



Sage Residential Management

Version 14.1

Release Notes

**This product
has been retired**

Version 14.1

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General Information

Accounting and Management products required

You must install the Sage 300 Construction and Real Estate Accounting and Management products 14.1 *before* you install Residential Management 14.1 in order for Residential Management to integrate correctly. For more information about installing Sage 300 Construction and Real Estate, see the [Sage 300 Construction and Real Estate User's Guide](#). If you also use Sage Estimating, install it *after* installing Accounting and Management products but *before* installing Residential Management 14.1.

Make sure that you install Residential Management on the same computer where you have Accounting and Management products so you can effectively use reports.

Upgrade requirement

To upgrade to Residential Management 14.1, you must be using Residential Management 9.4.1 or later.

Supported operating systems

See section 6 of the [Sage Residential Management Installation Guide](#) for a list of the supported operating systems. Residential Management 14.1 supports installation on 64 bit operation systems.



CAUTION: Residential Management is not currently supported on computers with the Windows 8, Windows 8.1, Windows Server 2012, or Windows Server 2012 R2 operating system.

SQL Server support

Only SQL Server 2005 or SQL Server 2005 Express are supported. MSDE version 1, MSDE version 2, SQL Server version 7, and SQL Server 2000 are no longer supported for use with Residential Management. If you have MSDE version 1 or SQL Server version 7 installed, uninstall the old version before you install SQL Server 2005 Express; you must then move the old databases to the SQL Server 2005 Express data folder, as explained in the [Moving Data Files](#) document.

User Account Control (UAC)

Sage 300 Construction and Real Estate is designed to work with the Windows User Account Control (UAC) security scheme. Beginning with the 9.5 and later releases, many Accounting & Management folders were moved to a shared location. The critical program files are being installed in the normal installation location, while data and all other files are being installed to a shared location. For new installations of Sage 300 Construction and Real Estate, these data files are installed in the `[Drive]:\ProgramData\Sage\Timberline Office` folder. For Sage 300 Construction and Real Estate applications to work correctly, you must ensure you have read/write permissions to these files.



NOTE: Some of these folders may be hidden in their new location. To view them, open Windows Explorer, select **Tools > Folder Options**, and select the **View hidden files and folders** check box on the **View** tab.

If you are upgrading Sage 300 Construction and Real Estate applications, your data folders will not be moved for you. You do not need to move your data unless you are using Windows Vista or Windows 7 and your data is not in a shared location. If you install Windows Vista or Windows 7, and your data is not in a shared location, you need to share the data folders and assign read/write permissions or you must move the folders to a shared location and assign read/write permissions. If you move your data files, ensure you update their location using **File Locations**. In compliance with UAC requirements, you cannot save a file to a folder to which you do not have read/write permissions assigned. If such an attempt is made, you will see an error message.

Support and Assistance

Supporting documentation

In addition to reading this document, read the following supporting documentation before you install:


- The [Sage Residential Management Installation Guide](#) contains installation instructions and system requirements.
- The [Installation Checklist](#) contains a brief description of the steps involved in upgrading your software.

You can access a [complete library of supported product documents](#).

Online help

Each Sage 300 Construction and Real Estate application includes online help, which provides information about procedures as well as items in the windows.

To access the help in the software:

- In a window, click the [Help] button, click  (the help icon button), or press F1 to display the help topic for that window.
- In an application, select **Help > Help Topics**.
- In the Desktop, select **Help > Application Help**, and then choose the desired application.

To aid you in finding information, the online help for each application includes the following tabs:

- **Contents** tab with an outline of the help with links to the help topics.
- **Index** tab with keywords that link to help topics related to that keyword.
- **Search** tab, where you can type text and click [Search] to locate that text in the help topics.

Training

Sage University offers live and recorded online training sessions to help you get the most out of your software. To access Sage University, either:

- From an application, select **Help > Web Resources > Sage University**.
- From Desktop, select **Tasks > Sage 300 Construction and Real Estate > Web Resources > Sage University**.
- From your browser, visit <http://www.sagesoftwareuniversity.com/>.


Contact your business partner for local training.

Technical assistance

When you need assistance, refer to the [How do I get technical support for Sage 300 Construction and Real Estate?](#) article to determine which service works best for you.

New in this Release

Sage 300 Construction and Real Estate and Residential Management now incorporate the latest version of the Crystal Reports runtime components (version 13). All CR report designs that come with Accounting, Estimating, and Residential Management were replaced with upgraded versions. Reports that took over 90 seconds to run will likely run faster using this new version.

If you have custom Crystal Reports designs, you must upgrade them before they can be used in . You can use the new Upgrade Crystal Reports Tool, which is on the programs menu; click [**Start**], select **All Programs > Sage > Sage 300 Construction and Real Estate > Reporting and Other Tools**, right-click **Upgrade Crystal Reports**, and then select **Run as administrator**. For more information, click  (the help button) in the tool's window.

If you use the Crystal Reports Designer, you will need to install the latest version, Crystal Reports For Sage 2013 SP2. This software only runs on Windows 7 SP1, Windows Server 2008, or higher operating systems (not Windows Vista). If you create new custom CR designs, use the Upgrade Crystal Reports Tool before using them in Sage 300 Construction and Real Estate or Residential Management.

Known Issues

Parameter values for reports

If you change the parameters of some Crystal Reports, preview the report, and then close the preview window, the values in the parameter window revert to the default values—instead of the values you entered.

What's This? help on Windows Vista Machines

If you use the Windows Vista operating system and try to use the **What's This Help** feature, the associated help topic may not open. If this happens, click [**Help**] in the window to display the window help topic, which includes descriptions of the items (fields, buttons, and grid columns) in that window.
