



# **Sage 100 2020**

## Upgrade Checklist

February 2020

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## Checklists

These checklists provide instructions for migrating your data from your older Sage 100 installation and then upgrading the data to version 2020.

The upgrade process consists of three steps:

- 1 Preparing your data for upgrading
- 2 Upgrading your data to version 2020
- 3 Converting your data to version 2020

Proceed to the applicable checklist based on the version of Sage 100 that you're upgrading from.

- Upgrading from Version 2019 to Version 2020 on page 2
- Upgrading from Version 2018 to Version 2020 on page 11
- Upgrading from Version 2017 to Version 2020 on page 20
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## Upgrading from Version 2019 to Version 2020

When upgrading to version 2020, 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 2, you are ready to migrate your data to your version 2020 system.

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

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 4.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020 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 2020, 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 2020 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 2020. 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 2020 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 2020 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 2020 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 2020 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 2020 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.

- 4\_\_\_ After the migration is complete, log into Sage 100 2020 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 2020. 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 2 and the Upgrade Checklist on page 3, you are now ready to convert your data to version 2020.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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](http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf)

10\_\_\_ 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 2020.

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 2020 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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.

- 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 Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

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

If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 2018 to Version 2020

When upgrading to version 2020, 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 11, you are ready to migrate your data to your version 2020 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 13.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020, 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 2020 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 2020. 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.

## Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1\_\_\_ For your Sage 100 2020 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 2020 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 2020 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 2020 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 2020 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 2020 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 2020. 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 11 and the Upgrade Checklist on page 12, you are now ready to convert your data to version 2020.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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](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 2020.

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 2020 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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.
- 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 Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.  
  
If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 2017 to Version 2020

When upgrading to version 2020, 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

When converting data in version 2020, 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.

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.

- 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 20, you are ready to migrate your data to your version 2020 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 22.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020, 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 2020 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 2020. 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.

## Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1\_\_\_ For your Sage 100 2020 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 2020 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 2020 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 2020 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 2020 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 2020 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 2020. 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 20 and the Upgrade Checklist on page 21, you are now ready to convert your data to version 2020.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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](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](http://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.

#### 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 2020.

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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.

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 Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.  
  
If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.

- d** Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 2016 to Version 2020

When upgrading to version 2020, 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 2016 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 2016 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.



#### NOTE

When converting data in version 2020, 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.

- 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 2016 installation. Port 1433 is the default SQL Server port.

## Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 31, you are ready to migrate your data to your version 2020 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 33.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020, 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 2020 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 2020. 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 on the Custom toolbar.

## Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1\_\_\_ For your Sage 100 2020 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 2020 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 2020 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 2020 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 2020 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 2020 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 2020. 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 31 and the Upgrade Checklist on page 32, you are now ready to convert your data to version 2020.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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](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 2020.

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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.
- 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 Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

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

If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 2015 to Version 2020

When upgrading to version 2020, 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 2015 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

When converting data in version 2020, 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.

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 2015 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 2015 installation. Port 1433 is the default SQL Server port.

## Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 41, you are now ready to migrate your data to your version 2020 system.

For Sage 100 Standard or Advanced, use the checklist below. For Sage 100 Premium, skip to the next section.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020, 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 2020 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 2020. 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.

## Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1\_\_\_ For your Sage 100 2020 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 2020 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 2020 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 2020 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 2020 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 2020 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 2020. 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 41 and the Upgrade Checklist on page 42, you are now ready to convert your data to version 2020.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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](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](http://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.

#### 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 2020.

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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.

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 Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.  
  
If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.

- d** Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 2014 to Version 2020

When upgrading to version 2020, 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 2014 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>



**NOTE**

When converting data in version 2020, 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.

- 4\_\_\_ Create a backup of your version 2014 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\_\_\_ If you use the Purchase Order module, you will have the option to start retaining purchase order history and to create history using records in your Purchase Order data entry files.

If you plan to create history, consider running the following utilities to clear out records that you do not want to include:

- Purge Completed Purchase Orders
- Purge Obsolete Purchase Orders

For more information on the utilities, see the help system.

- 6\_\_\_ 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.

- 7\_\_\_ Print all customized form definitions.

- 8\_\_\_ 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.

- 9\_\_\_ 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.

- 10\_\_\_ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2014 installation. Port 1433 is the default SQL Server port.

## Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 52, you are ready to migrate your data to your version 2020 system.

For Sage 100 Standard or Advanced, use the checklist below. For Sage 100 Premium, skip to the next section.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020, 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 2020 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 2020. 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.

## Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

- 1\_\_\_ For your Sage 100 2020 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 2020 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 2020 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 2020 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 2020 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.

- 4\_\_\_ After the migration is complete, log into Sage 100 2020 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 2020. 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 52 and the Upgrade Checklist on page 53, you are now ready to convert your data to version 2020.

- 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.

If the Purchase Order module is set up for a company, a window with options for retaining purchase order history appears. You can set up the feature and create history during data conversion or you can do so at a later time.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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\_\_\_ 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.

- 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.

For the Job Cost and Payroll Modules, you must manually recreate all custom 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 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](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.

**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 2020.

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** \_\_\_\_ 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.

- 12\_\_\_ 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.

- 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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.
- 15\_\_\_ For the Job Cost and Payroll modules, recreate all Visual Integrator import and export jobs.
- 16\_\_\_ 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.
- 17\_\_\_ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.
- 18\_\_\_ 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.
- 19\_\_\_ 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.
- 20\_\_\_ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 21\_\_\_ 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.
- 22\_\_\_ 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.
- 23\_\_\_ 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.

- 24\_\_\_\_ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 25\_\_\_\_ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 26\_\_\_\_ 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.
- 27\_\_\_\_ Install Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.
- If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 2013 to Version 2020

When upgrading to version 2020, you must perform a parallel installation. 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 2013 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 2013 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 2020, 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\_\_\_ If you use the Purchase Order module, you will have the option to start retaining purchase order history and to create history using records in your Purchase Order data entry files.

If you plan to create history, consider running the following utilities to clear out records that you do not want to include:

- Purge Completed Purchase Orders
- Purge Obsolete Purchase Orders

For more information on the utilities, see the help system.

- 6\_\_\_ 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.

- 7\_\_\_ Print all customized form definitions.

- 8\_\_\_ 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.

- 9\_\_\_ 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.

- 10\_\_\_ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2013 installation. Port 1433 is the default SQL Server port.

## Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 62, you are now ready to migrate your data to your version 2020 system.

For Sage 100 Standard or Advanced, use the checklist below. Skip to the next section for Sage 100 Premium.

### Upgrade Checklist for Sage 100 Standard and Advanced

- 1\_\_\_ Create a backup of your version 2020 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 2020, 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 2020 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 2020. 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.

## Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

- 1\_\_\_ For your Sage 100 2020 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 2020 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 2020 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 2020 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 2020 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.

- 4\_\_\_ After the migration is complete, log into Sage 100 2020 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 2020. 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 62 and the Upgrade Checklist on page 63, you are now ready to convert your data to version 2020.

- 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.

If the Purchase Order module is set up for a company, a window with options for retaining purchase order history appears. You can set up the feature and create history during data conversion or you can do so at a later time.

- 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 Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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\_\_\_ 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.

- 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.

For the Job Cost and Payroll Modules, you must manually recreate all custom 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 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](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.

**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 2020.

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** \_\_\_\_ 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.

- 12\_\_\_ 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.

- 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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.
- 15\_\_\_ For the Job Cost and Payroll modules, recreate all Visual Integrator import and export jobs.
- 16\_\_\_ 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.
- 17\_\_\_ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.
- 18\_\_\_ 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.
- 19\_\_\_ 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.
- 20\_\_\_ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 21\_\_\_ 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.
- 22\_\_\_ 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.
- 23\_\_\_ 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.

- 24\_\_\_\_ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 25\_\_\_\_ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 26\_\_\_\_ 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.
- 27\_\_\_\_ Install Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.
- If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 4.50 to Version 2020

### NOTE

You must install Product Update 8 for version 4.50 before upgrading to version 2020.

When upgrading to version 2020, 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 4.50 data for upgrading. This should be done for each company you plan to upgrade.

- 1\_\_\_ If you haven't installed Product Update 8 for version 4.50, install the update.
- 2\_\_\_ Process all pending credit card transactions.
- 3\_\_\_ Print and update all journals and registers. Failure to do so may result in loss of data.
- 4\_\_\_ 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

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

### NOTE

When converting data in version 2020, 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.

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>

- 5\_\_\_ Create a backup of your version 4.50 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.

- 6\_\_\_ If you use credit card processing, verify that you have a valid credit card encryption key in Company Maintenance for proper conversion of credit card data.
- 7\_\_\_ If you use the Purchase Order module, you will have the option to start retaining purchase order history and to create history using records in your Purchase Order data entry files.

If you plan to create history, consider running the following utilities to clear out records that you do not want to include:

- Purge Completed Purchase Orders
- Purge Obsolete Purchase Orders

For more information on the utilities, see the help system.

- 8\_\_\_ 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.

- 9\_\_\_ Print all customized form definitions.
- 10\_\_\_ 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.
- 11\_\_\_ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 4.50 installation. Port 1433 is the default SQL Server port.

## Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 72, you are now ready to migrate your data to your version 2020 system.

- 1\_\_\_ Create a backup of your version 2020 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 2020, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.
- 3\_\_\_ If you are upgrading Sage 100 Premium, 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, start the Parallel Migration Wizard from the Start window.

The Migration Wizard will back up the Sage 100 SQL databases for your prior version of Sage 100, copy the backup files to the server where Sage 100 2017 SQL Server instance is installed, and then restore them in the new location. Administrative rights are required for both your prior version of Sage 100 and for version 2017. The person running the Migration Wizard must have rights to the following administrative share:

\\{sourceserver-name}\c\$

If local security settings prevent the wizard from migrating the databases, use SQL Server Management Studio to back up the MAS\_System and company databases that you want to migrate. Then copy the .BAK files to the ..\MSSQL\Data folder on the server where the Sage 100 2017 SQL Server instance is installed.

- 4\_\_\_ After the migration is complete, log into Sage 100 2020 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 2020. 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 72 and the Upgrade Checklist on page 73, you are now ready to convert your data to version 2020.

- 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.

If your data contains credit card records that will be transferred to a Sage Exchange Vault account, the Credit Card Conversion To Sage Exchange Vault Time Estimate window appears. This window provides an estimate of how long it will take to transfer the credit card data. This estimate is based on benchmark test results, but results will vary based on Internet connection speed, network traffic, and the number of customer credit card records stored in your system.

You may be able to decrease the estimate by updating credit card transactions and purging credit card data. If this window appears, click Yes to proceed with data conversion or click No to stop the conversion process.

Additional time is required to convert company data after the credit card records are transferred; that time is not included in the estimate shown on the window.

If the Purchase Order module is set up for a company, a window with options for retaining purchase order history appears. You can set up the feature and create history during data conversion or you can do so at a later time.

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\_\_\_\_ Verify that credit card processing is enabled for each company in Company Maintenance if credit cards were previously being processed using Sage Payment Solutions. For more information, see Set Up the Credit Card Processing Module in the Help system.

If you were not processing transactions through Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage 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 2020. 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\_\_\_\_ 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.

7\_\_\_ If you have customers with national accounts and credit cards are assigned to the sold-to customers, review those records to determine whether the credit card information should be manually transferred to the bill-to customer.

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](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 2017.

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 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.
- 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 Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.  
  
If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

## Upgrading from Version 4.45 to Sage 100 Premium Version 2020

Before upgrading your data to version 2020, you must perform a parallel installation and run the Parallel Migration utility from the Windows Start menu > All Programs > Sage program group. 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.

### Pre-Upgrade Checklist

You must prepare your version 4.45 data for upgrade. This should be done for each company you plan to upgrade. Several steps should be completed by a SQL Server® administrator.



#### 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\_\_\_ Create a backup of your version 4.45 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.
- 4\_\_\_ Rebuild all data files using the Rebuild Sort File utility. You must answer Yes to all recalculation questions.
- 5\_\_\_ Print all customized form definitions.
- 6\_\_\_ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 4.45 installation. Port 1433 is the default SQL Server port.



#### WARNING

You must have administrator rights for the server with the installation you are migrating from and the server with your version 2020 installation.

### Upgrade Checklist

After completing the Pre-Upgrade Checklist on this page, you are now ready to migrate your data to your version 2020 system.

- 1\_\_\_ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the wizard to migrate your data.
  - 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, start the Parallel Migration Wizard from the Start window.

The Migration Wizard will back up the Sage 100 SQL databases for your prior version of Sage 100, copy the backup files to the server where Sage 100 2020 SQL Server instance is installed, and then restore them in the new location. Administrative rights are required for both your prior version of Sage 100 and for version 2020. The person running the Migration Wizard must have rights to the following administrative share:

\\{sourceserver-name}\c\$

If local security settings prevent the wizard from migrating the databases, use SQL Server Management Studio to back up the MAS\_System and company databases that you want to migrate. Then copy the .BAK files to the ..\MSSQL\Data folder on the server where the Sage 100 2020 SQL Server instance is installed.

- 2\_\_\_ After the migration is complete, log into Sage 100 2020 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.
- 3\_\_\_ Review security tasks for new features in version 2020.
- 4\_\_\_ 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.
- 5\_\_\_ If you customized your Desktop, review the customizations.

## Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 81 and the Upgrade Checklist on page 81, you are now ready to convert your data to version 2020.

- 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.

If your data contains credit card records that will be transferred to a Sage Exchange Vault account, the Credit Card Conversion To Sage Exchange Vault Time Estimate window appears. This window provides an estimate of how long it will take to transfer the credit card data. This estimate is based on benchmark test results, but results will vary based on Internet connection speed, network traffic, and the number of customer credit card records stored in your system.

You may be able to decrease the estimate by updating credit card transactions and purging credit card data. If this window appears, click Yes to proceed with data conversion or click No to stop the conversion process.

Additional time is required to convert company data after the credit card records are transferred; that time is not included in the estimate shown on the window.

- 3\_\_\_\_ Verify that credit card processing is enabled for each company in Company Maintenance if credit cards were previously being processed using Sage Payment Solutions. For more information, see Set Up the Credit Card Processing Module in the Help system.

If you were not processing transactions through Sage Payment Solutions but plan to start doing so, contact your Sage Payment Solutions account executive to convert the Sage Exchange Vault-only account created during conversion to a processing account.

- 4\_\_\_ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.
- 5\_\_\_ 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.
- 6\_\_\_ 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.
- 7\_\_\_ If you had the Extended Solution for customers with national accounts and the Populate Bill Address Block with 'Bill To' Customer Block check box was selected in AR-1068 Setup Options, you must run the Sales Order Bill To Address Fix Utility (select File menu > Run, then type \*Utl) to populate the sales order bill-to address information with the bill-to customer's address information.
- 8\_\_\_ Test your modified SAP Crystal reports and forms. Use SAP Crystal Reports Designer to modify reports as needed.

You must either be logged on using a Windows account that has read access to the applicable SQL Server database, or you must have a separate SQL Server authenticated logon ID and password. Integrated Security is used by default; if your Windows account does not have rights to the database, a logon dialog box appears, allowing you to enter a different logon ID and password for database access.

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

- 9\_\_\_ 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.
- 10\_\_\_ 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.
- 11\_\_\_ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2020 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 87.

- 12\_\_\_ If dictionary changes were made to any files used for import or export jobs created in the Visual Integrator module, those jobs will need to be manually updated.

To determine if manual updates are required, review the associated file layout information using the File Layouts and Program Information link on the Resources page of the Desktop. Verify that the imported field names are consistent with the new file layouts.

- 13\_\_\_ 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.

- 14\_\_\_ If you do not use taxation for purchase orders, clear the Sales Tax Reporting check box in Accounts Payable Options.

- 15\_\_\_ If you include sales tax on purchase orders and want to enter default tax schedules for vendors, use Accounts Payable Assign Vendor Tax Schedules to set up tax schedules.

- 16\_\_\_ Confirm in Accounts Receivable Customer Maintenance that all customers that have exemption numbers still have the exemption number defined.

- 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\_\_\_ 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.

- 19\_\_\_ 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.

- 20\_\_\_ 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.

- 21\_\_\_ If you had task folders in your My Tasks area, re-create your Public and Private task folders.

- 22\_\_\_ Test all printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.

- 23\_\_\_ 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.

- 24\_\_\_\_\_ Install Sage Exchange Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

**To install Sage Exchange Desktop for Sage 100 Standard:**

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.  
  
If you are installing Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

**To install Sage Exchange 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 Sage Exchange Desktop.
- d Proceed through the steps in the Sage Exchange Desktop installation wizard to install the program.

# Appendix 2

## Upgrading Sage Intelligence Reporting

If you use Sage Intelligence Reporting, follow the steps in this chapter to create a new repository for Sage 100 2020. 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 88
- Set Up Sage Intelligence Reporting in Sage 100 2020 on page 88
- Import Custom Reports on page 89

## 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 2020. You **cannot** import a report created in version 2020 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 2020.

### 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 2020.



**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 2020. 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 2020

After creating the shared folder, enter its location in Sage 100 2020. If you haven't already registered your 2020 version of Sage Intelligence Reporting, you will be asked to do so.

### To set up Sage Intelligence Reporting

- 1 In Sage 100 2020, 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.

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