

Cim50 v2025.1

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 50 Accounts Professional and Cim50. For example, if you have 2 users in Sage 50 Accounts Professional 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 50 Accounts Professional 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 50 Accounts Professional (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. The use of Microsoft Entra ID is supported for small sites where the machines in the business are able to communicate via a workgroup.

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

** Please refer to specific notes relating to Processor specification in the 'Other Hardware Considerations' section below

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

** Please refer to specific notes relating to Processor specification in the 'Other Hardware Considerations' section below

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 supported on a server acting as a Domain Controller for small sized sites, but checks should be made to ensure that the DC is of an adequate specification and that the server has the capacity to host Sage 50 and

Cim50. For example, if the CPU is constantly running at close to 100%, or regularly spiking to 100%, or there is very little RAM left available generally, you should consider looking at a dedicated server to run Sage 50 & Cim50.

Hardware recommendations

Medium Site

Cim50 is only supported when running in a Domain network environments on medium sites. Both Sage 50 Accounts Professional and Cim50 should be hosted on an application server. The use of Microsoft Entra ID is not supported for medium sites.

Server Specification

- **Processor:** Intel Xeon 2.4GHz quad core processor **
- **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

** Please refer to specific notes relating to Processor specification in the 'Other Hardware Considerations' section below

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.

Sage Remote Data Access (formerly Sage Drive)

We do not support the use of Sage Remote Data Access. An alternative remote access method should be considered, if remote access is required.

Hardware recommendations

Large Site

Cim50 is only supported when running in a Domain network environments on large sites. Both Sage 50 Accounts Professional and Cim50 should be hosted on a dedicated application server which is provisioned exclusively for Sage 50 Accounts Professional and Cim50. The use of Microsoft Entra ID is not supported for large sites.

Server Specification

- **Processor:** Intel Xeon 3.4GHz 4 core processor **
- **RAM:** 32Gb RAM
- **Hard Disk:** 10k SAS or SSD (or faster) with 50GB of free disk space
- **Network Speed:** 1Gbps network

** Please refer to specific notes relating to Processor specification in the 'Other Hardware Considerations' section below

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.

Sage Remote Data Access (formerly Sage Drive)

We do not recommend the use of Sage Remote Data Access on large sized sites. An alternative remote access method should be considered, if remote access is required.

Other Hardware Considerations

Processor Specification

When considering the appropriate specification for a server that runs Cim50, one of the most important factors is the processor speed and architecture.

Cim50 runs on SQL Express which is limited to using a maximum of 4 processor cores. Depending on the number of simultaneous processes being run in Cim50, it is likely that SQL will only ever use 1 or possibly 2 cores at any 1 time.

As a result, we recommend using a processor which has higher clock speed, and fewer cores. For example, an Intel Xeon Gold 5222 3.8GHz 4 core processor, instead of processor which has a lower clock speed, but more cores.

This seems counter-intuitive given the trend towards servers having lower clock speeds and a higher number of cores, which in theory should allow the machine to process more tasks simultaneously. However, where SQL Express is concerned, due to its limitations of being able to only utilise 4 cores, the processor clock speed is a key factor in determining the performance of SQL Express and consequently, Cim50.

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 Accounts Professional 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 specification 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 10 or Windows 11 (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)*
- 10Gb of free disk space
- 1Gbps network (PC or Laptop), WiFi 802.11a,g or n**

* recommended 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

The following are examples of compatible hardware for scanning barcodes through the SFDC system.

Note: Configuration of the scanner may be required in order to scan barcodes produced from Cim50.

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

Rugged Tablet: [JM Prime 8" 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 11 (64 bit) – Pro and Enterprise Editions

Server

- Windows Server 2016 – Standard Edition (In Extended Support by Microsoft)
- Windows Server 2019 – Standard Edition
- Windows Server 2022 – Standard & Datacenter Editions
- Windows Server 2025 – Standard & Datacenter Editions

Other Software / Sage 50 Accounts Professional

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 2016 Express (Extended Support by Microsoft)
- SQL Server 2016 Standard (Extended Support by Microsoft)
- SQL Server 2017 Express (Extended Support by Microsoft)
- SQL Server 2017 Standard (Extended Support by Microsoft)
- SQL Server 2019 Express
- SQL Server 2019 Standard
- SQL Server 2022 Express
- SQL Server 2022 Standard

Large Sites

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

- SQL Server 2016 Express (Extended Support by Microsoft)
- SQL Server 2016 Standard (Extended Support by Microsoft)
- SQL Server 2017 Express (Extended Support by Microsoft)
- SQL Server 2017 Standard (Extended Support by Microsoft)
- SQL Server 2019 Express
- SQL Server 2019 Standard
- SQL Server 2022 Express
- SQL Server 2022 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 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.

Sage 50 Accounts

Cim50 v2025.1 is compatible with the following version of Sage 50 Accounts Professional :-

- Sage 50 Accounts Professional v33 (64 Bit)

Note: Sage 50 Accounts Professional 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 the following Sage article:

<https://gb-kb.sage.com/portal/app/portlets/results/viewsolution.jsp?solutionid=200427112200724>

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\MSSQL16.<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.

Cim50 Scheduler

The Cim50 Scheduler module is a web-based application that runs from your Cim50 Server's IIS Server (Internet Information Services).

IIS v10 or higher must be installed and configured on your Cim50 server if you intend to use the Scheduler module. Details on installing and configuring IIS for the Cim50 Scheduler module can be found in the Cim50 Scheduler Installation & Deployment Guide.