Sage 200 v2009 and support for 64-bit Operating Systems

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This document aims to clarify and assist with the deployment of Sage 200 v2009 on 64-bit operating systems.

It is important that you read and understand the following explanatory notes which outline the support boundaries of the Sage 200 suite when running in a 64-bit environment. The Sage 200 v2009 suite is supported on the following 64-bit operating systems.

Supported 64-bit Operating Systems

	Windows Server 2003 x64 Standard & Enterprise Editions (2003 & 2003 R2)	Windows 2003 Terminal Server x64 Standard & Enterprise Editions (2003 & 2003 R2)	Windows Server 2008 x64 Standard & Enterprise Editions	Windows 2008 Terminal Server x64 Standard & Enterprise Editions	Windows 2008 Small Business Server x64 Premium Edition only[1]
Sage 200 File Server	✓	✓	✓	✓	✓
Sage 200 Web Server	✓	✓	✓	✓	✓
Sage 200 CRM Server	✓	✗	✓	✗	✓
Sage 200 WTE Server	✓	✗	✓	✗	✓
Sage 200 Business Intelligence Server	✓	✓	✓	✓	✓
Sage 200 Integration Server (AIS)	✓	✓	✓	✓	✓

[1] See the support document 'Sage 200 v2009 and support for Microsoft Small Business Server' for further guidance.

Essential information for deploying the Sage 200 v2009 suite on 64-bit operating systems

Microsoft Windows Server 2003, 64-bit

The Sage 200 v2009 Web Server is a 32-bit application which is supported on 64-bit platforms. As such, it must run in a 32-bit instance of Internet Information Services (IIS).

On 64-bit operating systems IIS runs in 64-bit mode by default. Windows Server 2003 uses version 6 of IIS which can either run in 32-bit mode or 64-bit mode but not both at the same time.

To enable 32-bit mode in IIS

The following commands need to be run to configure IIS to run in 32-bit mode and allow the Sage 200 Web Server to operate correctly.

> **Warning:** Other applications and websites running within IIS on the server will run in 32-bit mode after running these commands. You must ensure that these applications function correctly, or move the Sage 200 Web Server to a separate web server.

1. From a command prompt, run the following;

cscript c:\inetpub\adminscripts\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64 1

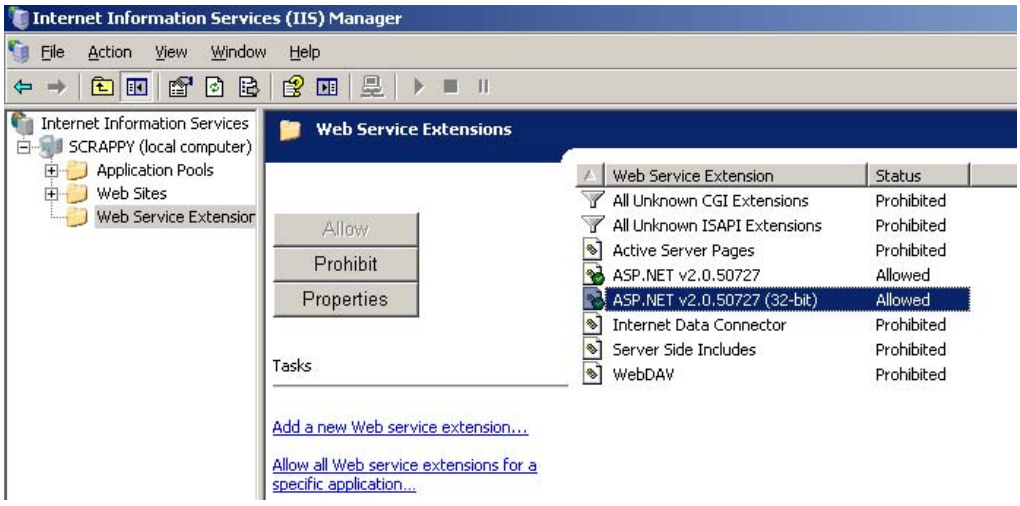
2. From a command prompt, run the following;

c:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe –i

3. Restart the IIS Service.

Running these commands will configure IIS to run in 32-bit mode and install the 32-bit version of the ASP.NET client used by Sage 200.

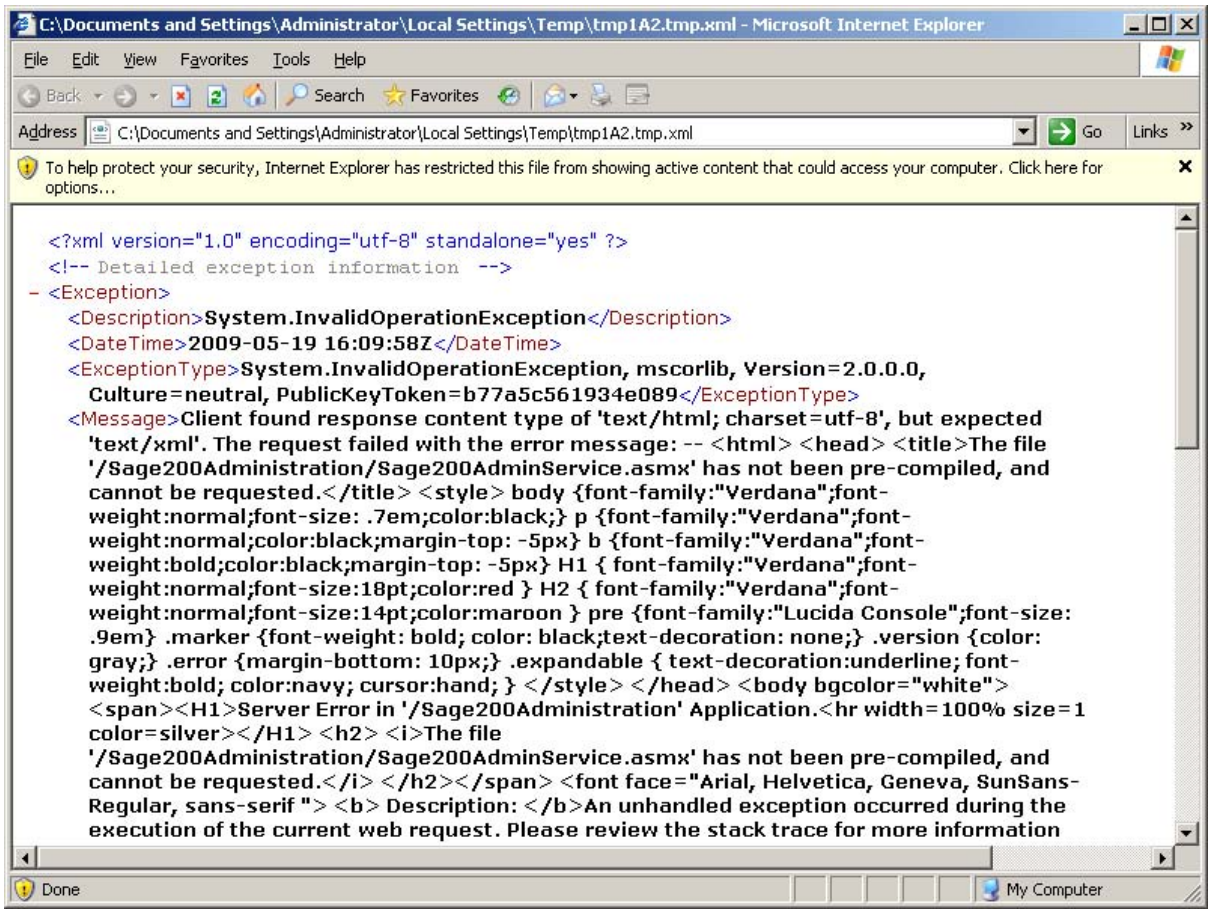
You must ensure that the ASP.NET v2.0.50727 (32-bit) client is installed and set to 'Allowed' before running Sage 200.



Troubleshooting Sage 200 v2009 on Microsoft Windows Server 2003, 64-bit

Issue: When launching the Sage 200 System Administration tool the following error is displayed when 'View Details' is clicked.

Error Message: 'The file '/Sage200Administration/Sage200AdminService.asmx' has not been pre-compiled, and cannot be requested'.



Resolution:

1. Within IIS, ensure that the ASP.NET v2.0.50727 (32-bit) client is installed and set to 'Allowed'
2. Ensure the Sage 200 Administration website is set to use ASP.NET v2.

Microsoft Windows Server 2008 64-bit

Pre-requisites

1. Before installing any component of the Sage 200 Suite, you should ensure that the User Account Control (UAC) option is unchecked.

   The User Account Control option can be checked once the installation is complete.

2. The Sage 200 Suite is reliant on certain components being installed as part of Internet Information Services v7 (IIS7). Ensure that you have installed and enabled the following areas of IIS:

Web Management Tools > IIS 6 Management Compatibility

- IIS 6 Scripting Tools
- IIS 6 WMI Compatibility
- IIS Metabase and IIS 6 configuration compatibility

World Wide Web Services > Application Development Features

- .Net Extensibility
- ASP.NET
- ISAPI Extensions
- ISAPI Filters

World Wide Web Services > Security

- Request Filtering

Microsoft Internet Information Services 7 (IIS7)

The Sage 200 v2009 Web Server is a 32-bit application which is supported on 64-bit platforms. As such, it must run in a 32-bit application pool.

Unlike Windows Server 2003, Windows Server 2008 uses version 7 of IIS which can run in 32-bit AND 64-bit mode concurrently.

Important: Please read all of this section before proceeding with an installation of Sage 200 v2009 Web Server on 64-bit versions of Windows Server 2008 and SBS 2008 Premium.

applicationHost.config

The applicationHost.config file contains all of the configuration information for IIS. Some of the steps detailed in this document require editing of this file using a command line or through IIS manager. The file is held in C:\Windows\System32\inetsrv\config\applicationHost.config

Incorrectly editing this file can result in IIS failures. Therefore it is recommended that you make a backup copy of the file before continuing.

Application Pools

Although IIS 7 supports both 32-bit and 64-bit modes concurrently, this is applied at application pool level. Applications within the same pool must all be either 64-bit or 32-bit. You cannot run a mixture of modes within the same pool.

The following common applications have been identified as requiring 64-bit mode and as such should not share an application pool with Sage 200.

- Microsoft Exchange 2007
- Microsoft Sharepoint
- Microsoft Outlook Web Access
- Microsoft Terminal Services Gateway

Installing the Sage 200 Web Server on an existing Windows Server 2008 64-bit Web Server

The Sage 200 v2009 Web Server installation process changes the global application pool default mode in IIS from 64-bit to 32-bit.

For IIS servers which do not host other applications this should not cause a conflict.

If other 64-bit applications run on the IIS server then these could stop working following the installation of the Sage 200 Web Server.

To resolve this issue you must explicitly set 'Enable 32-bit Applications' to 'False' for all application pools containing 64-bit applications or services and explicitly set it to 'True' for the Sage 200 application pool and any other 32-bit applications or services.

This can be done through IIS Manager:

Explicitly Setting the Sage 200 application pool to 32-bit:

1. Within IIS Manager, select 'Application Pools'
2. Select the targeted Application Pool in the list e.g. Sage200
3. Select 'Advanaced Settings…'
4. Set 'Enable 32-bit Applications' to False
5. Select 'OK'
6. Select 'Advanced Settings…' again
7. Set 'Enable 32-bit Applications' True
8. Select 'OK'

Repeat these steps for each of your other 32-bit application pools.

Explicitly setting the 64-bit application pools back to 64-bit:

1. Within IIS Manager, select 'Application Pools'
2. Select the targeted Application Pool in the list
3. Select 'Advanaced Settings…'
4. Set 'Enable 32-bit Applications' to False
5. Select 'OK'

If 'Enable 32-bit Applications' is already set to false you may still need to reset it:

1. Set 'Enable 32-bit Applications' to True
2. Select 'OK'
3. Select 'Advanced settings…'
4. Set 'Enable 32-bit Applications' back to False

Repeat the steps for each of your 64-bit application pools.

Known Compatibility Issues

Certain applications are known to cause compatibility issues when IIS is running a mixture of 32-bit and 64-bit application pools on the same web server. These include;

- Microsoft Windows Server 2008 Terminal Services Gateway
- Microsoft Exchange 2007
- Microsoft Windows Server Update Service (WSUS)

Issues with Microsoft Windows Server 2008 Terminal Services Gateway and Microsoft Exchange 2007

Issue: After installing Sage 200 v2009 web server, the following errors are listed in the Windows Application Event Viewer

Error: The module dll c:\windows\system32\rpcproxy\rpcproxy.dll failed to load"

Error: 'The application pool 'Sage200' is being automatically disabled due to a series of failures in the processes serving that application pool'.

Resolution:

The 64-bit version of the 'Password Expiry Module' installed by these applications is incompatible with 32-bit application pools. To fix this issue you must set the Password Expiry Module to only run against 64-bit applications:

1. Make a backup copy of the 'applicationHost.config' file
2. Open a command prompt
3. Run the following command:

c:\Windows\System32\inetsrv\appcmd.exe set config -section:system.webServer/globalModules /-[name='PasswordExpiryModule']

4. Then run the following command:

c:\Windows\System32\inetsrv\appcmd.exe set config -section:system.webServer/globalModules /+[name='PasswordExpiryModule',image='C:\Windows\system32\RpcProxy\RpcProxy.dll',preCondition='bitness64']

5. Restart IIS.

Issues with Microsoft Windows Server Update Service (WSUS)

Issue: After installing Sage 200 v2009 web server the Microsoft Windows Server Update Service website, and the Sage 200 web site, stop responding.

Error: If you try to browse to the Sage 200 administration website it returns the error '500.19 – Internal Server Error'.

Resolution: The 64-bit version of WSUS is incompatible with 32-bit application pools. This is a known issue recognised by Microsoft.

We recommend that if you have WSUS installed you deploy the Sage 200 v2009 Web Server on a different machine.

You can check to see if WSUS is installed through 'Control Panel \ Programs and Features'. It will be listed as 'Microsoft Windows Server Update Service'.

If there is no other suitable server for the Sage 200 Web Server installation, there is a workaround solution:

Warning: This is an advanced workaround and should only be executed by an I.T. professional familiar with IIS7 and the applicationHost.config file. Apply only if there are no other options for installing the Sage 200 v2009 Web Server.

- This change will reduce the speed/performance of the WSUS service.
- There may be other unforeseen behaviour or performance effects.

Disabling WSUS compression:

1. Make a backup copy of the 'applicationHost.config' file
2. Open a command prompt
3. Run the following command:

C:\Windows\system32\inetsrv\appcmd.exe set config -section:system.webServer/httpCompression / -[name='xpress']

If you notice system instabilities after making the changes, restore the applicationHost.config backup.

4. Restart IIS.

Windows 2008 Small Business Server - Premium Edition, 64-bit

Refer to 'Sage 200 v2009 and support for Microsoft Small Business Server' for detailed instructions on how to deploy the Sage 200 suite in this environment.