



The following is an overview of current compatibility between the offerings of the GoldMine family of products. Information for unreleased products is subject to change. FrontRange Solutions does not support any application/operating system that is in BETA or has not been thoroughly tested by Quality Assurance. This document will be updated with information as available. Contact FrontRange Support Services for additional details.

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## Key

|   |  |
|---|--|
| C | Has been fully tested by Quality Assurance (QA) and indicates <b>C</b> ompatibility (Supported)                          |
| I | Has been fully tested by QA and indicates that it can be <b>I</b> ntegrated (Supported)                                  |
| W | Has <b>not</b> been fully tested by QA for compatibility and/or integration, but <b>W</b> orks (Supported <sup>1</sup> ) |
| N | Has been tested by QA for compatibility and/or integration, but is <b>N</b> OT supported due to test results             |
| T | Has <b>not</b> been tested by QA; is currently <b>NOI</b> supported due to lack of testing                               |
| - | Not applicable/Not Available (Not Supported)   |

# Compatibility Matrix

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| GM 5.7 | GMSM 2002 (MR2) | GM 6.0 | GM 6.5 | GM 6.6 | GM 6.7 | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|--------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|
|--------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|

## Products<sup>2</sup>

|   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|
| GoldMine 5.7 (Business Contact Manager) | C | - | - | - | - | - | - | - | - | - |
| GMSM 2002 (MR2)                         | - | C | - | - | - | - | C | C | C | C |
| GoldMine 6.0 <sup>3</sup>               | - | - | C | - | - | - | C | C | - | C |
| GoldMine 6.5 <sup>4</sup>               | - | - | - | C | - | - | C | C | - | C |
| GoldMine 6.6                            | - | - | - | - | C | - | C | C | - | C |
| GoldMine 6.7                            | - | - | - | - | - | C | C | C | - | C |
| HEAT 7.0                                | - | C | C | C |   |   | C | - | - | - |
| HEAT 8.0                                | - | C | C | C |   |   | - | C | - | - |

## Synchronization

|   |   |   |                |                |                |                |   |   |   |   |
|---|---|---|----------------|----------------|----------------|----------------|---|---|---|---|
| GoldMine 5.7 (Business Contact Manager) | C | - | -              | -              | -              | -              | - | - | - | - |
| GMSM 2002 (MR2)                         | - | C | -              | -              | -              | -              | - | - | - | - |
| GoldMine 6.0                            | - | - | C <sup>5</sup> | -              | -              | -              | - | - | - | - |
| GoldMine 6.5                            | - | - | -              | C <sup>6</sup> | -              | -              | - | - | - | - |
| GoldMine 6.6                            | - | - | -              | -              | C <sup>7</sup> | -              | - | - | - | - |
| GoldMine 6.7 <sup>8</sup>               | - | - | -              | -              | -              | C <sup>9</sup> | - | - | - | - |

## Server Operating Systems

|                       |   |   |   |   |   |   |     |     |   |   |
|-----------------------|---|---|---|---|---|---|-----|-----|---|---|
| NetWare <sup>10</sup> | W | W | W | W | W | W | _11 | _12 | - | - |
|-----------------------|---|---|---|---|---|---|-----|-----|---|---|

<sup>2</sup> This document assumes that users are running the most current build of the listed products. Effective December 31, 2002, GoldMine 4.0 (Standard and Enterprise) are no longer supported products.

<sup>3</sup> Includes both Business Contact Manager and Corporate Editions

<sup>4</sup> Includes both GoldMine and Corporate Editions.

<sup>5</sup> Like Editions only. e.g. Corporate Edition can only sync with other Corporate Edition systems.

<sup>6</sup> Ibid.

<sup>7</sup> Ibid.

<sup>8</sup> Applies to GoldMine 6.7 and GoldMine 6.7 Corporate Edition.

<sup>9</sup> Like Editions only. e.g. Corporate Edition can only sync with other Corporate Edition systems.

# Compatibility Matrix

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|                         | GM 5.7 | GMSM 2002 (MR2) | GM 6.0          | GM 6.5          | GM 6.6          | GM 6.7          | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|-------------------------|--------|-----------------|-----------------|-----------------|-----------------|-----------------|----------|----------|---------|---------|
| Windows NT 4.0          | C      | C               | W <sup>13</sup> | W <sup>14</sup> | W <sup>15</sup> | W <sup>16</sup> |          |          | W       | T       |
| Windows 2000            | C      | C               | C               | C               | C               | C               |          |          | C       | C       |
| Windows XP Home         | W      | W               | C               | C               | C               | C               |          |          | W       | T       |
| Windows XP Professional | W      | W               | C               | C               | C               | C               |          |          | W       | W       |
| Windows Server 2003     | T      | T               | T               | C               | C               | C               |          |          | N       | N       |
| Linux <sup>17</sup>     | W      | W               | W               | W               | W               | W               |          |          | N       | N       |

## Service Packs

|                              |   |                 |                 |                 |   |   |  |  |   |   |
|------------------------------|---|-----------------|-----------------|-----------------|---|---|--|--|---|---|
| Windows NT4 SP5              | C | C               | T               | T               | T | T |  |  | N | N |
| Windows NT4 SP6              | C | C               | T               | T               | T | T |  |  | C | N |
| Windows 2000 SP1             | C | C               | C               | C               | C | C |  |  | C | N |
| Windows 2000 SP2             | C | C               | C               | C               | C | C |  |  | C | N |
| Windows 2000 SP3             | C | C               | C               | C               | C | C |  |  | N | C |
| Windows 2000 SP4             | C | C               | C               | C               | C | C |  |  | N | C |
| Windows XP SP1               | T | T               | C               | C               | C | C |  |  | T | W |
| Windows XP SP2 <sup>18</sup> | T | T               | C               | W               | W | C |  |  | T | W |
| MS-SQL 2000 SP3              | - | W <sup>19</sup> | W <sup>20</sup> | W <sup>21</sup> | C | C |  |  | C | C |

<sup>10</sup> Novell Client32 Drivers are not supported by the FRS Support Services Team. The Microsoft Client for Netware is required to receive support. Please refer to Factsback #348 for more details <ftp://ftp.goldmine.com/public/faxback/tech/348.zip>

<sup>11</sup> Refer to HEAT Compatibility Matrix for further details on HEAT 7.0 and HEAT 8.0. HEAT Compatibility Matrix is accessible here: <http://support.frontrange.com/support/HEAT/8x/CompMatrixHEAT8ClientSvr.pdf>

<sup>12</sup> Ibid

<sup>13</sup> Can only be used as a file server or to host MS-SQL server application and data. Running the GoldMine 6.0 application on a system using Windows NT4 is not supported.

<sup>14</sup> Can only be used as a file server or to host MS-SQL server application and data. Running the GoldMine 6.5 application on a system using Windows NT4 is not supported.

<sup>15</sup> Can only be used as a file server or to host MS-SQL server application and data. Running the GoldMine 6.6 application on a system using Windows NT4 is not supported.

<sup>16</sup> Can only be used as a file server or to host MS-SQL server application and data. Running the GoldMine 6.7 application on a system using Windows NT4 is not supported.

<sup>17</sup> As file server with dBASE databases ONLY, using Samba. Must disable Samba opportunistic locking. Red Hat Linux 5.1 and greater. Mandrake 6.x and greater. OpenLinux 1.3 and greater. SUSE 6.x and greater.

<sup>18</sup> Microsoft Excel link and GoldMine Plus for use with QuickBooks are known to experience difficulties.

<sup>19</sup> Locking problems have been discovered under specific conditions when using SP3 or higher. A version of GoldMine 6.0 and 6.5 that addresses those issues will be available in the near future.

<sup>20</sup> Ibid. Corporate Edition ONLY.

<sup>21</sup> Ibid.

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| GM 5.7 | GMSM 2002 (MR2) | GM 6.0 | GM 6.5 | GM 6.6 | GM 6.7 | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|--------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|
|--------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|

## Network Protocols

|                      |   |   |   |   |   |   |  |   |   |
|----------------------|---|---|---|---|---|---|--|---|---|
| TCP/IP <sup>22</sup> | C | C | C | C | C | C |  | C | C |
| IPX                  | W | W | W | W | W | W |  | W | W |
| NetBEUI              | W | W | W | W | W | W |  | W | W |

## Workstation Operating Systems

|                              |                 |                 |   |   |   |   |  |   |   |
|------------------------------|-----------------|-----------------|---|---|---|---|--|---|---|
| Windows 95                   | C               | C <sup>23</sup> | - | - | W | W |  | C | - |
| Windows 98                   | C               | C <sup>24</sup> | C | C | C | C |  | C | C |
| Windows NT 4.0 <sup>25</sup> | C <sup>26</sup> | C <sup>27</sup> | - | - | - | - |  | C | C |
| Windows ME                   | C               | C               | C | C | C | C |  | C | C |
| Windows 2000                 | C               | C               | C | C | C | C |  | C | C |
| Windows XP Home              | W               | W               | C | C | C | C |  | C | C |
| Windows XP Professional      | W               | W               | C | C | C | C |  | C | C |
| Mac OS 9.x <sup>28</sup>     | -               | -               | - | - | - | - |  | C | C |
| Linux <sup>29</sup>          | -               | -               | - | - | - | - |  | C | C |

## Office Integration

|                |   |   |   |   |   |   |  |   |   |
|----------------|---|---|---|---|---|---|--|---|---|
| Word 95        | - | - | - | - | - | - |  | - | - |
| Word 97        | C | C | C | C | C | C |  | - | C |
| Word 2000      | C | C | C | C | C | C |  | - | C |
| Word 2002 (XP) | C | C | C | C | C | C |  | - | C |

<sup>22</sup> Recommended. Required for GoldMine systems using MS-SQL databases.

<sup>23</sup> Requires IE 5.x

<sup>24</sup> Ibid.

<sup>25</sup> Windows NT 4.0 (All Editions) is not a supported OS for GoldMine 6.0 and higher. It may only be used as a file server or MS-SQL server for GoldMine 6.x.

<sup>26</sup> Version 5.70.30503 is known to experience problems on NT4 and should not be run on NT4 systems.

<sup>27</sup> Requires IE 5.x

<sup>28</sup> Requires Macintosh Runtime for Java 2.2.4 or greater.

<sup>29</sup> Red Hat Linux 7.1

# Compatibility Matrix

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|  | GM 5.7          | GMSM 2002 (MR2) | GM 6.0          | GM 6.5 | GM 6.6 | GM 6.7 | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|--|-----------------|-----------------|-----------------|--------|--------|--------|----------|----------|---------|---------|
| Word 2003  | C               | C               | C               | C      | C      | C      |          |          | -       | C       |
| Excel 97   | -               | -               | -               | -      | -      | -      |          |          | -       | -       |
| Excel 2000   | -               | -               | -               | C      | C      | C      |          |          | -       | -       |
| Excel 2002 (XP)                                    | -               | -               | -               | C      | C      | C      |          |          | -       | -       |
| Excel 2003   | -               | -               | -               | C      | C      | C      |          |          | -       | -       |
| Adobe Acrobat 5.0                                  | C               | C               | C               | C      | C      | C      |          |          | -       | -       |
| Adobe Acrobat 6.0                                  | N               | N               | N               | N      | N      | N      |          |          | -       | -       |
| Intuit QuickBooks Pro/Premier 2002 <sup>30</sup>   | C <sup>31</sup> | C <sup>32</sup> | C <sup>33</sup> | -      | -      | -      |          |          | -       | -       |
| Intuit QuickBooks Pro/Premier 2003 <sup>34</sup>   | -               | -               | C               | C      | C      | C      |          |          | -       | -       |
| Intuit QuickBooks Pro/Premier 2004                 | -               | -               | C               | C      | C      | C      |          |          | -       | -       |
| Intuit QuickBooks Enterprise Edition <sup>35</sup> | -               | -               | C               | C      | C      | C      |          |          | -       | -       |
| Intuit QuickBooks Pro/Premier Canadian Editions    | -               | -               | C               | C      | C      | C      |          |          | -       | -       |

## Workgroup/Team Integration Services

|                                       |   |   |   |   |   |   |  |  |   |   |
|---------------------------------------|---|---|---|---|---|---|--|--|---|---|
| MS Exchange Server 2000 <sup>36</sup> | - | - | C | C | C | C |  |  |   |   |
| MS Exchange Server 2003               | - | - | C | C | C | C |  |  |   |   |
| Outlook 2000                          | C | C | C | C | C | C |  |  | - | - |

<sup>30</sup> US versions ONLY.

<sup>31</sup> Requires GoldMine Plus QuickBooks 1.1

<sup>32</sup> Ibid

<sup>33</sup> Requires GoldMine Plus QuickBooks 1.2

<sup>34</sup> US versions ONLY

<sup>35</sup> All versions (e.g. 2003).

<sup>36</sup> Service Pack 1 or higher recommended.

# Compatibility Matrix

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|                   | GM 5.7 | GMSM 2002 (MR2) | GM 6.0 | GM 6.5 | GM 6.6 | GM 6.7 | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|-------------------|--------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|
| Outlook 2002 (XP) | C      | C               | C      | C      | C      | C      |          |          | -       | -       |
| Outlook 2003      | C      | C               | C      | C      | C      | C      |          |          | -       | -       |

## Import Profiles

|                         |                 |                 |                 |                 |                 |                 |  |  |   |   |
|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|--|--|---|---|
| ACT! <sup>37</sup>      | C <sup>38</sup> | C <sup>39</sup> | C <sup>40</sup> | C <sup>41</sup> | C <sup>42</sup> | C <sup>43</sup> |  |  | - | - |
| Maximizer <sup>44</sup> | C               | C               | C               | C               | C               | C               |  |  | - | - |
| Organizer 2.x           | W               | W               | W               | W               | W               | W               |  |  | - | - |
| Organizer 6.0           | -               | -               | -               | C               | C               | C               |  |  | - | - |
| Outlook 98              | -               | -               | -               | C               | C               | C               |  |  | - | - |
| Outlook 2000            | -               | -               | -               | C               | C               | C               |  |  | - | - |
| Outlook 2002 (XP)       | -               | -               | -               | C               | C               | C               |  |  | - | - |
| Outlook 2003            | -               | -               | -               | C               | C               | C               |  |  | - | - |

## Industry Specific Integrations<sup>45</sup>

|                            |   |   |   |   |   |   |  |  |   |   |
|----------------------------|---|---|---|---|---|---|--|--|---|---|
| dbCAMS+                    | W | W | W | - | - | - |  |  | - | - |
| Genesis 2000 <sup>46</sup> | W | W | W | T | - | - |  |  | - | - |
| Calyx Point <sup>47</sup>  | W | W | W | T | - | - |  |  | - | - |

## Database Management Systems<sup>48</sup>

|            |   |   |   |   |   |   |  |  |   |   |
|------------|---|---|---|---|---|---|--|--|---|---|
| MS SQL 6.5 | - | - | - | - | - | - |  |  | - | - |
|------------|---|---|---|---|---|---|--|--|---|---|

<sup>37</sup> Import profile supports versions 3, 4 and 5 (aka 2000). ACT! 6.0 imports should be performed via the ACT! Conversion feature. ACT! 2005 is not currently supported.

<sup>38</sup> ACT! 6.0 users should use third-party utility CRM Switch to import ACT! data into GoldMine. Details on CRM Switch are available at <http://www.teamima.com>

<sup>39</sup> Ibid

<sup>40</sup> ACT! 6.0 import requires 6.00.30503 or higher.

<sup>41</sup> Ibid

<sup>42</sup> Ibid

<sup>43</sup> Ibid

<sup>44</sup> Versions 5 and 6 only. Version 7 and higher have not been tested for compatibility.

<sup>45</sup> Support of these applications currently being transitioned to Agentwerks LLC ([www.agentwerks.com](http://www.agentwerks.com)).

<sup>46</sup> Can be used on MS-SQL based systems if the installation and necessary database modifications for the integration are made while data is in dBASE format. The database can then be re-hosted to MS-SQL after the necessary rebuild is executed successfully.

<sup>47</sup> Ibid

<sup>48</sup> Only supported vendors are listed.

# Compatibility Matrix

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|             | GM 5.7 | GMSM 2002 (MR2) | GM 6.0 | GM 6.5 | GM 6.6 | GM 6.7 | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|-------------|--------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|
| MS SQL 7.0  | C      | C               | C      | C      | C      | C      |          |          | C       | C       |
| MS SQL 2000 | C      | C               | C      | C      | C      | C      |          |          | C       | C       |

## Reporting

|                                   |   |   |   |   |   |   |  |  |   |   |
|-----------------------------------|---|---|---|---|---|---|--|--|---|---|
| Crystal Reports 7                 | C | C | - | - | T | T |  |  | - | - |
| Crystal Reports 8.x <sup>49</sup> | W | W | C | - | W | W |  |  | - | - |
| Crystal Reports 9 <sup>50</sup>   | - | - | - | C | C | C |  |  | - | - |

## E-mail

|                                |   |   |   |   |   |   |  |  |   |   |
|--------------------------------|---|---|---|---|---|---|--|--|---|---|
| MS Outlook Express             | - | - | - | - | - | - |  |  | - | - |
| MS Outlook 97                  | - | - | - | - | - | - |  |  | - | - |
| MS Outlook 98                  | C | C | C | C | C | C |  |  | - | - |
| MS Outlook 2000                | C | C | C | C | C | C |  |  | - | - |
| MS Outlook 2002 (XP)           | C | C | C | C | C | C |  |  | - | - |
| MS Outlook 2003 <sup>51</sup>  | W | W | C | C | C | C |  |  | - | - |
| MS Exchange 5.5 <sup>52</sup>  | C | C | C | C | C | C |  |  | - | - |
| MS Exchange 2000 <sup>53</sup> | C | C | C | C | C | C |  |  | - | - |
| Lotus Notes 5.02               | - | - | - | - | - | - |  |  | - | - |
| cc:Mail 8.51 <sup>54</sup>     | - | - | - | - | - | - |  |  | - | - |
| GroupWise 5.5                  | - | - | - | - | - | - |  |  | - | - |

## PDA Operating Systems

|             |                 |   |   |   |   |   |  |  |   |   |
|-------------|-----------------|---|---|---|---|---|--|--|---|---|
| Palm OS 3.0 | C               | C | C | C | C | C |  |  | - | - |
| Palm OS 3.5 | N <sup>55</sup> | C | C | C | C | C |  |  | - | - |

<sup>49</sup> If using Crystal 8 with the Answer Wizard (which is an unsupported environment by FrontRange), it is necessary to use Crystal 7 to modify Ticket.dc5 file (the Crystal Dictionary).

<sup>50</sup> fff

<sup>51</sup> Including Business Contact Manager.

<sup>52</sup> Functioning as a POP3/SMTP server.

<sup>53</sup> Ibid

<sup>54</sup> Must use MS Outlook plug-in.

<sup>55</sup> Known issues with synchronization of linked activities created on the Palm OS device.

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|                      | GM 5.7          | GMSM 2002 (MR2) | GM 6.0 | GM 6.5 | GM 6.6 | GM 6.7 | HEAT 7.0 | HEAT 8.0 | GMEv TC | iGM 6.x |
|----------------------|-----------------|-----------------|--------|--------|--------|--------|----------|----------|---------|---------|
| Palm OS 4.0          | N <sup>56</sup> | C               | C      | C      | C      | C      |          |          | -       | -       |
| Palm OS 4.01         | N               | W               | W      | N      | W      | C      |          |          | -       | -       |
| Palm OS 4.1          | -               | -               | -      | -      | W      | C      |          |          | -       | -       |
| Palm OS 5.0          | W               | W               | W      | W      | T      | C      |          |          |         |         |
| Palm OS 5.4          | T               | T               | T      | T      | T      | W      |          |          |         |         |
| WinCE 2.0            | -               | -               | -      | -      | -      | -      |          |          | -       | -       |
| WinCE 3.x (PocketPC) | C               | C               | C      | C      | C      | C      |          |          | -       | -       |
| WinCE/PocketPC 2002  | C               | C               | C      | C      | C      | C      |          |          | -       | -       |

## Languages<sup>57</sup>

|  |   |   |   |   |   |   |  |  |   |   |
|--|---|---|---|---|---|---|--|--|---|---|
| English                                  | C | C | C | C | C | C |  |  | - | C |
| English (UK)                             | C | C | C | C | C | C |  |  | - | C |
| French (requires translated version)     | - | - | C | C | - | - |  |  | - | C |
| German (requires translated version)     | - | - | C | C | - | - |  |  | - | C |
| Spanish (requires translated version)    | - | - | - | C | - | - |  |  | - | - |
| Italian (requires translated version)    | - | - | - | - | - | - |  |  | - | - |
| Portuguese (requires translated version) | - | - | - | - | - | - |  |  | - | - |

<sup>56</sup> Ibid.

<sup>57</sup> Same version/builds of GM/GMSM (GM BCM/GM Corporate Edition) can support multiple language settings for different systems on the same network installation. However, each machine accessing the network version of GM/GMSM (GM BCM/GM Corporate Edition) must use the same BDE language driver. Any Index/Pack and Rebuild process for systems that do not share the same BDE language driver will cause problems with the conversion of High ASCII characters. In addition, same version/builds of GM/GMSM (GM BCM/GM Corporate Edition) can support synchronization between multiple language systems (i.e., a French undocked user of GM 5.0 can synchronize with a German GM 5.0 site). Again however, each user's/site's system must use the same BDE language driver.