Cim50 v2022.2

System Requirements Guide

System Requirements

In order to run Cim50 optimally, it is important to ensure that all your client pc's and server meet the minimum specifications. However, dependant on the numbers of users, the size of your database etc, the specification would need to be higher to ensure an acceptable performance – please take this in consideration when sourcing your hardware.

The following guide outlines the minimum recommended specification for both servers and client machines dependant on the size of your business.

Sizing your business

There are 2 elements to determining the size of your business in respect to the considerations necessary for your Cim50 system.

The first is the number of concurrent users who will be using the system, this concurrent user count should consider users logged in to Sage 50cloud Accounts and Cim50. For example, if you have 2 users in Sage 50cloud Account and 4 in Cim50, your concurrent user count for the purposes of sizing your system would be 6. Users who are logged into both systems simultaneously would only count as 1 user.

The second consideration is the size of your Sage 50cloud Accounts data. Use the grid below to determine the size category your business fits into for each.

Should the results for each consideration be different, use the larger of the 2 results when scoping out your system requirements. For example, if you have 3 concurrent users, and 8,000 stock codes, your site would be considered "Medium" for the purposes of hardware scoping.

	Small	**Medium**	**Large**
Concurrent Users	1-4	5-10	11-20
Data Size	Up to 5000 stock codes Up to 50,000 stock transactions per year	Up to 10,000 stock codes Up to 150,000 stock transactions per year	Up to 20,000 stock codes More than 150,000 stock transactions per year

Note: The above data size metrics are the two data points that typically impact the performance of Sage 50cloud Accounts (and therefore Cim50). However, you should also consider the other data metrics defined by Sage in this article. For example if using the transaction and stock code metrics resulted in a "Small" site, but the volume of Sales Orders and Invoices was high, then this should be considered when choosing the size of the site.

Hardware recommendations

Small Site

Cim50 is supported in both Workgroup and Domain network environments for small sites. However, there are some caveats for companies running a Workgroup networking environment that should be taken into consideration.

Workgroup Networking Environment

Specific Considerations

For companies running a Workgroup networking environment, it is a requirement that a standalone PC is provided to host the Sage/Cim50 data and services, and that PC must not be used for any other purpose. Environments where the Sage/Cim50 data is hosted on a machine that is also used as a client PC/general workstation are not supported.

Host PC Specification

- **Processor:** Intel i5-8 2GHz dual core processor or higher (8th Generation or newer)
- **RAM**: 8Gb RAM
- **Hard Disk**: 7.2k SATA Hard Disk or faster with 20GB of free disk space
- **Network Speed:** 1Gbps network

Client Machines

- **Processor:** Intel i5-8 2GHz dual core processor or higher (8th Generation or newer)
- **RAM:** 4Gb RAM (8GB if running a 64-bit operating system)
- **Network Speed:** 1Gbps network
- **Display Screens:** Screen resolution between 1024 x 768 and 1920 x 1080

Note: RAM recommendations are based on usable memory, rather than installed memory.

Domain Networking Environment

Server Specification

- **Processor:** Intel i5-8 2GHz dual core processor or higher (8th Generation or newer)
- **RAM**: 12Gb RAM
- **Hard Disk**: 7.2k SATA Hard Disk or faster with 20GB of free disk space
- **Network Speed:** 1Gbps network

Client Machines

- **Processor:** Intel i5-8 2GHz dual core processor or higher (8th Generation or newer)
- **RAM:** 4Gb RAM (8GB if running a 64-bit operating system)
- **Network Speed:** 1Gbps network
- **Display Screens:** Screen resolution between 1024 x 768 and 1920 x 1080

Note: RAM recommendations are based on usable memory, rather than installed memory.

Hardware recommendations

Medium Site

Cim50 is only supported when running in a Domain network environments on medium sites. Both Sage 50 and Cim50 should be hosted on an application server.

Server Specification

- **Processor:** Intel Xeon 2.4GHz quad core processor or higher
- **RAM**: 16Gb RAM
- **Hard Disk**: 10k SAS or 7.2k SATA Hard Disk (or faster) with 30GB of free disk space
- **Network Speed:** 1Gbps network

Client Machines

- **Processor:** Intel i5- 2GHz dual core processor or higher (8th Generation or newer)
- **RAM:** 4GB RAM (8GB if running a 64-bit operating system)
- **Network Speed:** 1Gbps network
- **Display Screens:** Screen resolution between 1024 x 768 and 1920 x 1080

Note: RAM recommendations are based on usable memory, rather than installed memory.
Note: Cim50 is not supported on a server acting as a Domain Controller for medium sized sites.

Hardware recommendations

Large Site

Cim50 is only supported when running in a Domain network environments on large sites. Both Sage 50 and Cim50 should be hosted on a dedicated application server which is provisioned exclusively for Sage 50 and Cim50.

Server Specification

- **Processor:** Intel Xeon 2.4GHz 8 core processor or higher
- **RAM**: 32Gb RAM
- **Hard Disk**: 10k SAS or SSD (or faster) with 50GB of free disk space
- **Network Speed:** 1Gbps network

Client Machines

- **Processor:** Intel i5-8 2GHz dual core processor or higher (8th Generation or newer)
- **RAM:** 4GB RAM (8GB if running a 64-bit operating system)
- **Network Speed:** 1Gbps network
- **Display Screens:** Screen resolution between 1024 x 768 and 1920 x 1080

Note: RAM recommendations are based on usable memory, rather than installed memory.

Note: Cim50 is not supported on a server acting as a Domain Controller for large sized sites.

Other Hardware Considerations

Remote Applications

Cim50 can be run as a RemoteApp from a server configured as a Remote Desktop Server.

Consideration should be given to the available resources on the Remote Desktop Server with regards to the number of users who will be accessing it to run Sage 50 cloud Accounts and/or Cim50, along with any other applications that could be running simultaneously within the RDP session.

The server specification requirements outlined above is based a standalone Sage/Cim50 server which is not also being used as a Remote Desktop Server. Please consult with your IT hardware provider to ensure the server specificaiton is sufficient for the demands being placed upon it.

Shop Floor Data Capture

Shop floor data capture can be run from a PC, Laptop or Tablet running either Windows 8.1 or Windows 10 (Professional & Enterprise Editions). It will not run on a tablet running a "lite" or "mobile" version of Windows or on a tablet running an Android operating system.

From a hardware perspective, the machine running SFDC must have the following specifications as a minimum.

- Intel Atom x5 2GHz processor or higher
- 2Gb RAM (4Gb if running a 64-bit operating system)*
- 2Gb of free disk space
- 1Gbps network (PC or Laptop), WiFi 802.11a,g or n**

   * recommend memory is based on usable memory, rather than installed memory.

   **Note: WiFi coverage must be sufficient that a stable WiFi connection is maintained anywhere the tablet is likely to process transactions. Unstable WiFi connections can cause problems processing transactions through Cim50 SFDC.

SFDC Compatible Hardware

We recommend the following hardware for scanning barcodes through the SFDC system.

Barcode Scan Wedge: [Zebra LS2208 General Purpose Barcode Scanner](). To be used in conjunction with a PC, Laptop or Tablet.

Rugged Tablet: [JM Prime 10" Rugged Tablet](). Can be specified with built in barcode scanner if required.

Software compatibility & pre-requisites

The following section details software compatibility and pre-requisites for running Cim50

Windows Operating Systems

Compatible Windows Operating system :-

Client Machines

- Windows 8.1 (32 bit and 64 bit) – Professional and Enterprise Editions
- Windows 10 (32 bit and 64 bit) – Professional and Enterprise Editions
- Windows 11 (64 bit) – Pro and Enterprise Editions

Server

- Windows Server 2012 – Standard Edition
- Windows Server 2012 R2 – Standard Edition
- Windows Server 2016 – Standard Edition
- Windows Server 2019 – Standard Edition

Other Software / Sage 50 Accounts

Microsoft SQL Server

Note: When deciding which version SQL Server to use, take into consideration the limitations of SQL Express. Those being a maximum 1Gb of RAM usage, 10Gb physical database size and maximum 4 processing cores usage.

Small/Medium Sites

Cim50 uses Microsoft SQL server as its database provider. Compatible versions of Microsoft SQL Server for small and medium sites :-

- SQL Server 2014 Express
- SQL Server 2014 Standard
- SQL Server 2016 Express
- SQL Server 2016 Standard
- SQL Server 2017 Express
- SQL Server 2017 Standard
- SQL Server 2019 Express
- SQL Server 2019 Standard

Large Sites

Cim50 uses Microsoft SQL server as its database provider. Compatible versions of Microsoft SQL Server for large sites :-

- SQL Server 2014 Express
- SQL Server 2014 Standard
- SQL Server 2016 Express
- SQL Server 2016 Standard
- SQL Server 2017 Express
- SQL Server 2017 Standard
- SQL Server 2019 Express
- SQL Server 2019 Standard

Microsoft Office

Cim50 uses Microsoft Office, specifically Excel & Outlook for Exporting/Importing of information, along with the emailing of reports and documents.

Compatible versions of Microsoft Office :-

- Microsoft Office 2010 - 32 & 64bit versions
- Microsoft Office 2013 - 32 & 64bit versions
- Microsoft Office 2016 - 32 & 64bit versions
- Microsoft Office 2019 - 32 & 64bit versions
- Microsoft Office 365 - 32 & 64bit versions

We recommend installing a 32 bit version of Microsoft Office, in line with Microsoft's recommendations, to avoid compatibility with other third-party applications. You will also need to consider compatibility with Sage 50 Accounts when selecting the most appropriate version of Microsoft Office.

Sage 50 Accounts

Cim50 v2022.2 is compatible with the following versions of Sage 50 Accounts :-

- Sage 50cloud Accounts 2022 (v28 & v28.1)

Note: Sage 50 Accounts must be installed on any machine that you intend to run Cim50 on.

Anti-virus / Firewall

CIM Software recommend, and have tested Cim50 with ESET Endpoint Security.

To optimise performance, your antivirus software should be configured to exclude Sage 50 Accounts files from its checking routines. For further information, please refer to Sage article 12122.

Depending on whether the SQL Server Instance is configured to use a dynamic port range, or a fixed port, will determine what exclusions need to be configured in your firewall.

If SQL is configured to use a dynamic port, then you will need to exclude 'sqlservr.exe' as a program exception within your firewall. This executable is usually located in :-

C:\Program Files\Microsoft SQL Server\MSSQL11.<InstanceName>\MSSQL\Binn

If SQL is configured to use a static port, then you will need to exclude this port as a port exception within your firewall.

Additionally, you will also need to add a program exception for 'sqlbrowser.exe'. This executable is usually located in :-

C:\Program Files (x86)\Microsoft SQL Server\90\Shared

Microsoft .NET

- Microsoft .NET 4.7.2 is required.