

Hardware Requirements Guide
SAP Business One
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PUBLIC

SAP Business One Hardware Requirements Guide

Release Family 9.0 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.
<code>Example</code>	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	2014-02-18	Release Version
1.01	2014-05-08	SAP Note 1787431 link added on XL Reporter platform support restrictions
1.02	2014-07-14	Latest News added and SAP Business One 9.1 added to the overview list and requirements updated
1.03	2014-07-23	Minimum Hardware Requirements updated
1.04	2014-08-25	Feedback on network bandwidth incorporated
1.05	2015-08-21	Processor details updated
1.06	2015-12-03	Overview updated for SAP Business One 9.2
1.07	2015-12-08	Workstation display settings updated for SAP Business One 9.0 / 9.1 / 9.2 as well as support information on Internet Explorer as stipulated by Microsoft
1.08	2016-03-09	Network bandwidth and latency information updated
1.09	2016-03-17	Network requirements for SAP HANA system replication scenarios added
1.10	2016-05-20	Microsoft Office 2016 support information and Microsoft .NET Framework 4.5.2 requirements added
1.11	2017-08-23	Overview updated for SAP Business One 9.3
1.12	2017-11-10	Referenced the Intercompany Integration Solution Sizing Guide
1.13	2018-02-02	Updated links and release family reference
1.14	2019-12-18	Updated for SAP Business One 10.0
1.15	2020-02-03	Updated components Display and Drive, added server footnote for SAP HANA
1.16	2022-12-26	Updated the minimum and recommended memory requirements and added RAM requirements for Web Client and Service Layer

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1 Hardware Requirements Guide

The hardware requirements listed in this document apply to SAP Business One software in general and are independent of underlying database, except for the footnotes applicable for SAP HANA.

The minimum hardware requirements in this guide are recommendations to support operational processes at a minimal level. Applications with a high transaction volume or the execution of detailed reports have higher requirements

1.1 Disclaimer

- 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.
- 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 does not issue 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 component **SBO-CRO-PLT** via the [Support Launchpad for SAP Business One](#) page. For platform-related information specific to the **SAP Business One XL Reporter**, read SAP Note [1787431](#).

2 SAP Business One

2.1 Minimum Hardware Requirements for Non-hosted Environments

2.1.1 SAP Business One Servers

Component	9.0 / 9.1 / 9.2 / 9.3 / 10.0
Processor ^(1,2)	1x Intel Xeon E3 (or equivalent)
Memory ^(2,3)	24 GB (minimum) 32+ GB (recommended)
Hard Disk ⁽²⁾	System partition 32 GB Data partition 10 GB

2.1.1.1 Footnotes

⁽¹⁾ Dual-core processors are supported by SAP Business One on the client and server sides.

⁽²⁾ For SAP HANA, refer to SAP Note [2382775](#) for minimum requirements and hardware certification.

⁽³⁾ It is the minimum requirement for installing SAP Business One Server, server tools, Web Client and Service Layer.

2.1.2 SAP Business One Workstations

Component	9.0 / 9.1 / 9.2 / 9.3 / 10.0
Processor ⁽¹⁾	1x Intel Core i3 (or equivalent)
Memory ⁽²⁾	2 GB (minimum) 4 - 8 GB (recommended)
Hard Disk	System partition 32 GB Data partition 10 GB
Drive	DVD-ROM
Display	1280 x 800 pixels with 24-bit colors or higher

2.1.2.1 Footnotes

⁽¹⁾ Dual-core processors are supported by SAP Business One on the client and server sides.

⁽²⁾ Some add-ons may require additional memory; for specific requirements, contact your solution provider.

Recommendation

Memory consumption for add-ons can be significantly reduced by using the connection interface which was provided with SDK 2007 A.

2.2 Minimum Hardware Requirements for the Integration Component 1.0 for SAP Business One

Integration Component	1.0
Memory	Database system 2 GB Operating system 1 GB Integration component 1 GB [¶]

2.2.1 Footnotes

[¶] When using a 64-bit operating system, the default value for the integration component for SAP Business One is set to 2 GB.

2.3 RAM Requirements for SAP Add-Ons

Add-On	9.0 / 9.1 / 9.2 / 9.3 / 10.0
BTHF	No longer supported
Copy Express	Merged into the SAP Business One application
DATEV	25 MB ~ 70 MB ⁽¹⁾
ELSTER	30 MB ~ 50 MB ⁽¹⁾
Fixed Assets	Merged into the SAP Business One application
Format Definition	30 MB ~ 150 MB ⁽¹⁾
Intercompany Integration Solution	Consult the Intercompany Integration Solution sizing guide for more information on hardware and running the Intercompany Integration Solution.
Intrastat	Merged into the SAP Business One application
Outlook Integration	25 MB ~ 70 MB ⁽¹⁾
Payment Engine (including Cash & Bank)	110 MB ~ 130 MB ⁽¹⁾
XL Reporter	No longer supported ⁽²⁾

2.3.1 Footnotes

⁽¹⁾ Use *Multiple Add-On Mechanism* to share a DI connection through UI API.

⁽²⁾ Read SAP Note [1787431](#) – *Central Note for SAP Business One XL Reporter* for more information.

2.4 RAM Requirements for Web Client and Service Layer

Component	10.0
Web Client ^①	6 GB (minimum)
Service Layer ^①	2 GB (minimum)

2.4.1 Footnotes

^① The actual RAM size depends on the number of concurrent users. For the sizing tool for Web Client for SAP Business One, version for SAP HANA, refer to [Sizing Tool for Web Client for SAP Business One, version for SAP HANA](#).

2.5 Hardware Requirements for Hosted Environments

2.5.1 RAM Requirements

Citrix XenApp Edition or *Windows Terminal Services* (WTS) hardware requirements are stipulated by the manufacturer.

Recommendation

For WAN connections, use the *Remote Desktop Protocol* (RDP).

For each concurrent user:

- SAP Business One application – 1 GB
- Citrix or WTS Client Sessions – For recommended requirements, refer to manufacturer documentation.
- For other applications like partner add-ons or e-mail clients, contact your solution provider for the recommended requirements.

Example:

Your system is required to run:

- Microsoft Windows Server and Citrix Server – 8 GB
 - For details, refer to the Microsoft Windows system requirements and the respective Citrix document.
- 10 SAP Business One concurrent users
- Citrix session and partner add-on use – 0.25 GB per concurrent users

Calculate the required memory as follows:

- Each concurrent user requires **1 GB** for SAP Business One + **0.25 GB** for Citrix session and partner add-ons = **1.25 GB**
- Total memory required is **8 GB** for Windows and Citrix server + 10 concurrent users x **1.25 GB** for each user = **20.5 GB**

2.5.2 Processor and Network Bandwidth

Processors:

- Each physical CPU core can support 5–8 SAP Business One concurrent users, which depends on actual CPU performance.
- In a virtualized environment, each virtual CPU can support fewer than five SAP Business One concurrent users.
 - Contact your solution provider for configuration details.

If, for example, other applications with a high transaction volume or long reports are executed, contact your solution provider for the recommended requirements.

Additional CPUs are required for third-party add-ons, format search and other extensions which consume CPU resources. For partner- or project-specific customization and extensions, the CPU consumption needs to be figured out through partner testing.

For CPU overcommitted cloud environments, run benchmark tools to determine the true CPU performance.

Network bandwidth for SAP Business One:

- Each concurrent user who is accessing Citrix or WTS sessions via WAN requires 0.5 Mbps external bandwidth.

Example:

For 32 concurrent users, an external bandwidth of 16 Mbps is required.

Network latency, screen resolution and other factors may impact Citrix or WTS sessions. Contact your solution provider for configuration details.

Latency and bandwidth requirements for SAP Business One:

- All SAP Business One components must be installed on the “same LAN” (local area network). Placing client and server in two different locations (e.g. VPN) has an impact on the performance of SAP Business One. Thus, latency should be as low as possible (< 1 ms).

“Same LAN” means:

- Sufficient bandwidth > 100M
- Small latency < 1 ms
- Same WINS server
- Same local DNS server, if configured
- Same AD server, if AD is being used

Network requirements for SAP HANA system replication scenarios:

- Refer to the [SAP Help Portal](#) for details on the network requirements such as bandwidth and latency, for SAP HANA system replication scenarios.

2.6 Additional System Requirements

2.6.1 Software Requirements – Server

Microsoft Internet Explorer 8.0 or higher
Microsoft Data Access Components 2.6 (MDAC) or higher

Note

As stipulated by Microsoft, beginning on January 12, 2016, only the most current version of Internet Explorer available for a supported operating system receives technical support and security updates.

2.6.2 Software Requirements – Client

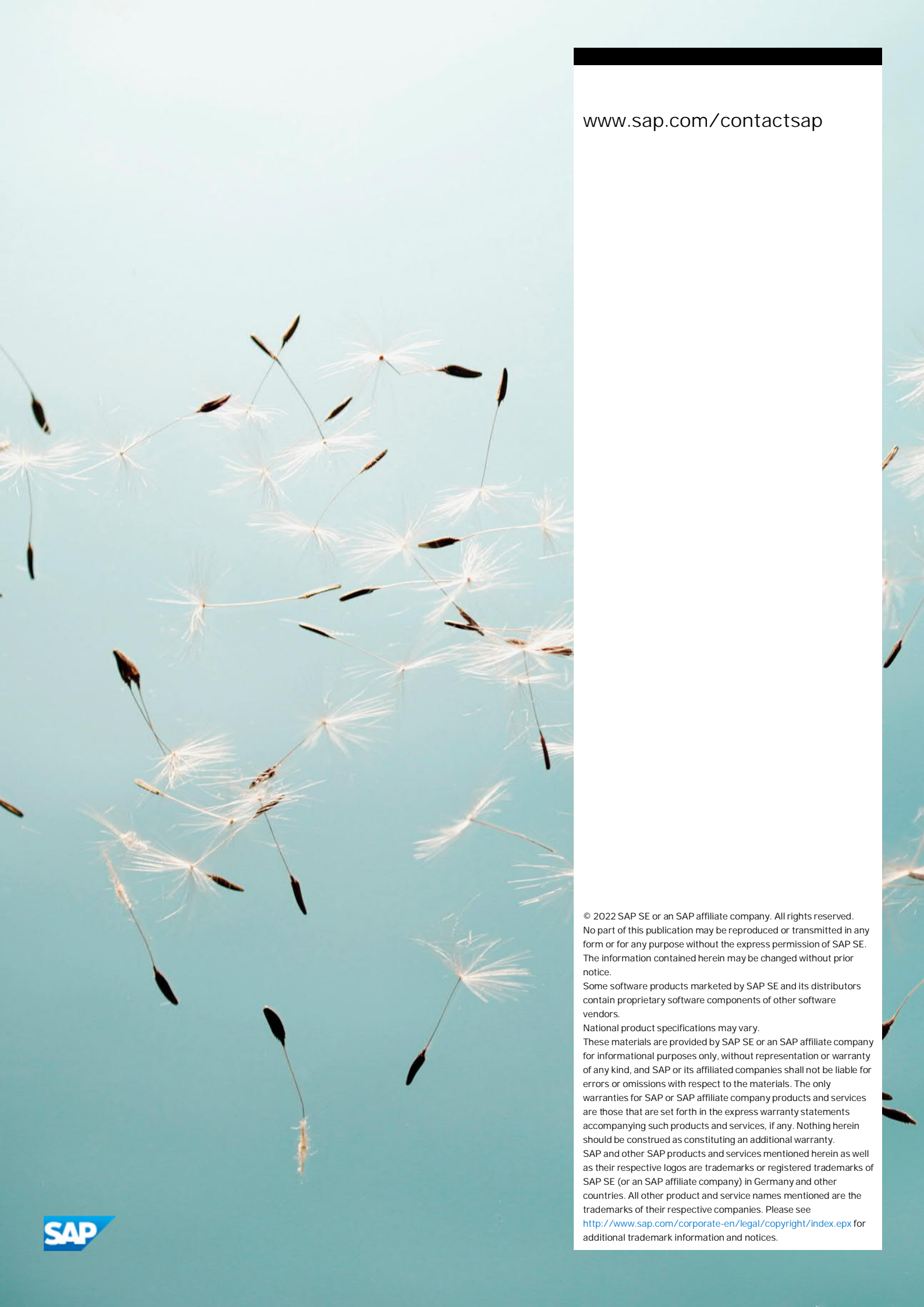
Microsoft Internet Explorer 8.0 or higher
Microsoft Data Access Components 2.6 (MDAC) or higher

Note

As stipulated by Microsoft, beginning on January 12, 2016, only the most current version of Internet Explorer available for a supported operating system receives technical support and security updates.

Note

To send faxes from SAP Business One, it is recommended to install [Microsoft Fax Services](#). [Symantec WinFax Pro 10.0](#) is no longer supported by Symantec but can be used with SAP Business One already installed.



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