



Sage 100 2021

Customer Upgrade Guide

April 2021

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Chapter 1

Introduction

Sage, the recognized leader in business management for small- and mid-size businesses, welcomes you to Sage 100 2021.

How to Use This Guide

This guide has been created to ease the process of upgrading your software. While the new features included in this release have been designed to improve your workflow and business processes, this means that the way you use your system may change.

This guide contains the following information you need for a successful upgrade:

- A list of changes to the installation program
- A list of enhancements and changes made in Sage 100
- Checklists to guide you through migrating and converting your data

For a complete list of enhancements in this release, see *What's New in Version 2021* on page 3. After installing the product, you can view this information and the release notices, which is a list of corrections incorporated into this release. To view, click the Resources link on the Tasks tab, and then click *What's New* to see the enhancement information. At the top of the *What's New* page, click *Release Notices* to see the list of corrections.

Depending on your purchase agreement, some features described here may not be available in your product.

The remaining chapters highlight the differences that you need to be aware of and the steps you need to take before using the new system. The upgrade checklists provide instructions for migrating and converting your company data.

Review the information in this guide before installing the software. For more information, refer to your *Installation and System Administrator's Guide*. The *Installation and System Administrator's Guide* can be found in the Documents folder of the Sage 100 installation program, or by starting the installation program, selecting a product, and then clicking *Documentation*. The guide is in PDF format and is named *Sage 100_Install.pdf*.

Some sections of this guide reference *Business Insights Reporter* and the *eBusiness Manager*, *Material Requirements Planning*, and *Work Order* modules, which are not available for Sage 100 Premium.

Graphic Conventions

The following icons are used throughout this guide to indicate different types of information.



The **NOTE** symbol is followed by additional information about a topic.



The **WARNING** symbol is followed by information to help you avoid costly mistakes.

Text Conventions

The following table describes the text conventions used in this guide.

Text Convention	Explanation
Menus	Menus are shown in this format: Select menu > menu task name. Examples: <ul style="list-style-type: none">• Select File menu > Change Company.• Select General Ledger Budget menu > Budget Maintenance.
Bold font	Indicates text entered at a field or text selected at a field. Examples: <ul style="list-style-type: none">• At the Value field, type a search value, such as 01, for the lookup.• In the Filter window, to delete a filter, select <none> at a filter's Column field.
<i>Italic font</i>	Indicates references to other manuals. Example: <ul style="list-style-type: none">• For more information, refer to your <i>Installation and System Administrator's Guide</i>.

Chapter 2

What's New in Version 2021

This chapter describes the enhancements added in Sage 100 2021. Global changes are listed first, followed by module-specific changes, any updates to Office 365 integration, and then retired features.

Global Changes

The following changes are carried throughout multiple modules.

Company Types

You can now see at a glance whether the current company is live, a demo, and so forth. After selecting types for your companies in Company Maintenance and setting up display preferences in System Configuration, you can see the type in the title bar of your task windows.

Type Field in Company Maintenance

A Type field has been added in Company Maintenance. You must select one of the following options: Live, Archive, Demo, Test.

When you upgrade from an earlier version of Sage 100, Live is automatically selected for all companies that are converted, but you can change the type if needed.

When you install demo data, Demo is automatically selected as the company type.

Display Options in System Configuration

On the Preferences tab in System Configuration, check boxes for each company type have been added in the Display Company Type in Windows Title Bar section.

Select one or more of these check boxes to display the company type after the company code in the title bar for task windows.

For example: Customer Maintenance (ABC - Demo) 5/31/2025

Security Option to Delete or Overwrite Companies

A new security option has been added in Role Maintenance. If the Allow Delete/Overwrite Live and Archive Companies check box is selected, the applicable users will be able to delete or overwrite companies with Live or Archive selected as the type. A message appears to confirm the intention to delete or overwrite the company.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Check Number Field Expanded

The check number field has been expanded to hold 10 characters. Task windows, forms, and reports have been updated to reflect this change.

This enhancement was carried throughout the following modules:

- Accounts Payable
- Bank Reconciliation
- General Ledger
- Payroll (requires Sage 100 Payroll 2.21 or later)
- Purchase Order

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Select Which User Identifier to Display

A User Display Option field has been added to the Preferences tab in System Configuration. Use this field to select which user identifier appears in various locations throughout Sage 100, including report footers, the Activity Log, and so forth. The following options are available:

- User Logon
- Name
- User Code (the default selection)
- E-mail Address

User Logon is the default selection.

Note This feature is available if you purchased Sage 100 through a subscription plan.

64-Bit Version of Sage 100

A 64-bit version of Sage 100 is now available. When running the Sage 100 installation wizard on a computer with a 64-bit version of Windows, you'll have the option to install either the 32-bit version or the 64-bit version.

Warning! After installing the 64-bit version of Sage 100, any 32-bit versions installed on the same computer will no longer work.

Warning! If you install the 64-bit version of Sage 100 then only workstations with the 64-bit version of Windows will be able to run Sage 100.

If you're installing Sage 100 on a computer with a 32-bit version, you can install the 32-bit version of Sage 100 2021, and then run the Sage 100 32-bit/64-bit Switch Utility Wizard after you've converted your data and completed your testing. This utility converts your 32-bit version of Sage 100 2021 to 64 bit.

If necessary you can also use the utility to convert from the 64-bit version of Sage 100 to the 32-bit version.

For more information, see [Converting to 64-bit Version of Sage 100](#) on page 121.

Payment Center Rebranding

Paya (formerly known as Sage Payment Solutions) has retired the Payment Center website and replaced it with the Paya Exchange website. Labels within Sage 100 have been changed from Payment Center to Paya Exchange.

Credit card and ACH payment processing work flows have not changed. Paya Desktop Connect has replaced Sage Exchange Desktop as the locally installed application that is required.

Edge Used for Embedded Browser

Microsoft Edge is now used as the embedded browser in the Sage 100 Desktop if you have a version of Edge installed that was released on or after January 15, 2020.

Edge is a more modern browser that delivers better page rendering and performance.

Map Sage 100 Users to Sage ID Accounts

A User Merge Utility has been added to the Administrative Tools window to help you map user records created in the Sage Provisioning Portal to user records created in Sage 100.

Use this utility when you're migrating data from an on-premises version of Sage 100 to one in the Sage Partner Cloud. For more information, see [User Merge Utility](#) in the help.

Accounts Payable

The following changes were made in the Accounts Payable module.

Form 1099-NEC Option in Form 1099 Tax Reporting

Nonemployee Compensation has been added to the Form Type list in Form 1099 Tax Reporting.

A/P Open Invoices Paid Today Utility

An Open Invoices Paid Today Utility has been added to the Sage 100 Utilities menu available from the Run Program window. Use this utility to ensure that the Paid Today field in the Open Invoice file is set correctly when related records are missing due to power loss or some other unusual circumstance. You can schedule the utility to run automatically using Task Scheduler.

Accounts Receivable

The following changes were made in the Accounts Receivable module.

Use Original or Current Cost When Applying Credit Memo

When applying a credit memo to an invoice in Invoice Data Entry, you have the option to recall Accounts Receivable invoice information from history. This option is available if Yes or Summary is selected in the (Invoice History) Retain in Detail field in Accounts Receivable Options.

After you enter an invoice number, a message asks if you want to copy invoice information from history.

If Yes is selected in the (Invoice History) Retain in Detail field, line details are included. If Summary is selected only the invoice header information is used.

If you click Yes to use information from the history files, a second message asks if you want to recall the item cost from history. You can click the Details button in the message window to view the cost information from both history and inventory for each item on the invoice. Check with your accountant about the appropriate costing method for returned inventory.

Note This feature is available if you purchased Sage 100 through a subscription plan.

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where *"More Minds Are Better Than One."*

Settings Saved When Creating Form Code in A/R Invoice Printing

When you save a new form code in A/R Invoice Printing, all of the settings are now saved. Previously only the Paperless Office output setting was saved.

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where *"More Minds Are Better Than One."*

Bank Reconciliation

The following changes were made in the Bank Reconciliation module.

Exclude Wire Transfers from Positive Pay Export

When running the Positive Pay Export Wizard, you can specify whether to include wire transfers when the file is created.

Custom Office

The following changes were made in the Custom Office module.

Select Role When Adding UDT to UDT Maintenance

When adding a UDT to the UDT Maintenance menu, you no longer need to access Role Maintenance to set up security for the UDT task.

In User-Defined Field and Table Maintenance, when you click the Add UDT to Desktop button, the Menu Wizard now starts. The Select Roles page in the wizard allows you to specify which roles will have access to the UDT task.

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Two-Line Column Descriptions

You can now create two-line column descriptions for customized grids. In the Column Properties window, insert a carriage return token (<CR>) to create a line break in a column description.

Only one line-break is allowed in the description. In a dual-grid panel with no column description for the secondary grid, the description displays in one row when the column is moved from the primary grid to the secondary grid.

Fixed Assets

The following enhancements were added to the Fixed Assets module.

Update in Period End Processing

The posting book check boxes in the Period End Processing window have been replaced by a grid with Book Name and Close Book columns. The Close Book column contains check boxes that you can select for the books that you want to process for period end.

The change was made to support the additional posting books added in Sage Fixed Assets version 2021.

Inventory Management

The following changes were made in the Inventory Management module.

Default Date Range for Transactions

You can select a default date range for the Transactions tab in Item Maintenance and Item Inquiry.

The default date range is based on the selection in the Transaction Date Search Default Selection field that has been added to the Additional tab in Inventory Options.

When viewing the Transactions tab, you can change the default date range by clicking the Search button and entering different criteria in the Transaction Date row.

Note This feature is available if you purchased Sage 100 through a subscription plan.

Library Master

The following changes were made in the Library Master module.

Role Security Enhancements

Several security-related enhancements have been made to simplify the security setup process.

 We're listening! Many of these ideas were suggestions on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Note: Unless otherwise noted, these features are available if you purchased Sage 100 through a subscription plan.

Security Menu

A Security Menu has been added to the Library Master module. This menu includes the tasks listed below. Some tasks are new and some were relocated from other menus.

- Administrator Tools
- Export Roles (subscription only)
- Import Roles (subscription only)
- Role Maintenance
- Role Report
- Role/User Inquiry (subscription only)
- User Maintenance
- User Report

Note: The Security menu is available for both subscription and non-subscription versions of Sage 100. However, some tasks are available only in the subscription version.

Role Maintenance Enhancements

The following changes were made in Role Maintenance.

Role Types

A Type field has been added with types such as Admin, Auditor, Employee, and so forth. You'll be required to select a type when creating new roles. Existing roles created in earlier versions of Sage 100 will automatically have Converted as the selected type, but you can change it.

Note: The Type field is available for both subscription and non-subscription versions of Sage 100.

Role Templates

When creating a role, you can click Copy and then select one of several predefined role templates. Templates have been added for most modules and are available based on which modules are installed.

To view a detailed list of permissions available with each role template, print the Role Report and select Role Template Details in the Type of Report to Print field. You can also view an existing template in Role Maintenance by clicking the Role Template List button and selecting a template.

Task Tab

On the Tasks tab, you can sort the module list alphabetically or by the default menu order. When the modules are sorted alphabetically, the subcategories are still sorted using the default menu order.

The security alias feature has been removed for various tasks. For example, Item Inquiry appears on the Sales Order Inquiries menu. In earlier versions of Role Maintenance, you would have to go to the Inventory Management section to grant access to Item Inquiry in the Sales Order module. Item Inquiry is now included in the Sales Order section.

Security Options

Security events and module options have been combined onto one tab in Role Maintenance, and they are now referred to as Security Options.

On the Security Options tab, you can sort by module, group, or security option. When you sort by group, the security options are still organized by module, but there are subcategories such as Batches, Data Entry, and so forth.

Help text for the selected security option is displayed at the bottom of the window.

Filtering Role Settings

A Filter button has been added in Role Maintenance. Click this button to open the Filter Role Settings window, which you can use to filter the information that appears in the tree view on the various tabs.

This window provides several filter options, such as by module and menu group. You can apply the filter to all tabs or certain ones.

Applying Role Changes to Other Roles

After making a change to a role, you can click the Apply button to open the Apply Role Changes window. In this window, you can select which changes to apply and to which roles they should be applied.

Assigning Users to Roles

Click the Assign button to open the Assign Users to Role window. Use this window to assign the current role to users in some or all companies.

Removing Users from Roles

Click the Remove button to open the Remove Users from Role window. Use this window to remove users from the current role.

Importing and Exporting Roles

Click the Import and Export buttons to import and export roles. You must click the buttons before selecting a role.

When you export roles, they are exported to the file and location that you specify. When you Import a role, you can select which of the roles included in the import file that you want to import.

Role Report Enhancements

When printing the Role Report, you can select Role Template Details in the Type of Report to Print field to view a list of all permissions available for one or more role templates. A Role Template field has been added to the Selections grid.

The Include Tasks and Events with No Access check box that was added in the 2020.1 update has been replaced with an Include Tasks and Options field. Use this field to specify whether to print tasks and security options for which the role has access, no access, or both.

Options for sorting tasks and security options have been added.

The role type now prints on the report for both subscription and non-subscription plans.

Exclude Role Option in User Maintenance

An Exclude check box has been added to the Maintenance tab in User Maintenance. Use this check box if you've assigned a role to a user for all companies, but want to exclude them from the role in specific companies.

User Report Enhancements

The Include Tasks and Events with No Access option that was added in the 2020.1 update has been replaced with an Include Tasks and Options field. Use this field to specify whether to print tasks and security options for which the user has either access, no access, or both.

Options for sorting tasks and security options have been added.

Role/User Inquiry

Role/User Inquiry has been added to the Security menu. Use this task to select a role, user, task, or security option and view related information about the selected item. The information is displayed in a tree view and can be exported to Excel.

Maintain Default Form Codes

A new task, Default Form Maintenance, has been added to the Library Master Setup menu.

Use this task to:

- Maintain default form codes by company and role or individual user.
- Select a template for Standard form codes if there is no template already associated with the code.
- Prevent users from changing the default form code within the form tasks.

Note This feature is available if you purchased Sage 100 through a subscription plan.

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Copy Custom Forms, Custom Reports, and Settings

When copying a company in Company Maintenance, you have the option to copy form and report settings, default form selections, custom forms, and custom reports.

Select the Forms check box to copy the form settings, default form selections, and custom forms from the source company to the destination company.

Select the Reports check box to copy report settings and custom reports from the source company to the destination company.

Note This feature is available if you purchased Sage 100 through a subscription plan.

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Build Search Index for Specific Company Types

When running the Build Search Index utility for the advanced auto-complete feature, you can now specify which company types to index.

In Task Scheduler, you can specify the company type codes in the Run Time Arguments field, which has been added to the Tasks tab. This new field appears when Build Search Index is selected in the Task field.

Access Administrative Tools

You can now access the Administrative Tools window from the Library Master Main menu.

OAuth Authentication for SMTP Mail Server

On the E-mail tab in Company Maintenance, you can now select between two authentication methods to use when connecting to the SMTP server:

- Basic: This option works the same as earlier versions of Sage.
- OAuth (Open Authorization): This new option is an open standard authorization protocol used to grant access using access tokens instead of sharing a user name and password.

If you're going to use the OAuth method, you will need to obtain your OAuth client credentials from your authenticating application, such as those offered by Microsoft and Google. To learn more, visit oauth.net.

Note This feature is available if you purchased Sage 100 through a subscription plan.

ACA PII Worktable Available in Report Manager

When adding a Payroll report using the Report Manager wizard, you have the option to include the ACA PII (personally identifiable information) worktable in the report.

Paperless Office

The following changes were made in the Paperless Office module.

Default Delivery Options

A new Default Delivery Options task has been added to the Paperless Office Setup menu. Use this task to make default form selections that are automatically set in the Paperless Office Delivery Options window when creating a new customer or vendor record. You can change the defaults if needed.

Note This feature is available if you purchased Sage 100 through a subscription plan.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Electronic Delivery Log

An Electronic Delivery Log button has been added to the following tasks:

- Customer Viewer
- Vendor Viewer
- Employee Viewer
- Journal and Register Viewer
- Period End Reports Viewer
- Report Viewer

Select a document and then click this button to view the most recent date and time that the document was sent, the user logon of the person who sent it, the status of the submission attempt, and the recipient's email or fax number.

Click the Electronic Delivery Submissions List button to view a list of all attempts to send the document.

View List of Documents That Have Been Sent

Two inquiry tasks have been added to the Paperless Office Main menu:

- Customer Electronic Delivery Inquiry
- Vendor Electronic Delivery Inquiry

Use these tasks to view a list of documents that have been sent to customers and vendors.

You have several options for filtering the list, including the delivery type and status. The status reflects whether emails were successfully submitted to the SMTP server and whether faxes were successfully submitted to the fax server.

You can resend the documents from the list box or export the list to Microsoft Excel.

Note These features are available if you purchased Sage 100 through a subscription plan.

 **Your Sage 100 business partners at work!** These ideas were a suggestion from 90 Minds, Inc. where *“More Minds Are Better Than One.”*

Email Additional Salespeople

When sending forms to customers, you can also send them to all salespeople who are receiving a commission on the sale.

To enable this feature, select the E-mail Add'l Slspn check box that has been added to the Paperless Office Delivery Options window accessed through Salesperson Maintenance. You can enable the feature for:

- Statements
- Sales orders
- Sales Order invoices

Document Lookup in Paperless Office Delivery Options

A Document Lookup button has been added next to the Document field in Paperless Office Delivery Options. Click the button to view a list of forms that have been set up for the selected customer or vendor.

New Options for Associated Documents

You are no longer limited to PDF files when associating documents with journals and registers. Any document type can be associated, including Word documents, Excel workbooks, images, and so forth. Field labels in various windows have been updated to reflect the change.

In the Journal and Register Viewer, you can click the Edit Associated Document button to:

- Select a different document to associate with the journal or register.
- Add a document if none was previously associated.

- Remove an associated document.

The button is available based on a new security option, Allow Editing of Associated Document for Journal and Register PDF Documents.

Documents are Updated Only If Printed and Sent

Forms are no longer flagged as updated when they are printed as PDFs but not electronically delivered due to an interruption in the process.

Previously when the printing and delivery process was interrupted, forms were sometimes flagged as updated when they were printed but not sent.

This update affects the following forms:

- Accounts Receivable Invoice Printing
- Job Cost Invoice Printing
- Purchase Order Printing
- Return Order Printing
- Customer RMA Printing
- RMA Receiver Printing
- Sales Order Printing
- Sales Order Invoice Printing

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Purchase Order

The following changes were made in the Purchase Order module.

 **Your Sage 100 business partners at work!** These ideas were suggestions from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Purchases Clearing From History Report

The Purchases Clearing From History Report has been added to the Purchase Order Period End Processing menu.

Unlike the Purchases Clearing Report, you can run this report after running period end processing, so you can get the information needed to reconcile the purchases clearing account at any time.

Invoice Lines Added in Receipt History Inquiry

When viewing a receipt of invoice record in Receipt History Inquiry, the invoice lines now appear on the Lines tab.

Invoice Lines Added to Receipt History Report

Line details from receipt of invoice records are now included on the Receipt History Report when you select the Print Line Information check box if you're retaining history in Purchase Order Options.

Drill Down Options in Purchase Order Entry and Inquiry

Two drill-down buttons have been added to the Totals tab in Purchase Order Entry and Purchase Order Inquiry.

A **Receipt History Inquiry** button has been added next to the Last Receipt Date field. If one or more receipts exist for the purchase order, you can click the button to view the receipt(s).

An **Invoice History Inquiry** button has been added next to the Last Invoice Date field. If one or more invoices exist for the purchase order, you can click the button to view the invoice(s).

Note: During data conversion, the program attempts to populate the P/O Receipts History Detail file using line detail from the A/P Invoice History Detail file for existing Receipt of Invoice Records. However, the line detail will not be populated if the line detail does not exist in the A/P file.

Form 1099-NEC Option Available

You can select the 1099-Nonemployee Comp form when entering a document in the following tasks:

- Purchase Order Entry
- Receipt of Goods Entry
- Receipt of Invoice Entry
- Return of Goods Entry

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Sales Order

The following changes were made in the Sales Order module.

Suppress Prompts in Daily Sales Reports/Updates

You can now suppress the prompts that ask you to print the reports listed below when printing from Daily Sales Reports/Updates. The reports will print automatically.

- Daily Sales Recap Reports
- Gross Profit Journal
- Shipping Exception Report
- Job Transaction Journal
- Daily Back Order Report
- Daily Deposit Recap

To automatically print the reports without prompts, go to Sales Order Options and, on the Printing tab, select the Automatically Print All Additional Reports That Apply check box.

The reports listed above are available based on how the Sales Order module is set up.

Note This feature is available if you purchased Sage 100 through a subscription plan.

 **Your Sage 100 business partners at work!** These ideas were suggestions from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Use Original or Current Cost When Applying Credit Memo

When applying a credit memo to an invoice in Invoice Data Entry, you have the option to recall invoice information from history. This option is available if Yes or Summary is selected in the (Invoice History) Retain in Detail field in Accounts Receivable Options.

After you enter an invoice number, a message asks if you want to copy invoice information from history.

If Yes is selected in the (Invoice History) Retain in Detail field, line details are included. If Summary is selected only the invoice header information is used.

If you click Yes to use information from the history files, a second message asks if you want to recall the item cost from history. You can click the Details button in the message window to view the cost information from both history and inventory for each item on the invoice. Check with your accountant about the appropriate costing method for returned inventory.

Note This feature is available if you purchased Sage 100 through a subscription plan.

 **Your Sage 100 business partners at work!** This idea was a suggestion from 90 Minds, Inc. where “*More Minds Are Better Than One.*”

Visual Integrator

The following changes were made in the Visual Integrator module.

Options for Managing Log Files

A Setup menu has been added to the Visual Integrator module. Visual Integrator Options has been added to the menu.

In Visual Integrator Options you can manage the log files that are generated when running import and export jobs and when automatically scheduled jobs are run.

You can specify whether to reuse the existing log files when jobs are run or create new ones. You can also select the location where log files are saved.

Visual Process Flows

Visual Process Flows are now based on HTML5 instead of Adobe Flash. The new visual process flows feature a blue and white color scheme and new images. Some images are no longer available.

Tool tips no longer appear when hovering over an icon. Instead you must click the icon to see the tool tip. If a visual process flow had multiple tool tips, they have been combined.

By default, tool tips, print options, report options, and inquiry selections are shown. After opening a visual process flow, click twice on an icon to hide the corresponding information. After you've hidden the information, you can click once to show it or hide it again.

If you've created custom visual process flows in earlier versions of Sage 100, they will still work, with the exception of the show/hide functionality. However, you should review them because adjustments may be needed.

The editor for customizing visual process flows has been redesigned.

Office 365 Integration

A new task, Self Service Invitations, has been added to the Office 365 Integration menu in the Library Master module. Use this task to send email invitations to employees so that they can start using the employee self service features.

You must have the Payroll module to use the employee self service features, and the employees must have records created in Employee Maintenance.

Chapter 3

What's New in Version 2020

This chapter describes the enhancements added in Sage 100 2020. Global changes are listed first, followed by module-specific changes, any updates to Office 365 integration, and then retired features.

Global

The following changes are carried throughout multiple modules.

Expanded Name Fields

The following fields have been expanded to 50 characters:

- Customer name
- Customer contact name
- Vendor contact name
- Confirm to name
- Requested by name

The fields previously held 30 characters. Note that the field for vendor names was expanded to 50 characters in a previous release.



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Expanded Fields for Address Information

The following fields have been expanded for customer, vendor, and employee addresses:

- Address lines: from 30 to 40 characters
- City: from 20 to 30 characters
- Country name: from 30 to 50 characters

Changes for Telephone and Fax Fields

The following changes have been made for telephone and fax number fields.

- Telephone and fax number fields have been expanded from 17 to 20 characters.
- The telephone extension field has been expanded from 5 to 6 characters.
- A Type field has been added for customer, vendor, and contact telephone numbers. You can select Work, Cell, Home, or Other.
- A Primary check box has been added for the two telephone number fields in Customer Contact Maintenance and Vendor Contact Maintenance.

International Address Support

You can now enter an international address for customers, vendors, and contacts. To support international addresses, the following changes have been made:

- The Country field has been moved above the address lines. A country code is needed to ensure that the correct city and state or province is entered based on the ZIP or postal code.
- ZIP Code fields have been renamed ZIP/Postal Code.
- State fields have been renamed State/Province.
- Telephone and fax number fields support international number formats.
- In Company Maintenance, the following changes were made:
 - On the Main tab, the following fields were added: Country, ZIP/Postal Code, City, State/Province.
 - An Additional tab was added to this task. The federal and state tax ID number fields were moved to this tab, and fields for contact information and a trade name were added.
 - On the Preferences tab, a Default Country Code field was added.

Maintenance Task for State and Province Codes

State/Province Code Maintenance has been added to the Library Master Setup menu. State and province codes are maintained for each country code. You can enter and maintain the state or province name, alternate code, and geocode. The state and province codes for Canada and the United States are prepopulated.

Default Country Code

A Default Country Code field has been added to the Preferences tab in Company Maintenance. The default code will be automatically used in data entry and maintenance tasks, but it can be changed.

Data Conversion

When you convert your company data from an earlier version of Sage 100, USA will automatically be entered as the default country code on the Preferences tab in Company Maintenance.

Various Task Window Updates

To accommodate the expanded fields and longer field labels, some task windows have been resized, and fields were rearranged on others. In some instances in which the field is view-only, it may be truncated due to space constraints.

Report and Listing Updates

Reports and listings have been modified to accommodate updated fields and formats. The longer customer and contact names are accommodated if they print on a separate line or if there is enough space.

Form Updates

The expanded field sizes are reflected in the work tables, but the forms have not been updated to accommodate the expanded fields.

The Country, City, State/Province, and ZIP/Postal Code fields added in Company Maintenance have been added to the work tables, but they have not been added to the forms. The forms still print the information in the four address lines that were on the window prior to this release.

Country Code Selections Grid Option

A Country Code field has been added to the Selections grid for various form printing tasks. For any source documents with no value in the Country Code field, the default country code entered in Company Maintenance will be used for selection purposes.

Import Jobs

Any Visual Integrator import jobs that include address information **must be modified to include the CountryCode column**, and it must be imported before the ZipCode column.

Payroll Version

If you're using Sage 100 Payroll, **you must upgrade to version 2.20.1**. Earlier versions have not been updated to support international addresses, and you will encounter errors. More changes to support international addresses are planned for Sage 100 Payroll 2.20.2.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Map Service Choices

You now have a choice of which map service to use when you click a Map button next to address field. A Select Map Service field has been added to the following locations:

- The Preferences tab in User Maintenance.
- The User Settings window accessed from the File menu.

You can select Bing Maps, Google Maps, or MapQuest.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Export to Excel Button Added for List Boxes

An Export to Excel button allows you to export the contents of a list box to Microsoft Excel. The button has been added for numerous list boxes throughout Sage 100.

As part of this enhancement, the related module option in Role Maintenance has been renamed Allow Export to Excel from Lookups/Grids/Lists.

Add PII Work Tables To Custom Reports

You can add multiple work tables that contain personally identifiable information (PII) to custom reports. When running the Menu Wizard accessed through Report Manager, if you're adding a custom report for which work tables that contain PII are available, you'll have the opportunity to add them. Note that users' ability to view PII is dependent on their role security. Currently only the General Ledger and Payroll modules include work tables that contain PII.

Admin Rights Not Required for Workstation Synchronization

You no longer need administrative rights on your workstation to run the Workstation Synchronization program that automatically starts after some Sage 100 updates are installed on the server.

To eliminate the need for administrative rights, some files are now installed in a different location. The Sage folder that was previously installed in this location:

C:\Program Files (x86)\Common Files

Is now installed in this location:

C:\Program Data

Desktop Utilities

You can access two utilities from the Sage 100 Desktop File menu.

Customization Import

Use this utility to import custom settings if you were using the classic Desktop in an earlier version of Sage 100 and made any of the following customizations:

- Added tasks to a public or private folder on the My Tasks tab
- Added tasks or shortcuts to other programs to the button bar

If you're using the latest version of Sage 100 on the same workstation as your earlier version, the utility adds your public and private tasks and shortcuts to other programs to the Favorites panel on the standard Desktop.

To start this utility, on the Desktop File menu, point to Desktop Utilities, and click Customization Import.

Logging Level

Use this utility if asked to do so by Sage customer support. This utility was previously accessed by browsing to the ..\MAS90\Launcher\ folder and double-clicking launcher.logging.exe.

To start this utility, on the Desktop File menu, point to Desktop Utilities, and click Logging Level.

Links to Sage University Training

A Sage University button () has been added to additional task windows in the Common Information and Library Master modules and to the Visual Process Flows Manager window.

Click the button to view a list of training videos related to the task. Depending on your Business Care plan, there may be no charge to watch the videos.

Accounts Payable

The following changes were made in the Accounts Payable module.

Encrypt PII for Inactive Vendors

As a means to comply with consumer privacy laws that require you to either delete or deidentify personally identifiable information (PII) so that it can't be used to identify an individual, there are two ways to encrypt an inactive vendor's PII:

- An Encrypt button has been added to the Additional tab in Vendor Maintenance.
- An Encrypt Vendor Personally Identifiable Information utility has been added to the Accounts Payable Utilities menu. You can use this utility to encrypt vendor PII if the vendor's record has already been deleted in Vendor Maintenance.

After PII is encrypted, it no longer appears in task windows or reports. Furthermore, the data cannot be viewed in Data File Display and Maintenance or accessed through Visual Integrator or external reporting using an ODBC data source. For more information, see *Encryption for Inactive Vendors' Personally Identifiable Information* in the help.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Reverse Check Run Utility

A Reverse Check Run utility has been added to the Accounts Payable Utilities menu. You can use this utility to reverse an entire check run. Check runs are selected by entering either a register number or a bank code and check number. Checks with a type of Auto (a standard check) and Electronic that are posted to the cash disbursements journal can be reversed.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

New Options for Retaining Paid Invoices

Two new fields have been added to the Additional tab in Accounts Payable Options:

- Months to Retain Paid Invoices (replaces Days to Retain Paid Invoices)
- Purge Paid Invoices During

You can enter a value ranging from 0 to 9,999 in the months field, and select whether paid invoices are purged during period-end or year-end processing.

Note: These fields are available if you purchased Sage 100 through a subscription plan; otherwise, you'll still have the Days to Retain Paid Invoices field.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

1099-NEC Form Added

The IRS is introducing Form 1099-NEC, used to report nonemployee compensation, for tax year 2020. Nonemployee Comp (to be used for Form 1099-NEC) is now available to select in the following locations:

- Vendor Maintenance — Default Form field on Additional tab
- 1099 Payment History window — 1099 Form Type field
- A/P Invoice Data Entry — (1099 Payment) Form field on the Header tab
- Manual Check and Payment Entry — 1099 Form field on the Lines tab

Because Form 1099-NEC is now used for nonemployee compensation, changes have been made to Form-1099 MISC. Included in the changes, Box 7 is now used for the Payer Made Direct Sales of \$5,000 or More check box. (For more details on the form changes, see the IRS website: www.irs.gov/instructions/i1099misc)

In Vendor Maintenance, the Misc Box 9 check box has been renamed Payer Made Direct Sales \$5000+. This check box is now used for Box 7 on Form 1099-MISC.

If you've already recorded nonemployee compensation for tax year 2020 in Box 7, a utility is available to move the totals to Box 1. Contact Sage Support for more information.

Unlimited Cost Types in Open Invoice By Job Report

You are no longer limited to selecting only 12 cost types when printing the Open Invoice by Jobs Report. In the Cost Types to Print section of the task window, the check boxes for individual cost types have been replaced with a Select Cost Types button. Click this button to open the Cost Type Selection window and select all cost types needed for the report.

Relocation of Paperless Option in Vendor Maintenance

To access the Paperless Office Delivery Options window from Vendor Maintenance, click the arrow in the top-right corner of the window, and then select Paperless Delivery Options.

Accounts Receivable

The following changes were made in the Accounts Receivable module.

eInvoicing for Accounts Receivable Invoices

Through the eInvoicing feature that works with Paya Connect Desktop, you can send your customers emails that include an invoice summary and a link for online payments. Customers can use the payment link to make online credit card and ACH payments. If you're using Paperless Office for invoicing, the invoice PDF is attached to the email. After customers make online payments, you can import them into Cash Receipts Entry.

There are two ways to enable eInvoicing for customers:

- To enable the feature for an individual customer, select the eInvoice Payments check box on the Additional tab in Customer Maintenance.
- To enable the feature for a range of customers, use the Global Customer Field Change utility.

An eInvoice Payments check box has been added to the Header tab in Invoice Data Entry. The check box is selected by default if the eInvoice Payments check box in Customer Maintenance is selected, but you can clear it as needed.

If the check box is selected, the invoice information is sent to Paya when the Sales Journal is updated, and the email with the invoice information and Pay Now link is then sent to the customer.

An eInvoice Payments button has been added to the Cash Receipts Deposit window. Click this button to import online payments.

A merchant account with Paya (formerly Sage Payment Solutions) is required to use eInvoicing. Paya will provide you with a user ID and API key, which you must enter in System Configuration.

Next, enable the feature in Company Maintenance, and then you can enable it for customers in Customer Maintenance. For more information, see the *eInvoicing* article in the Sage 100 help.

A utility, eInvoicing Error Log Viewer, has been added to the Accounts Receivable Utilities menu. After you update the Sales Journal, a message lets you know if there were any invoices that should have been sent to Paya Connect but were not. Use the viewer to see which invoices were not sent, view error information, and send the invoices to Paya Connect.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Viewing Addresses in Invoice History Inquiry

In Invoice History Inquiry, the address no longer appears on the Main tab. Click the new Addresses button to view the bill-to and ship-to addresses for the invoice.

New Options for Retaining Paid Invoices

Two new fields have been added to the Additional tab in Accounts Receivable Options:

- Months to Retain Paid Invoices (replaces Days to Retain Paid Invoices)
- Purge Paid Invoices During

You can enter a value ranging from 0 to 9,999 in the months field, and select whether paid invoices are purged during period-end or year-end processing.

Note: These fields are available if you purchased Sage 100 through a subscription plan; otherwise, you'll still have the Days to Retain Paid Invoices field.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Encrypt PII for Inactive Customers

As a means to comply with consumer privacy laws that require you to either delete or deidentify personally identifiable information (PII) so that it can't be used to identify an individual, there are two ways to encrypt an inactive customer's PII:

- An Encrypt button has been added to the Additional tab in Customer Maintenance.
- An Encrypt Customer Personally Identifiable Information utility has been added to the Accounts Receivable Utilities menu. You can use this utility if the customer's record has been deleted in Customer Maintenance.

After PII is encrypted, it no longer appears in task windows or reports. Furthermore, the data cannot be viewed in Data File Display and Maintenance or accessed through Visual Integrator or external reporting using an ODBC data source. For more information, see *Encryption for Inactive Customers' Personally Identifiable Information* in the help.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Relocation of Paperless Option in Customer Maintenance

To access the Paperless Office Delivery Options window from Customer Maintenance, click the arrow in the top-right corner of the window, and then select Paperless Delivery Options.

Custom Office

The following changes were made in the Custom Office module.

Improved Grid Customization

When you're editing a panel with a grid, right-clicking within the grid now opens the Customize Grid Definition window. The appearance of the grid is virtually identical to its appearance in Sage 100 task windows. As you edit the grid

- Drag and drop columns to rearrange them.
- If the panel has a primary and secondary grid, drag and drop columns to move them from one grid to another.
- Click a column label to open the Column Properties window, which lets you specify various properties, such the column length and description, and whether it's locked.
- Click the Add Column button to add additional columns.
- Access the Bulk Hide window, which lets you set the Hidden option for all columns in the grid.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Apply Grid Customizations to a Customization Group

When selecting a customization group from the User list in the Customizer Panel Selection window, you can now customize the grid(s) included in the panel. The customized grids will be available to all users in the customization group.

Save UDF Changes in Pending Status

It's no longer necessary to choose between updating your user-defined field (UDF) changes right away or discarding them. UDF additions and modifications are now saved in a pending table. In the User-Defined Fields window, when you click Cancel, a message will let you know that your changes have been saved. You can return to the User-Defined Fields window at a later time to continue working on your changes and update them when you're ready.

A new task, Pending Changes Summary, has been added to the Custom Office Main menu. You can also access this task by clicking the Summary of Pending Changes button in User-Defined Field and Table Maintenance.

Use this task to view a list of pending changes. Click the Update All button to update all changes. If you have changes for multiple tables, a message appears after each table has been updated. You can click Continue to update the remaining tables or click Stop to leave the remaining changes in pending status to be updated at a later time.

When you have changes in pending status, a Pending folder appears beneath the module list in User-Defined Field and Table Maintenance. Expand the folder to view a list of tables with pending changes. You can select a table and click the Delete Pending Changes button to delete all pending changes for the table.

You can schedule an update of the pending changes using Task Scheduler.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Mask Information in Data Entry Fields

A Mask Display check box has been added to the Options tab in the Multi-Line Definition window. Select this check box to display filled-in circles in place of the actual characters when data is entered into this field.

Note that the data is **not** encrypted and it is masked only when displayed in task windows. For example, the actual characters would appear if this field is added to a lookup view or if you viewed the table in Data File Display and Maintenance.

A Mask Display check box has also been added to the Add/Edit Field window. If you select this check box, the Mask Display check box in the Multi-Line Definition window is selected by default when you add the UDF to a panel.

Inventory Management

The following changes were made in the Inventory Management module.

Expiration Dates for Lot and Serial Items

Expiration dates can be added for items with lot or serial numbers when items are received into inventory or produced through Bill of Materials. Expiration dates can be manually entered, or you can enter settings to automatically calculate them. You can also calculate sell-by, use-by, and return dates to determine how many days before or after an item's expiration date it can be distributed.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

The expiration date feature must be enabled in Inventory Management Options, and the related settings are entered in this task. However, you can override the settings for product lines and individual items in Product Line Maintenance and Item Maintenance.

For more information, see *Set Up Expiration Dates for Lot and Serial Items* in the Sage 100 2020 help.

Utility for Adding and Changing Expiration Dates

The Change Lot and Serial Expiration Dates utility has been added to the Inventory Management Utilities menu. Use this utility to add expiration dates for existing items and to change any expiration dates that have already been entered.

Note: Before using the utility, you must:

- 1 Enable the expiration date feature in Inventory Management Options.
- 2 For applicable items, select the Track Lot/Serial Expiration Date check box in the Lot/Serial Expiration Settings window, accessed using the More button in Item Maintenance.

For more information, see *Change or Add Expiration Dates for Lot and Serial Items* in the Sage 100 help.

Change Lot/Serial Expiration Date from Item Maintenance

To change expiration dates for lots or serial numbers one at a time, click the Change Lot/Serial Expiration Date button, which has been added to the Cost Detail tab in Item Maintenance.

Option to Exclude Expired Items From Reorder Calculations

An Include All Expired Lot/Serial Items in Quantity Available check box has been added to the following windows:

- Auto Reorder Selection (Purchase Order)
- Inventory Reorder Report (Inventory Management)

You can clear this check box to exclude expired items from the calculation of the available quantity.

Forms, Reports, and Registers

A new report, Lot Serial Expiration Status Report has been added to the Inventory Management Reports menu. Use this report to view a list of items' expiration dates. You can also use the report to view a list of items that are missing an expiration date or a list of items that are expired as of a specified date.

The expiration date is printed on the reports and registers listed later in this section if the Track Lot/Serial Expiration Dates check box is selected in Item Maintenance.

If applicable, the expiration date prints on the following registers:

- Bill of Materials registers:
 - Production Register
 - Disassembly Register
- Inventory Management registers:
 - Transaction Register
 - Physical Count Variance Register

- Count Card Variance Register
- Purchase Order registers:
 - Receipt of Goods Register
 - Return of Goods Register
 - Material Requisition Register

If applicable, the expiration date is printed on the following reports:

- Bill of Materials reports
 - Production History Report
- Inventory Management
 - Inventory Detail Transaction Report
 - Lot/Serial Transaction History Report
- Purchase Order
 - Receipt History Report (if the Print Lot/Serial Information check box is selected)
- Return Merchandise Authorization reports (if the Print Lot/Serial Information check box is selected)
 - Return Reason Report
 - RMA Receipts History Report
- Sales Order reports (if the Print Lot/Serial Distributions check box is selected)
 - Shipping History Report
 - Open Sales Order Report
 - Open Sales Order by Item Report
 - Open Sales Order by Promise Date Report
 - Open Sales Order by Job Report
 - Lot and Serial Number History Report

The expiration date has been added to the worktables for the following forms to make it easier to add the field to the forms if needed.

- A/R invoice (historical)
- B/M production label
- I/M receipts label
- P/O return order
- R/A customer RMA
- R/A RMA receiver
- S/O sales order
- S/O picking sheet
- S/O invoice

- S/O packing list



We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Job Cost

The following changes were made in the Job Cost module.

Option for Expensing Work-In-Process Costs

A new field, Recognize WIP when Billing % Complete Jobs, has been added to the Main tab in Job Cost Options. This field is available when the (Post to General Ledger) Work in Process check box is selected.

There are two options available in this field:

- Select Actual Costs to expense WIP costs using actual costs posted to the job that have not been previously billed as of the job billing date.
- Select % of Estimate to expense the WIP costs as cost of goods sold by multiplying the revised estimated cost by the job's completion percentage less the previously recognized estimated costs.

After converting company data from an earlier version of Sage 100, the default selection is Actual Costs. For new companies, the default selection is % of Estimate.

If you change the selection in this field, and there are open jobs that have been billed using the original method, the next time you process an invoice in which WIP is accrued, that accrual will include a reversal for costs recognized when you were using the previously selected WIP accrual method. Consider processing a zero-dollar invoice after making the change to process the reversal.

Actual % Complete Field

A new field, Actual % Complete, has been added to the locations listed below so that you can enter the job's completion percentage when processing invoices for the job.

- S/O Invoice Data Entry Header tab
- Shipping Data Entry Shipping tab

This field is available if:

- The Job Cost module is integrated with Sales Order.
- In Job Cost Options, % of Estimate is selected in the Recognize WIP when Billing % Complete Jobs field.
- In Job Maintenance, for the selected job, Percentage of Completed is selected in the Acct Method field, and Fixed is selected in the Billing Method field.

A view-only Job No. field has also been added to the Shipping tab in Shipping Data Entry.

eInvoicing for Job Cost Invoices

Through the eInvoicing feature that works with Paya Connect Desktop, you can send your customers emails that include an invoice summary and a link for online payments. Customers can use the payment link to make online credit card and ACH payments. If you're using Paperless Office for invoicing, the invoice PDF is attached to the email. After customers make online payments, you can import them into Cash Receipts Entry.

An eInvoice Payments check box has been added to the Header tab in Job Billing Data Entry. The check box is available and selected by default if the eInvoice Payments check box in Customer Maintenance is selected, but you can clear it as needed.

If the check box is selected, the invoice information is sent to Paya when the Job Billing Register is updated, and the invoice is then emailed to the customer. For more information, see the *eInvoicing* article in the Sage 100 help.

A merchant account with Paya (formerly Sage Payment Solutions) is required to use eInvoicing. Paya will provide you with a user ID and API key, which you must enter in System Configuration. Next, enable the feature in Company Maintenance, and then you can enable it for customers in Customer Maintenance. For more information, see the *eInvoicing* article in the Sage 100 help.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Library Master

The following changes were made in the Library Master module.

Conversion Options

Two new options in the Convert Module Data Files window allow you to do more when converting company data.

Convert SAP Crystal Reports

If you select the Convert SAP Crystal Reports check box, the custom reports and forms for active modules are converted to the current level when you run conversion.

After the company data conversion is complete, anyone logged into Sage 100 can continue working while the reports and forms are being converted.

The amount of time needed to convert company data is not affected by the SAP Crystal Reports conversion.

Update Custom Office Panels to Current Level

If you select the Update Custom Office Panels to Current Level check box, the Custom Office panel update is run for any customized panels for the companies being converted. This update runs without any prompts.

Purchase Order

The following changes were made in the Purchase Order module.

Apply Multiple Purchase Orders to An Invoice or Receipt

In Receipt of Invoice Entry and Receipt of Goods Entry, an Apply Purchase Orders button has been added next to the Purchase Order Number field on the Header tab. After selecting the first order for the invoice or receipt, click this button to add additional orders.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

The first purchase order applied is considered the primary order. To add additional orders, the information in the following fields must match:

- Terms code
- Sales tax schedule for purchase order
- Sales tax schedule for purchase address
- Shipping code (entered in Ship Via field)

Reports, Forms, and Registers

The documents listed below have been modified to display "Multiple" in the purchase order number field if more than one order has been applied to the applicable document.

- Receipt of Goods Register
- Receipt of Invoice Register
- Daily Purchases Journal
- Receipt History Report
- A/P Invoice History Report

Inquiry Windows

In Receipt History Inquiry and A/P Invoice History Inquiry, "Multiple" appears in the purchase order number field if multiple purchase orders were applied to the receipt or invoice. You can click the Multiple Purchase Orders zoom button to view a list of orders applied to the document.

In both inquiry windows, if multiple purchase orders with prepayments were applied to the receipt or invoice, the total prepayment amount from all orders appears in the prepayment field. You can click the Prepayments button to view a list of applied purchase orders, along with the prepayment amount and check number.

Landed Cost Calculation

If entry of landed cost is enabled in Purchase Order Options and Automatic Update is selected for the FRGHT cost type in Landed Cost Maintenance, the landed cost for all purchase orders applied to a receipt of goods is totaled and allocated to each line item.

If entry of landed cost is not enabled, the freight amount for all orders applied to the receipt is totaled and allocated to each line item based on the selection in the Allocate Freight on a Line Item Basis field in Purchase Order Options.

 We're listening! This idea was a suggestion on the [Sage 100 ideas site](#). Visit the ideas site to share your ideas and vote for your favorites.

Sales Order

The following changes were made in the Sales Order module.

eInvoicing for Sales Order Invoices

Through the eInvoicing feature that works with Paya Connect Desktop, you can send your customers emails that include an invoice summary and a Pay Now link. Customers can click the Pay Now link to make online credit card and ACH payments. If you're using Paperless Office for invoicing, the invoice PDF is attached to the email. After customers make online payments, you can import them into Cash Receipts Entry.

An eInvoice Payments check box has been added to the Header tab in Invoice Data Entry. The check box is available and selected by default if the eInvoice Payments check box in Customer Maintenance is selected, but you can clear it as needed.

If the check box is selected, the invoice information is sent to Paya when the Sales Journal is updated, and the invoice is then emailed to the customer. For more information, see the *eInvoicing* article in the Sage 100 help.

A merchant account with Paya (formerly Sage Payment Solutions) is required to use eInvoicing. Paya will provide you with a user ID and API key, which you must enter in System Configuration.

Next, enable the feature in Company Maintenance, and then you can enable it for customers in Customer Maintenance or by using the Global Customer Field Change utility. For more information, see the *eInvoicing* article in the Sage 100 help.

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Visual Integrator

The following changes relate to the Visual Integrator module.

Change for Import Jobs that Include Addresses

Any import jobs that include address information **must be modified to include the CountryCode column**, and it must be imported before the ZipCode column. This requirement is related to changes made to support international addresses. For more information, see International Address Support on page 19.

Office 365 Integration

A new screen has been added to the Sage 100 Office Configuration wizard. On the Microsoft Power Apps and Power Automate screen, if you select the check box, the information needed to create a custom connector appears on the last page of the wizard.

The same information is automatically copied to the Windows clipboard so that you can paste it into a document to reference when setting up your custom connector. This is required if you plan to use Power Automate or Power Apps that work with your Sage 100 data.

Retired Features

The following features are no longer available in version 2020.

Classic Desktop

The classic version of the Sage 100 Desktop is no longer available. To learn more about the standard version of the Desktop, refer to the following resources:

- To watch a video providing an overview of the standard Desktop, click the Help tab at the top of the Desktop, and then click Tour the Desktop.
- To read detailed instructions on using and customizing the Desktop, see chapter 2, *Touring the Software*, in the *Getting Started Guide*.

To view this guide, click the Web Content tab at the top of the Desktop, click Resources, and then click Getting Started Guide. If the guide is opened in the embedded browser, you can right-click the tab and then select Open in new window.

If you were using the classic Desktop and had created public or private tasks or customized the button bar, you can run a utility to add those tasks and/or programs to the Favorites panel in the standard Desktop. For more information, see Customization Import on page 21.

Chapter 4

Changes in Version 2019

This chapter describes the changes made in the Sage 100 2019 release and the subsequent updates for that version. Installation and global changes are listed first followed by module changes, third-party features, and then retirements.

Global

Global changes are carried throughout multiple modules.

The following changes were made in version 2019.2.

Automatic Update of Daily Transaction Register

A security event has been added to Role Maintenance that allows you to automatically update the Daily Transaction Register. For any series of journal and register updates that concludes with the Daily Transaction Register, you will not receive a prompt to print and update the register if the security event check box is selected for your role. The Daily Transaction Register will be printed and updated automatically.

The security event has been added for the following modules:

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Bill of Materials
- Inventory Management
- Job Cost
- Purchase Order
- Sales Order
- Work Order

Warning Message for Document Dates

A Use Document Date Warning check box has been added to the Preferences tab in Company Maintenance. After selecting this check box, you can enter a value in one or both of the following fields:

- Document Date - Prior Periods to Allow Outside of Current Period
- Document Date - Future Periods to Allow Outside of Current Period

These values are compared to the current period entered in the module's Options task to determine when a date falls outside of the valid date range. Alternately, in Bill of Materials, Inventory Management, Purchase Order, Return Merchandise, and Sales Order, the values are compared to the current calendar month and year if Calendar Months is selected in the Base Inventory Periods On field in Inventory Management Options.

If you start to create a document with a date that falls outside of the valid range, you'll receive one of two messages:

- If you're using the default date for that session, a warning message appears, and you can click OK to continue.
- If you manually enter the date, a warning message asks if you want to proceed. If you click Yes to continue with the date entered, a record is written to the Activity Log.

If you import records with a document date falling outside of the specified range through Visual Integrator, a warning is written to the Import Log.

Document dates are checked in the following tasks:

- Bank Reconciliation:
 - Reconcile Bank
 - Check Deposit and Adjustment Entry
- Bill of Materials
 - Disassembly Entry
 - Production Entry
- Accounts Payable
 - Invoice Data Entry
 - Repetitive Invoice Selection
 - Manual Check and Payment Entry
- Accounts Receivable
 - Invoice Data Entry
 - Cash Receipts Deposit
 - Repetitive Invoice Selection
- Inventory Management
 - Transaction Entry
- Job Cost
 - Job Billing Selection
- Purchase Order
 - Material Requisition Issue Entry
 - Purchase Order Entry
 - Receipt of Goods
 - Receipt of Invoice Entry

- Return of Goods
- Return Merchandise Authorization
 - Generate Transactions
 - RMA Entry
 - Receipts Entry
- Sales Order
 - Sales Order Entry
 - Invoice Data Entry

Note: This feature is available if you purchased Sage 100 through a subscription plan.

Links to Sage University Training

A Sage University button (with a graduation cap icon) has been added to additional Purchase Order and Sales Order task windows. Click the button to view a list of training videos related to the task. Depending on your Business Care plan, there may be no charge to watch the videos.

The following changes were made in version 2019.1.

View Paperless Documents from Journal Drill Down Window

A Paperless Viewer button has been added to the Journal Drill Down window. If you've set up Paperless Office and have the appropriate security setup, you can click the button to open the Journal and Register Viewer. The button is available when you access the Journal Drill Down window from the following tasks:

- A/P Invoice History Inquiry
- A/P Payment History Inquiry
- A/R Invoice History Inquiry
- G/L Account Maintenance/Inquiry
- G/L Source Journal Maintenance
- I/M Item Maintenance/Inquiry
- P/O Receipt History Inquiry

Links to Sage University Training

A Sage University button (with a graduation cap icon) has been added to additional task windows. Click the button to view a list of training videos related to the task. Depending on your Business Care plan, there may be no charge to watch the videos.

The following changes were made in version 2019.

Auto-Complete for Account Numbers

The auto-complete feature has been added for general ledger account number fields. You can now search for an account by entering any of the following in an account number field:

- Account number
- Main account
- Account description
- Account group

As you type, a list of accounts matching your entry appears, and you can select one from the list.

This feature is automatically enabled for all users. You can disable the feature for individual users in Library Master > User Maintenance.

To enable this feature, run the Build Search Index utility on the Library Master Utilities menu to create an index. As you add accounts, you'll need to run the utility again to index the new records.

Print Status Updated When Using Keep Open Check Boxes

In the tasks listed below, when you print a document while the Keep Window Open After Print or Keep Window Open After Preview check box is selected, the document's print status will reflect that the document has been printed. Previously the document's print status would have been set to not printed.

- Invoice Printing (Job Cost)
- Purchase Order Printing
- Return Order Printing
- Sales Order Printing
- Picking Sheet Printing
- Shipping Label Printing
- Invoice Printing (Sales Order)

Security Update for E-mail Delivery

Transport Layer Security (TLS) 1.2 is now supported when sending e-mails through Paperless Office and eBusiness Manager.

Message Enhancements

Some message windows now have a More Info link. When you click this link, you will see another message with additional information or a related help article.

When you're opening a task and a message appears indicating that a file is locked, you can click More Info to see who has the file locked and in which task.

Copy Feature for Custom Lookup Views

A Copy button has been added to the User Lookup Wizard. You can now copy a custom lookup for other companies and users. Also, selecting companies and users is now easier—check boxes have been added to the company and user list.

Links to Sage University

A Sage University button (with a graduation cap icon) has been added to additional task windows.

You can click the button to view a list of training videos related to the task. Depending on your Business Care plan, there may be no charge to watch the videos.

The Sage University button has been added to the tasks windows listed below.

- Accounts Payable
 - ACH Maintenance
 - Expense Distribution Table Maintenance
 - Invoice Payment Selection
 - Repetitive Invoice Selection
 - Vendor Maintenance

- Accounts Receivable
 - Cash Receipts Entry
 - Commission Edit Maintenance
 - Customer Maintenance
 - Invoice Printing
 - Repetitive Invoice Entry
 - Repetitive Invoice Selection
 - Salesperson Maintenance

- Bank Reconciliation
 - Auto Check Reconciliation
 - Bank Code Maintenance
 - Check, Deposit and Adjustment Entry
 - Positive Pay Export

- General Ledger
 - Transaction Journal Entry

- Job Cost
 - Contractor Maintenance
 - Job Maintenance

- Library Master
 - Activity Log

Payroll Module Removed from Installation Program

The Payroll module is no longer part of the Sage 100 installation program. To install the module, use the standalone installation program. For information on installing the Payroll module, see the Sage 100 Payroll Installation and Upgrade Guide. The guide is available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Custom Office

You can now customize the columns and buttons on the following Paperless Office viewers:

- Journal and Register Viewer
- Period End Report Viewer
- Report Viewer

General Ledger

The following changes were made in the General Ledger module.

Consolidate Journal Entries in General Journal PDF

When printing the General Journal and selecting PDF output, you can now consolidate all General Journal entries into one PDF. A module option, Print Multiple PDFs for General Journal, has been added in Role Maintenance. Clear the check box for this option to consolidate the entries.

Account Appears on All Pages of Detail Reports

The account number and description are now printed on each page of the General Ledger Detail Report and General Ledger Detail by Source Report.

Encrypted Bank Information

Bank descriptions and account numbers are now encrypted. Bank descriptions are still visible in windows and on reports and forms.

A new security event, "Allow Viewing, Printing and Editing of Highly Sensitive Personally Identifiable Information," determines whether users will be able to view and print bank account numbers.

For more information, see *Additional Security for Bank Information* in the help.

Inventory Management

The following changes were made in the Inventory Management module.

Option to Include Inactive Items in Physical Count

An Include Inactive Items check box has been added to the Physical Count Worksheet task window. If you select this check box, inactive items are printed on the worksheet and included in Physical Count Entry and on the Variance Register. If the check box is cleared, inactive items are excluded from the physical count process.

Option to Print Variances Only

An Only Print Variances on Register check box has been added to the Physical Count Variance Register task window. If you select this check box, all items for which there is no variance are omitted from the register.

Item Quantity Inquiry Button in Physical Count Entry

An Item Quantity Inquiry button has been added to the Lines tab in Physical Count Entry. Click this button to view quantity information for the selected item.

You can click the arrow next to this button and select Item Inquiry to open the Item Inquiry window, or select Item Memo to view, create, or maintain memos for the selected item.

Note: To see the Item Memo option, it must be enabled in Memo Manager Maintenance:

- 1 Select Inventory Management > Setup > Memo Manager Maintenance.
- 2 In the Memo Type field, select Item.
- 3 Select a role.
- 4 To add Physical Count Entry to the Task list, click the Reset All to Defaults button.
- 5 For Physical County Entry, in the Memo option column, select Show or Maintain.

Library Master

The following changes were made in the Library Master module.

Data File Display and Maintenance

Data File Display and Maintenance has been upgraded with several new features.

- If you're using Sage 100 Premium, you can now access files stored in a SQL database.
- To select a file in the File Name field, you can enter the company code, followed by a colon, followed by the file name. For example: ABC:AR_Customer

- For files in modules upgraded to Business Framework, the Data File Display and Maintenance – Edit window now lists all fields and values in a grid.

Encrypted fields are not available to edit, but you can select the Allow Read-Only Fields to Be Changed check box to edit the read-only fields.

Validation is now performed on date and numeric fields.

- For multi-segment keys, the key scan filter allows you to filter the records using one or more segments of the key. Enter the selected key column separators as needed to indicate which segments of the key your search criteria must match.

For example, the key for customer records is ARDivisionNo:CustomerNo. To search for customer number 02-CAPRI, you can enter the following in the Key field:

:CAPRI

Alternately, you can select a different character to separate the segments of the key in the Key Column Separator field. If you select the tilde (~) character, you can then search by entering the following in the Key field:

~CAPRI

Note that you don't need to enter the full value contained in the segment. Continuing with the above example above, you could also enter the following:

~CAP

You can filter by multiple segments. For example, to view records in the GL_DailyPosting file from 2018 with AP as the source journal, enter the following in the Key field:

2018:AP

- For modules that have been upgraded to Business Framework, you can click Add to add a record.
- If you adjust the width of the Data File Display and Maintenance – Key Scan window, and then close the window to run a second scan, the window reopens at the width that you used previously. The Key and Data columns are automatically adjusted to fill the width of the window.
- In the Data File Display and Maintenance – Key Scan window, when entering search criteria in the Search field, you can use a special character to define the scope of the search:
 - To search for text in any location within the current key, add an asterisk (*) at the beginning of your search text. For example: *14072
 - To search for text within the current key and the data record, add a percent symbol (%) at the beginning of your search text. For example: %14072
- The Print button has been removed.

When starting Data File Display and Maintenance using the Run Program window accessed on the File menu, you can now enter SY_FileDisplay_UI.

Activity Log

The following changes have been made to the Activity Log:

- Changes made in Role Maintenance and User Maintenance are now tracked. A new activity type, Security, has been added and is used to categorize these changes.
- You now have the option to track changes in Company Maintenance and System Configuration. For more information, see Activity Log Configuration Window on page 43.
- To improve performance, there is now a configurable limit on the number of records that display when you open the Activity Log window. If the number of records in the log file exceeds this threshold, the Activity Log / window automatically opens before any records are loaded. Use the Activity Log - Filter window to filter the records and then view them in the Activity Log window.

To change the auto-load threshold, click the Configure button on the Activity Log window.

- A Cancel button is now available while the progress bar indicates that records are loading so that you can cancel the process if needed.
- A Refresh button has been added to the window. Click this button to reload the records, including any new ones created after you started the session.
- The newly added first column in the grid contains an asterisk (*) if a log file is available for the record.
- The Purge button now appears below the list of records. Also, a purge utility has been added to the Utilities menu. For more information, see Activity Log Purge Utility on page 44.
- When purged, records are either deleted or added to an archive file based on settings in the Activity Log Purge Configuration window, which is described on page 44.
- You can view purged records stored in an archive file by clicking the History button and, in the Select Archive Year window, selecting a year. Archived records from that year are then displayed in the Activity Log window.

Activity Log Configuration Window

The Activity Log Configuration Window, accessed by clicking the Configure button in the Activity Log window, allows you to set various options. You can use this window to:

- Control how many records are loaded by default, either by entering a value or setting a date range.

- Specify whether to track changes made in Company Maintenance and System Configuration.
- Specify how data is purged.
- Specify what information is recorded when errors occur in Sage 100.

For more information, refer to the on-screen help that appears at the bottom of the configuration window when you click one of the rows.

Activity Log Purge Utility

You can use the Activity Log Purge utility to purge records from the Activity Log file. To access the utility:

- Click the Purge button on the Activity Log window.
- Select the task on the Library Master Utilities menu.

When purged, records are either deleted or added to an archive file based on settings in the Activity Log Purge Configuration window, which is described in more detail in the next section. You can schedule automatic purges using Task Scheduler. Archive files are stored here: `..\MAS90\MAS_System\Archive`

Activity Log Purge Configuration Window

Click the Activity Log Purge Configuration button to open the configuration window. Use this window to control how many records are loaded by default and specify how data is purged.

Note that the default setting for the Minimum Days to Keep field is 365; therefore, the Records to Purge list may be empty when you initially start the utility.

Activity Log Filter Window

The Activity Log Search window has been renamed Activity Log Filter. In addition, the following changes have been made:

- You can filter records by company code and module code.
- You can enter search text to filter records by the text in the Description column.
- File Display/Maintenance and Visual Integrator have been added as options to filter records.

Activity Log Report

The following changes were made to the Activity Log Report task window:

- An Archive Year field has been added to the Activity Log Report. If you have archived records, you can select a year in this field, and only the archived records from that year are included in the report.

To include unarchived records on the report, select Current Activity in the Archive Year field.

- You can filter the report by module using the Module Code fields in the Selections grid.

User ID Field Expanded

The User ID field on the E-mail tab in Company Maintenance has been expanded to hold 254 characters.

Keep Window Open Check Box in Rebuild Key Files

A Keep Window Open check box has been added to the Rebuild Key Files window. If you select this check box, the window remains open after you rebuild files, but the company, module, and file selections are cleared.

Paperless Office

The following changes were made in the Paperless Office module.

Text Formatting Options for Messages

A new message editor has been added to Electronic Delivery Message Maintenance and to the Edit Message window accessed through the Customer, Employee, and Vendor Viewer windows. The editor features a tool bar with text formatting options, including the ability to:

- Change the text color, font, and size
- Use bold or italic text
- Create bulleted and numbered lists
- Insert links and images

Square Brackets Replace Angled Brackets for Merge Fields

Previously the merge fields were enclosed in angled brackets (< >). However, the new message editor is HTML based, and angled brackets are reserved for a specific purpose in HTML. Therefore, square brackets ([]) are now used to enclose the merge fields.

If you have existing messages that contain merge fields in your earlier version of Sage 100, the angled brackets will be replaced with square brackets when you convert your data. For example, <DocumentNo> will be converted to [DocumentNo].

If you have message fields that contain an angled bracket that is not being used to enclose a merged field, the bracket is not converted, and an entry is written to the Conversion Log.

Angled brackets used for merge fields in the Subject field are also converted, but the Subject field does not support formatted text; only plain text is allowed.

Be sure to test any messages that were saved in your prior version of Sage 100 after converting your data.

Size of Message Field Increased

The message field holds 7168 characters, increased from 4096. However, the special characters used in the HTML code count toward this limit.

New Merge Fields

Three new merge fields have been added in Electronic Delivery Message Maintenance:

- [CustomerPoNo] for sales orders and Accounts Receivable and Sales Order invoices
- [InvoiceDueDate] for invoices
- [ShipDate] for sales orders and Sales Order invoices

The merge fields are available depending on which module and document is selected.

Also a Copy Merge Field to Clipboard button has been added to the window. Click this button to copy the selected merge field to the Windows clipboard and then paste it in multiple locations.

Cc and Bcc Options for E-mail Address

You can now specify whether the e-mail addresses used when e-mailing documents are added to the To, Cc, or Bcc field when e-mails are sent.

In the locations listed below, a Recipient field has been added; use this field to select To, Cc, or Bcc.

- Paperless Office Delivery Options (accessed from Customer Maintenance and Vendor Maintenance)
- Electronic Delivery (accessed from the customer, employee, and vendor viewers)
- Paperless Office Selection (accessed from all reports supported by Paperless Office)

When converting data, To is automatically selected in the Recipient field for the existing e-mail addresses.

In the Paperless Office Delivery Options window accessed through Employee Maintenance, the E-Mail Address field has been relabeled as the To field, and Cc and Bcc fields have been added. When converting data, existing e-mail addresses are added to the To field.

E-mail addresses entered in the Cc and Bcc fields are included in the customer, employee, and vendor listings if the option to print Paperless Office delivery options is selected.

Additional Attachments When Emailing Forms

In the Electronic Delivery for Forms window, you can now select additional attachments to include when emailing forms. You can select multiple attachments, and there is no restriction on the file type.

PDF File Name Options

A PDF File Name field has been added in Form Maintenance. In this field, if you select Document No., the document number is used as the file name for the PDF that is attached to the email. The full description is still used for the PDF file that is stored in the PDF directory.

If you select Full Description, the file name will vary depending on the document type. The file naming convention for this option is the same that was used in earlier versions of Sage 100.

Option to Copy Salespeople When E-mailing Forms

A Paperless button has been added in Salesperson Maintenance. Click this button to open the Electronic Delivery Options window and specify whether the salesperson will receive a copy of orders, invoices, and statements when they are e-mailed to customers from data entry, inquiry, and history tasks.

Search by Posting Date in Journal and Register Viewer

A Posting Date column has been added to the list box in the Journal and Register Viewer. When you click the Search button, you can include a posting date or range of posting dates in the search criteria.

Updated Printer Driver

The Amyuni PDF Converter, the virtual printer driver used to create PDF documents, has been updated to version 6.0.1.1.

Purchase Order

The following changes were made in the Purchase Order module.

Change for Drop-Ship Purchase Orders

In Purchase Order Entry and Receipt of Invoice Entry, if Drop Ship is selected in the Order Type field, the Work Order field on the Lines tab is not available.

When copying from a purchase order in Purchase Order Entry, if Drop Ship is selected in the Order Type field for the new purchase order, no history or work order information is copied from the source document.

Data Conversion

When converting your data after upgrading to version 2019, work order fields for drop-ship inventory lines and the corresponding history detail lines are cleared in purchase order and receipt of invoice records. History detail records that do not have corresponding data entry records are not affected.

Sales Order

The following changes were made in the Sales Order module in version 2019.1.

Add Tracking Number to Email Messages

In Electronic Delivery Message Maintenance, when you're creating a message for a Sales Order invoice, you can add the tracking number to the subject or the body of the message. To add the tracking number, insert the new TrackingNo merge field.

If you add the tracking number to the subject, they are displayed in plain text and multiple tracking numbers are separated by commas. In the body of the message, the tracking numbers are links that the recipient can click to track the shipment.

Chapter 5

Changes in Version 2018

This chapter describes the changes made in the Sage 100 2018 release and the subsequent updates for that version. Installation and global changes are listed first followed by module changes, third-party features, and then retirements.

Global Changes in 2018.4

The following changes were made throughout Sage 100 in version 2018.4.

Links to Sage University

A Sage University button (with a graduation cap icon) has been added to several task windows.

You can click the button to view a list of training videos related to the task. Depending on your Business Care plan, there may be no charge to watch the videos.

The Sage University button has been added to the tasks windows listed below.

- Accounts Payable:
 - Invoice Data Entry
 - Manual Check and Payment Entry
 - Check Printing and Electronic Payment
 - Period End Processing
- Accounts Receivable Invoice Data Entry
- Bank Reconciliation Reconcile Bank
- General Ledger General Journal Entry
- Payroll:
 - Check Printing
 - Deduction Code Maintenance
 - Employee Maintenance
 - Payroll Data Entry
 - Punch In/Out
 - Tax Profile Maintenance
 - Time Off Maintenance
 - Time Track Entry
- Purchase Order Return of Goods
- Sales Order Invoice Data Entry

Global Changes in 2018.3

The following changes are carried throughout multiple modules in version 2018.3.

Reset Button for Period End Report Selection

A Reset Default Reports button has been added to the Period End Report Selection window in all modules in which this window is present. Click the button to reset the report list to its original settings.

Improved Navigation in Calendar Window

The following changes have been made to the Calendar window:

- The last day(s) of the prior month are displayed when the first week of the month doesn't begin on a Sunday. Also the first day(s) of the next month display when the last week of the month doesn't end on a Saturday.
- Pressing the up arrow key moves focus to the same day of the previous week. Pressing the down arrow key moves focus to the same day of the next week.
- When focus is on the first day of the month, pressing the left arrow key displays the prior month. Pressing the Page Up key does the same. When focus is on the last day of the month, pressing the right arrow key displays the next month. Pressing the Page Down key does the same.

Global Changes in 2018

The following changes are carried throughout multiple modules in version 2018.

Spell Checking

An in-line spell checker has been added. Misspelled words are underlined, and you can right-click them to open a menu with the following options:

- Select a replacement for the misspelled word
- Add the word to your personal dictionary so that it will no longer be shown as misspelled. This does not affect other users.
- Ignore all instances of the misspelled word. The word will not be shown as misspelled as long as the current session of the task remains open.

The spell check feature has been added in the following locations:

- Memos
- Messages that print on forms, such as invoices, statements, and checks
- Paperless Office Electronic Delivery windows
- Comments
- Notes in Customer Contact Maintenance and Vendor Contact Maintenance

- E-mail Notification Maintenance (accessed from eBusiness Manager)
- Test E-Mail and Test Fax subject fields (accessed from Company Maintenance)
- Broadcast Message (accessed from Master Console)

When adding a multi-line user-defined field (UDF) to a screen, you can select whether to enable spell check.

Updated Desktop

The following changes have been made to the Sage 100 Desktop.

Option to Minimize the Desktop

A Toolbar Mode button has been added to the top-right corner of the Desktop. Click this button to minimize the Desktop. You will then see only the tab labels for the ribbon and the status bar. When you click a tab label, the full ribbon is displayed until you make a selection.

When the Desktop is minimized, you can click the Expand the Ribbon button next to the Toolbar Mode button to keep the full ribbon in view even after making a selection.

If you start an application, such as Paya Exchange, that runs in the embedded browser, the Desktop will be automatically expanded.

Web Content

- A Web Content tab has been added to the ribbon.
- An Open in New Window check box has been added to the Link window that appears when you add a new link or edit an existing one. If you select this check box, the web page will open in your default browser instead of the browser embedded in the Desktop.

Navigation Buttons for Embedded Browser

Forward and Back navigation buttons have been added for the embedded browser.

SAP Crystal Reports 2016

SAP Crystal Reports 2016 for Sage (version 2016SP04) now ships with Sage 100. The following new features are included in this version:

- Conditional formatting of boxes and lines, including the ability to conditionally suppress
- Vertical text alignment at Top, Middle, or Bottom
- A GetValueDescriptions function to display parameter value descriptions in your report layout
- Direct data access for SQL Server 2014

Important: You **must** uninstall earlier versions of SAP Crystal Reports before installing SAP Crystal Reports 2016 for Sage.

For Sage Fixed Assets Customers

If you have Sage Fixed Assets installed on the same computer as Sage 100 2018, you may receive an error when trying to preview reports in Sage Fixed Assets. The error occurs because the two programs use a different version of the SAP Crystal Reports runtime engine.

An upcoming release of Sage Fixed Assets will resolve this issue. For information on how to resolve the issue in your current version of Sage Fixed Assets, see article ID 86606 in the Sage Knowledgebase:

<https://support.na.sage.com/selfservice/viewdocument.do?externalID=86606>

Service Notification Maintenance

A new task, Service Notification Maintenance, has been added to the following locations:

- Library Master Main menu.
- Payroll Setup menu

Use this task to manage who will receive e-mails related to Sage services. E-mails are sent to let you know about scheduled maintenance, unplanned outages, or other events that affect your ability to use the service.

Currently the only service available is the Payroll Tax Calculation Engine, but additional services may be added in the future. Until you designate at least one person to receive service notifications, a message appears each time anyone accesses the Payroll module alerting them that a user must be set up in Service Notification Maintenance.

Installation Changes in 2018.1

The following change was made in version 2018.1.

Workstation Synchronization Update for Sage 100 Standard

The Workstation Synchronization program has been enhanced to update Sage 100 Standard workstations when you install a product update.

Accounts Payable Changes in 2018.2

The following changes were made in the Accounts Payable module in version 2018.2.

Search Invoice History from Vendor Maintenance

In Vendor Maintenance, you can open the new Invoice History Inquiry window by clicking the arrow button in the top-right corner of the screen and then clicking Invoices Inquiry. The window lists invoices and shows the invoice number, date, amount, purchase order number, order date, and ship-to location code.

From the Invoice History Inquiry window, you can:

- Select an invoice and then click the Zoom button to view invoice details in the Invoice History Inquiry window.
- Click the Search button to search for invoices by the invoice number, date, purchase order number, and ship-to location code.

Accounts Payable Changes in 2018

The following changes were made in the Accounts Payable module in version 2018.

Form 1099 Tax Reporting

The 1099 eFiling and Reporting task has been renamed Form 1099 Tax Reporting. Also, the Minimum YTD Payment field has been replaced with a Minimum YTD button. Click this button to open the Minimum YTD Payment window and enter the minimum payments for the corresponding Form 1099 boxes.

Accounts Receivable Changes in 2018

The following changes were made in the Accounts Receivable module in version 2018.

Fields Added to Pay Cycle Window

As part of the enhancements to the Payroll module, the following fields have been added to the Pay Cycle window that appears when updating the Commission Edit Register:

- Period Starting Date
- Check Date

Bank Reconciliation Changes in 2018.5

The following changes were made in the Bank Reconciliation module in version 2018.5.

Sage Bank Feeds

Sage Bank Feeds simplifies the process of reconciling your bank statements by importing bank transactions into Check, Deposit, and Adjustment Entry and matching them against Sage 100 transactions.

You can connect your banks to Sage Bank Feeds in Bank Maintenance when you access the task through the Bank Reconciliation menu. A wizard walks you through the process. Note that the wizard will need your ZIP Code; therefore, you must enter one on the Registration tab in System Configuration before connecting a bank.

To learn how to connect a bank, see *Connect a Bank to Sage Bank Feeds* in the help.

For information on how transactions are matched, see the help for Check, Deposit, and Adjustment Entry.

Bill of Materials Changes in 2018.3

The following changes were made in the Bill of Materials module in version 2018.3

Update Changes to Miscellaneous Charge Items

A new field, Sync Misc Charge Changes with Bill Tables, has been added to Bill of Materials Options. There are three options for updating bills with changes made for miscellaneous change items in Miscellaneous Item Maintenance:

- Select Yes to update bills with the changes made in Miscellaneous Item Maintenance.
- Select No if you do not want to update the bills.
- Select Prompt to receive a message when you update a field for a charge item in Miscellaneous Item Maintenance asking if you want to update the field in Bill of Materials.

Changes are updated only if the content in Bill of Materials matches the content that was in Miscellaneous Item Maintenance before the change was made. If you're using revisions, all revisions are updated with the change.

Business Insights Dashboard Changes in 2018

To protect sensitive employee information, the Workforce Statistics option has been removed from Business Insights Dashboard in version 2018.

Credit Card Processing Changes in 2018.4

Processing payment cards with EMV chips through Paya (formerly Sage Payment Solutions) is supported when using the following card readers:

- Ingenico ipp320
- Equinox L5300

The supported device list is subject to change. Please see the Integrated Solutions Compatibility Matrix for the latest information. You can find the matrix in the Sage Knowledgebase. See article ID 48274:

<https://support.na.sage.com/selfservice/viewdocument.do?noCount=true&externalId=48274>

Before processing payments with chip cards, you must update your settings in Sage Exchange Desktop:

- 1 In the Windows system tray, right click the Sage Exchange 2.0 icon and then click Settings.
- 2 In the Sage Exchange - Settings window, under Hardware, select EMV Devices.
- 3 Select your card reader device.
- 4 Select the Generate EMV receipts check box.

A PDF receipt will be generated after processing a payment in the Sage Exchange - Authorization window.

Custom Office Changes in 2018.3

The following changes were made in the Custom Office module in version 2018.3.

Calculator Option for Numeric Fields

A Calculator check box has been added to the Multi-Line Definition window. Select this check box to include the Calculator button next to the field. The check box is available for numeric fields only.

Buttons Appear in Screen Editor

In the Customizer screen editor, Calendar, Calculator, and Lookup buttons now appear as they do when using the screen in Sage 100.

Ability to Exclude UDFs from Selection Grids

An Exclude from Report Selection check box has been added to the Add Field and Edit Field windows. Use this check box when adding a user-defined field (UDF) to a table for a main entity, such as AR_Customer, to exclude the UDF from selection grids for reports that use the table.

Inventory Management changes in 2018.3

The following changes were made in the Inventory Management module in version 2018.3.

Item Images Open in Windows Photo Viewer

In Item Maintenance and Item Inquiry, when you click the Show Image button, the image now opens in Windows Photo Viewer. You can then email the image, copy it to the Windows clipboard, and adjust the zoom level.

Inventory Management Changes in 2018

The following changes were made in the Inventory Management module in version 2018.

Warehouse Status Field in Warehouse Code Maintenance

A Status field has been added to Warehouse Code Maintenance. The three status options are Active, Inactive, and Restricted.

Inactive Warehouse Status

The Inactive status is intended for warehouses that are no longer in use. If a warehouse status is Inactive, you cannot select the warehouse in any data entry tasks.

A warehouse cannot be set to inactive if there is a record of inventory in the warehouse or if the warehouse is used in data entry or maintenance records, such as an open sales order or a ship-to address. If you try to change a warehouse status to inactive while the warehouse is in use, a message appears letting you know that the warehouse cannot be set to inactive. You can click the Details button in the message windows to see a list of records in which the warehouse is used.

Display Inactive Warehouse in Lookup Views

A new check box, Display Inactive Warehouses in ALE Lookups, has been added to the Preferences tab in Company Maintenance. The check box is selected by default. Clear the check box if you don't want to display inactive warehouses in lookup views.

Restricted Warehouse Status

The Restricted status is intended for a warehouse that is still in use but activity needs to be temporarily suspended, for example, to take inventory. If a warehouse status is Restricted, it cannot be selected in data entry tasks unless an exception is created in the new Allow Entry of Restricted Warehouse window.

To create exceptions, click the Allow Inactive Warehouse button, which is next to the Warehouse Status field and available when Restricted is the selected status. You can then select data entry tasks, and the restricted warehouse can be used in those tasks.

You can enter dates in the Restricted Start Date and End Date fields to automatically start and end a period in which the warehouse is restricted.

A permanent code, RESWH (Restricted Warehouse), has been added to S/O Cancel and Reason Code Maintenance.

Job Cost Changes in 2018.5

The following changes were made in the Job Cost Module in version 2018.5.

Certified Payroll Reporting

Certified Payroll Reporting has been added to the Reports menu in Sage 100 Payroll 2.18.5. This section describes changes made to the Job Cost module to collect information for the reports.

To learn more about Certified Payroll Reporting, see the Sage 100 Payroll Installation and Upgrade Guide, available here:
https://cdn.na.sage.com/docs/en/customer/100erp/2_18/open/Payroll_Upgrade.pdf

Certified Payroll Reporting Window

In Job Cost Maintenance, a More button has been added in the top-right corner of the window. Click this button or the arrow next to it and select Certified Payroll to open the Certified Payroll Reporting window. Use this window to enter information for the current job that will be used in the Certified Payroll Report.

This window is also available from Job Inquiry, but it's view-only. You can access the window from Job History Inquiry by clicking the Certified Payroll button that has been added to the window.

Job Contractor Maintenance

Job Contractor Maintenance has been added to the Job Cost Setup menu. Use this task to create and maintain records for each of the contractors with whom you do business. The records are available to select as the prime contractor and awarding contractor in the Certified Payroll Reporting window accessed through Job Maintenance.

Job Listings

A Certified Payroll check box has been added to the Job Listing and Job History Listing task windows. Select this check box to include the certified payroll information for each job in the listing.

Cost Code Detail Window

The Cost Code Detail window accessed in Job Maintenance has been added to the menu for the More button. The Cost Code button has been removed.

Job Cost Changes in 2018.2

The following changes were made in the Job Cost module in version 2018.2.

Time Track

Time Track is the new time entry feature that comes with the TimeCard module. Time Track replaces the features previously available in TimeCard, most of which have been kept and redesigned for better usability. Job numbers and cost codes can be associated with time entries created in the Payroll module so that you can update the labor costs to Job Cost.

For a list of TimeCard Tasks and their Time Track replacements, see Time Track Task Locations on page 70.

For information on the Time Track features in the Payroll module, see the Sage 100 Payroll 2.18 Installation and Upgrade Guide, available online at:
https://cdn.na.sage.com/docs/en/customer/100erp/2_18/open/Payroll_Upgrade.pdf

For setup instructions, see *Set Up Time Track for Job Cost* in the Sage 100 help.

Job Cost Options

The Enable Time Track for TimeCard check box has been added in Job Cost Options.

Time Track Menu

A Time Track menu has been added in the Job Cost module. This menu contains the following tasks:

- Time Track Selection: Use this task to select time entry records so that the associated labor costs can be updated to Job Cost.

For more information, see *Post Time Track Entry Costs for Jobs* in the help.

- Time Track Register / Update: Use this register to view information for the jobs included when running Time Track Selection. The register lists the employees who entered time for each job, the earnings code used, the hours worked, the cost code, and the cost amount per cost code.

Note: Select Employee in the Sort By field when printing this register to use it as a replacement for the J/C Selection Audit Report that was previously available in the TimeCard module.

- Job Daily Production Report: This report provides a summary, by job, of the number of hours worked for each day of the week, and lists the week-to-date total, job-to-date hours, job-to-date estimate, and variance.

Job Cost Maintenance

The Exclude from Certified Payroll Report check box has been added in Job Cost Maintenance. This field is available if the Payroll module is integrated with Job Cost.

Select the check box to exclude the job from the Certified Payroll Worksheet, which has been added to the Payroll Main menu.

Cost Code Maintenance

An Earnings button is available in Cost Code Maintenance when Time Track is enabled for Job Cost and the option to validate cost code/earnings code combinations is enabled in Time Track Options (on the Payroll Setup menu).

Click Earnings to open the Valid Earnings Codes window and select earnings codes that are valid for the selected cost code. Combinations of cost codes and earnings codes are validated in Time Track Entry and Punch In/Out.

Job Transaction Detail Report & Job Transaction Detail History Report

The Source Journals to Print field was renamed Source Modules to print. If you converted data that included TimeCard entries, they are still reflected in the TC module information. New Time Track entries are included when you select the JC source module.

Time Track Task Locations

To view a list of TimeCard tasks and the name and location of the Time Track tasks that have replaced them, see Time Track Task Locations on page 70.

Job Cost Changes in 2018

In version 2018, the Job Cost module has been rearchitected to improve performance and usability.

User Interface Enhancements

These changes have been incorporated to make it easier to access data and complete tasks.

- Data entry grids are used to improve efficiency.
- Selection grids are available on most report task windows and elsewhere.
- Calculator buttons have been added to dollar amount fields.
- Calendar buttons have been added to date fields.
- Hyperlinks to related tasks have been added where applicable.

Batch Entry

Batch entry can be used in the following tasks:

- Job Posting Entry
- Job Billing Entry
- Field Report Entry

You can enable batch entry for each of these tasks and set the next batch number on the Entry tab in Job Cost Options.

History

On the History tab in Job Cost Options, you can select whether to retain history and set the number of years to retain history. The minimum is two years.

Utilities Menu

The utilities used to control the archiving, restoring and purging of Job Cost history have been updated for the new number of years option, and are now available on the Utilities menu.

The Summarize Cost Detail utility has been moved to the Utilities menu.

Forms and Reports

- Report setting options now appear on the header area of the applicable report window. You can avoid reentering selections each time you print a report by creating a new report setting. For more information, see *Create a Report Setting* in the help.
- SAP Crystal Reports is now used for all reports and forms. Non-graphical forms are no longer available.
- Selection grids have been added so that it's easier to filter report data.
- The option to keep the task window open after printing or previewing a report has been added to report task windows.
- If you use Job Cost for billing, the invoice form will need to be reformatted.

Period, Year, and Job-to-Date Totals

The Job and Job Cost Code Detail tables no longer contain period-to-date, year-to-date, and job-to-date totals. If you have custom reports that contain this information, you must create a sub-report to summarize the data from the Job Cost Code History table to calculate the totals.

Period End Processing Reports

A Print Period End Reports check box has been added to the J/C Period End Processing window. If you select this check box, the J/C Period End Reports window opens when you click Proceed. The reports selected in Period End Report Selection are listed, and you can select which ones that you want to print. If no reports are selected in Period End Report Selection, the check box is not available.

Mobility for Bar Code Changes in 2018

The Bar Code module has been renamed in version 2018; it is now the Mobility for Bar Code module. This section provides an overview of the changes. For more details on how the new features work, see the help.

Mobility Remote Setup for Scanco Mobile App

The Mobility Module Setup task has been added as part of the setup process for Scanco's mobile app for Apple iOS and Android devices.

Mobility for Bar Code Options (formerly Bar Code Options)

The Bar Code Options task has been renamed Mobility Options and offers a simple configuration for number of days to retain import history. Also the File tab has been removed.

EZ Import Tasks

The following four tasks have been added to import data collected on mobile devices.

- Inventory EZ Import for Physical Count Entry, Count Card Entry, receipts, issues, adjustments, alias entry, and job issues. This task replaces Import Inventory Transactions.
- Sales Order EZ Import for Invoice Data Entry and Shipping Data Entry. This task replaces Import Sales Order Transactions.
- Purchase Order EZ Import for Receipt of Goods. This task replaces Import Purchase Order Transactions.
- Bill of Materials EZ Import for Production Entry. This task replaces Import Bill of Materials Transactions.
- EZ Import can be used to import any transaction type.

You can use EZ Import exclusively; or you can use the module-specific import tasks listed above, in conjunction with Role Maintenance, to manage which types of transactions that users are able to import.

The new tasks show all data imported by type. For example, data for Physical Count and Issues is shown separately.

EZ Import Inquiry

Use the new EZ Import Inquiry task to view and print all imported data within a specified date range.

EZ Import Reject Maintenance

The new EZ Import Reject Maintenance task displays detailed information in a grid view which you can use to make corrections as needed. This task replaces Rejected Import Maintenance.

EZ Import Reporting

The following reports show all data collected on mobile devices:

- EZ Import Report for all records currently in process.
- EZ Import History Report for all records that have been processed.
- EZ Import Rejection Report for all records that have been rejected due to discrepancies

Other Renamed or Removed Tasks

The following tasks have been renamed or replaced.

- Purge Bar Code History has been renamed Purge EZ Import History.
- The Unattended Bar Code Transaction Import task has been removed from the Main menu. Use the EZ Import tasks instead.

Paperless Office Changes in 2018

The following changes were made in version 2018 as part of the redesign of the Payroll module.

- You can now create and email employee payroll checks in PDF format. In Forms Maintenance, a check option has been added to the Documents list for the Payroll module.
- The Employee Viewer task has been added to the Main menu. The Form Type field has Check and Direct Deposit Stub options.
- In Employee Self Service, the View Documents button has replaced the View Stubs button. The button opens the Employee Viewer window in which you can view both checks and direct deposit stubs.

Payroll Changes in 2018

The Payroll module has been redesigned to improve performance and usability. For details, see the Payroll What's New guide available here:
https://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/payroll_upgrade.pdf

Purchase Order Changes in 2018.3

The following changes were made in the Purchase Order module in version 2018.3.

Auto Generate from Sales Orders

When creating purchase orders using Auto Generate from Sales Orders, any drop-ship items that are used in multiple lines in a sales order can now remain on separate lines in the purchase order. Previously the duplicate lines were consolidated into one line in the purchase order.

The Summarize Multiple Items by Line check box is now available for both drop-ship and non-drop-ship lines. Also the check box is available when Sales Order Line No. is selected in the Sort Purchase Order Lines By field in Purchase Order Options.

If you don't want to consolidate duplicate sales order drop-ship lines into one line on the purchase order, select the Summarize Drop Lines By Vendor check box, and clear the Summarize Multiple Items by Line check box.

To consolidate the duplicate drop-ship lines on the purchase order, select both the Summarize Drop Ship Lines by Vendor check box and the Summarize Multiple Items by Line check box.

Sales Order Changes in 2018.4

The following changes were made in the Sales Order module in version 2018.4.

Consolidate Multiple Orders in Shipping Data Entry

You can now consolidate multiple sales orders into one shipment in Shipping Data Entry.

Shipping Setup Options

Two new fields have been added on the Entry tab in Shipping Setup Options.

- Consolidate Orders on One Invoice
 - Select Yes to automatically consolidate sales orders for one invoice as the orders are processed in Shipping Data Entry.
 - Select Prompt to display a message when you click Accept asking if you want to add another order.
- Consolidate by Customer PO No. (Available if you select Yes or Prompt in the Consolidate Orders on One Invoice field)
 - Select Yes to consolidate orders into one invoice only if the purchase order number is the same.
 - Select No to consolidate orders with different purchase order numbers into one invoice.
 - Select Prompt to display a message asking if an order should be added to an existing shipment when the purchase order numbers are different.

Shipping Data Entry

In Shipping Data Entry, when multiple orders have been added to the current shipment, you can select the Show Detail for All Orders check box to view the lines for all of the orders. If the check box is cleared, the grid displays lines only for the order entered in the Order No. field.

Shipping History Inquiry

If you're viewing a shipment that includes multiple sales orders, the word Multiple appears in the Order No. field. If more than one customer purchase order number is associated with the orders, Multiple appears in the Cust PO field. Click the Zoom button next to either field to view details in the Sales Orders Applied on Invoice field.

Forms and Reports

On packing lists and the Shipping History Report, if a shipment includes more than one order, "Multiple" prints in the Order Number field in the heading area, and the individual order numbers print in the area with the line details.

View Multiple Sales Order and Purchase Order Numbers

When you're viewing an invoice to which multiple sales orders are applied, you can click the Zoom button next to the Order No. field to view a list of the orders. If there are multiple customer purchase order numbers associated with the orders, a Zoom button also appears next to the Customer PO field.

The Zoom buttons have been added to the following tasks:

- S/O Invoice Data Entry (for customer purchase order numbers)
- A/R Invoice History Inquiry (accessed from both the Sales Order and Accounts Receivable modules)
- Shipping History Inquiry
- Shipping List lookup window (accessed from Shipping History Inquiry)

View Multiple Deposits

If you're viewing an invoice to which multiple sales orders are applied and one or more orders includes a deposit, "Deposits from Applied Sales Orders" appears in place of the Deposit Payment Type field, and the Deposits on Applied Sales Orders Zoom button appears. Click the button to view the deposit details in the Deposits on Sales Orders window.

Sales Order Changes in 2018.3

The following changes were made in the Sales Order module in version 2018.3.

Apply Multiple Sales Orders to an Invoice

In Invoice Data Entry, an Apply Sales Orders button has been added next to the Sales Order Number field on the Header tab. After selecting the first order for the invoice, click this button to select additional orders.

You can apply multiple sales orders to invoices if the invoice type is either Standard or Cash Sale, and only if there has been no credit card deposit or credit card payment applied to the invoice before you apply the sales orders.

Sales orders can be applied to an invoice if they have not been used for any other invoice, and if there has been no credit card deposit or credit card payment applied to the order. You can add a credit card payment or deposit to the invoice after applying all of the sales orders.

For each order added to an invoice, the fields listed below must all contain the same value. The first order selected in Invoice Data Entry is used to determine whether additional orders are valid. Some fields may not be available depending on your settings.

- Terms code
- Ship-to code
- Discount rate
- Sales tax schedule
- Salesperson (or salespersons) and commission rate(s)
- Job number
- Ship-via shipping code and shipping zone
- Bill-to customer
- ACH Payment ID (The payment IDs must match or you can combine with an order that has no payment ID.)
- CRM person ID, CRM company ID, and CRM opportunity ID

Reports, Forms, and Registers

In the header section of the documents listed below, “Multiple” is printed in sales order number and customer purchase order number fields when applicable. The sales order number and customer purchase order number are printed in the line detail section.

- Sales Order invoice
- Sales Journal
- Gross Profit Journal
- Daily Deposit Recap Report
- Accounts Receivable Invoice History Report

When printing an invoice that includes multiple sales orders, the order date for the first order selected prints on the invoice.

Accounts Receivable Invoice History Inquiry

In Invoice History Inquiry, “Multiple” appears in the Order No. field and, on the Main tab, in the Customer PO field when applicable. To view a sales order number or customer purchase order number, select a line on the Lines tab, and click the Additional Information button. The order number and customer purchase order number are shown in the Additional Fields window.

If a deposit was entered for multiple orders, the total deposit amount appears on the Main tab in the Deposit field, and a Deposit Information button appears next to the field. Click the button to open the Deposit Inquiry window, which lists the individual deposits.

Sales Order Changes in 2018.2

The following changes were made in the Sales Order module in version 2018.2.

Reprint Sales Orders and Quotes from History

A Print button has been added to the Sales Order and Quote History Inquiry window. You can click the button to print the selected order or quote.

If you need to reprint a range of orders or quotes, you can use the new Sales Order and Quote History Printing task, which has been added to the Sales Order Reports menu. You can select whether to include active, complete, and deleted orders as well as active and deleted quotes.

Exclude Orders Being Invoiced from Reports

You now have the option to exclude sales orders that are in the process of being invoiced when printing the following reports:

- Open Sales Order Report
- Open Orders by Item Report
- Open Orders by Promise Date Report
- Open Orders by Job Report

TimeCard Changes

As a result of the extensive improvements to the Payroll module, **the TimeCard module is not compatible with Payroll** for version 2018.

Time Track is the new time entry feature that replaces the features previously available in the TimeCard module. **To use Time Track, you must install Sage 100 2018.2.**

For information on using Time Track with the Job Cost module, see Time Track on page 58.

For information on using Time Track with the Payroll module, see the Sage 100 Payroll 2.18 Installation and Upgrade Guide, available online at:
https://cdn.na.sage.com/docs/en/customer/100erp/2_18/open/Payroll_Upgrade.pdf

Visual Integrator Changes in 2018

The following changes made in version 2018 apply to the Visual Integrator module.

Module Options for Managing Job Access

You can now control whether users can create and run import and export jobs on a module-by-module basis. Module options to manage job access have been added to Role Maintenance for the following modules:

- Accounts Payable
- Accounts Receivable
- Bar Code
- Bill of Materials
- Bank Reconciliation
- Common Information
- Customer Relationship Management
- eBusiness Manager
- Fixed Assets
- General Ledger
- Inventory Management
- Library Master
- Purchase Order
- Payroll
- Return Merchandise Authorization
- Sales Order

Job Cost and Payroll Import and Export Jobs

All import and export jobs for the Job Cost and Payroll modules must be recreated.

Renamed and Replaced Tasks

This section lists tasks that have been renamed or replaced with another task in version 2018.

Accounts Payable

Form 1099 eFiling and Reporting has been renamed Form 1099 Tax Reporting.

Mobility (Formerly Bar Code)

- Inventory EZ Import replaces Import Inventory Transactions.
- Sales Order EZ Import replaces Import Sales Order Transactions.
- Purchase Order EZ Import replaces Import Purchase Order Transactions.
- Bill of Materials EZ Import replaces Import Bill of Materials Transactions.

- Purge Bar Code History has been renamed Purge EZ Import History.
- The Unattended Bar Code Transaction Import task has been removed from the Main menu. Use the EZ Import tasks instead.

Sage Contact for Office 365

When you integrate Office 365 with Sage 100 version 2018, you can use the Sage Contact app to view Sage 100 customer information in Outlook, including the following:

- Recent invoices and payments
- Credit information
- Contacts' name, address, phone, and email
- Customer memos

You can also edit contact information and create new customer contact records in Outlook, and the changes are updated to Sage 100.

An Office 365 Business Premium or Enterprise subscription plan and an Azure Active Directory subscription are required. For more details, see the Sage 100 *Integrated Solutions Compatibility Matrix* in the Sage Knowledgebase (article ID 48274).

For setup instructions, see *Set Up Office 365 Integration* in the help.

Retired Features

The integration between the General Ledger module and the BenefitMall payroll service is no longer supported beginning with version 2018. Sage Payroll Services is now the only supported payroll service. Based on your implementation, it is possible that the integration for the BenefitMall payroll service may continue to function. However Sage has discontinued our ongoing development efforts.

Time Track Task Locations

Refer to the following table to see which Time Track tasks replaced TimeCard tasks in version 2018.2 and where they are located.

TimeCard Task	Time Track Task
Setup Menu	
Cost Code/Earnings Code Setup	Select Job Cost > Setup > Cost Code Maintenance. Click Earnings to open the Valid Earnings Code window.
Exception Code Maintenance	Not available.
TimeCard & TimeClock Options	Payroll > Setup > Time Track Options
TimeCard Employee Maintenance	Select Payroll > Main > Employee Maintenance. Click More and select Time Track to open the Employee Time Track Settings window.
TimeCard Job Maintenance	Select Job Cost > Main > Job Cost Maintenance. Select or clear the Exclude from Certified Payroll Report check box.
TimeCard Utilities	Not available.
TimeClock Shift Maintenance	Select Payroll > Time Track > Shift Maintenance.
Main Menu	
TimeCard Entry and Edit	Select Payroll > Time Track > Time Track Entry.
TimeCard Entry and Edit --New Entries Only	Select Payroll > Time Track > Time Track Entry.
TimeCard Inquiry	Select Payroll > Time Track > Time Track Inquiry.
TimeCard History Inquiry	Not available. To view history, select Payroll > Time Track > Time Track Report, and select the History check box before printing the report.
TimeClock Punch In/Punch Out	Select Payroll > Time Track > Punch In/Out.
Period End Menu	
Purge History Files	Select Payroll > Period End > Period End Processing.

TimeCard Task	Time Track Task
Purge/Transfer to History	Not available. Data is automatically transferred to history when time entries are updated in the Job Cost and Payroll modules.
Job Cost Menu	
Calculate Job Cost Selections	Not available.*
Daily Transaction Register	Not available.*
J/C Distribution Register/Update	Select Job Cost > Time Track > Time Track Register / Update.
J/C Selection Audit Report	Select Job Cost > Time Track > Time Track Register / Update.
Job Costs Selection	Select Job Cost > Time Track > Time Track Selection.
Reports Menu	
Approaching Overtime Report	Select Payroll > Time Track > Approaching Overtime Report.
Attendance Worksheet	Select Payroll > Time Track > Attendance Worksheet.
Average Hourly Pay Report	Not available.
Certified Payroll Report	Select Payroll > Main > Certified Payroll Worksheet.
Departmental Exception Report	Not available.
Employee Exception Report	Not available.
Exception Calendar Report	Not available.
Gross Earnings Report	Not available.
Job Daily Production Report	Select Job Cost > Time Track > Job Daily Production Report.
TimeCard Report	Select Payroll > Time Track > Time Track Report.

*Labor costs are automatically calculated when they are selected and updated to the Job Cost module. There is not a separate Daily Transaction Register for Time Track. Costs are updated when you update the Job Cost Daily Transaction Register. For more information, see *Post Time Track Entry Costs for Jobs* in the help.

Chapter 6

Changes in 2017

This chapter describes the changes made in the 2017 release that you should be aware of. Installation and global changes are listed first followed by module changes and retirements.

Global

The following changes are carried throughout multiple modules.

Enhanced Auto-Complete



NOTE

To activate the enhanced auto-complete feature, run the Build Search Index utility after upgrading to version 2017. Run the utility as new customer, vendor, and item records are created to see the records in auto-complete search results.

When using the auto-complete feature, your search criteria is compared with all words within the searched fields. Previously the feature considered only the beginning of the text in the searched fields.

For example, if you have a customer named Allen's Appliance Repair and a customer named Appliance Services, typing Appl in the Customer No. field results in a list that includes both customers.

In addition, the number of fields included in the search has been expanded. For example, to search for a vendor by phone number, start typing the phone number, digits only, in the Vendor No. field.

After adding new records, you'll need to run the Build Search Index utility on the Library Master Utilities menu to index those records so that they appear in the auto-complete search.

For more information on this feature, see *Auto-Complete Search* in the help.

Build Search Index Utility

To activate the enhanced auto-complete feature, run the Build Search Index utility on the Library Master Utilities menu. If you do not run the utility, auto-complete will work as it did before this update.

Run the utility after creating new customer, vendor, and item records so that the records are indexed and appear in the auto-complete results. Running the utility updates the index for all of your companies.

You can use Task Scheduler to automatically run the indexing utility on a regular basis.

Full Text Search Option in Lookup Windows

A Full Text option has been added to the Search list in Lookup windows. When you select Full Text, your search criteria is compared with the data in all columns available in the Lookup window.

Note that your search criteria must match the beginning of a word. For example, if you have a customer named Hydromart and a customer named Martin Supply, when you type Mart, Martin Supply will appear in the search results, but Hydromart will not.

Search for Empty Fields in Lookup Windows

You can now search for fields that do not contain any value in Lookup windows. After selecting a field from the Search list, select Is Empty from the operand list, and then click Find.

Maintain Commodity Codes for Miscellaneous and Inventory Items

You can now maintain a list of commodity codes and associate them with miscellaneous and inventory items. Commodity codes are included with the data sent when processing Level 3 credit card transactions in the Sales Order module.

- Commodity Code Maintenance has been added to the Common Information Setup menu. Use this task to maintain a list of commodity codes and their descriptions. The codes and descriptions are available in the lookup views for Commodity Code fields. You can click the Apply button to assign a commodity code to a range of items.
- The Commodity Code Import Wizard, available on the Common Information Utilities menu, guides you through importing commodity codes from tab-delimited text files.
- A Commodity Code field has been added to the Main tab in Miscellaneous Item Maintenance and the Additional tab in Item Maintenance. You can enter an existing code or create a new one on the fly.
- A Commodity Code field has been added to the Main tab in Product Line Maintenance. A Commodity Code check box has been added to the Apply Product Line Information window so that you can apply the code entered in Product Line Maintenance to the selected inventory items within the product line.
- When an item is selected in Sales Order Entry and S/O Invoice Data Entry, the code entered in the item's maintenance task is the default value in the Commodity Code field, but it can be changed.
- A new Commodity Desc field displays the commodity code description in Sales Order Entry and S/O Invoice Data Entry.

NOTE

The Commodity Code field appears in Sales Order Entry and S/O Invoice Data Entry only if a credit card set up for Level 3 processing is selected as the payment method.

Prior and Next Buttons for Calendar Window

Prior and Next buttons have been added to the Calendar window. You can use the buttons to quickly change from month to month.

Resizable Memo Maintenance Window

You can now resize the Memo Maintenance window by dragging the lower-right corner of the window.

Ability to Suppress "Remove Forms" Message

A module option in Role Maintenance allows you to suppress the message that reminds you to replace forms with paper after printing.

To no longer see this message, clear the Show Prompt to Remove Forms From Printer check box in the Common Information section.

Larger Font for Selected Reports

The font size used for selected reports has been increased to improve readability. These reports previously used a 6 point font. The new font is horizontally equivalent to the previous font, but it is 30 to 40 percent taller.

Cancel Button Available When Printing Reports

You can now cancel report printing by clicking the Cancel button on the message window that appears while the report is processing. Note that clicking the Cancel button will cause the report's task window to close, even if you have selected the Keep Open After Print check box.

New Options on Help Ribbon

Several buttons have been added to the Help ribbon on the standard Desktop. The new options include the ability to:

- Access the Sage 100 knowledgebase
- Start a chat session with Sage 100 tech support
- Create a support ticket

You must log in to use some of these features.

Accounts Receivable

Ability to Accept ACH Payments

You can now enter ACH payments in the following tasks:

- A/R Invoice Data Entry
- Cash Receipts Entry
- Repetitive Invoice Entry

To enable this feature, you must have a Paya account that is set up for ACH payments. You can then enable the feature on the Payments tab in Company Maintenance and set up ACH payment types in Payment Type Maintenance. For more information, see *Set Up Credit Card and ACH Payment Processing* in the help.

To accommodate this feature, some tasks, fields, and tabs have been renamed to reference "payments" instead of "credit cards." Details are in the following sections.

ACH Payment Processing

ACH payments are submitted to Paya Exchange as part of the Cash Receipts Journal and A/R Sales Journal update process. They cannot be processed individually. For more information, see *Process ACH Payment Transactions* in the help.

Data Entry Tasks

The following changes were made in the data entry tasks.

- The Credit Card tab has been renamed; it is now the Payment tab. Fields related to ACH payments have been added, and the Payment ID field has replaced the Card ID field.
- On the Payment tab, the Fix button is available based on the Allow to Override ACH Payment Transaction security event in Role Maintenance.
- ACH payment related fields have been added to the Cash Receipts Deposit window and the Cash Receipts Entry Header tab.

Maintenance Tasks

The following changes were made in maintenance tasks:

- In Payment Type Maintenance, you can now select ACH Payment as the payment method.
- On the Customer Maintenance Additional tab, the Payment ID field has replaced the Card ID field. ACH payment-related fields have been added.
- On the Customer Maintenance Invoices and Transactions tabs, ACH payments now appear in the secondary grid.
- The Customer Credit Card Maintenance window has been renamed Customer Credit Card and ACH Payment Maintenance. ACH payment-related fields have been added to the window.
- In Invoice History Inquiry, an ACH account field displays the last four digits of the ACH payment bank account for invoices with ACH payments. A Payment Information button has replaced the Credit Card Information button. The button opens the new Payment Information window to view additional details about the payment.

Reports and Listings

- The option to print customers' ACH payment information has been added to the Customer Listing task window. The last four digits of the bank account appear on the listing.
- On the Deposit Transaction Report, the last four digits of the bank account appear for ACH payments in the renamed Credit Card/ACH/Reference/Check Number column.

- The Credit Card Settlement Report has been renamed Credit Card and ACH Settlement Report. ACH payments are included on the report.

Changing Transaction Information

A new security event, Allow to Override ACH Payment Transactions, has been added. This security event enables the Fix button on the Payments tab in A/R Invoice Data Entry and Cash Receipts Entry, which lets users update ACH payment transaction information.

Renamed Tasks, Tabs, and Fields

As part of the ACH payments enhancement, the following changes were made:

- In Accounts Receivable Options, the Allow Credit Cards field was renamed Allow Credit Cards / ACH Payments.
- In Customer Maintenance, the Card ID field was renamed Payment ID, and the Credit Cards button was renamed Credit Cards/ACH.
- The Customer Credit Card Maintenance window was renamed Customer Credit Card and ACH Payment Maintenance.
- In Customer Credit Card and ACH Payment Maintenance, the following items were renamed:
 - The Card ID field was renamed Payment ID.
 - The Add New Card button was renamed Add New.
 - The Edit Card button was renamed Edit.
- The Customer Credit Card Listing was renamed Customer Credit Card and ACH Payment Listing.
- In Invoice Data Entry, Repetitive Invoice Entry, and Cash Receipts Entry, the following changes were made:
 - The Credit Card tab was renamed Payment.
 - The Card ID field was renamed Payment ID.
 - The Submit Card button was renamed Submit Card/ACH Account.
- The Credit Card Settlement Report was renamed Credit Card and ACH Settlement Report.
- The Clear Credit Card Information utility was renamed Clear Credit Card and ACH Information.

Bank Reconciliation

Option to Keep Bank Reconciliation Report Window Open

The following check boxes have been added to the Bank Reconciliation Report task window:

- Keep Window Open After Print
- Keep Window Open After Preview

Note that the task window will automatically close when updating the report, even if the check boxes are selected.

Improved Export to Excel for Reports

When exporting Bank Reconciliation reports to Microsoft Excel, the resulting Excel file is easier to view and manipulate.

- The minimum font size is 8 points.
- Empty columns and rows are minimized.

Credit Card Processing

Sage Exchange Desktop No Longer Automatically Installed

Sage Exchange Desktop (SED) is no longer automatically installed when adding a customer credit card or processing a credit card transaction. You must install the program on each workstation that will be used to process credit card or ACH payments.

The SED installation program has been added to the Productivity Applications screen within the Sage 100 installation program and to the Workstation Setup installation program. For more information, see the Sage Exchange section in the *Sage 100 Installation and System Administrator's Guide*, or refer to the data conversion checklist for the Sage 100 version that you're upgrading from. The checklists are in Appendix A.

Customer Relationship Management

Sage CRM 7.3 SP3 is now included with Sage 100. For information on what's new in this version, see *Sage CRM 7.3 SP3 Release Notes*. This document is available in the Documentation folder within the Sage CRM installation program. To access this guide, click the Documentation link on the Autorun screen that appears when you start the Sage CRM installation program.

General Ledger

Improved Export to Excel for Financial Reports

When exporting financial reports to Microsoft Excel, the resulting Excel file is easier to view and manipulate.

- The minimum font size is 8 points.
- Empty columns and rows are minimized.

Library Master

Search Added to Role Maintenance

After selecting a role in Role Maintenance, you can click the Search button and enter search criteria. A list of matching tasks, security events, and module options appears, and you can select one to go to its location on the applicable tab.

Changes for ACH Payments

As part of the ACH payments enhancement, the following changes were made in Company Maintenance:

- The Credit Card Processing tab was renamed Payments
- The Enable Credit Card Processing check box was replaced with an Enable Payments field to accommodate both credit cards and ACH payments.

For more information on this enhancement, see *Ability to Accept ACH Payments* on page 74.

Sales Order

Ability to Accept ACH Payments

You can now enter ACH payments in the following tasks:

- Sales Order Entry
- S/O Invoice Data Entry

To enable this feature, you must have a Paya account that is set up for ACH payments. You can then enable the feature on the Payments tab in Company Maintenance and set up ACH payment types in Payment Type Maintenance. For more information, see *Set Up Credit Card and ACH Payment Processing* in the help.

To accommodate this feature, the following changes were made in the data entry tasks.

- The Credit Card tab has been renamed; it is now the Payment tab. Fields related to ACH payments have been added, and the Payment ID field has replaced the Card ID field.
- On the Payment tab in Invoice Data Entry, the Fix button is available based on the Allow to Override ACH Payment Transaction security event in Role Maintenance.

ACH Payment Processing

ACH payments are submitted to Paya Exchange as part of the Sales Journal update process. They cannot be processed individually. For more information, see *Process ACH Payment Transactions* in the help.

Renamed Tabs, Fields, and Buttons

As part of the ACH payments enhancement, the following changes were made in Sales Order Entry and S/O Invoice Data Entry.

- The Credit Card tab was renamed Payment.
- The Card ID field was renamed Payment ID.
- The Submit Card button was renamed Submit Card/ACH Account.

Appendix A

Checklists

These checklists provide instructions for migrating your data from your older Sage 100 installation and then upgrading the data to version 2021.

If you haven't already, follow the instructions in the *Sage 100 2021 Installation and System Administrator's Guide* to install and set up Sage 100 2021. The guide is in the Documents folder accessible within the installation program, and it's also available online:

<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

The upgrade process consists of three steps:

- 1 Preparing your data for upgrading
- 2 Upgrading your data to version 2021
- 3 Converting your data to version 2021

This appendix contains the information you will need to upgrade and convert your data based on the version of your data. Proceed to the applicable section as follows:

- Upgrading from Version 2020 to Version 2021 on page 81
- Upgrading from Version 2019 to Version 2021 on page 90
- Upgrading from Version 2018 to Version 2021 on page 99
- Upgrading from Version 2017 to Version 2021 on page 108

Upgrading from Version 2020 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2020 data for upgrading. This should be done for each company you plan to upgrade.

Complete these steps **in your version 2020 installation**.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

- 1___ Process all pending credit card transactions.
- 2___ Print and update all journals and registers. Failure to do so may result in loss of data.
- 3___ If you use the Payroll module:
 - Update the Payroll Check Register.
 - Complete and purge all direct deposit transactions.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is not part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

- 4___ Create a backup of your version 2020 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.

- 5___ Rebuild all data files.
 - If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
 - If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.

You must answer Yes to all recalculation questions.
- 6___ Print all customized form definitions.
- 7___ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.
- 8___ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.
- 9___ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2020 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 81, you are ready to migrate your data to your version 2021 system.

Complete these steps **in your version 2021 installation**.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 83.

Upgrade Checklist for Sage 100 Standard and Advanced

- 1___ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.
- 2___ Log into Sage 100 2021 as the Administrator. From the Administrative Tools window:
 - a Start Role Maintenance and create a role that you'll use to run the Parallel Migration Wizard.

On the Tasks tab, expand Library Master > Miscellaneous Tasks, and then select the Parallel Migration check box.
 - b Start User Maintenance, create a logon, and select the role that you created.
- 3___ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.



NOTE

If you're going to convert data for the Payroll module, you'll need access to Tax Profile Maintenance. If you use Payroll departments, you must have access to all departments in each company.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

- 1_____ For your Sage 100 2021 installation, create a backup of the following:
 - The Sage 100 MAS90 folder
 - The MAS_System SQL Server database

Creating backups now will save time if you need to revert to the installation's original state.

- 2_____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.
 - a Open the Control Panel, select Administrative Tools, and then select Services.
 - b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
 - c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.

 **WARNING**
You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3_____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.
- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

 **WARNING**
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL  
Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```

After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

 **IMPORTANT**
After migrating data for companies that are connected to Bank Feeds, you cannot use Bank Feeds in any pre-existing company that was not migrated and converted. You will not be able to connect or disconnect banks or process transactions.

4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.

5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.

6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.

7_____ If you customized your Desktop, review the customizations.

8_____ Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 81 and the Upgrade Checklist on page 82, you are now ready to convert your data to version 2021.

Data Conversion Checklist

- 1**_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a** Start the Sage 100 installation program.
- b** Select your edition of Sage 100.
- c** Click Productivity Applications.
- d** Click Install Sage Exchange Desktop to start the installation wizard.
- e** Proceed through the wizard to install the program.

- 2**_____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

- 3**_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.

4_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.

- Integration server port ID
- Sage CRM SQL server name
- Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

5_____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.

- a** Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
- b** Sign in to Sage Payroll Services.
- c** Proceed through the wizard.
- d** Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

6_____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

7_____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

8_____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

- 9_____ If you are also upgrading your Payroll Module, review the list of enhancements and upgrade instructions in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

- 10_____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

- 11_____ If Sage 100 2021 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the `pxwin32.exe.config` file from the `..\MAS90\Home` folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

- 12_____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.
- 13_____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see *Upgrading Sage Intelligence Reporting* on page 118.
- 14_____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see *Set Up Paperless Office* in the Help system.
- 15_____ Review your Business Insights Dashboard pages. For more information, see *Set Up Business Insights Dashboard* in the Help system.

- 16** ____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpup\wwwroot\images folder and restart the IIS Web service.

- 17** ____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.

- 18** ____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.

- 19** ____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.

- 20** ____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.

- 21** ____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.

- 22** ____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.

- 23** ____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.

- 24** ____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.

- 25** ____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a** Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.

- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.

- c Click Install Paya Connect Desktop.
- d Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c Click Install Paya Connect Desktop.
- d Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

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If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see [Converting to 64-bit Version of Sage 100](#) on page 121.

Upgrading from Version 2019 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2019 data for upgrading. This should be done for each company you plan to upgrade.

Complete these steps **in your version 2019 installation**.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

- 1___ Process all pending credit card transactions.
- 2___ Print and update all journals and registers. Failure to do so may result in loss of data.
- 3___ If you use the Payroll module:
 - Update the Payroll Check Register.
 - Complete and purge all direct deposit transactions.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is not part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

- 4___ Create a backup of your version 2019 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.

5_____ Rebuild all data files.

- If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
- If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.

You must answer Yes to all recalculation questions.

6_____ Print all customized form definitions.

7_____ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.

8_____ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.

9_____ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2019 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 90, you are ready to migrate your data to your version 2021 system.

Complete these steps **in your version 2021 installation**.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 92.

Upgrade Checklist for Sage 100 Standard and Advanced

1_____ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.

2_____ Log into Sage 100 2021 as the Administrator. From the Administrative Tools window:

- a** Start Role Maintenance and create a role that you'll use to run the Parallel Migration Wizard.

On the Tasks tab, expand Library Master > Miscellaneous Tasks, and then select the Parallel Migration check box.

- b** Start User Maintenance, create a logon, and select the role that you created.

3_____ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.



NOTE

If you're going to convert data for the Payroll module, you'll need access to Tax Profile Maintenance. If you use Payroll departments, you must have access to all departments in each company.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

- 1_____ For your Sage 100 2021 installation, create a backup of the following:
 - The Sage 100 MAS90 folder
 - The MAS_System SQL Server database

Creating backups now will save time if you need to revert to the installation's original state.

- 2_____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.
 - a Open the Control Panel, select Administrative Tools, and then select Services.
 - b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
 - c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.

 **WARNING**
You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3_____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.
- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

 **WARNING**
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```

After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

 **IMPORTANT**
After migrating data for companies that are connected to Bank Feeds, you cannot use Bank Feeds in any pre-existing company that was not migrated and converted. You will not be able to connect or disconnect banks or process transactions.

4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.

5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.

6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.

7_____ If you customized your Desktop, review the customizations.

8_____ Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 90 and the Upgrade Checklist on page 91, you are now ready to convert your data to version 2021.

Data Conversion Checklist

- 1**_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a** Start the Sage 100 installation program.
- b** Select your edition of Sage 100.
- c** Click Productivity Applications.
- d** Click Install Sage Exchange Desktop to start the installation wizard.
- e** Proceed through the wizard to install the program.

- 2**_____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

- 3**_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.

4_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.

- Integration server port ID
- Sage CRM SQL server name
- Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

5_____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.

- a** Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
- b** Sign in to Sage Payroll Services.
- c** Proceed through the wizard.
- d** Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

6_____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

7_____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

8_____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

- 9_____ If you are also upgrading your Payroll Module, review the list of enhancements and upgrade instructions in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

- 10_____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

- 11_____ If Sage 100 2021 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the `pvxwin32.exe.config` file from the `..\MAS90\Home` folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

- 12_____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.
- 13_____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see *Upgrading Sage Intelligence Reporting* on page 118.
- 14_____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see *Set Up Paperless Office* in the Help system.
- 15_____ Review your Business Insights Dashboard pages. For more information, see *Set Up Business Insights Dashboard* in the Help system.

- 16** ____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpup\wwwroot\images folder and restart the IIS Web service.

- 17** ____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.

- 18** ____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.

- 19** ____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.

- 20** ____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.

- 21** ____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.

- 22** ____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.

- 23** ____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.

- 24** ____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.

- 25** ____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a** Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.

- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.

- c Click Install Paya Connect Desktop.
- d Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
 - b Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
 - c Click Install Paya Connect Desktop.
 - d Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.
- 26** ____ If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see *Converting to 64-bit Version of Sage 100* on page 121.

Upgrading from Version 2018 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2018 data for upgrading. This should be done for each company you plan to upgrade.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

- 1____ Process all pending credit card transactions.
- 2____ Print and update all journals and registers. Failure to do so may result in loss of data.
- 3____ If you use the Payroll module:
 - Update the Payroll Check Register.
 - Complete and purge all direct deposit transactions.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is not part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

- 4____ Create a backup of your version 2018 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.

- 5___ Rebuild all data files.
 - If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
 - If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.

You must answer Yes to all recalculation questions.
- 6___ Print all customized form definitions.
- 7___ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.
- 8___ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.
- 9___ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2018 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 99, you are ready to migrate your data to your version 2021 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 101.

Upgrade Checklist for Sage 100 Standard and Advanced

- 1___ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.
- 2___ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.
- 3___ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 4___ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 5___ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 6___ If you customized your Desktop, review the customizations.

7_____ Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1_____ For your Sage 100 2021 installation, create a backup of the following:

- The Sage 100 MAS90 folder
- The MAS_System SQL Server database

Creating backups now will save time if you need to revert to the installation's original state.

2_____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.

- a Open the Control Panel, select Administrative Tools, and then select Services.
- b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
- c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3_____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.



WARNING

You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.

 **WARNING**
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```

After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

 **IMPORTANT**
After migrating data for companies that are connected to Bank Feeds, you cannot use Bank Feeds in any pre-existing company that was not migrated and converted. You will not be able to connect or disconnect banks or process transactions.

Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 99 and the Upgrade Checklist on page 100, you are now ready to convert your data to version 2021.

- 1_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a Start the Sage 100 installation program.
- b Select your edition of Sage 100.

- c Click Productivity Applications.
- d Click Install Sage Exchange Desktop to start the installation wizard.
- e Proceed through the wizard to install the program.

2_____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

3_____ If you are converting Payroll Data, the Payroll Data Conversion Wizard automatically opens. Companies that include Payroll data must be converted one by one. You'll be guided through the following tasks:

- **Mapping department numbers.** If you use payroll departments and any of the departments numbers contain special characters, you must enter new department numbers containing only alphanumeric characters to replace them.
- **Selecting tax groups from the payroll tax database to replace your existing tax codes.** If you are using local tax codes, each state and local tax code combination will be replaced by one tax group. Depending on which tax codes you're using, the wizard offers suggestions for you to review and update as needed.
- **Adding tax groups to tax profiles.** Tax profiles are collections of tax groups that you assign to employees to determine how their taxes are calculated. You can access Tax Profile Maintenance from the wizard to create tax profiles.

- Selecting filing statuses from the payroll tax database to replace your existing ones. The filing statuses in the database may differ from the ones that you are using. The wizard offers suggestions when possible for you to review and update as needed.
- 4**_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.
- 5**_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.
- Integration server port ID
 - Sage CRM SQL server name
 - Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

- 6**_____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.
- a** Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
 - b** Sign in to Sage Payroll Services.
 - c** Proceed through the wizard.
 - d** Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

- 7**_____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.
- 8**_____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

9____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

10____ If you are also upgrading your Payroll Module, review the list of enhancements and upgrade instructions in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf

11____ Test your customized Crystal reports and forms.



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

12____ If Sage 100 2021 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the pvxwin32.exe.config file from the ..\MAS90\Home folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

13____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.

14____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 118.

- 15___ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see Set Up Paperless Office in the Help system.
- 16___ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.
- 17___ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpup\wwwroot\images folder and restart the IIS Web service.

- 18___ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.
- 19___ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 20___ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.
- 21___ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.
- 22___ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.
- 23___ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 24___ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 25___ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.
- 26___ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.

- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a** Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

27 ____ If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see [Converting to 64-bit Version of Sage 100](#) on page 121.

Upgrading from Version 2017 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2017 data for upgrading. This should be done for each company you plan to upgrade.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

1____ Process all pending credit card transactions.

2____ Print and update all journals and registers. Failure to do so may result in loss of data.

3____ If you use the Payroll module:

- Update the Payroll Check Register.
- Complete and purge all direct deposit transactions.
- If you have set up departments, you must have a user account set up with access to all departments in all companies. Department access must be assigned to individual user logon ID, **not** by groups. Groups are no longer used to manage department access.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is **not** part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

4____ Create a backup of your version 2017 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.



NOTE

When converting data in version 2021, you must be logged in with a user account that has access to all payroll departments; otherwise, you will not be able to complete data conversion.

- 5___ Rebuild all data files.
 - If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
 - If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.
- You must answer Yes to all recalculation questions.
- 6___ Print all customized form definitions.
 - 7___ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.
 - 8___ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.
 - 9___ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2017 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 108, you are ready to migrate your data to your version 2021 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 110.

Upgrade Checklist for Sage 100 Standard and Advanced

- 1___ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.
- 2___ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.
- 3___ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 4___ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 5___ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 6___ If you customized your Desktop, review the customizations.

7___ Upgrade Checklist for Sage 100 Premium

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1___ For your Sage 100 2021 installation, create a backup of the following:

- The Sage 100 MAS90 folder
- The MAS_System SQL Server database

Creating backups now will save time if you need to revert to the installation's original state.

2___ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.

- a Open the Control Panel, select Administrative Tools, and then select Services.
- b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
- c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3___ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.



WARNING

You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.

 **WARNING**
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.
- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL  
Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```

After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

- 4 ____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5 ____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6 ____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7 ____ If you customized your Desktop, review the customizations.

Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 108 and the Upgrade Checklist on page 109, you are now ready to convert your data to version 2021.

- 1 ____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a Start the Sage 100 installation program.
- b Select your edition of Sage 100.
- c Click Productivity Applications.
- d Click Install Sage Exchange Desktop to start the installation wizard.
- e Proceed through the wizard to install the program.

2 _____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

3 _____ If you are converting Payroll Data, the Payroll Data Conversion Wizard automatically opens. Companies that include Payroll data must be converted one by one. You'll be guided through the following tasks:

- **Mapping department numbers.** If you use payroll departments and any of the departments numbers contain special characters, you must enter new department numbers containing only alphanumeric characters to replace them.
- **Selecting tax groups from the payroll tax database to replace your existing tax codes.** If you are using local tax codes, each state and local tax code combination will be replaced by one tax group. Depending on which tax codes you're using, the wizard offers suggestions for you to review and update as needed.

- Adding tax groups to tax profiles. Tax profiles are collections of tax groups that you assign to employees to determine how their taxes are calculated. You can access Tax Profile Maintenance from the wizard to create tax profiles.
- Selecting filing statuses from the payroll tax database to replace your existing ones. The filing statuses in the database may differ from the ones that you are using. The wizard offers suggestions when possible for you to review and update as needed.

4_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.

5_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.

- Integration server port ID
- Sage CRM SQL server name
- Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

6_____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.

- a** Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
- b** Sign in to Sage Payroll Services.
- c** Proceed through the wizard.
- d** Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

7_____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

For the Job Cost and Payroll modules, you must manually recreate all of your customized panels. User defined fields will be automatically converted.

- 8_____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

For the Job Cost and Payroll Modules, you must manually recreate all custom lookups.

- 9_____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

- 10_____ If you use the Payroll Module, review the list of enhancements in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf

After reviewing the guide, complete the following tasks:

- Select Payroll > Setup > Earnings Code Maintenance. For each earnings code, select a tax rule.
- Select Payroll > Setup > Deduction Code Maintenance. For each pension or cafeteria plan deduction code, select a tax rule.
- Select Payroll > Setup > Company Tax Group Setup. For each tax group that you are using:
 - Enter the tax ID number for state and local tax groups. For the Federal tax group, the tax ID number entered in Company Maintenance appears and can only be viewed.
 - Enter the general ledger account numbers to credit with the tax amounts withheld from employees' pay.
 - On the Main tab, enter any tax rates that are specific to your company and the associated effective dates.
 - On the Taxes tab, in the Tax field, select the tax(es) for the selected tax group. The taxes available are based on the selected tax group.
Note: There may be more than one tax that needs to be set up.
- Select Payroll > Setup > Tax Profile Maintenance. Review the tax profiles that were created when converting payroll data, and make changes if needed.

- Select Payroll > Main > Employee Maintenance. On the Taxes tab, enter at least one tax profile for each employee. Depending on the tax groups, you may need to enter a filing status, a Workers' Compensation code, or other information.
- Also in Employee Maintenance, on the Additional tab, verify that the correct selection appears in the Ethnicity/Race field.
- If you are using the security feature in Department Maintenance, you must recreate the lists of users who can access each department. Select Payroll > Setup > Department Maintenance, and click the Security tab.
- To ensure that your system can communicate with the tax calculation engine, add the following URL to your browser's trusted sites list: spa.na.sage.com

Complete this step on all workstations that will be used to process payroll, and also on the server where Sage 100 is installed if the Process Tax Calculation on the Server check box is selected in System Configuration.



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

11 _____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

12 _____ For the Job Cost and Payroll modules, the Crystal Reports Conversion Wizard might partially convert your customized forms and reports. Test all of your customized forms and reports, and use Crystal Reports Designer to manually update or recreate them as needed.

- 13** ____ If Sage 100 2018 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the pvxwin32.exe.config file from the ..\MAS90\Home folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

- 14** ____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.
- 15** ____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 118.
- 16** ____ For the Job Cost and Payroll modules, recreate all Visual Integrator import and export jobs.
- 17** ____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see Set Up Paperless Office in the Help system.
- 18** ____ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.
- 19** ____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.
- Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpup\wwwroot\images folder and restart the IIS Web service.
- 20** ____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.
- 21** ____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 22** ____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.
- 23** ____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.
- 24** ____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.

- 25** ____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 26** ____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 27** ____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.
- To run the utility, select Library Master > Utilities > Build Search Index.
- 28** ____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a** Use Windows Explorer to browse to the MAS90\Wksetup folder.
- If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a** Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see Converting to 64-bit Version of Sage 100 on page 121.

Appendix B

Upgrading Sage Intelligence Reporting

If you use Sage Intelligence Reporting, follow the steps in this chapter to create a new repository for Sage 100 2021. If you have custom reports, follow the instructions to export custom reports from your prior version of the program and import them into the new repository.

For detailed instructions on each step, see:

- Export Custom Reports on this page
- Create a New Repository on page 119
- Set Up Sage Intelligence Reporting in Sage 100 2021 on page 119
- Import Custom Reports on page 120

Report Compatibility

Reports can be imported only from an earlier version of the program or another instance of the same version. For example, you can import a report created in version 2013 into version 2021. You **cannot** import a report created in version 2021 into version 2013.

Reports created in Sage 100 Standard and Sage 100 Advanced are not compatible with Sage 100 Premium. Likewise, reports created in Sage 100 Premium are not compatible with Sage 100 Standard and Sage 100 Advanced.

Export Custom Reports

In your prior version of Sage 100, export all of the custom reports that you want to use in version 2021.

To export custom reports

- 1 In your prior version of Sage 100, select Sage Intelligence Reporting Main menu > Report Manager.
- 2 Right-click a report and then click Export Report. (Alternately, select a report and then, on the Tools menu, click Export Report.)
- 3 Select the location where you want to save the file and then click Save. A file with an AL_ extension is created.
- 4 Repeat these steps for all custom reports that you want to use in version 2021.



NOTE

These steps may vary depending on what version of Windows you are using. Check with your network administrator if you need assistance.

Create a New Repository

Create a shared folder to use as the Sage Intelligence Reporting repository for Sage 100 2021. We recommend using a separate repository for each installation of Sage Intelligence Reporting.

To create a repository

- 1 Use Windows File Explorer to create a folder in the desired location.
- 2 Right-click the folder, point to "Share with," and click "Advanced sharing."
- 3 On the Sharing tab, select the "Share this folder" check box.
- 4 Enter a share name.
- 5 Click Permissions.
- 6 For all applicable users, select the Full Control or Read and Write check boxes.
- 7 Click OK.
- 8 If you use reporting trees or distribution settings, copy the following folders from the old repository to the new one:
 - Report Trees
 - Distribution

Set Up Sage Intelligence Reporting in Sage 100 2021

After creating the shared folder, enter its location in Sage 100 2021. If you haven't already registered your 2021 version of Sage Intelligence Reporting, you will be asked to do so.

To set up Sage Intelligence Reporting

- 1 In Sage 100 2021, select Sage Intelligence Reporting Main menu > Report Manager.
- 2 Click File and then click Change.
- 3 Click Yes in the message window.
- 4 In the Network Repository Path field, type the UNC path to the shared folder that you created. For example: \\ServerName\ReportRpository
- 5 Click OK.
- 6 If you receive a message asking you to register Sage Intelligence Reporting, click OK to open the License Manager window.

- 7 In the Account Number field, enter your Sage customer number.
- 8 In the Serial Number field, enter you unlocking key. This field is case-sensitive.
- 9 Click Apply and then click Perform Registration.

Import Custom Reports

After creating the new repository and registering Sage Intelligence Reporting, import any custom report files.

To import custom reports

- 1 If you want to create folders to organize your reports, on the Home tab, click Add Folder.
- 2 Right-click either the Home folder or any custom folder created in step 1, and click Import Report. (Alternately, you can click the Tools tab, and then click Import Report.)
- 3 Select one of the custom reports that you exported from your prior version.
- 4 In the Import Report window, in the Target Connection field, select a connection.
 - For consolidated reports, select Sage MAS Consolidation.
 - For any other type of report, select Sage MAS (Auto Connect).
- 5 In the Report Destination field, select the folder for the report.
- 6 Click Import.
- 7 On the Home tab in the Actions group, click Refresh.
- 8 Repeat these steps for any other custom reports that you exported from your prior version of Sage Intelligence Reporting.



NOTE

You must own the Sage 100 Intelligence Connector module to generate consolidated reports.

Appendix C

Converting to 64-bit Version of Sage 100

If you installed the 32-bit version of Sage 100 on a computer running the 64-bit version of Windows, you can convert it to the 64-bit version. You should do this only if you are no longer using any earlier 32-bit versions of Sage 100 installed on the same computer, and if all of your Sage 100 workstations are running the 64-bit version of Windows.

All versions of Sage 100 release before version 2021 are 32-bit.

Warning! If you have an earlier 32-bit version of Sage 100 installed on the computer, it will no longer work after you convert version 2021 to 64-bit.

Warning! If you have any Sage 100 workstations running the 32-bit version of Windows they will no longer be able to run Sage 100 after it has been converted to 64-bit.

Do not convert to 64-bit until after you've completed your testing and have created a backup of the data from your earlier version.

To convert from 32-bit to 64-bit

- 1 On the computer where Sage 100 2021 is installed, open the folder where the Sage 100 installation program is located.
- 2 Click or double-click the 32_64_Bit_Switch_Utility.exe file.
- 3 Click Next and then enter the password for the Sage 100 Administrator account.
- 4 Click Convert.

Sage 100 is converted to the 64-bit version.

The Workstation Synchronization program automatically upgrades the workstations the next time Sage 100 is started on the workstation.

If running the Application Server as a service, then the following steps are required to re-create the Windows Service after converting from either 32-bit to 64-bit or from 64-bit to 32-bit:

1. Use the Uninstall Sage 100 Application Server Service shortcut to delete the existing service (a reboot may be necessary to complete this step).
2. Re-create the service using the Sage 100 Application Server Service Setup shortcut.

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