Supported Platforms

SYSPRO 8

SYSPRO™

SYSPRO 8 - Supported Platforms

This topic outlines the platforms supported by **SYSPRO 8**. If a platform isn't listed here, then it isn't supported.

Windows Server

The server installation process is designed to work exclusively on 64-bit operating systems:

- Windows Server 2022

- Windows Server 2022 using Terminal Services

- Windows Server 2019

- Windows Server 2019 using Terminal Services

- Windows Server 2016

- Windows Server 2016 using Terminal Services

- Windows Server 2012 R2

    **** See the End of Support** excerpt at the end of this document*

- Windows Server 2012

    **** See the End of Support** excerpt at the end of this document*

- Windows Server 2012 using Terminal Services

    **** See the End of Support** excerpt at the end of this document*

- Windows Server 2008

    * See the End of Support excerpt at the end of this document

- Windows Server 2008 using Terminal Services

    **** See the End of Support** excerpt at the end of this document*

- Windows Server 2008 R2

    **** See the End of Support** excerpt at the end of this document*

- Windows Server 2008 R2 using Terminal Services

    **** See the End of Support** excerpt at the end of this document*

- Small Business Server 2011

> When SYSPRO is to be used in a language other than English, then the Windows operating system must be installed in English and the Windows Region settings used to change Windows to the language of choice.
>
> Certain functionality (e.g. some SYSPRO Reporting Services reports) may not perform as expected if Windows is installed in a language other than English

Microsoft SQL Server

The following versions of **Microsoft SQL Server** have been tested and verified:

- Microsoft SQL Server 2022
- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012

    *** See the *End of Support* excerpt at the end of this document**

- Microsoft SQL Server 2008 R2

    *** See the *End of Support* excerpt at the end of this document**

> Please note:
> - The *SYSPRO Analytics* module doesn't support SQL Server 2019 or 2022.
> - *SYSPRO Harmony* is only supported from **Microsoft SQL Server** 2012 and up.

Virtual Servers

SYSPRO is supported on the **Microsoft Hyper-V** and **VMware** range of virtual server software (for both persistent and non-persistent VDIs).

> Due to localized caching of the desktop components from the server to optimize the data and provide resilience, non-persistent desktops will take longer to load and may not persist some local settings (such as window positions and user interface preferences).
>
> The *SYSPRO Web UI (Avanti)* would be recommended in these instances, as then all of the user experience is controlled through the browser experience.

We have performed extensive tests using SYSPRO in virtual environments. In addition, many of our customers are currently running successfully on both of these common virtual server environments:

- Hyper-V
- VMware

SYSPRO Desktop

The **SYSPRO Desktop** client installation process is designed to work exclusively on 64-bit **Microsoft Windows** client operating systems:

- Windows 11

- Windows 10

- Windows 8.1

  ***** *See the **End of Support** excerpt at the end of this document*

- Windows 8

  ***** *See the **End of Support** excerpt at the end of this document*

- Windows 7

  ***** *See the **End of Support** excerpt at the end of this document*

> The Home Edition of *ALL* versions of the Windows Client is not supported.

Remote Desktop using Terminal Services

The **SYSPRO Desktop** client is supported on Terminal Server using Remote Desktop.

Citrix Virtual Desktop

The **SYSPRO Desktop** client is supported on Citrix Desktop (formerly XenDesktop).

Microsoft RemoteApp

Supported with the following caution:

> We have many **SYSPRO 8** sites running successfully using **Microsoft RemoteApp**. However, it should be noted that there have been some technical issues (unrelated to the **SYSPRO Desktop**) that are difficult to resolve.
>
> Because of this, we recommend that if you encounter unstable product usage using RemoteApp, you try to replicate it using Remote Desktop. If you are unable to replicate the issue (i.e. the problem is only related to RemoteApp) then we cannot provide any technical or product support.

SYSPRO Web UI (Avanti)

The following browsers are currently supported:

- **Google Chrome:** `(Current - 1)` and `Current`

- **Microsoft Edge:** `(Current - 1)` and `Current`

- **Firefox:** `(Current - 1)` and `Current`, `ESR`

> ℹ️ Firefox ESR (Extended Support Release) is a Firefox version for use by organizations including schools, universities, businesses and others who need extended support for mass deployments. It is based on a regular release of Firefox and synced from the next regular Firefox every few releases - example ESR versions include Firefox 47, 52 & 60. At any given time there are at most two ESR versions available; jQuery supports both of them. See the **Mozilla** site for more information.

- **Safari:** `(Current - 1)` and `Current`

- **Opera:** `Current`

`(Current - 1)` and `Current` denotes that we support the current stable version of the browser and the version that preceded it.

> **FOR EXAMPLE:**
>
> If the current version of a browser is 24.x, we support the 24.x and 23.x versions.

> 📝 Internet Explorer is *not* supported.

Microsoft Office

Aside from the *SYSPRO Office Integration* solution (which makes extensive use of **Microsoft Office**) you may want to use **Microsoft Outlook** for emailing reports, or exporting data to **Microsoft Excel** from within SYSPRO.

Therefore, the following versions of **Microsoft Outlook** have been tested and verified for this functionality:

- Microsoft Office 365

- Microsoft Office 2019

- Microsoft Office 2016

- Microsoft Office 2013

    * *See the **End of Support** excerpt at the end of this document*

- Microsoft Office 2010

    * *See the **End of Support** excerpt at the end of this document*

> The following isn't supported on a 64-bit version of any of the above-mentioned **Microsoft Office** packages:
> - The calendar control on the SYSPRO Main Menu
> - SYSPRO Office Integration (SOI) components

Language considerations

When SYSPRO is to be used in a language other than English, then the **Microsoft Windows** operating system must be installed in English and the **Region & language** settings must be used to change **Microsoft Windows** to the language of choice.

> If **Microsoft Windows** is installed in a language other than English, some functionality (e.g. some *SYSPRO Reporting Services* reports) may not work as expected .

*End of Support Note

Microsoft SQL Server

Microsoft SQL Server 2012

The following excerpt is taken from `https://learn.microsoft.com/en-us/lifecycle/announcements/sql-server-2012-windows-server-2012-2012-r2-end-of-support`

SQL Server 2012 will reach the end of support on July 12, 2022, and Windows Server 2012/2012 R2 will reach the end of support on October 10, 2023. After this date, these products will no longer receive security updates, non-security updates, bug fixes, or technical support.

> ⚠️ For this reason, we advise against running SYSPRO on **Microsoft SQL Server 2012**.

Microsoft SQL Server 2008 R2

The following excerpt is taken from `https://learn.microsoft.com/en-us/troubleshoot/sql/general/end-support-sql-server-2008`

Microsoft SQL Server 2008 and SQL Server 2008 R2 have approached the end of Extended Support.

We recommend that you migrate to Azure SQL DB, or upgrade to the current product versions. Upgrading lets you take advantage of the latest product innovations, and ensures uninterrupted support from Microsoft.

> ⚠️ For this reason, we advise against running SYSPRO on **SQL Server 2008 R2**.

Windows Server

Windows Server 2012 and 2012 R2

The following excerpt is taken from https://learn.microsoft.com/en-us/lifecycle/announcements/windows-server-2012-r2-end-of-support

Windows Server 2012 and Windows Server 2012 R2 will end on October 10, 2023. After this date, these products will no longer receive security updates, non-security updates, bug fixes, technical support, or online technical content updates. Microsoft has migration guidance for both cloud and on-premises solutions.

> ⚠️ For this reason, we advise against running SYSPRO on **Windows Server 2012** or **Windows Server 2012 R2**.

Windows Server 2008/2008 R2

The following excerpt is taken from https://learn.microsoft.com/en-us/troubleshoot/windows-server/windows-server-eos-faq/end-of-support-windows-server-2008-2008r2

This article provides some information about end of support for Windows Server 2008 and Windows Server 2008 R2.

Windows Server 2008 and Windows Server 2008 R2 have reached the end of their support lifecycle (January 2020). This means that there will be no additional:

- *Free security updates on-premises*
- *Non-security updates*
- *Free support options*
- *Online technical content update*

> ⚠️ For this reason, we advise against running SYSPRO on **Windows Server 2008** or **Windows Server 2008 R2**.

Microsoft Windows

Windows 8.1

The following excerpt is taken from https://learn.microsoft.com/en-us/lifecycle/announcements/windows-8-1-end-support-january-2023

Note: Microsoft Edge version 109 will be the last browser version to support Windows 7, Windows 8.1, and Windows Server 2012/R2. Version 109 will be supported on Windows 7 and Windows 8.1 through February 2023, until version 110 is released. Version 109 will be supported on Windows Server 2012/R2 through the end of support on October 10, 2023, with critical security fixes and fixes for known exploit bugs. Go here to learn more.

Microsoft Edge version 110 requires Windows 10 or higher.

As a reminder, Windows 8.1 will reach the end of support on January 10, 2023. After this date, this product will no longer receive security updates, non-security updates, bug fixes, technical support, or online technical content updates. This includes the following editions of Windows 8.1:

- *Enterprise*
- *Enterprise N*
- *N*
- *Pro with Media Center*
- *Professional*
- *Professional N*
- *SL*

Additionally, Microsoft 365 apps will no longer be supported on Windows 8.1 as it will no longer meet the system requirements. Customers should upgrade devices to a supported Windows release. If devices do not meet the technical requirements to run a more current release of Windows, Microsoft recommends replacing the device with one that supports Windows 11.

Please note that Microsoft will not be offering Extended Security Updates (ESU) for Windows 8.1.

> ⚠️ For this reason, we advise against running the SYSPRO Client on **Windows 8.1**.

Windows 8

The following excerpt is taken from https://learn.microsoft.com/en-us/deployoffice/endofsupport/windows-8-support

Support for Windows 8 ended on January 12, 2016.

Microsoft 365 Apps is no longer supported on Windows 8.

> ⚠️ For this reason, we advise against running SYSPRO client on **Windows 8**.

Windows 7

The following excerpt is taken from `https://docs.microsoft.com/en-us/deployoffice/windows-7-support`

Microsoft 365 is governed by the Modern Lifecycle Policy, which requires customers to stay current as per the servicing and system requirements for the product or service. These requirements include using Microsoft 365 Apps on a Windows operating system that is currently in support.

Using Microsoft 365 Apps on older, unsupported operating systems may cause performance and reliability issues over time. Therefore, if your organization is using Microsoft 365 Apps on devices running Windows 7, we strongly recommend your organization moves those devices to Windows 11 or Windows 10.

> ⚠️ For this reason, we advise against running SYSPRO client on **Windows 7**.

Microsoft Office

Microsoft Office 2013

The following excerpt is taken from `https://learn.microsoft.com/en-us/lifecycle/announcements/office-2013-ends-support-one-year`

Office 2013 will reach the end of support on April 11, 2023. After this date, support for Office 2013 will end and security updates will no longer be available, per the Fixed Lifecycle Policy. This may increase your organization's exposure to security risks or impact compliance obligations.

Additionally, customers connecting to Microsoft 365 via an Office 2013 client may experience performance or reliability issues. Below is a list of Office products that currently support connection to Microsoft 365 (and Office 365):

- *Microsoft 365 Apps*
- *Office LTSC 2021*
- *Office 2019*
- *Office 2016*

> ⚠️ For this reason, we advise against running SYSPRO using **Microsoft Office 2013**.

Microsoft Office 2010

The following excerpt is taken from `https://learn.microsoft.com/en-us/lifecycle/announcements/office-2016-mac-office-2010-end-of-support`

Office 2016 for Mac and Office 2010 will reach the end of support on October 13, 2020, at which point Microsoft will no longer provide the following:

- *Technical support*
- *Security fixes*
- *Bug fixes*

> ⚠️ For this reason, we advise against running SYSPRO on **Microsoft Office 2010**.

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