

VPN with Sage 300

Products

Sage 300 CRE

Country

North America

Description

Can I use VPN with Sage 300 Sage 300 Construction and Real Estate (CRE) or Sage Estimating applications?

Applications seems slow to open.

How do I access Sage 300 CRE or Sage Estimating applications remotely?

How do I access Sage 300 CRE or Sage Estimating applications through a Wide Area Network or WAN?

Resolution

Unfortunately sage does not have a cloud option for this product

When using a VPN:

1. **Never:**

Use your **Sage Software** on your **Home Machine** while using a **VPN** to access **Remote Network Sage Data**.

Delays or Disconnects over a VPN from your Home Machine can corrupt your Sage Data

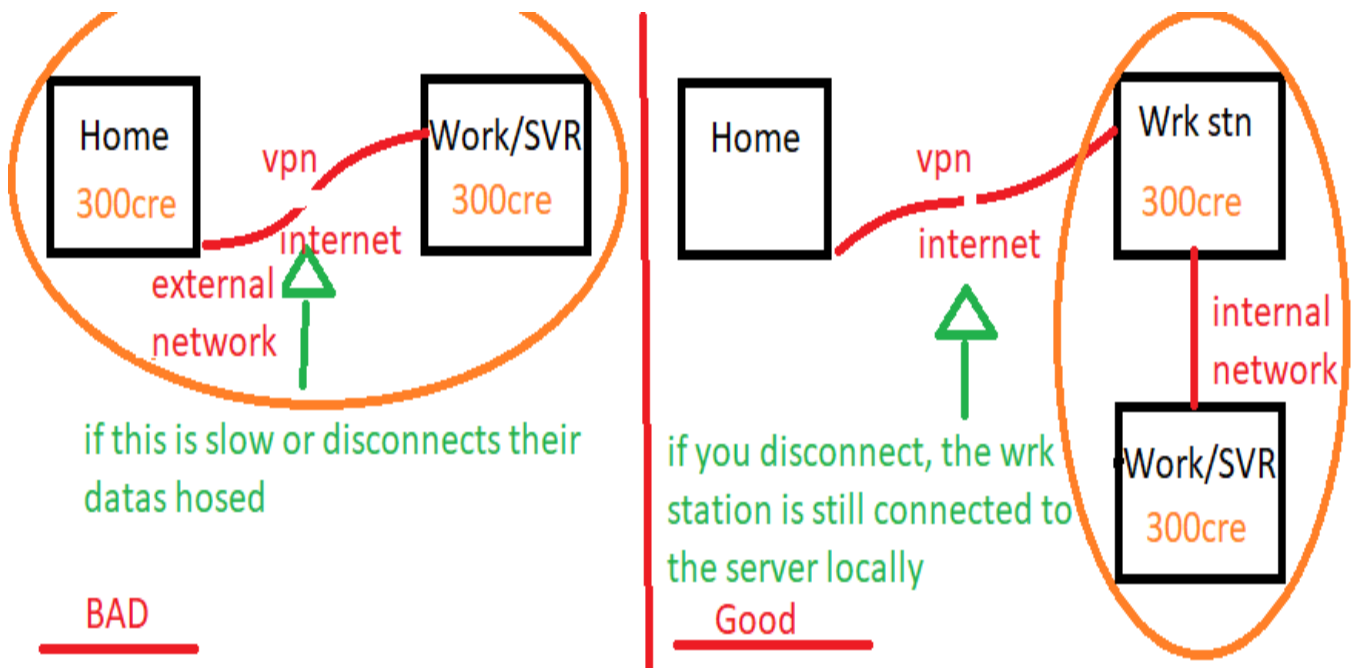
2. **Always:**

Use your **Home Machine** to **VPN** to a **Remote Machine** with **Sage Software** to access **Local Network Sage Data**.

Delays or Disconnects over a VPN to a Remote Machine dont affect its Local Connection your Sage Data

3. **Note:**

The Pervasive/Actian Database that Sage uses is not meant be used outside a Local Network or Domain.



1. **3rd party Hosting Providers** like **TrapOnline/Swizznet/Citrix** that host your data on their servers. They allow you to Remotely Access a Terminal or Application from their servers that have the Sage Software installed.
(They use "**Remote Application Hosting**", "**Citrix Xen App**" or "**Terminal Services**")
 - **Pro's:** Managed Services, Knowledgeable Staff, Network Security/Redundancy, Current Software/Hardware
 - **Con's:** Higher Cost, Limited Access to your Server/Data, Setup Time, Time to implement new changes
2. **3rd party Programs** like **GoToMyPC/TeamViewer/LogMeIn** Applications
They allow you to Remotely take over a machine, but typically does not allow others to use that machine while your connected.
 - **Pro's:** Lower Cost, Almost no Setup Time
 - **Con's:** Machine has to be online, Single User Access
3. **Unfortunently**
Sage cannot recommend any one Program or Service and we do not support these methods

Q. How do i get sage support if we do not Troubleshoot/Support these methods

A. We troubleshoot the problem locally, typically with the IT, then we have the remote user test to see if the problems resolved.

Most common issues with these setups

- Network Printer(Slowness, Inaccessible)
- Window positions, size, offscreen (HKEY_CURRENT_USER\Software\Timberline)
- Network Shares/Permissions (Desktop\Common Tasks\File\Company Settings\File locations)
- How it was Installed (HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Timberline\General)

Category

Data and database

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