



System Requirements

# Sage 300 People & Web Self Service

Technical Information & System  
Requirements

Sage

# Sage 300 People Architecture

The Sage 300 People application is a 2-tier application with the program and database residing in different locations.

The Payroll data is stored in a single Microsoft SQL Database.







### **Security**

The Sage 300 People SQL Database is not encrypted specifically to maximise performance and integration possibilities.

### **Layer 1 - Physical Security**

This can be achieved by installing the Sage 300 People Application onto a dedicated server, and restricting access to this server and associated workstations to authorised personnel. The client is responsible for the implementation of this layer of security.

### **Layer 2 - Network Security**

Network access to the SQL Database on the server should be limited to the direct users of the Sage 300 People application itself. For example, Payroll and HR practitioners normally exposed to salary data, the salary data capture clerks, wage administrators, personnel managers etc.

### **Requirement:**

SQL Account with DB Owner rights. (Windows Authentication not allowed)

Access to the server at operating system level should also be limited to authorised personnel only.

The client is responsible for the implementation of this layer of security.

### Layer 3 - Application Security

All Payroll data, including the user access permission sub-system, is stored in the SQL Database. The SQL Database needs to be protected with the appropriate Access policies and change control.

#### • Authentication vs. Authorisation

Authentication – check to make sure you are who you say you are (Username and Password) when logging into the Sage 300 People system. This check whether there is a user in the Sage 300 People system with the matching Username and Password.

Authorisation – check to see which rights you've got in the application by means of the Security Roles linked to the user. This is your system and employee access within the Sage 300 People system.

You must authenticate to be able to authorise

The user can choose between Local, Active Directory and Google Authentication. (This is setup at the configuration stage and will be decided at the Needs analyses). The selected value will show or hide the fields required for each respective profile configuration. The options are:

- Local: with this profile, you will have to provide a username and password that must exist in the Sage 300 People database
- Active Directory: with this profile, you will have to provide your Windows username and password.
- Google Authentication: with this profile, you will have to provide your Google username and password.

The application is designed to force the user to logon again after the specified number of hours have expired to confirm the active account is the originally authenticated user.

This ensures the application is not opened and left open for an infinite period. The Session Token Expiry Hours specifies the number of hours before a user is required to re-enter his password.

It is important to note, that the user can't provide a new user name at this point. If the user can't provide the correct password for the active account, the session will be closed immediately. The user account will be locked, and any unsaved information will be discarded.

#### Basic ESS Architecture

The ESS Web Application queries the SQL Database for all employee master data, leave transaction history, new transaction parameters and much more.

The Sage 300 People ESS Web Application uses HTML5 technology for a feature rich Self-Service experience.

### Microsoft SQL Server

User accounts as well as current and historical workflow transaction data is stored in the Microsoft SQL database.

ESS configuration data is also stored in this database.

The application level components can be consolidated on a single server or distributed on multiple servers as required.

#### Best Practice

The recommended best practice for a Sage 300 People installation is to segregate the SQL data and Front-End from other enterprise data to add an additional layer of security.

It is NOT recommended that the ESS Application be installed on servers that perform other business critical functions, e.g. Domain Controllers or Exchange Servers.

#### Mail Server

The Sage 300 People ESS Application notifies users of new transactions or changes to transaction status via e-mail. The Sage 300 People ESS Application forwards these e-mails to your corporate mail server for distribution to the relevant users. It is therefore necessary to configure your mail server to allow mail relays from the Sage 300 People ESS Application server. SPAM filters should also be configured to "white list" all e-mail generated by the ESS Application.

Emails are sent using the standard SMTP protocol.

#### E-mail Client

All users should have access to an HTML enabled e-mail client. All transaction notifications to users and approvers are sent via e-mail.

While it is recommended that each user have access to a PC and have their own e-mail address, there are situations where this is not possible. It is then recommended that users have access to communal PC's to facilitate use of the application. In these situations, e-mail notifications are usually routed to their supervisor or other designated party.

Installation of the Sage 300 People ESS Application will be done by a Sage Technical Consultant, however, a representative of the clients' IT department will need to be available always during the installation process.

It is the responsibility of the clients' IT department to ensure that the server(s) meet or exceed the minimum system requirements as provided by Sage. The server(s) must be correctly configured prior to the Sage Technical Consultant beginning with the Sage 300 People Application installation.

## Office 365 Integration

An Office 365 integration can be setup for the Self-Service notifications. This will allow approvers to interact with a transaction directly on the email notification instead of having to login to the system. A valid SSL certificate and public IP address will be required for this integration.

## Layer 3 - Application Security

### Wide Area Network (WAN) Installations

Where the Sage 300 People Application is installed on a Wide Area Network (WAN), the same procedures as a Local Area Network installation should be followed, with the exception that users outside of the LAN will need to access the Sage 300 People Application using Remote Desktop Services (formally Terminal Services) or Citrix. The Sage 300 People Standalone Application will be used for a TS environment.

Users that need to access the Sage 300 People Application via a VPN, APN, 3G or similar scenarios will also need to access the Sage 300 People Application using Remote Desktop Services (formally Terminal Services) or Citrix. It is the responsibility of the clients' network administrator to ensure the Remote Desktop Services (Terminal Services) server has sufficient capacity to service the total number of remote users that may access the server via Remote Desktop Services (Terminal Services) or Citrix. A minimum of 3 GB RAM should be available for each concurrent user of the Sage 300 People Application.

Microsoft Office and PDF Printer drivers may also need to be installed based on the requirements of the Sage 300 People users.

Additional requirements for Remote Desktop Services (Terminal Services) or Citrix should be determined by your network administrator, taking into account other application that may be installed and used on the server e.g. Microsoft Office.

## Publishing the ESS Website

In certain circumstances, it may be necessary to publish the Sage 300 People ESS website to a public IP address, i.e. the Internet, to allow users access to the Sage 300 People ESS website from other locations and external networks.

To ensure the integrity and security of the Sage 300 People ESS data, it is recommended that the following security measures are implemented:

An SSL certificate be purchased by the client and installed on the Sage 300 People ESS web server in the Personal Certificate Store. This will ensure that communication between the web server and client workstations is encrypted and reduces the risk of hacking. The Connection between the client workstations and the SQL DB will also be encrypted with the same Certificate.

The web server be adequately firewalled to prevent hacking and ultimate access to the underlying data.

It is the client's responsibility to ensure that the network configuration is properly configured to manage the risks of publishing the Sage 300 People ESS application to a public URL.

# Integration Services

The following domains and ports should be open for integration purposes:

Service	Address	Port	Description
Web Self Service	Internal API	80 / 443 SSL	API Communicates on these ports to the SQL DB. In a Sage hosted environment this port may vary as custom ports are assigned
WSS Mobile API		80 / 443 SSL	Mobile Application integration to Mobile phones. In a Sage hosted environment this port may vary as custom ports are assigned
Income Verification	*.sage.co.za *.sage.com	443	This feature is for South African customers only.  If you opt in for Income Verification, then this port needs to be open to allow the uploading of data for Income Verification
Office 365	*.office.com *.office365.com		If customers use the Office 365 integration with Sage 300 People, this will be applicable
SkillsMap	Https://*.jb.skillsmap africa.com/	443 / 8000	This feature is only available to African customers. Skillsmap provides a recruitment feature to our HR customers.  Staff Requisitions are posted to Skillsmap through the SkillsmapAfrica.com domain using port 8000 on SSL from within Sage 300 People Web Self Service.  This should be allowed on all workstations that will be posting jobs as the connections is client side and not server side.
SagePay	https://*.sagepay.co.za/	443	Cloud Integration service used for Sage Pay payments through Sage 300 People.
Chatsupport	*.zopim.com *.zendesk.com		This is the new online chat support feature. The Live chat application Zopim.com is a subsidiary of Zendesk.com the domain should be opened on all workstations using Sage 300 People as the connection is client side and not server side.
Automated Renewals	*.sage.co.za *.sage.com	443	Sage Customer Zone is hosted on Sage.com domain and is required should clients wish to download the latest release.  Sage Connected Services uses a subdomain of Sage.co.za to retrieve license information for successful license validations. the connection should be allowed.  This ensures that customers are using the correct license code and aids the customer in using the correct employee brackets, modules and tax countries.

**Note:** Failure to open these ports will result in integrations failing between Sage 300 People and the above services.



### **Backups**

It is the responsibility of the clients' IT department to ensure that regular (daily) backups are made of the SQL database.

Full backups are recommended as recovery from incremental backups is time consuming and not always successful.

### **Updates**

From time to time updates to the Sage 300 People Application will be made available to clients for download from the Customer Zone of the Sage website, [sagevip.co.za](https://sagevip.co.za)

The update will always be accompanied by installation instructions as well as additional information about the changes that are incorporated in the update



# System Requirements: Workstation

The ESS Web Application queries the SQL Database for all employee master data, leave transaction history, new transaction parameters and much more.

The Sage 300 People ESS Web Application uses HTML5 technology for a feature rich Self-Service experience.

Hardware requirements	Minimum	Recommended
Processor	2.4 GHz or Higher	Dual Core CPU 3.0 GHz or higher
Memory	2GB (Dedicated)	10GB
Free Hard Drive Space	5GB	10GB
Network Card	100Mb	1GB

Hardware requirements	Minimum	Recommended
Operating System		Windows 7 (Home Edition not supported) Windows 8 & 8.1 Windows 10
Screen Resolution		1280 x 1024
Microsoft Office		Office 2003 to 2016
Web Browser	Internet Explorer 11	Internet Explorer IE11+
Additional Browser		Chrome Mozilla Firefox Safari
Dot Net		4.5.1
Adobe Acrobat Reader		9.0 or above
Email Client capable of viewing HTML emails		Microsoft Outlook 2007 or higher

## Assumptions

The system requirements described in this document are based on configurations that have been successfully tested by the Sage Quality Control team during their ongoing testing of the Sage 300 People applications.

It is the responsibility of the client's IT department to combine these system requirements with those of other applications that users may have installed on their workstations to ensure sufficient resources are available.

**Note:** Microsoft support for Windows XP has been officially discontinued. While our application(s) may still run on Windows XP it is strongly advised that all workstations be updated to a minimum of Windows 7 with IE10.



# System Requirements: Server

Hardware requirements	Minimum	Recommended
Processor	Quad Core Server CPU	Dual Core CPU 3.0 GHz or higher
Memory	8GB (Dedicated)	16GB (Dedicated) or Higher
Free Hard Drive Space	40GB	80GB or Higher
Network Card	1Gb	10Gb or Higher
Operating System – Note: Support for Server 2008 has ended and Sage no longer supports it.	Windows Server 2012 R2	Windows Server 2019
Database Software	Microsoft SQL Server 2012 Std	Microsoft SQL Server 2014/2016/2017/2019 Std (Licensed)
Web Browser	Internet Explorer 11	Internet Explorer IE11+
Additional Browser		Chrome Mozilla Firefox Safari Microsoft EDGE
Security (SSL)		SSL Certificate imported in Personal Certificate Store on Sage 300 People Server
Supporting Software		Microsoft .net Framework 3.5 SP1 Microsoft .net Framework 4.0 Microsoft .net Framework 4.5.1

## Best Practice - SQL Database

It is advisable to ensure that the SQL Server version chosen will provide sufficient storage and performance for the solution being implemented.

Consult your Database Administrator and relevant documentation provided by Microsoft.  
Use default Collation: SQL\_Latin1\_General\_CP1\_CI\_AS

SQL Best Practices - [msd.com/en-us/sqlserver/bb671432](https://msd.com/en-us/sqlserver/bb671432)

SQL Storage Best Practices - [technet.microsoft.com/en-us/library/cc966534.aspx](https://technet.microsoft.com/en-us/library/cc966534.aspx)

SQL Feature Comparison - [technet.microsoft.com/en-us/library/cc645993.aspx](https://technet.microsoft.com/en-us/library/cc645993.aspx)

## Assumptions

The system requirements described in this document are based on configurations that have been successfully tested by the Sage Quality Control team during their ongoing testing of the Sage 300 People ESS Application and are based on an employee count of approximately 500.

It is the responsibility of the client's IT department to combine these system requirements with those of other applications that may be installed on the servers to ensure sufficient resources are available.

## Frequently Asked Questions

### **Q: Are any specific user rights required to run the software?**

A: As with most software applications, local administrator rights are required to install the software initially as well as install updates. Day to day operation of the software requires normal user rights.

### **Q: Is Windows Small Business Server Supported?**

A: Installation of Sage software on Windows Small Business Server is not supported. Small Business Server typically functions as a Domain Controller, Mail server, Database server and SharePoint server. Sage applications are not tested on Small Business Server.

### **Q: Do the Sage 300 People Applications run successfully on Novel Netware solutions?**

A: The Sage Applications are only tested on Microsoft Windows based networks.

### **Q: Is Microsoft Windows XP supported?successfully on Novel Netware solutions?**

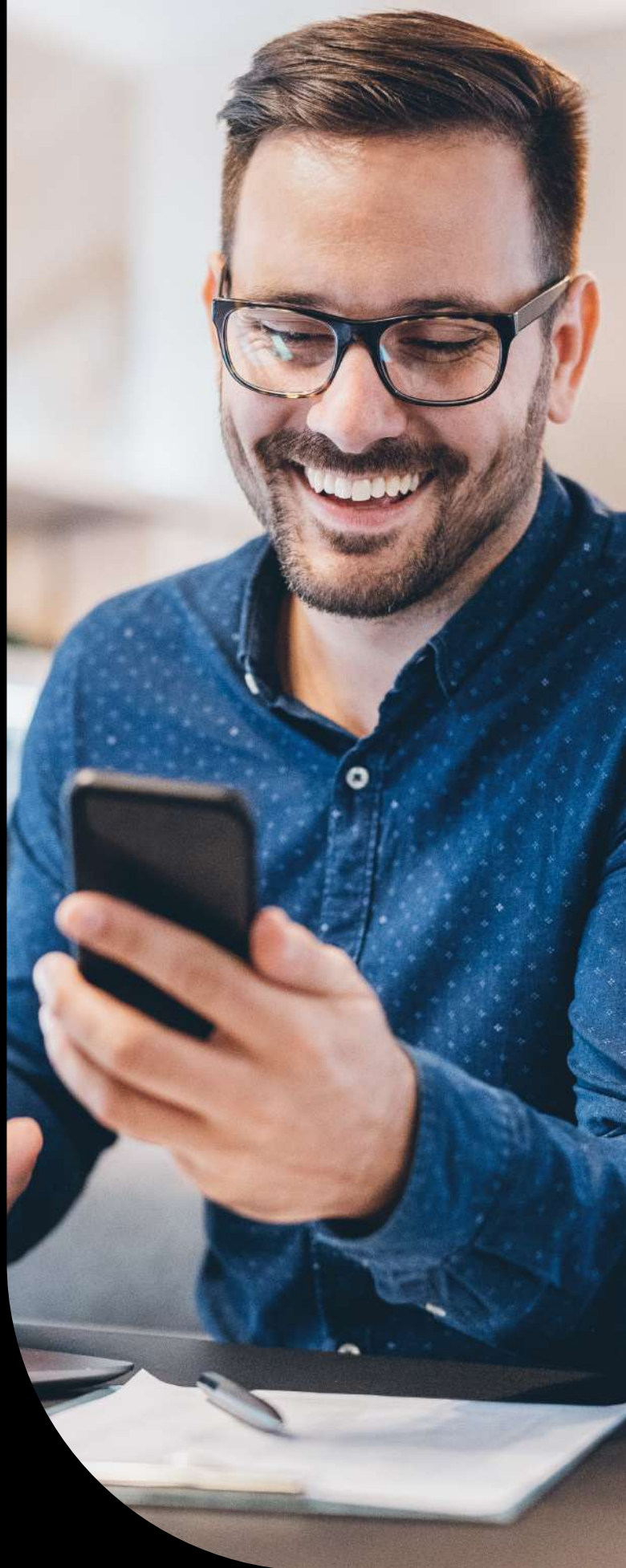
A: Microsoft support for Windows XP ended in April 2014. Therefore, all Sage application will no longer be supported on Windows XP and any earlier versions of Microsoft Operating Systems.

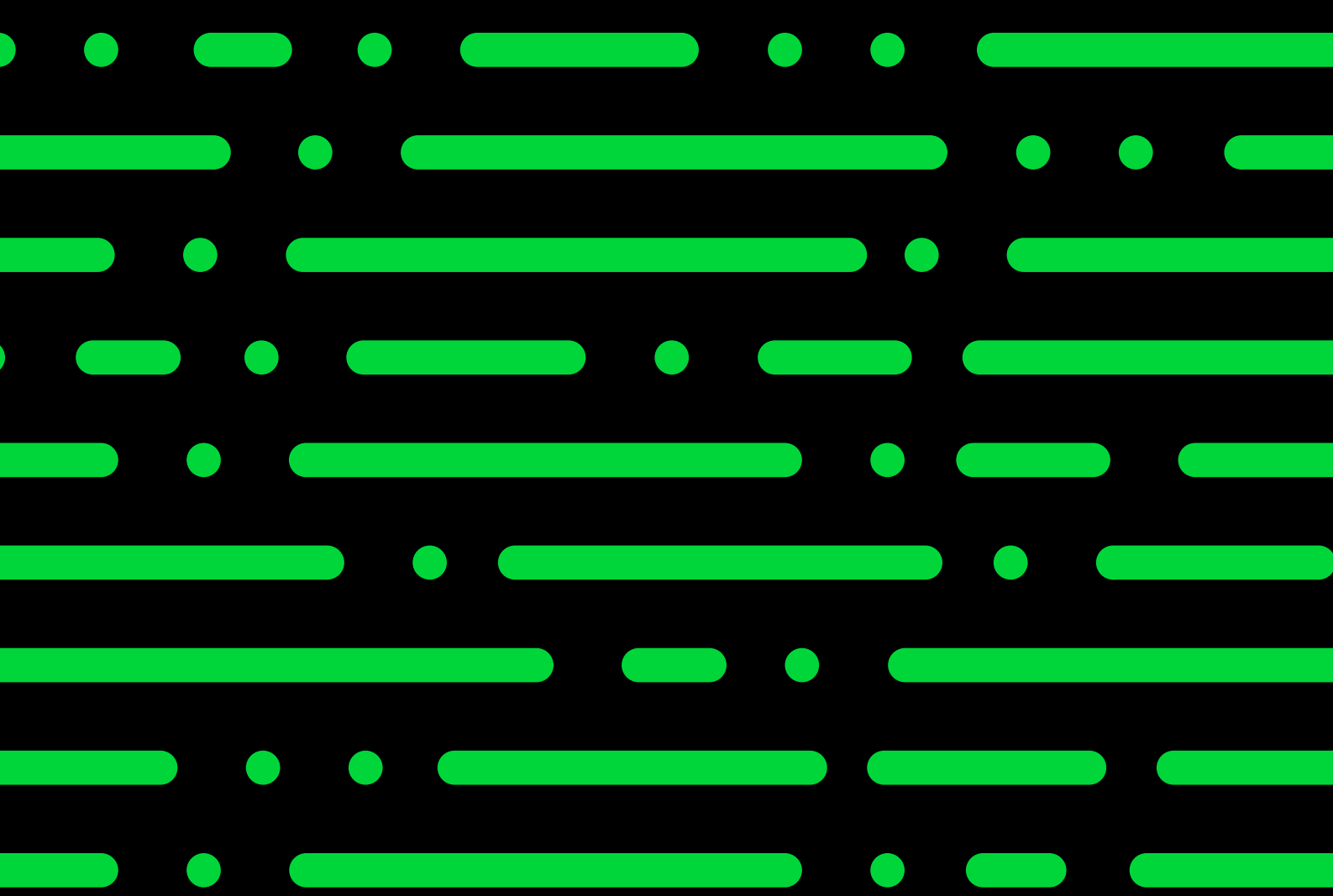
### **Q: Is Microsoft Windows Server 2003 supported?**

A: Windows Server 2003 R2 and all earlier versions of Microsoft Server Operating systems are no supported.

### **Q: Are Linux, Unix or Mac OS supported?**

A: Linux, Unix and Mac OS are not supported.





**For more information visit  
our Sage 300 People  
website or contact your  
certified business partner.**



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