

Platform Support Matrix

SAP Business One Cloud

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PUBLIC

SAP Business One Cloud Platform Support Matrix

Release 1.1 and higher



Typographic Conventions

Type Style	Description
<i>Example</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
Example	Emphasized words or expressions.
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
Example	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
<Example>	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE	Keys on the keyboard, for example, F2 or ENTER.

Document History

Version	Date	Change
1.0	2014-02-12	Release Version
1.01	2014-05-08	SAP Note 1787431 link added on XL Reporter platform support restrictions
1.02	2014-07-08	Latest News added
1.03	2015-06-15	SAP Business One Cloud 1.1 now supports Microsoft Windows Server 2012 R2
1.04	2015-08-21	Minor layout corrections
1.05	2015-11-25	SUSE Linux Enterprise Server 11 SP3 support information added
1.06	2015-12-23	Minor content corrections
1.07	2016-03-01	Web Browser Access support information added
1.08	2016-05-20	Microsoft Office 2016 support information and Microsoft .NET Framework 4.5.2 requirements added
1.09	2016-11-10	Minor content corrections
1.10	2017-01-31	SUSE Linux Enterprise Server 12 planned support date change
1.11	2017-08-23	Minor content correction for SAP Business One 9.3 release
1.12	2017-11-09	SUSE Linux Enterprise Server 12 SP1 and Microsoft Windows Server 2016 supported
1.13	2019-11-19	SUSE Linux Enterprise Server 12 SP2, SP3 and SP4 supported
1.14	2020-01-27	Support for Microsoft Windows Server 2019
1.15	2020-06-05	Support with SAP Business One Cloud 1.1 PL16
1.16	2021-12-27	Updated for SUSE Linux Enterprise Server 15 SP2 and testing plans for Microsoft Windows Server 2022
1.17	2022-02-15	Corrected numbering of footnote 10 in section 2.1
1.18	2023-01-10	Updated for SUSE Linux Enterprise Server 15 SP4, Microsoft SQL Server 2022, and client platform testing plans
1.19	2023-07-04	Updated for multiple changes in the starting and ending of support with the introduction of SAP Business One Cloud 1.1 PL16

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1 Supported Platforms Overview

This overview of supported platforms for SAP Business One Cloud helps you to plan your implementation or upgrade projects. This overview applies to releases of **SAP Business One Cloud 1.1 and higher**.

Use this overview document in conjunction with the [SAP Productivity Availability Matrix](#) and the Administrator's Guides for SAP Business One on [SAP Help](#).

1.1 Disclaimers

- SAP delivers support only for selected releases at its own discretion, based on the business impact and the complexity of implementation. This document is provided for reference purposes only and does not represent a binding current commitment. As this overview is an offline document, refer to the [SAP Productivity Availability Matrix](#) for the latest up-to-date support information.
- In general, only **English** language platform versions are supported. Platform versions in other languages are generally supported if there are no issues specific to the platform versions in the other languages.
- SAP no longer issues support statements for SAP Business One on virtualization software as the responsibility for operating system compatibility lies with virtualization software vendors. SAP Business One runs on virtualization software just as it runs on non-virtualized operating system platforms.
- SAP Business One is only tested on major versions of Microsoft operating systems, databases, and Office software products. Service Packs delivered by Microsoft during a product's lifecycle are not tested separately but are automatically supported for SAP Business One.
- SAP investigates issues with Microsoft Service Packs on a case-by-case basis as a program error.
- For inquiries concerning supported platforms, open a ticket under the component **SBO-CRO-PLT** through the [Support Launchpad for SAP Business One](#). For platform-related information specific to **SAP Business One XL Reporter**, read SAP Note [1787431](#).
- The support of a given **SUSE Linux Enterprise Server version**, **Microsoft Office version** or **Web Browser version** depends on the underlying SAP Business One or SAP Business One for SAP HANA version and is independent of the respective SAP Business One Cloud version.

2 SAP Business One Cloud

2.1 Server Platforms for SUSE Linux Enterprise Server (SLES)-based Server-side Components

Server Platforms	1.1
SUSE Linux Enterprise Server 11 SP2 – 64 Bit (x64)	X ⁽¹⁰⁾
SUSE Linux Enterprise Server 11 SP3 ⁽¹⁾ – 64 Bit (x64)	X ^(3, 10)
SUSE Linux Enterprise Server 11 SP4 ⁽²⁾ – 64 Bit (x64)	X ^(4, 10)
SUSE Linux Enterprise Server 12 SP1 – 64 Bit (x64)	X ^(5, 10)
SUSE Linux Enterprise Server 12 SP2 – 64 Bit (x64)	X ⁽¹⁰⁾
SUSE Linux Enterprise Server 12 SP3 – 64 Bit (x64)	X ^(6, 10)
SUSE Linux Enterprise Server 12 SP4 – 64 Bit (x64)	X ^(7, 10)
SUSE Linux Enterprise Server 15 SP1 – 64 Bit (x64)	X ⁽⁸⁾
SUSE Linux Enterprise Server 15 SP2 – 64 Bit (x64)	X ⁽⁹⁾

Server Platforms	1.1
SUSE Linux Enterprise Server 15 SP3 – 64 Bit (x64)	X ⁽¹¹⁾
SUSE Linux Enterprise Server 15 SP4 – 64 Bit (x64)	⁽¹²⁾

2.1.1 Footnotes

⁽¹⁾ The use of SAP HANA Platform Edition 1.0 Revision Package 85.03 and higher requires the installation of SUSE Linux Enterprise Server 11 SP3.

⁽²⁾ The use of SAP HANA Platform Edition 1.0 Revision Package 97.02 and higher requires the installation of SUSE Linux Enterprise Server 11 SP4.

⁽³⁾ Supported as of [SAP Business One 9.1 PL06, version for SAP HANA](#) and [SAP Business One 9.2 PL00, version for SAP HANA](#). Supportability of a given SUSE Linux Enterprise Server version depends on the underlying SAP Business One for SAP HANA version and is independent of the respective SAP Business One Cloud version.

⁽⁴⁾ Supported as of [SAP Business One 9.1 PL10, version for SAP HANA](#) and [SAP Business One 9.2 PL00, version for SAP HANA](#).

⁽⁵⁾ Supported as of [SAP Business One Cloud 1.1 PL09](#).

⁽⁶⁾ Supported as of [SAP Business One Cloud 1.1 PL11](#).

⁽⁷⁾ Supported as of [SAP Business One Cloud 1.1 PL15](#).

⁽⁸⁾ Supported as of [SAP Business One Cloud 1.1 PL16](#).

⁽⁹⁾ Supported as of [SAP Business One Cloud 1.1 PL18](#).

⁽¹⁰⁾ Not supported as of [SAP Business One Cloud 1.1 PL19](#).

⁽¹¹⁾ Supported as of [SAP Business One Cloud 1.1 PL19](#).

⁽¹²⁾ Testing is planned.

2.2 Server Platforms for Windows-based Server-side Components

Server Platforms	1.1
Microsoft Windows Server 2012 R2 ⁽²⁾ – 64 Bit (x64) – Essentials, Standard, & Datacenter Editions	X ⁽¹⁾
Microsoft Windows Server 2016 ⁽²⁾ – 64 Bit (x64) – Essentials, Standard, & Datacenter Editions	X ⁽³⁾
Microsoft Windows Server 2019 ⁽²⁾ – 64 Bit (x64) – Essentials, Standard, & Datacenter Editions	X ⁽⁴⁾
Microsoft Windows Server 2022 – 64 Bit (x64) (Including Windows Terminal Services) – Standard & Datacenter Editions	X ⁽⁵⁾

2.2.1 Footnotes

⁽¹⁾ Supported as of [SAP Business One Cloud 1.1 PL05](#), [SAP Business One 9.1 PL01](#) and [SAP Business One 9.2 PL01](#).

⁽²⁾ **Microsoft .NET Framework 4.5.2** requires an operating system update to either Windows 7 SP1, Windows 8, Windows 8.1 Update, Windows Server 2008 SP2, Windows Server 2008 R2 SP1, Windows Server 2012, or Windows Server 2012 R2, both on the server as well as on the client workstations.

⁽³⁾ Supported as of [SAP Business One Cloud 1.1 PL08](#) and [SAP Business One 9.2 PL07](#).

⁽⁴⁾ Supported as of [SAP Business One Cloud 1.1 PL14](#).

⁽⁵⁾ Supported as of [SAP Business One Cloud 1.1 PL19](#).

2.3 Client Platforms

Client Platforms	1.1
Microsoft Windows 10 – 32 Bit (x86) / 64 Bit (x64) – Pro & Enterprise Editions	(1)
Microsoft Windows 11 – 64 Bit (x64) – Pro & Enterprise Editions	(2)

2.3.1 Footnotes

⁽¹⁾ Not supported.

⁽²⁾ Testing is planned.

2.4 Database Platforms

Database Platforms	1.1
Microsoft SQL Server 2014 ⁽¹⁾ – 32 Bit (x86) / 64 Bit (x64) – Standard, Business Intelligence & Enterprise Editions	X ⁽²⁾
Microsoft SQL Server 2016 ⁽¹⁾ – 64 Bit (x64) – Standard & Enterprise Editions	X ⁽³⁾
Microsoft SQL Server 2017 ⁽¹⁾ – 64 Bit (x64) – Standard & Enterprise Editions	X ⁽⁴⁾
Microsoft SQL Server 2019 ⁽¹⁾ – 64 Bit (x64) – Standard & Enterprise Editions	X ⁽⁵⁾

Database Platforms	1.1
Microsoft SQL Server 2022 ⁽¹⁾ – 64 Bit (x64) – Standard & Enterprise Editions	(6)
SAP HANA, Platform Edition 2.0 – 64 Bit (x64) Linux/Windows for Client, Database & Studio components – Support for MDC mode only – High availability supports system replication only	X ⁽⁵⁾

2.4.1 Footnotes

⁽¹⁾ Read SAP Note [928839](#) for information on how to manage server upgrades. Read the hardware and software requirements for installing SQL Servers, as stipulated by Microsoft.

⁽²⁾ Supported as of [SAP Business One Cloud 1.1 PL06](#).

⁽³⁾ Supported as of [SAP Business One Cloud 1.1 PL08](#) and [SAP Business One 9.2 PL07](#).

⁽⁴⁾ Supported as of [SAP Business One Cloud 1.1 PL12](#).

⁽⁵⁾ Supported as of [SAP Business One Cloud 1.1 PL16](#).

⁽⁶⁾ Testing is planned.

2.5 Desktop System Platforms

Desktop System Platforms	1.1
Microsoft Office 2007 ⁽¹⁾ – Standard & Professional Edition	X ^(3, 8)
Microsoft Office 2010 ⁽²⁾ – Standard & Professional Edition	X ^(3, 8)
Microsoft Office 2013 – Standard & Professional Edition	X ^(3, 8)
Microsoft Office 2016 – Home & Business, & Professional Edition	X ^(4, 5)

Desktop System Platforms	1.1
Microsoft Office 2019 – Home & Business, & Professional Edition	X ⁽⁷⁾
Microsoft Office 2021 – Home & Business, & Professional Edition	⁽⁹⁾
Microsoft Office 365 – Various Subscription Plans	⁽⁶⁾

2.5.1 Footnotes

⁽¹⁾ Microsoft has defined the end of extended support for Office 2007 as **October 10, 2017**.

⁽²⁾ Microsoft has defined the end of mainstream support for Office 2010 as **October 13, 2015**.

⁽³⁾ Supported as of [SAP Business One 9.1 PL00, SAP Business One 9.1 PL00, version for SAP HANA, SAP Business One 9.2 PL00](#), and [SAP Business One 9.2 PL00, version for SAP HANA](#).

⁽⁴⁾ Supported as of [SAP Business One 9.1 PL12](#) and [SAP Business One 9.1 PL12, version for SAP HANA](#).

⁽⁵⁾ Supported as of [SAP Business One 9.2 PL03](#) and [SAP Business One 9.2 PL03, version for SAP HANA](#).

⁽⁶⁾ "Office 365" refers to subscription plans that include access to Office applications plus other productivity services that are enabled over the Internet (cloud services). For more details, refer to Microsoft's [Office 365 for business FAQ](#) page.

Partners may be able to integrate SAP Business One with Office 365 through synchronization capabilities provided by Office365/OneDrive, but it would be the partner's responsibility to make the right configurations following Microsoft's documentation. As such, we do not consider Office 365 as a general platform for us to support.

⁽⁷⁾ Supported as of [SAP Business One Cloud 1.1 PL16](#).

⁽⁸⁾ Not supported as of [SAP Business One Cloud 1.1 PL19](#)

⁽⁹⁾ Testing is planned.

2.6 Web Browser Access

Web browser access offers simple remote access with no need for a remote desktop connection and corresponding license.

- Web browser access is delivered as of SAP Business One Cloud 1.1 PL05

Web Browsers	1.1
Google Chrome (Windows, Linux, Mac OS) – version 47 and higher	X ^(2, 3)
Mozilla Firefox (Windows, Linux, Mac OS) – version 41 and higher	X ⁽¹⁾
Microsoft Edge (Windows) – based on EdgeHTML – testing is planned for Chromium base	X ⁽⁴⁾
Apple Safari (Mac OS, iPad OS, iPhone iOS)	X ⁽⁴⁾

2.6.1 Footnotes

⁽¹⁾ Supported as of *SAP Business One 9.2 PL00* and *SAP Business One 9.2 PL00, version for SAP HANA*.

⁽²⁾ Supported as of *SAP Business One 9.1 PL13* and *SAP Business One 9.1 PL13, version for SAP HANA*.

⁽³⁾ Supported as of *SAP Business One 9.2 PL01* and *SAP Business One 9.2 PL01, version for SAP HANA*.

⁽⁴⁾ Supported as of *SAP Business One 9.2 PL04* and *SAP Business One 9.2 PL04, version for SAP HANA*.



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