



# Tech Insight

GoldMine® Product Family  
Compatibility Matrix Bulletin

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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 or operating system that is in BETA or has not been thoroughly tested by FrontRange Solutions' Quality Assurance (QA) team. This document will be updated with information as it becomes available. Contact FrontRange Solutions Support Services for additional details.

## Contents

Key .....	2
Products .....	3
Synchronization .....	3
Server Operating Systems.....	4
Workstation Operating Systems.....	5
Service Packs .....	5
Network Protocols.....	6
Integrations .....	7
Microsoft Office .....	7
GoldMine Integration Services for MS Products.....	8
Intuit QuickBooks .....	9
Adobe Acrobat .....	9
Database Management Systems .....	10
Reporting Applications.....	10
Email Applications .....	11
PDA Operating Systems.....	11
Profile Import.....	12
Languages .....	13

# Key

## Key

C	Has been fully tested by QA and indicates Compatibility (Supported)
I	Has been fully tested by QA and indicates that it can be Integrated (supported)
W	Has not been fully tested by QA for compatibility/integration, but <b>WORKS</b> (supported)
N	Has been tested by QA for compatibility and/or integration, but is <b>NOT</b> supported due to test results
NT	Has <b>not</b> been tested by QA; is currently NOT supported due to lack of testing
-	Not Applicable/Not Available (Not Supported)

## Products<sup>1</sup>

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0/6.1	iGM 6.6	HEAT 7.0	HEAT 8.0	HEAT 8.3.7
GoldMine 5.7 (BCM)	C	-	-	-	-	-	-	-	-	-	-
GoldMine 6.0 <sup>2</sup>	-	C	-	-	-	-	C	-	C	C	-
GoldMine 6.5 <sup>3</sup>	-	-	C	-	-	-	-	-	C	C	-
GoldMine 6.6 <sup>4</sup>	-	-	-	C	-	-	-	C	C	C	-
GoldMine 6.7 <sup>5</sup>	-	-	-	-	C	-	-	C	C	C	-
GoldMine 7.0 <sup>6</sup>	-	-	-	-	-	C	-	C	-	-	C
iGoldMine 6.0/6.1 <sup>7</sup>	-	C	-	-	-	-	C	-	-	-	-
iGoldMine 6.6 <sup>8</sup>	-	-	C	C	C	C	-	C	-	-	-
HEAT 7.0	-	C	C	C	C	-	-	-	C	-	-
HEAT 8.0	-	C	C	C	C	-	-	-	-	C	-
HEAT 8.3.7	-	NT	NT	NT	NT	C	-	-	-	-	C

## Synchronization<sup>9</sup>

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	HEAT 7.0	HEAT 8.0
GoldMine 5.7	C	-	-	-	-	-	-	-
GoldMine 6.0	-	C <sup>10</sup>	-	-	-	-	-	-

<sup>1</sup> This document assumes that users are running the most current build of the listed products.

<sup>2</sup> Includes both Business Contact Manager and Corporate Editions.

<sup>3</sup> Includes both GoldMine and Corporate Edition

<sup>4</sup> Ibid

<sup>5</sup> Ibid

<sup>6</sup> Includes both GoldMine Standard Edition and Corporate Edition

<sup>7</sup> iGoldMine is compatible with GoldMine Corporate Edition only

<sup>8</sup> Ibid

<sup>9</sup> GoldMine only supports synchronization between systems of the same version and build.

<sup>10</sup> Like editions only, e.g. Corporate Edition can only sync with other Corporate Edition systems.

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	HEAT 7.0	HEAT 8.0
GoldMine 6.5	-	-	C <sup>11</sup>	-	-	-	-	-
GoldMine 6.6	-	-	-	C <sup>12</sup>	-	-	-	-
GoldMine 6.7	-	-	-	-	C <sup>13</sup>	-	-	-
GoldMine 7.0	-	-	-	-	-	C <sup>14</sup>	NT	NT

## Server Operating Systems

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0
NetWare <sup>15</sup>	W	W	W	W	W	NT
Windows NT Server 4.0	C	W <sup>13</sup>	W <sup>14</sup>	W <sup>15</sup>	W <sup>16</sup>	W <sup>18</sup>
Windows 2000	C	C	C	C	C	C
Windows XP Home <sup>20</sup>	W	C	C	C	C	C
Windows XP Professional	W	C	C	C	C	C
Windows Server 2003	NT	NT	C	C	C	C
Windows Server 2003 SP1	NT	NT	C	C	C	C
Microsoft Small Business Server 2000	NT	NT	NT	NT	C	C
Microsoft Small Business Server 2003	NT	NT	NT	NT	C	C
Linux <sup>19</sup>	W	W	W	W	W	NT

<sup>11</sup> Ibid.

<sup>12</sup> Ibid.

<sup>13</sup> Ibid.

<sup>14</sup> Ibid.

<sup>15</sup> Novell Client 32 Drivers are not supported by the FRS Support Services Team. The Microsoft Client for Netware is required to receive support. Please refer to Faxback #348 for more details <ftp://ftp.goldmine.com/public/faxback/tech/348.zip>

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

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

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

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

<sup>18</sup> Can only be used as a database file server or to host MS-SQL server data. Running the GoldMine 7.0 application on a system using Window NT4 is not supported.

<sup>20</sup> XP Home is not recommended as a server due to limited security and more file sharing capabilities.

<sup>19</sup> As file server with dBASE databases ONLY, using Samba. Must disable Samba opportunistic locking. Red Hat Linus 5.1 and greater. Mandrake 6.x and greater. OpenLinux 1.3 and greater. SUSE 6.x and greater.

## Workstation Operating Systems

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Windows 95	C	-	-	-	-	-	-	-
Windows 98	C	W	W	W	W	-	NT	NT
Windows 98 SE	C	C	C	C	C	N	C	C
Windows ME	C	C	C	C	C	N	C	C
Windows 2000 Professional	C	C	C	C	C	C	C	C
Windows XP Home	W	C	C	C	C	C	C	C
Windows XP Professional	W	C	C	C	C	C	C	C
Windows XP Tablet PC Edition	NT	NT	NT	NT	NT	NT	W	W
Macintosh OS 9.x	-	-	-	-	-	-	C	C
Macintosh OS 10.3	-	-	-	-	-	-	N	C
Linux	-	-	-	-	-	-	C	C

## Service Packs

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0
Windows 2000 SP1	C	C	C	C	C	C
Windows 2000 SP2	C	C	C	C	C	C
Windows 2000 SP3	C	C	C	C	C	C
Windows 2000 SP4	C	C	C	C	C	C
Windows 2003 Server SP1	NT	NT	C	C	C	C
MS SQL 2000 SP4	-	C	C	C	C	C
Windows XP SP1	NT	C	C	C	C	C
Windows XP SP 2 <sup>18</sup>	NT	C	W	W	C	C

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

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0
MS-SQL 2000 SP3	-	W	W <sup>19</sup>	C <sup>20</sup>	C	C

## Network Protocols

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0
TCP/IP <sup>21</sup>	C	C	C	C	C	C
IPX	NT	NT	NT	NT	NT	NT
Net BEUI	W	W	W	W	W	W

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

# Integrations

## Microsoft Office

### Word

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Word 97	C	C	C	C	C	NT	C	C
Word 98	-	-	-	-	-	-	-	-
Word 2000 SP1	C	C	C	C	C	C	C	C
Word 2002	C	C	C	C	C	C	C	C
Word 2003	C	C	C	C	C	C	C	C
Word 2003 SP1	C	C	C	C	C	C	C	C
Word 2003 SP2	NT	NT	NT	NT	NT	NT	NT	NT

### Excel

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Excel 97	-	C	C	C	C	NT	C	C
Excel 98	-	-	-	-	-	-	-	-
Excel 2000 SP1	-	C	C	C	C	C	C	C
Excel 2002	-	C	C	C	C	C	C	C
Excel 2003	-	C	C	C	C	C	C	C
Excel 2003 SP1	-	C	C	C	C	C	C	C
Excel 2003 SP2	-	NT	NT	NT	NT	NT	NT	NT

### Outlook/Outlook Express (For Synchronization with GoldMine)

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
MS Outlook 97	-	-	-	-	-	-	-	-
MS Outlook 98		C	C	C	C	-	-	C

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
MS Outlook 2000 SP1	C	C	C	C	C	C	-	C
MS Outlook 2002	C	C	C	C	C	C	-	C
MS Outlook 2003	C	C	C	C	C	C	-	C
MS Outlook Express	-	-	-	-	-	-	-	-

### Outlook (For Use with GoldMine Integration Services for MS Outlook)

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
MS Outlook 97	-	-	-	-	-	-	-	-
MS Outlook 98	-	-	-	-	-	-	-	-
MS Outlook 2000 SP1	-	C	C	C	C	C	-	-
MS Outlook 2002	-	C	C	C	C	C	-	-
MS Outlook 2003	-	C	C	C	C	C	-	-

### GoldMine Integration Services for MS Products

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
MS Outlook (GISMO) <sup>16</sup>	-	I <sup>17</sup>	I	I	I	I	NT	NT
MS Exchange (GISME) <sup>18</sup>	-	I	I	I	I	I	W	W

<sup>16</sup> Requires Outlook 2000 SP1 or higher

<sup>17</sup> Applies to GoldMine Corporate edition only. GoldMine Standard edition requires version 6.50.40321 or higher.

<sup>18</sup> Requires Microsoft Exchange 2000 SP 2 and higher, and MS SQL server 2000. Requires GoldMine Corporate Edition

## Intuit QuickBooks<sup>19</sup>

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Pro/Premier 2002	I	I	-	-	-	-	-	-
Pro/Premier 2003	-	I	I	I	I	N	-	-
Pro/Premier 2004	-	I	I	I	I	N	-	-
Pro/Premier 2005	-	I	I	I	I	N	-	-
Pro/Premier 2006	-	NT	NT	NT	NT	N	-	-
Enterprise Edition	-	I	I	I	I	N	-	-
Pro/Premier Canadian Editions	-	I	I	I	I	N	-	-

## Adobe Acrobat

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Acrobat 5.0	-	-	-	-	C	NT	-	C
Acrobat 6.0	-	-	-	-	-	NT	-	N
Acrobat 7.0 Professional	-	-	-	-	-	C	-	N

<sup>19</sup> Requires QuickBooks Plus accounting. Only U.S. versions supported.

## Database Management Systems <sup>20</sup>

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
MS-SQL 7.0 SP4	-	C	C	C	C	C	C	C
MS-SQL 2000	-	C	C	C	C	C	C	C
MS-SQL 2000 SP1	-	C	C	C	C	C	C	C
MS-SQL 2000 SP2	-	C	C	C	C	C	C	C
MS-SQL 2000 SP3	-	W	W	C	C	C	C	C
MS-SQL 2000 SP4	-	C	C	C	C	C	C	C
MS-SQL 2005	-	-	-	-	-	N	-	-
Firebird Classic 1.0	-	-	-	-	-	-	-	-
Firebird Super Server 1.0	-	-	-	-	-	NT	-	-
Firebird Classic 1.5	-	-	-	-	-	-	-	-
Firebird Super Server 1.5 <sup>21</sup>	-	-	-	-	-	C	-	-
Firebird Classic 1.5.3	-	-	-	-	-	NT	-	-
Firebird Super Server 1.5.3	-	-	-	-	-	NT	-	-

## Reporting Applications

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Crystal Reports 7.x	C	-	-	NT	NT	NT	-	-
Crystal Reports 8.0 <sup>22</sup>	W	C	-	-	-	-	-	-
Crystal Reports 8.5	-	C	-	W	W	W	-	-
Crystal Reports 9.0	-	-	C	C	C	C	-	C
Crystal Reports 10.x	-	-	-	-	-	-	N	N
Crystal Reports 11	-	NT	NT	NT	NT	NT	NT	NT

<sup>20</sup> Only supported vendors are listed.

<sup>21</sup> Custom Firebird implementations are not supported in GoldMine

<sup>22</sup> If using Crystal 8 with the Answer Wizard (unsupported by FrontRange), it is necessary to use Crystal 7 to modify Ticket.dc5 file (the Crystal Dictionary)

## Email Servers

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
MS Exchange 5.5 <sup>23</sup>	C	C	C	C	C	C	-	-
MS Exchange 2000 <sup>24</sup>	C	C	C	C	C	C	-	-
MS Exchange 2003 <sup>25</sup>	NT	C	C	C	C	C	-	-
Lotus Notes 5.02	-	-	-	-	-	-	-	-
Lotus Notes 5.5	-	-	-	-	-	-	-	-
GroupWise 5.5	-	-	-	-	-	-	-	-
GroupWise 6.0	-	-	-	-	-	-	-	-
UNIX	-	-	-	-	-	-	-	-

## PDA Operating Systems<sup>26</sup>

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
Palm OS 3.0	NT	C	C	C	C	C	-	-
Palm OS 3.5	NT	C	C	C	C	C	-	-
Palm OS 4.0	N	C	C	C	C	C	-	-
Palm OS 4.01	N	W	N	W	C	C	-	-
Palm OS 4.1	-	-	-	W	C	C	-	-
Palm OS 5	W	W	W	NT	C	C	-	-
Palm OS 5.2.8	NT	NT	NT	NT	C	C		
Palm OS 5.4	NT	NT	NT	NT	NT	NT	-	-
Palm OS 6	NT	NT	NT	NT	NT	NT	-	-

<sup>23</sup> Only POP3/SMTP are supported

<sup>24</sup> IBID

<sup>25</sup> Only POP3/SMTP are supported.

<sup>26</sup> Usage with Palm requires Palm Desktop version 4.1.0

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
WinCE 2.0	-	-	-	-	-	-	-	-
WinCE 3.x (PocketPC)	C	C	C	C	C	NT	-	-
WinCE/PocketPC	C	C	C	C	C	NT	-	-
Windows PocketPC	C	C	C	C	C	NT	-	-
Windows PocketPC 2002	-	-	C	C	C	C	-	-
Windows Mobile Edition (PocketPC 2003)	NT	NT	NT	NT	NT	NT	-	-

## Profile Import

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
ACT! <sup>27</sup>	C	C <sup>28</sup>	C <sup>29</sup>	C <sup>30</sup>	C <sup>31</sup>	C <sup>32</sup>	-	-
Maximizer <sup>33</sup>	C	C	C	C	C	C	-	-
Organizer 2.x	W	W	W	W	W	W	-	-
MS Outlook 97	-	-	-	-	-	-	-	-
MS Outlook 98	-	-	C	C	C	C	-	-
MS Outlook 2000	-	-	C	C	C	C	-	-
MS Outlook 2002	-	-	C	C	C	C	-	-
MS Outlook 2003	-	-	C	C	C	C	-	-

<sup>27</sup> Import profile supports versions 3, 4 and 5 (aka 2000). ACT! 6.0 imports should be performed via the ACT Conversion feature. ACT must be installed to perform import.

<sup>28</sup> ACT! 6.0 import requires 6.00.30503 or higher. ACT must be installed to perform import.

<sup>29</sup> Ibid

<sup>30</sup> Ibid

<sup>31</sup> Ibid

<sup>32</sup> Ibid

<sup>33</sup> Versions 5 and 6 only. Version 7 and higher have not been tested. Maximizer must be installed to perform import.

## Languages

	GM 5.7	GM 6.0	GM 6.5	GM 6.6	GM 6.7	GM 7.0	iGM 6.0 / 6.1	iGM 6.6
English	C	C	C	C	C	C	C	C
English UK	C	C	C	C	C	C	C	C
French (requires localized version)	-	C	-	-	C	-	C	-
German (requires localized version)	-	C	C	-	C	-	C	-
Spanish (requires localized version)	-	-	C	-	-	-	-	-
Italian (requires localized version)	-	-	-	-	C	-	-	-
Portuguese (requires localized version)	-	-	-	-	-	-	-	-
Japanese (requires localized version)	-	-	-	-	-	-	-	-
Chinese (requires localized version)	-	-	-	-	C	-	-	-