

# Sage Online Access

Technical Documentation – April 2019

## 1. LIST OF COMPATIBLE PRODUCTS

Sage Online Access is a remote access solution compatible with the following SAGE products:

- Sage Batigest i7
- Sage Gestion Commerciale Apinéhoce i7
- Sage Comptabilité Petites Entreprises i7
- Sage Financier Petites Entreprises i7
- Sage Multiservices i7
- Sage Apicommerce i7
- Sage Comptabilité 100c
- Sage Immobilisation 100c
- Sage Gestion commerciale 100c
- Sage Moyen de paiement 100c
- Sage Trésorerie 100c
- Sage 50c BOB
- Sage 50c (Portugal)
- Sage For Accountants (Portugal)
- Sage Génération Experts Connect
- Sage 100c (Portugal)
- Sage 50c Loja (Portugal)
- Sage 50c Contabilidade (Portugal)
- Sage 50c Salários (Portugal)

## 2. ACCESS TO SAGE ONLINE ACCESS SERVICE

### 2.1. Authentication

Users connect to the service with their domain login and password, even for the first time.

### 2.2. Access

Users have remote access to Sage Online Access through the web address provided to the customer.

### 2.3. Service availability

We provide continuous, 24/7 access to Sage Online Access. However, SAGE reserves the right to suspend the service during the maintenance time frame (maintenance operations must be scheduled between 12 and 2PM, French time), including for data backup operations and/or maintenance operations on our own software or hardware equipment deployed to provide the hosting service. SAGE undertakes to inform customers in advance of any service interruption scheduled outside of the maintenance time frame. Exceptional maintenance operations, including critical security updates, do not fall under this notification measure.

### 2.4. Security

SAGE ensures, according to the physical and logical security rules in force on the day of the signature of the quote, the protection of the service as a whole, including results, processes and transmissions made, as well as backups. These security rules are available on simple request from SAGE.

### 2.5. Backup

All Customer data created or modified on Sage Online Access (Accounts Administration) is stored in a database or any medium specified by SAGE; on one or multiple servers located on a secure site. Stored

data remain available for up to twelve (12) months plus the current month. Beyond this period, SAGE will provide the data on a digital medium, chosen by SAGE, at the expense of the Customer.

## 3. MINIMUM CONFIGURATIONS

### 3.1 "Host" Computer (Computer with desktop installation of Sage applications)

The host computer must have a Windows account with password.  
If no password is set for the account, Sage Online Access will propose to create one.

#### 3.1.1 Supported Operating Systems

- Windows 7 Enterprise / Ultimate / Pro
- Windows 8.1 Pro / Enterprise
- Windows 10 Pro / Enterprise
- Windows Server 2008 R2 SP1
- Windows Server 2012 or Windows Server 2012R2

#### 3.1.2 Other Prerequisites

- Microsoft .NET Framework 4.5 (installed by SOA application if missing)
- Internet connection

#### 3.1.3 Not available for:

- *Home versions*
  - o *Windows 7 Home*
  - o *Windows 8.1 Home*
  - o *Windows 10 Home*
- *Obsolete versions*
  - o *Windows XP*
  - o *Windows Vista*
  - o *Windows 8 (required update to Windows 8.1, as recommended by Microsoft)*
  - o *Windows Server 2003*
  - o *Windows Server 2008 SP2*

## 3.2 Remote "Guest" Computer (computer or tablet)

### 3.2.1 Computers

#### Operating System

- Microsoft Windows (all OS supported by Microsoft)
- Mac OS

#### Web Browser

Latest-generation browser supporting WebSocket protocol.

The following web browsers are compatible in the specified version or higher.

- **Microsoft Windows** environment:
  - o Microsoft Internet Explorer version 10
  - o Google Chrome version 30
  - o Mozilla Firefox version 24
  - o Opera version 17
- **Mac OS** environment:
  - o Apple Safari version 6
  - o Google Chrome version 30
  - o Mozilla Firefox version 24

### 3.2.2 Tablets

Note that the comfort of use will depend on the size of the screen and the resolution of your tablet. We recommend tablets with a size of 9 inches and more.

#### Operating System

- Windows Surface
- iOS
- Android

#### Web Browser

Latest-generation browser supporting WebSocket protocol.

The following web browsers are compatible in the specified version or higher.

#### Microsoft Windows environment:

- Microsoft Internet Explorer version 10
- Google Chrome version 30
- Mozilla Firefox version 24
- Opera version 17

#### Mac OS environment:

- Apple Safari version 6
- Google Chrome version 30
- Mozilla Firefox version 24

#### iOS environment (iPad)

- iOS Safari 7.1 (iOS version)

#### Android environment (Android tablet)

- Android browser 4.4 (KitKat)
- Chrome for Android 37

### 3.2.3 Smartphones

The use of devices such as Smartphones, phablets or "small screen" tablets is not supported by Sage Online Access.

## 3.3 Internet connection required

An internet connection with a stable 3G connection is required (384 kbit/s).