10	2015-08-21	Planned platform support details for SAP Business One 9.2 added
1.11	2015-11-25	Windows 10 support information with SAP Business One 9.1 & 9.2 updated

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# 1 Supported Platforms Overview

The overview of supported platforms for SAP Business One helps you plan your implementation or upgrade projects. It applies to all releases of **SAP Business One 8.8 and higher**.

## 1.1 Latest News

**Nov 25, 2015**     **SAP Business One 9.1 and SAP Business One 9.2 now support Microsoft® Windows 10.** Microsoft Windows 10 is now supported by SAP Business One 9.1 as of patch 10 and SAP Business One 9.2 as of patch 00, including SAP-developed Add-Ons. Note that support is restricted to the operating system version only. The Edge browser functionality is **not** supported.

### 1.1.1 Disclaimer

- In general, only the **English** platform versions are supported. Platform versions in other languages are supported as long as the issue is **not specific** to the platform version in a particular language.
- SAP Business One will no longer provide any support statements on virtualization software as we consider it the virtualization vendor's responsibility to ensure operating system compatibility. SAP Business One is running on virtualization software just as it is running on non-virtualized operating system platforms.
- SAP Business One will test only major versions of Microsoft's operating systems, databases and Office software products. Service Packs delivered by Microsoft in the course of a product's lifecycle will no longer be tested separately, but will automatically be officially supported for SAP Business One.
- If you encounter an issue with any of the Microsoft product Service Packs, SAP will solve this issue on a case-by-case basis as a bug (historically low rate of occurrence).
- For inquiries concerning supported platforms, open a ticket under component **SBO-CRO-PLT** via the [SAP Business One Product Support](#) page. For platform-related information specific to the **SAP Business One XL Reporter**, read SAP Note [1787431](#).

## 2 SAP Business One

### 2.1 Server Platforms

Server Platforms	8.8	8.81	8.82	9.0	9.1	9.2
Microsoft® Windows Server 2003 <sup>(14)</sup> – 32 Bit (x86) / 64 Bit (x64) (incl. Windows Terminal Services) – Standard & Enterprise Edition	X	X	X			
Microsoft® Windows Server 2003 R2 <sup>(14)</sup> – 32 Bit (x86) / 64 Bit (x64) (incl. Windows Terminal Services) – Standard & Enterprise Edition	X	X	X			
Microsoft® Windows Server 2008 – 32 Bit (x86) / 64 Bit (x64) (incl. Windows Terminal Services) – Standard & Enterprise Edition	X	X	X	X	X	X
Microsoft® Windows Server 2008 R2 <sup>(5)</sup> – 64 Bit (x64) <sup>(6)</sup> (incl. Windows Terminal Services) – Standard & Enterprise Edition	X <sup>(7)</sup>	X	X	X	X	X
Microsoft® Windows Server 2012 – 64 Bit (x64) (incl. Windows Terminal Services) – Essentials, Standard & Datacenter Edition			X <sup>(17)</sup>	X <sup>(18, 19)</sup>	X	X
Microsoft® Windows Server 2012 R2 – 64 Bit (x64) (incl. Windows Terminal Services) – Essentials, Standard & Datacenter Edition			X <sup>(23)</sup>	X <sup>(21)</sup>	X <sup>(22)</sup>	X
Microsoft® Windows Small Business Server (SBS) 2003 <sup>(1)</sup> – 32 Bit (x86) – Standard & Premium Edition	X	X	X			

Server Platforms	8.8	8.81	8.82	9.0	9.1	9.2
Microsoft® Windows Small Business Server (SBS) 2003 R2 <sup>(1, 2)</sup> – 32 Bit (x86) – Standard & Premium Edition	X	X	X			
Microsoft® Windows Small Business Server (SBS) 2008 – 64 Bit (x64) <sup>(4)</sup> – Standard & Premium Edition	X	X	X	X	X	X
Microsoft® Windows Small Business Server (SBS) 2011 – 64 Bit (x64) <sup>(11)</sup> – Standard & Essentials Edition <sup>(14)</sup>		X <sup>(9)</sup>	X	X	X	X
Microsoft® Windows XP <sup>(12)</sup> – 32 Bit (x86) – Professional Edition	X <sup>(3)</sup>	X <sup>(3)</sup>	X <sup>(3, 20)</sup>			
Microsoft® Windows Vista <sup>(15)</sup> – 32 Bit (x86) / 64 Bit (x64) – Business, Enterprise & Ultimate Edition	X <sup>(3)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>			
Microsoft® Windows 7 <sup>(10)</sup> – 32 Bit (x86) / 64 Bit (x64) – Professional, Enterprise & Ultimate Edition	X <sup>(3, 8)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>
Microsoft® Windows 8 <sup>(16)</sup> – 32 Bit (x86) / 64 Bit (x64) – Windows 8 & Windows 8 Pro Edition			X <sup>(3, 17)</sup>	X <sup>(3, 18, 19)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>
Microsoft® Windows 8.1 <sup>(16)</sup> – 32 Bit (x86) / 64 Bit (x64) Windows 8.1 & Windows 8.1 Pro Edition			X <sup>(25)</sup>	X <sup>(24)</sup>	X <sup>(3, 26)</sup>	X <sup>(3)</sup>
Microsoft® Windows 10 <sup>(16)</sup> – 32 Bit (x86) / 64 Bit (x64) Windows 10 Pro Edition					X <sup>(3, 27)</sup>	X <sup>(3, 27)</sup>

## 2.1.1 Foot Notes

<sup>(1)</sup> Microsoft® Corp. states that a server update is required to ensure compatibility as of Windows SBS 2003 SP1 or Windows SBS 2003 R2 with Windows Vista and Office 2007. The Microsoft® Update tool applies this update automatically on the server. A manual update can be performed as outlined in Knowledge Base article [926505](#) on Microsoft's® Web site.

<sup>(2)</sup> Windows Small Business Server (SBS) 2003 R2 is released by Microsoft® Corp. only on SQL 2005 Workgroup Edition.

<sup>(3)</sup> For standalone installations only.

<sup>(4)</sup> Unlike previous versions of Windows SBS, Windows SBS 2008 requires 64-bit hardware. However, if you purchased the Windows SBS 2008 Premium Edition, your second server can be 32-bit or 64-bit processor architecture.

<sup>(5)</sup> According to Microsoft® Corp., Windows Server 2008 R2 only supports SQL Server 2005 Service Pack 3 and SQL Server 2008 Service Pack 1 and later versions.

<sup>(6)</sup> Microsoft® Corp. has announced that Windows Server 2008 is the last 32-bit Windows operating system. Therefore, support for 32-bit processors (x86) has been removed from Windows Server 2008 R2.

<sup>(7)</sup> Supported as of [SAP Business One 8.8 PL07](#). Make sure to also read SAP Notes [1434624](#) and [1435183](#) as well as the SAP Notes referenced in the *Related Notes* sections.

<sup>(8)</sup> Supported as of [SAP Business One 8.8 PL06](#). Make sure to also read SAP Notes [1434624](#) and [1435183](#) as well as the SAP Notes referenced in the *Related Notes* sections.

<sup>(9)</sup> Supported as of [SAP Business One 8.81 PL07](#).

<sup>(10)</sup> Before installing or upgrading SAP Business One or related products on **Windows 7**, make sure to **first** read SAP Notes [1492196](#) and [1493833](#) as well as the SAP Notes referenced in the *Related Notes* section.

<sup>(11)</sup> Windows Small Business Server 2011 incorporates best-of-breed 64-bit product technologies. It supports a maximum of 75 users or devices.

<sup>(12)</sup> Microsoft® Corp. has announced the end of support for Windows XP (SP3) on **April 8, 2014**.

<sup>(13)</sup> Using Microsoft Windows Small Business Server 2011 Essentials Edition might make it necessary to additionally install the [Microsoft Windows Small Business Server 2011 Premium Add-On](#).

<sup>(14)</sup> Microsoft® Corp. has announced the end of maintenance for Windows Server 2003 and 2003 R2 on **July 13, 2010**.

<sup>(15)</sup> Microsoft® Corp. has announced the end of maintenance for Windows Vista on **April 10, 2012**.

<sup>(16)</sup> **Windows N editions** are available for customers who live in countries that are part of the European Economic Area, Croatia, and Switzerland. **Windows RT** is not supported.

<sup>(17)</sup> Supported as of [SAP Business One 8.82 PL14](#). Also note here that support of Windows 8, Windows Server 2012, and SQL Server 2012 with [SAP Crystal Reports for SAP Business One - Design-time version](#) is only given with **SAP Crystal Reports 2013 for SAP Business One**, which is supported by SAP Business One 8.82 as of PL16.

<sup>(18)</sup> Note that support of Windows 8, Windows Server 2012, and SQL Server 2012 with [SAP Crystal Reports for SAP Business One - Design-time version](#) is only given with **SAP Crystal Reports 2013 for SAP Business One**.

<sup>(19)</sup> Supported as of [SAP Business One 9.0 PL05](#). Also note here that support of Windows 8, Windows Server 2012, and SQL Server 2012 with [SAP Crystal Reports for SAP Business One - Design-time version](#) is only given with **SAP Crystal Reports 2013 for SAP Business One**, which is supported by SAP Business One 9.0 as of PL09.

<sup>(20)</sup> Note that Windows XP does not support SQL Server 2012.

<sup>(21)</sup> Supported as of [SAP Business One 9.0 PL12](#) and [SAP Business One 9.0 PL12, version for SAP HANA](#).

<sup>(22)</sup> Supported as of [SAP Business One 9.1 PL01](#) and [SAP Business One 9.1 PL01, version for SAP HANA](#).



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<sup>(23)</sup> Supported as of *SAP Business One 8.82 PL17*.

<sup>(24)</sup> Supported as of *SAP Business One 9.0 PL13* and *SAP Business One 9.0 PL13, version for SAP HANA*.

<sup>(25)</sup> Supported as of *SAP Business One 8.82 PL18*.

<sup>(26)</sup> Supported as of *SAP Business One 9.1 PL02* and *SAP Business One 9.1 PL02, version for SAP HANA*.

<sup>(27)</sup> Supported as of *SAP Business One 9.1 PL10* and *SAP Business One 9.2 PL00*. Note that support is restricted to the operating system version only. The Edge browser functionality is **not** supported at this point in time.

## Note

SAP Business One does **not** support Itanium-based 64-bit (ia64) server platforms or any other UNIX derivate.

## 2.2 Client Platforms

Client Platforms	8.8	8.81	8.82	9.0	9.1	9.2
Microsoft® Windows XP <sup>(1)</sup> – 32 Bit (x86) – Professional Edition	X	X	X <sup>(9)</sup>			
Microsoft® Windows Vista <sup>(5)</sup> – 32 Bit (x86) / 64 Bit (x64) – Business, Enterprise & Ultimate Edition	X	X	X			
Microsoft® Windows 7 <sup>(2)</sup> – 32 Bit (x86) / 64 Bit (x64) – Professional, Enterprise & Ultimate Edition	X <sup>(3)</sup>	X	X	X	X	X
Microsoft® Windows 8 <sup>(4)</sup> – 32 Bit (x86) / 64 Bit (x64) – Windows 8 & Windows 8 Pro Edition			X <sup>(6)</sup>	X <sup>(7,8)</sup>	X	X
Microsoft® Windows 8.1 <sup>(4)</sup> – 32 Bit (x86) / 64 Bit (x64) – Windows 8.1 & Windows 8.1 Pro Edition			X <sup>(11)</sup>	X <sup>(10)</sup>	X <sup>(12)</sup>	X
Microsoft® Windows 10 <sup>(4)</sup> – 32 Bit (x86) / 64 Bit (x64) Windows 10 Pro Edition					X <sup>(13)</sup>	X <sup>(13)</sup>

### 2.2.1 Foot Notes

<sup>(1)</sup> Microsoft® Corp. has announced the end of support for Windows XP (SP3) on **April 8, 2014**.

<sup>(2)</sup> Before installing or upgrading SAP Business One or related products on **Windows 7**, make sure to **first** read SAP Notes [1492196](#) and [1493833](#) as well as the SAP Notes referenced in the *Related Notes* section.

<sup>(3)</sup> Supported as of *SAP Business One 8.8 PL06*. Make sure to also read SAP Notes [1434624](#) and [1435183](#) as well as the SAP Notes referenced in the *Related Notes* sections.

<sup>(4)</sup> **Windows N editions** are available for customers who live in countries that are part of the European Economic Area, Croatia, and Switzerland. **Windows RT** is not supported.

<sup>(5)</sup> Microsoft® Corp. has announced the end of maintenance for Windows Vista on **April 10, 2012**.

<sup>(6)</sup> Supported as of *SAP Business One 8.82 PL14*. Also note here that support of Windows 8, Windows Server 2012, and SQL Server 2012 with *SAP Crystal Reports for SAP Business One - Design-time version* is only given with **SAP Crystal Reports 2013 for SAP Business One**, which is supported by SAP Business One 8.82 as of PL16.

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<sup>(7)</sup> Note that support of Windows 8, Windows Server 2012, and SQL Server 2012 with [SAP Crystal Reports for SAP Business One - Design-time version](#) is only given with **SAP Crystal Reports 2013 for SAP Business One**.

<sup>(8)</sup> Supported as of [SAP Business One 9.0 PL05](#). Also note here that support of Windows 8, Windows Server 2012, and SQL Server 2012 with [SAP Crystal Reports for SAP Business One - Design-time version](#) is only given with **SAP Crystal Reports 2013 for SAP Business One**, which is supported by SAP Business One 9.0 as of PL09.

<sup>(9)</sup> Note that Windows XP does not support SQL Server 2012.

<sup>(10)</sup> Supported as of [SAP Business One 9.0 PL13](#) and [SAP Business One 9.0 PL13, version for SAP HANA](#).

<sup>(11)</sup> Supported as of [SAP Business One 8.82 PL18](#).

<sup>(12)</sup> Supported as of [SAP Business One 9.1 PL02](#) and [SAP Business One 9.1 PL02, version for SAP HANA](#).

<sup>(13)</sup> Supported as of [SAP Business One 9.1 PL10](#) and [SAP Business One 9.2 PL00](#). Note that support is restricted to the operating system version only. The Edge browser functionality is **not** supported at this point in time.

## 2.3 Database Platforms

Database Platforms	8.8	8.81	8.82	9.0	9.1	9.2
<p>Microsoft® SQL Server 2005 <sup>(4, 8)</sup></p> <ul style="list-style-type: none"> <li>– 32 Bit (x86) / 64 Bit (x64)</li> <li>– Express <sup>(1, 3)</sup>, Workgroup <sup>(2)</sup>, Standard &amp; Enterprise Edition</li> </ul> <p>Read SAP Note <a href="#">928839</a> on how to order SQL 2005 for upgrade purposes. Read the <a href="#">Hardware and Software Requirements for Installing SQL Server 2005</a> as stipulated by Microsoft Corp.</p>	X	X	X			
<p>Microsoft® SQL Server 2008 <sup>(4)</sup></p> <ul style="list-style-type: none"> <li>– 32 Bit (x86) / 64 Bit (x64)</li> <li>– Express <sup>(7)</sup>, Workgroup, Standard &amp; Enterprise Edition</li> </ul> <p>Read SAP Note <a href="#">928839</a> on how to order SQL 2008 for upgrade purposes. Read the <a href="#">Hardware and Software Requirements for Installing SQL Server 2008</a> as stipulated by Microsoft Corp.</p>	X	X	X	X	X	X
<p>Microsoft® SQL Server 2008 R2 <sup>(4)</sup></p> <ul style="list-style-type: none"> <li>– 32 Bit (x86) / 64 Bit (x64)</li> <li>– Express <sup>(7)</sup>, Workgroup, Standard &amp; Enterprise Edition</li> </ul> <p>Read SAP Note <a href="#">928839</a> on how to order SQL 2008 for upgrade purposes. Read the <a href="#">Hardware and Software Requirements for Installing SQL Server 2008 R2</a> as stipulated by Microsoft Corp.</p>	X <sup>(5)</sup>	X	X	X	X	X
<p>Microsoft® SQL Server 2012 <sup>(9)</sup></p> <ul style="list-style-type: none"> <li>– 32 Bit (x86) / 64 Bit (x64)</li> <li>– Standard, Business Intelligence &amp; Enterprise Edition</li> </ul> <p>Read SAP Note <a href="#">928839</a> on how to order SQL 2008 for upgrade purposes. Read the <a href="#">Hardware and Software Requirements for Installing SQL Server 2012</a> as stipulated by Microsoft Corp.</p>			X <sup>(6, 10)</sup>	X <sup>(6)</sup>	X	X

Database Platforms	8.8	8.81	8.82	9.0	9.1	9.2
Microsoft® SQL Server 2014 <sup>(9, 13)</sup> – 32 Bit (x86) / 64 Bit (x64) – Standard, Business Intelligence & Enterprise <sup>(12)</sup> Edition  Read SAP Note <a href="#">928839</a> on how to order SQL 2008 for upgrade purposes. Read the <a href="#">Hardware and Software Requirements for Installing SQL Server 2014</a> as stipulated by Microsoft Corp.					X <sup>(11)</sup>	X

## 2.3.1 Foot Notes

<sup>(1)</sup> SQL 2005 Express Edition is only supported in 32 Bit (x86) mode.

<sup>(2)</sup> SQL 2005 Workgroup Edition is only supported with Windows Small Business Server (SBS) 2003 and only in 32 Bit (x86) mode.

<sup>(3)</sup> Before installing the SQL Server 2005 Express Edition, make sure that you carefully read the [Installation Guide for MS SQL Server 2005 Express Edition](#), also published in the [SAP Business One Library](#), and consider the system limitations with respect to database size, productive users, and more.

<sup>(4)</sup> Windows Server 2008 R2 only supports SQL Server 2005 Service Pack 3 and SQL Server 2008 Service Pack 1 and later versions.

<sup>(5)</sup> Supported as of [SAP Business One 8.8 PL10](#).

<sup>(6)</sup> Supported as of [SAP Business One 8.82 PL11](#) and [SAP Business One 9.0 PL01](#). Also note here that support of Windows 8, Windows Server 2012, and SQL Server 2012 with [SAP Crystal Reports for SAP Business One - Design-time version](#) is only given with **SAP Crystal Reports 2013 for SAP Business One**, which is supported by SAP Business One 8.82 as of PL16.

<sup>(7)</sup> Before installing the SQL Server 2008 Express Edition, make sure that you carefully read the [Installation Guide for MS SQL Server 2008 Express Edition](#), also published in the [SAP Business One Library](#), and consider the system limitations with respect to database size, productive users, and more.

<sup>(8)</sup> Microsoft® Corp. has announced the end of maintenance for SQL 2005 on **April 12, 2011**.

<sup>(9)</sup> When installing MS SQL Server 2012 Express Edition or MS SQL Server 2014 Express Edition, note the system limitations with respect to database size, productive users, and more.

<sup>(10)</sup> Note that Windows XP does not support SQL Server 2012.

<sup>(11)</sup> Supported as of [SAP Business One 9.1 PL04](#).

<sup>(12)</sup> The in-memory technology of the OLTP engine for SQL 2014 Enterprise Edition is **not** supported.

<sup>(13)</sup> Read SAP Note [2139358](#) on how the **new Microsoft licensing terms for SQL Server** might affect your operation of the SQL Server 2014 and the resulting consequences.

### 1 Note

SAP Business One does **not** support Itanium-based 64-bit (ia64) server platforms or any other UNIX derivate.

## 2.4 Desktop System Platforms

Desktop System Platforms	8.8	8.81	8.82	9.0	9.1	9.2
<p>Microsoft® Office 2003 <sup>(4)</sup></p> <p>– Standard &amp; Professional Edition</p> <p>Office 2003 can run on a Windows 64-bit platform using WOW (Windows on Win32) <sup>(1)</sup></p>	X	X	X			
<p>Microsoft® Office 2007 <sup>(5)</sup></p> <p>– Standard &amp; Professional Edition</p> <p>The 2007 Microsoft Office system programs client is a 32-bit application and can run on a Windows 64-bit platform (Windows XP, Windows Server 2003, and Windows Vista) but there may be some feature limitation. <sup>(1)</sup></p>	X	X	X	X	X	X
<p>Microsoft® Office 2010</p> <p>– Standard &amp; Professional Edition</p> <p>According to Microsoft® Corp., <a href="#">Microsoft Office 2010 by default installs the 32-bit version</a> even if your computer is running 64-bit editions of Windows. Before upgrading from earlier Microsoft Office versions, make sure you carefully read the <a href="#">Microsoft Office System Requirements</a> as stipulated by Microsoft Corp. <sup>(1)</sup></p>	X <sup>(2, 3)</sup>	X <sup>(3)</sup>	X <sup>(3)</sup>	X	X	X
<p>Microsoft® Office 2013</p> <p>– Standard &amp; Professional Edition</p> <p>Before upgrading from earlier Microsoft Office versions, make sure you carefully read the <a href="#">Microsoft Office System Requirements</a> as stipulated by Microsoft Corp. <sup>(1)</sup></p>			X <sup>(6)</sup>	X <sup>(6)</sup>	X	X
<p>Microsoft® Office 365</p> <p>– Various Subscription Plans</p>			<sup>(7)</sup>	<sup>(7)</sup>	<sup>(7)</sup>	<sup>(7)</sup>

### 2.4.1 Foot Notes

<sup>(1)</sup> For detailed information, refer to the respective system requirements as stipulated by Microsoft® Corp.

<sup>(2)</sup> Supported as of [SAP Business One 8.8 PL17](#).

<sup>(3)</sup> For the time being, the SAP Business One release track 8.8 only supports the 32-bit version of the Microsoft Office 2010 editions.

<sup>(4)</sup> Microsoft® Corp. has announced the end of support for Office 2003 on **April 8, 2014**.

<sup>(5)</sup> Microsoft® Corp. has announced the end of maintenance for Office 2007 on **October 9, 2012**.

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<sup>(6)</sup> Supported as of [SAP Business One 9.0 PL08](#) and [SAP Business One 8.82 PL14](#).

<sup>(7)</sup> "Office 365" refers to subscription plans that include access to Office applications plus other productivity services that are enabled over the Internet (cloud services). For more details, refer to Microsoft's [Office 365 for business FAQ](#) page.

Partners may be able to integrate SAP Business One with Office 365 via synchronization capabilities provided by Office365/OneDrive, but it would be the partner's responsibility to make the right configurations following Microsoft's documentation. As such, we do not consider Office 365 as a general platform for us to support.



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## **Hardware Requirements Guide**

SAP Business One

Document Version: 1.06 – 2015-12-03

**PUBLIC**

# **SAP Business One Hardware Requirements Guide**

**Release 8.8 and higher**



# Typographic Conventions

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<i>Example</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
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EXAMPLE	Keys on the keyboard, for example, F2 or ENTER.

# Document History

Version	Date	Change
1.0	2014-02-18	Release Version
1.01	2014-05-08	SAP Note 1787431 link added on XL Reporter platform support restrictions
1.02	2014-07-14	Latest News added and SAP Business One 9.1 added to the overview list and requirements updated
1.03	2014-07-23	Minimum Hardware Requirements updated
1.04	2014-08-25	Feedback on network bandwidth incorporated
1.05	2015-08-21	Processor details updated
1.06	2015-12-03	Overview updated for SAP Business One 9.2

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# 1 Hardware Requirements Guide

The requirements listed in this document apply to SAP Business One software in general and are independent of any underlying database, Microsoft SQL Server or SAP HANA.

Note that the **minimum** hardware requirements outlined here are just recommendations to support operational processes at lowest level. For smooth operations, any given installation should ideally have a configuration that is standard to the market.

## 1.1 Latest News

### Aug 19, 2015      **Support of Microsoft® SQL Server 2014 with SAP Business One.**

Read SAP Note [2139358](#) on how the **new Microsoft licensing terms for SQL Server** might affect your operation of the SQL Server 2014 and the resulting consequences.

### 1.1.1 Disclaimer

- In general, only the **English** platform versions are supported. Platform versions in other languages are supported as long as the issue is **not specific** to the platform version in a particular language.
- SAP Business One will no longer provide any support statements on virtualization software as we consider it the virtualization vendor's responsibility to ensure operating system compatibility. SAP Business One is running on virtualization software just as it is running on non-virtualized operating system platforms.
- SAP Business One will test only major versions of Microsoft's operating systems, databases and Office software products. Service Packs delivered by Microsoft in the course of a product's lifecycle will no longer be tested separately, but will automatically be officially supported for SAP Business One.
- If you encounter an issue with any of the Microsoft product Service Packs, SAP will solve this issue on a case-by-case basis as a bug (historically low rate of occurrence).
- For inquiries concerning supported platforms, open a ticket under component **SBO-CRO-PLT** via the [SAP Business One Product Support](#) page. For platform-related information specific to the **SAP Business One XL Reporter**, read SAP Note [1787431](#).

## 2 SAP Business One

### 2.1 Minimum Hardware Requirements for Non-hosted Environments

#### 2.1.1 SAP Business One Servers

Component	8.8 / 8.81 / 8.82	9.0 / 9.1 / 9.2
Processor <sup>(1)</sup>	1x Intel® Pentium 4 ( or equivalent)	1x Intel® Xeon® E3 ( or equivalent)
Memory	1 GB	4 GB (minimum) 16 ~ 32 GB (recommended)
Hard Disk	System partition 0.5 GB Data partition 2 GB	System partition 5 GB Data partition 15 GB
Drive	DVD-ROM	DVD-ROM
Display	640 x 480 with 256 colors or higher	800 x 600 with 16-bit colors or higher

##### 2.1.1.1 Foot Notes

<sup>(1)</sup> Dual-core processors are supported by SAP Business One on both client and server side.

## 2.1.2 SAP Business One Workstations

Component	8.8 / 8.81 / 8.82	9.0 / 9.1 / 9.2
Processor <sup>(1)</sup>	1x Intel® Pentium 4 ( or equivalent)	1x Intel® Core® i3 ( or equivalent)
Memory <sup>(2, 3)</sup>	1 GB	2 GB (minimum) 4 ~ 8 GB (recommended)
Hard Disk	System partition 1 GB Data partition 0.5 GB	System partition 2 GB Data partition 1 GB
Drive	DVD-ROM	DVD-ROM
Display	800 x 600 with 24-bit colors or higher	1024 x 768 with 24-bit colors or higher

### 2.1.2.1 Foot Notes

<sup>(1)</sup> Dual-core processors are supported by SAP Business One on both client and server side.

<sup>(2)</sup> Some Add-Ons may require additional memory. For specific requirements, contact your solution provider. The Windows Vista operating system requires a hardware upgrade.

<sup>(3)</sup> For clients on which long reports are executed, it is recommended using a 64-bit client together with a high-end PC incl. large memory.

#### Recommendation

Memory consumption for Add-Ons can be significantly reduced by using the connection interface which was provided with SDK 2007 A.

## 2.2 Minimum Hardware Requirements for the Integration Component 1.0 for SAP Business One

Integration Component	1.0
Memory <sup>(1)</sup>	Database system 2 GB Operating system 1 GB Integration component 1 GB <sup>(2)</sup>

### 2.2.1 Foot Notes

<sup>(1)</sup> Using a 32-bit operating system, a maximum of 1 GB memory can be assigned to the integration component for SAP Business One. For higher performance requirements usage, a 64-bit operating system is recommended, allowing using more than 1 GB memory.

<sup>(2)</sup> When using a 64-bit operating system, the default value for the integration component for SAP Business One is set to 2 GB.



## 2.3 RAM Requirements for SAP Add-Ons

Add-On	8.8 / 8.81 / 8.82	9.0 / 9.1 / 9.2
BTHF	10 MB ~ 15 MB <sup>(1)</sup>	Discontinued
Copy Express	25 MB ~ 80 MB <sup>(1)</sup>	Merged back into the SAP Business One application
DATEV	25 MB ~ 70 MB <sup>(1)</sup>	25 MB ~ 70 MB <sup>(1)</sup>
ELSTER	30 MB ~ 50 MB <sup>(1)</sup>	30 MB ~ 50 MB <sup>(1)</sup>
Fixed Assets	70 MB ~ 260 MB	Merged back into the SAP Business One application
Format Definition	40 MB ~ 80 MB	30 MB ~ 150 MB <sup>(1)</sup>
Intrastat	25 MB ~ 150 MB <sup>(1)</sup>	Merged back into the SAP Business One application
Outlook Integration	30 MB ~ 70 MB <sup>(1)</sup>	25 MB ~ 70 MB <sup>(1)</sup>
Payment Engine (including Cash & Bank)	110 MB ~ 130 MB <sup>(1)</sup>	110 MB ~ 130 MB <sup>(1)</sup>
XL Reporter <sup>(3)</sup>	Optional <sup>(2)</sup>	Discontinued

### 2.3.1 Foot Notes

<sup>(1)</sup> Use [Multiple Add-On Mechanism](#) to share DI connection through UI API.

<sup>(2)</sup> With SAP Business One Release 8.8, [SAP Crystal Solutions](#) have been introduced as the standard reporting and printing platform for SAP Business One.

<sup>(3)</sup> Read SAP Note [1787431](#) – [Central Note for SAP Business One XL Reporter](#) on important topics such as platform support restrictions.

## 2.4 Hardware Requirements for Hosted Environments

### 2.4.1 RAM Requirements

*Citrix XenApp Edition* or *Windows Terminal Services* hardware requirements, as stipulated by the manufacturer.



#### Recommendation

For WAN connections, use the *Remote Desktop Protocol* (RDP).

#### Per concurrent user:

- SAP Business One application – 1 GB
- Citrix or WTS Client Sessions – For recommended requirements, refer to Citrix or WTS documentation.
- For other applications like partner add-ons or e-mail clients, contact your solution provider for recommended requirements.

#### Example:

Your system is required to run:

- Windows Server and Citrix Server – 8 GB
  - For details, refer to the Microsoft Windows system requirements and the respective Citrix document.
- 10 SAP Business One concurrent users
- Citrix session and partner add-on use – 0.25 GB per concurrent users

#### Calculate the required memory as follows:

- Each concurrent user requires **1 GB** for SAP Business One + **0.25 GB** for Citrix session and partner add-ons  
= **1.25 GB**
- Total memory required is **8 GB** for Windows and Citrix server + 10 concurrent users x **1.25 GB** for each user  
= **20.5 GB**

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## 2.4.2 Processor and Network Bandwidth

### Processors:

- Each physical CPU core can support 5–8 SAP Business One concurrent users, which depends on actual CPU performance.
- In a virtualized environment, each vCPU can support less than five SAP Business One concurrent users.
  - Contact your solution provider for configuration details.

If, for example, other applications with a high transaction volume or long reports are executed, contact your solution provider for recommended requirements.

Additional CPUs are required for third-party add-ons, format search and other extensions which consume CPU resources. For partner- or project-specific customization and extensions, the CPU consumption needs to be figured out through partner testing.

For CPU overcommitted cloud environments, run benchmark tools to determine the true CPU performance.

### Network bandwidth:

- Each concurrent user who is accessing Citrix or WTS sessions via WAN requires 0.5 Mbps (512 Kbps) external bandwidth.

### Example:

For 32 concurrent users, an external bandwidth of 16 Mbps is required.

Network latency, screen resolution and other factors might impact Citrix or WTS sessions. Contact your solution provider for configuration details.

## 2.5 Additional System Requirements

### 2.5.1 Software Requirements – Server

Microsoft® Internet Explorer 8.0 or higher
Microsoft® Data Access Components 2.6 (MDAC) or higher

### 2.5.2 Software Requirements – Client

Microsoft® Internet Explorer 8.0 or higher
Microsoft® Data Access Components 2.6 (MDAC) or higher

#### Note

To send faxes from SAP Business One, it is recommended to install [Microsoft® Fax Services](#). [Symantec WinFax Pro 10.0](#) is no longer supported by Symantec, but may be used with SAP Business One if it is already installed.





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