

Sage ERP Accpac Online

Mac Resource Guide

Thank you for choosing Sage ERP Accpac Online. This Resource Guide will provide important information and instructions on how you can get started using your Mac computer. Use this guide in conjunction with the [Sage ERP Accpac Online Resource Guide](#) to gain tips and find answers to common questions that will help you fully utilize the benefits of Sage ERP Accpac Online.

Links:

- Sage ERP Accpac Online Resource Guide
 - <http://www.sageaccpaonline.com/asp/SageERPAccpacOnlineResourceGuide.pdf>
- Sage ERP Accpac Online Logon Page
 - <http://www.sageaccpaonline.com/logon/logon.aspx>

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Getting Started with Sage ERP Accpac Online on Mac...

Requirements

Sage ERP Accpac Online has been tested with the following:

- Mac OS X 10.5.7 and Mac OS X 10.5.8
- Processor: 2.4GHZ Intel Core 2 Duo
- Memory: 2GB 667MHZ DDR2 SDRAM
- Citrix Online Plugin for Mac Version 11.0 (Citrix client)

Specifications meeting or exceeding these requirements are recommended.

Important Considerations

1. Sage CRM is not supported on the Mac platform and is recommended to be run on Internet Explorer for PC for optimal performance.
2. Mac keyboards lack the *Insert* key which is used in Accpac for adding new lines to lists. On a keyboard with a number pad, with Num lock OFF, the “0” button will act as the *Insert* key.



Installing the Citrix Client for Mac and Logging in to Sage ERP Accpac Online

The Citrix Client for Mac can be downloaded from the Sage Accpac Online Logon Page:

<http://www.sageaccpaonline.com/logon/logon.aspx>

The link is located under “Related Links” and is called:

[Download the Citrix ICA Client for Mac](#)

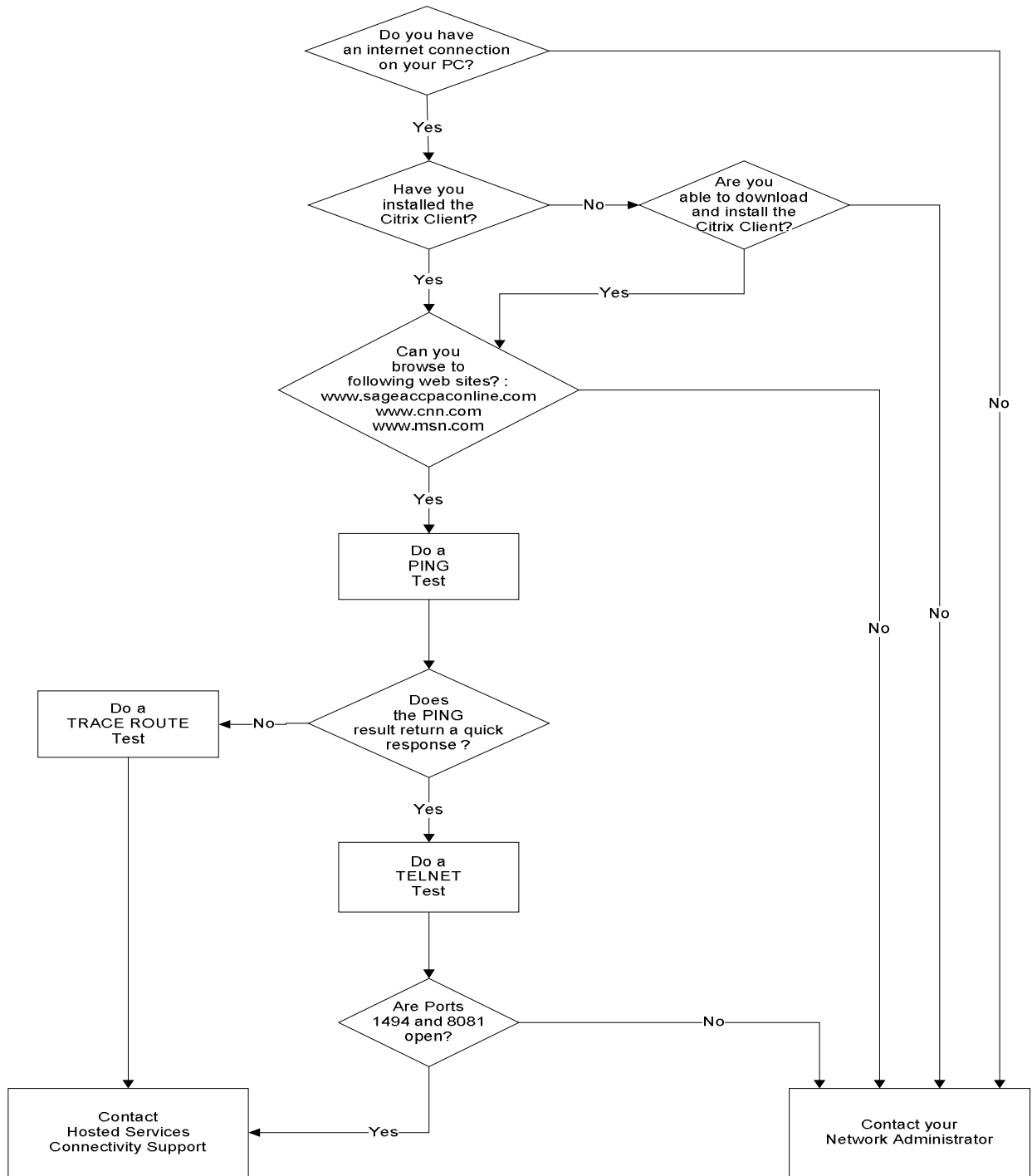
Download the client and run the install.

The screenshot shows the Sage ERP Accpac Online website. At the top, there are navigation links for HOME, CONTACT US, and SITE MAP. The main header features the Sage ERP Accpac Online logo and the tagline 'On-Demand Business Management Solutions'. Below this is a navigation bar with buttons for PRODUCTS, SUPPORT AND SERVICES, SUBSCRIBE, and LOG ON. A banner image shows three people working in an office. The 'Latest Updates' section includes a 'Client Log On' link and a message about selecting the correct Sage Accpac Online ERP version. A dropdown menu for ERP versions is open, showing options for ERP 5.6, ERP 5.5, ERP 5.4, and Demo. Under 'Sage Accpac Online ERP', there are links for 'Sage Accpac Online ERP V 5.6 NEW!', 'Sage Accpac Online ERP Simplified Chinese V 5.6', and 'Forgot your password?'. A 'Sage Accpac Online' sidebar contains 'Subscribe Now' and 'Request Info' buttons. The 'Related Links' section includes 'Download the Citrix ICA Client for PC', 'Download the Citrix ICA Client for Mac' (highlighted with a red box), and 'Sage Accpac Online'.

After the Citrix client has been installed, you can access Sage ERP Accpac Online through our [website](#) as you would for PC users. Please refer to page 9 of the [Sage ERP Accpac Online Resource Guide](#) for more details.

Troubleshooting Connectivity Problems – from your site to Sage ERP Accpac Online

If you are attempting to logon to the Sage ERP Accpac Online Servers and find that you are not successful, please do the following steps in determining the source of the connection problem.



Step 1 - Have you installed the Citrix Client?

Please refer to the Installation of the Citrix Client section of this document.

Step 2 - Can you browse on the Internet?

In order to determine your network is allowing you to connect to the internet, logon to any of the following websites:

www.sageaccpaonline.com

www.msn.com

www.cnn.com

If your machine is on your office's LAN (Local Area Network), this will determine if your machine is allowed to have access to the Internet.

If you find you are able to logon to any of the above link web sites, proceed to Step 3.

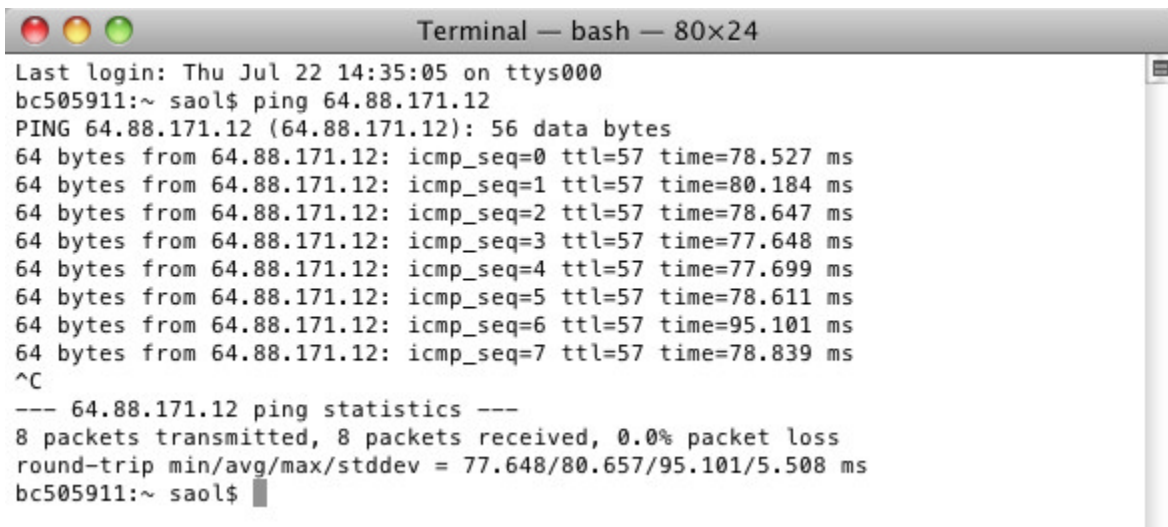
Step 3 - Are there some restrictions on your Internet Connection?

Here are some simple utilities that you can run on your local computer to determine if there are some restrictions in your internal network or delays on the Internet.

Ping Utility – For Connectivity to the Sage Accpac Online Data Centre

The ping utility is another diagnostic for checking connectivity to our servers.

- Access the Mac Terminal under your Mac Applications->Utilities
- Type: **ping 64.88.171.12**
- Press the Enter/Return key



```
Terminal — bash — 80x24
Last login: Thu Jul 22 14:35:05 on ttys000
bc505911:~ saol$ ping 64.88.171.12
PING 64.88.171.12 (64.88.171.12): 56 data bytes
64 bytes from 64.88.171.12: icmp_seq=0 ttl=57 time=78.527 ms
64 bytes from 64.88.171.12: icmp_seq=1 ttl=57 time=80.184 ms
64 bytes from 64.88.171.12: icmp_seq=2 ttl=57 time=78.647 ms
64 bytes from 64.88.171.12: icmp_seq=3 ttl=57 time=77.648 ms
64 bytes from 64.88.171.12: icmp_seq=4 ttl=57 time=77.699 ms
64 bytes from 64.88.171.12: icmp_seq=5 ttl=57 time=78.611 ms
64 bytes from 64.88.171.12: icmp_seq=6 ttl=57 time=95.101 ms
64 bytes from 64.88.171.12: icmp_seq=7 ttl=57 time=78.839 ms
^C
--- 64.88.171.12 ping statistics ---
8 packets transmitted, 8 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 77.648/80.657/95.101/5.508 ms
bc505911:~ saol$
```

Ping Explained...

Eight packets were sent out with each being 32 bytes in size. In the above example, all eight returned, but if one had not, a request timed out message would appear. So the percentage of packets lost was 0%. Eight times were recorded (fastest 77.648ms, slowest 95.101ms) so the average transfer rate was 80.657ms.

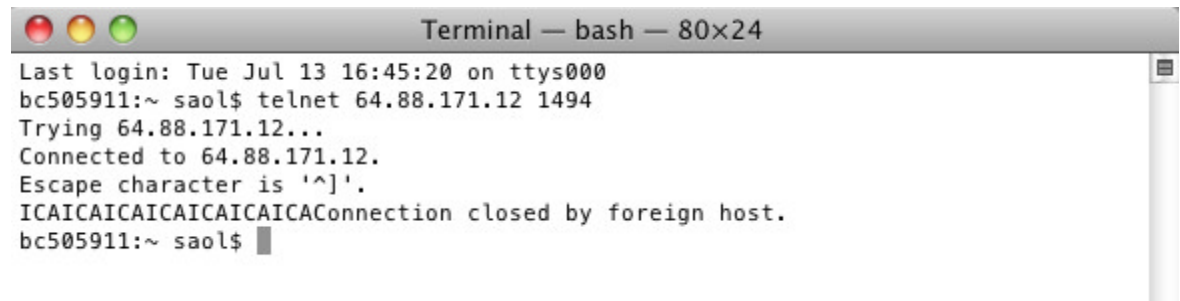
During a normal transmission of information, if packets get lost then a message is sent back to the originator and the originator's program sends another packet out.

TTL stands for Time To Live. Each packet is given a number from 0 to 254 when it is sent out. Each router it encounters along the way reduces this number by 1 and sends the packet on its way. If the packet encounters more routers than its original number was set to, that router discards the packet. This TTL number prevents lost packets from roaming the Internet indefinitely.

Telnet – For Testing Ports 1494 and 8081 are opened on your Firewall

- Access the Mac Terminal under your Mac Applications->Utilities
- Type: **telnet 64.88.171.12 1494**

Press the Enter/Return key.



```

Terminal — bash — 80x24
Last login: Tue Jul 13 16:45:20 on ttys000
bc505911:~ saol$ telnet 64.88.171.12 1494
Trying 64.88.171.12...
Connected to 64.88.171.12.
Escape character is '^]'.
ICAICAICAICAICAICAICAConnection closed by foreign host.
bc505911:~ saol$

```

A response of “ICA” response verifies that Port 1494 is open (and required) for your machine to use for establishing Citrix sessions. If you do not see an “ICA” result, please contact your Network Administrator.

Perform the same test for Port 8081.

- Type: **telnet 64.88.171.12 8081**

Press the Enter/Return key.

Verify the “ICA” response. If you do not see an “ICA” result, please contact your Network Administrator.

Telnet, Ports and Firewalls Explained...

Telnet, which stands for “Telecommunications Network”, is a protocol that provides a way for users (or clients) to connect to other users via servers on the Internet, this could be in the next building or around the other side of the world. In most cases, users use Telnet to communicate with a remote login service.

Telnet is a text-based way of connecting to other computers and networks. It is one of the oldest forms of the Internet. When you telnet to another computer, it is like you are using a terminal of that system. Telnet is typically used with Unix-oriented systems but is also available on Windows 9X, NT, 2000, XP, 2003, Vista, 2008, 7 and Mac OS.

Telnet operates in a client/server environment in which one host (the computer you are using, running Client (User) Telnet) negotiates opening a session on another computer (the remote host, running Server Telnet). During the behind-the-scenes negotiation process, the two computers agree on the parameters governing the session. One of the first things they decide is the terminal type to be used -- in general, a line-by-line network virtual terminal, for simplicity's sake. Virtual terminal, in this context, refers to a set of terminal characteristics and sequences that both sides of a network connection agree to use to transmit data from terminals across the network, regardless of the terminal used.

Port Numbers

In TCP/IP and UDP networks, a port is an endpoint to a logical connection and the way a client program specifies a specific server program on a computer in a network. Some ports have numbers that are preassigned to them by the IANA (*Internet Assigned Numbers Authority*, an organization working under the auspices of the Internet Architecture Board (IAB) that is responsible for assigning new Internet-wide IP addresses) and these are known as well-known ports (specified in **R**equest **F**or **C**omment Article RFC 1700). Port numbers range from 0 to 65536, but only ports numbers 0 to 1024 are reserved for privileged services and designated as well-known ports.

This short list of a few well-known port numbers specifies the port used by the server process as its contact port.

Description	Port Number
FTP	21
Telnet	23
<i>SMTP (Simple Mail Transfer Protocol)</i>	25
HTTP	80
POP3	110
ICA -TCP	1494
<i>Citrix XML Service</i>	8081

Your Network Administrator needs to configure your office Firewall to allow TCP Destination port 1494 and 8081 to pass through with a source port range of 1024 to 65535. Your network administrator should also define TCP port 2598 to pass through for session reliability.

Firewalls

A **firewall** protects a computer network from unauthorized access. Firewalls may be hardware devices (such as a router or server), software programs, or a combination of the two. A firewall typically guards an internal network against malicious access from the outside; however, firewalls may also be configured to limit access to the outside from internal users.

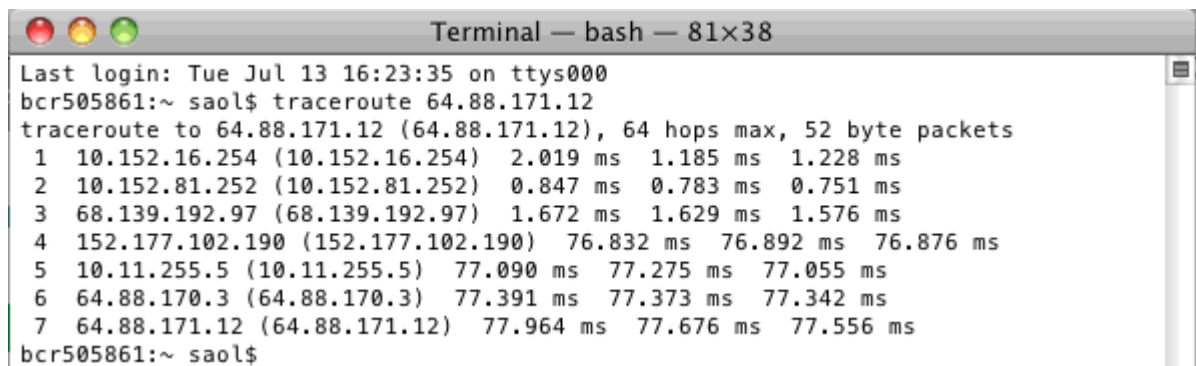
Perhaps the most familiar form of Internet firewall is a proxy server. Proxy servers act as an intermediary between internal and external computers by receiving and selectively blocking data packets at the network boundary. These firewalls also provide an extra measure of safety by hiding internal LAN addresses from the outside. In a proxy server firewall environment, network requests from multiple clients appear to the outsider as all coming from the same proxy server address.

Trace Route – For Testing the Connection Path over the Internet

Trace route is a diagnostic that will trace the path your computer takes to connect to the Sage ERP Accpac Online servers via the Internet. The results are shown as the number of “hops” and the time for each hop to the destination. The results will vary depending on the traffic congestion on the Internet at the time you’re running this trace route. The routers on the Internet - neither your ISP nor Sage ERP Accpac Online, control the path taken to transfer the data. Because this is done automatically, you can run the trace route from your machine at different times and can possibly get completely different paths to our servers. A fast connection would show results with few hops and hop times of less than 300 milliseconds. A slow connection will be shown by hops with greater hop times and in some cases, a “time out.”

- Access the Mac Terminal under your Mac Applications->Utilities
- Type: **tracert 64.88.171.12**
- Press the Enter key

The results of this Trace Route Utility will look something like this:



```

Terminal — bash — 81x38
Last login: Tue Jul 13 16:23:35 on ttys000
bcr505861:~ saol$ tracert 64.88.171.12
tracert to 64.88.171.12 (64.88.171.12), 64 hops max, 52 byte packets
 1  10.152.16.254 (10.152.16.254)  2.019 ms  1.185 ms  1.228 ms
 2  10.152.81.252 (10.152.81.252)  0.847 ms  0.783 ms  0.751 ms
 3  68.139.192.97 (68.139.192.97)  1.672 ms  1.629 ms  1.576 ms
 4  152.177.102.190 (152.177.102.190)  76.832 ms  76.892 ms  76.876 ms
 5  10.11.255.5 (10.11.255.5)  77.090 ms  77.275 ms  77.055 ms
 6  64.88.170.3 (64.88.170.3)  77.391 ms  77.373 ms  77.342 ms
 7  64.88.171.12 (64.88.171.12)  77.964 ms  77.676 ms  77.556 ms
bcr505861:~ saol$

```

The Route Explained...

The trace began at the #1 router and finished when it reached the #7 router. On the first line, after the IP address, the three numbers ending in "ms" (milliseconds) are three random times it took for that server to return the packet. The average time it took for the packet to get from point 1 to point 7 is the average of the three times on line 7. *Don't take* the sum of all the average times returned by each node in an attempt to arrive at a total return time. That's not how it works. Each return trip time is an independent measure and is a reflection of the time it took the packet to leave your computer and get to the respective node and back again.

The next set of letters is a variation of the URL (address) of the respective router.

Hops

Line 1 is the first IP from where the trace is being run. Line 2 is still going through the network of the first ISP before it hops through to Line 3, a router on a different ISP. A hop can be thought of as a host's or ISP's routers or servers (computers, nodes). Lines 3 and 4 are hops through different routers belonging to different ISPs leading to Line 5, a router on the Sage network and Line 6, the router into our data center before reaching our servers. Finally, Line 7 is our server with an external IP address of 64.88.171.12.

Faster Than A Speeding Bullet

You may see some abbreviations such as HSSI, which refers to a High Speed Serial Interface. This maintains connections up to 52 mbps (comparable to a T3). If you see OC-3 or ATM in these lines, you know this is a major backbone provider as these types of connections transmit data at 155 mbps. If you don't see any of these, don't worry about it because the type of connection and route description is not always listed. If it is, it's just one more piece of helpful information.

Take note of how many hops a packet takes through the same host and how many hosts in total the packets had to travel through. In our example above the packets went through 4 distinct hosts or ISP's.

Trace Summary

- Line 1 - Internal Local Computer's IP
- Line 2 - Router within the network of origin ISP
- Line 3 - 4 - Routers belonging to new ISPs
- Line 5 - Router leading into the Sage Network
- Line 6 - Sage Accpac Online Router
- Line 7 - the Sage Accpac Online Server

Printers, Macs, and Sage ERP Accpac Online

Question

What should I do when I cannot see my printer within the remote session? Or I want to add a new printer? Or when my reports are not printing out properly via my remote session?

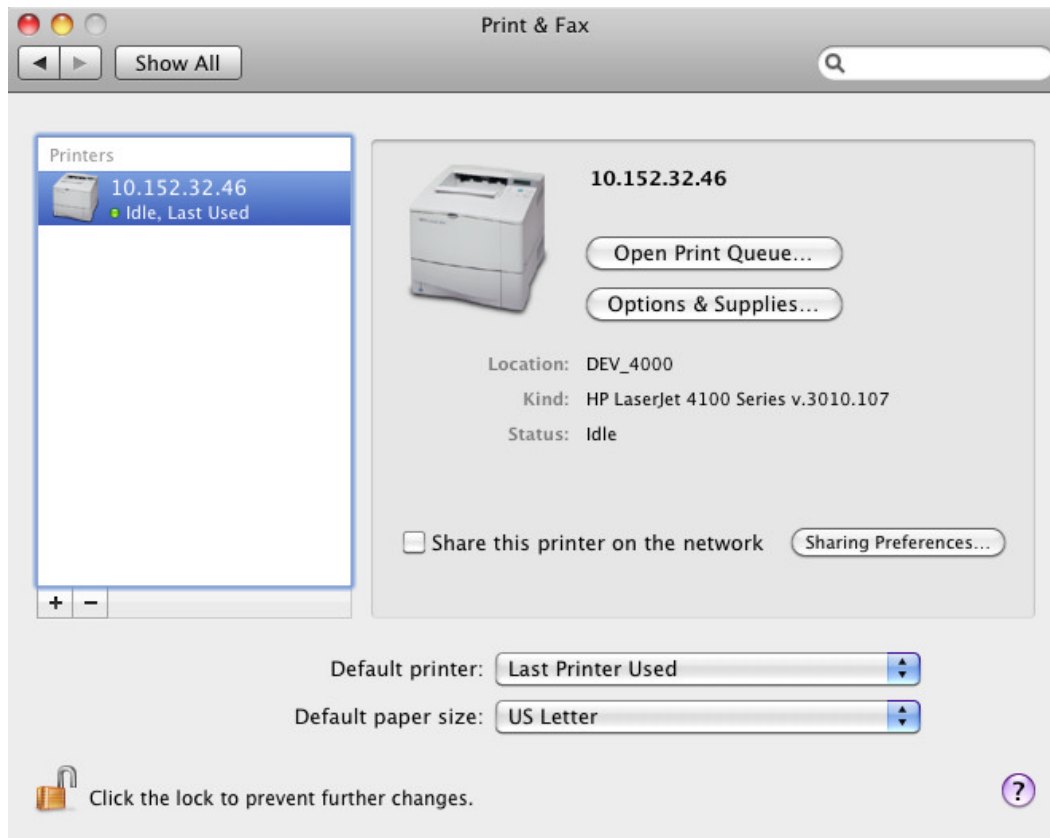
Answer

Generally, your printer will automatically be mapped to the Citrix Universal printer Driver or a Native Windows 2003 compatible driver. In some cases, your printer driver may be newer than the one on the Windows 2003 default printer driver list and you will not see the printer appear on your remote session. If this is the case, please contact Sage ERP Accpac Online Connectivity Support at 877-223-4828 [outside North America (604) 207-8653] or email support.accpaonline@sage.com so that we can substitute a standard printer driver that will emulate your local printer.

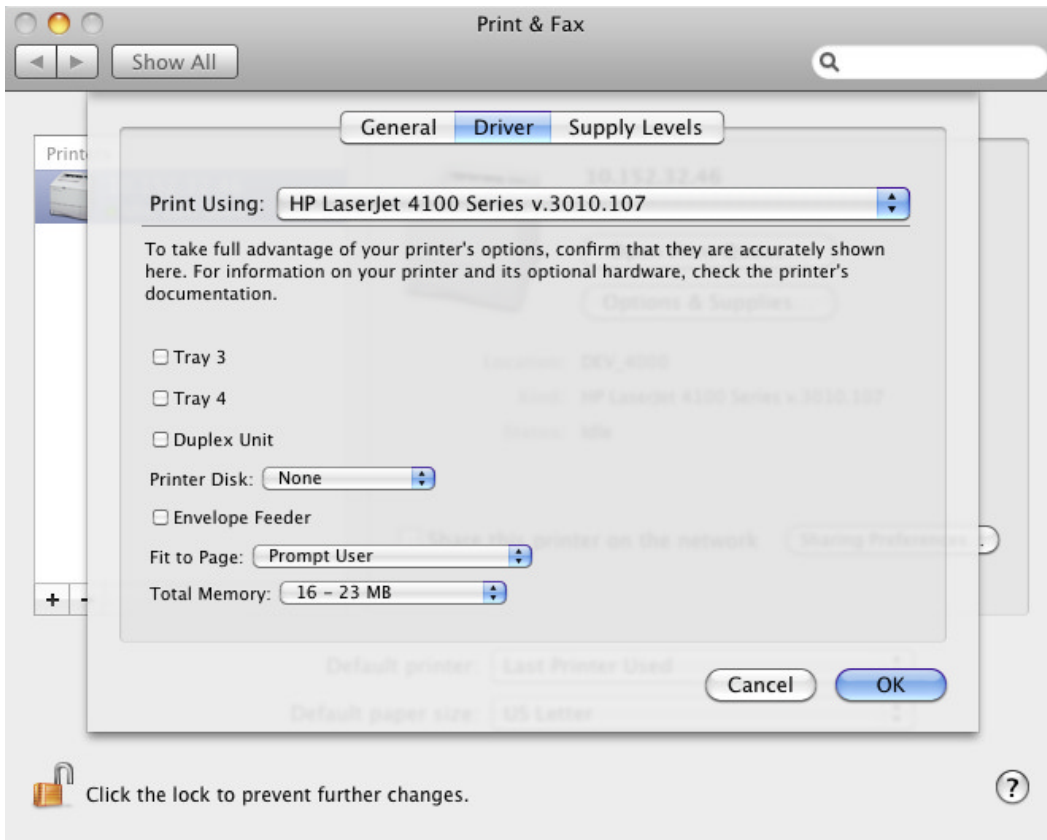
It will be helpful to provide all of the details and screen shots of the printer settings on your local Mac. You can find this information from System Preferences->Print & Fax.

Mac OS X 10.5.7 Example shown below.

Select a printer from the list on the left.



Click on the “Options & Supplies...” button and navigate to the “Driver” tab to retrieve more information about the printer.



Important Contact Information

Login page: <http://www.sageaccpaonline.com/logon>

General, Subscription and Billing Inquiries: admin.accpaonline@sage.com

Technical and Administrative Inquiries: support.accpaonline@sage.com

Sage ERP Accpac Online 24 x 7 Connectivity Support:

In North America (toll free): 1-877-223-4828

Outside North America: 1 + (country access code) + 604-207-8653

Sage ERP Accpac Customer Support:

In North America (toll free): 1-800-223-4828

Email: aisupport1@accpac.com or aisupport3@accpac.com