Sage Accpac
Extended Enterprise Edition 5.6A

Installation and System Administrator's Guide

sage

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Chapter 1
Getting Started

Read all chapters in this guide before you install or set up a new installation of Sage Accpac ERP.

How to Use This Guide

This guide provides the information you need to:

- Install Sage Accpac ERP

- Set up databases for use with Sage Accpac ERP

- Set Sage Accpac security

- Set up Workstations to run Sage Accpac ERP

- Activate your data for new accounting programs

- Set up users and groups, and perform other administrative tasks

- Understand Sage Accpac licensing

- Deploy Sage Accpac over the web

- Integrate Sage Accpac ERP with SageCRM

The order of topics in this self-teaching guide matches the sequence of tasks you would typically perform to install and set up Sage Accpac ERP.

Important!   This guide contains troubleshooting tips and technical information on configuring supported operating systems and database engines for use with Sage Accpac ERP. However, this guide is not a replacement for a qualified network or database administrator.

System Requirements

Before you can install Sage Accpac ERP System Manager and any of the Sage Accpac ERP modules, your hardware must be properly configured, and the appropriate operating system software must be fully installed and operational.

For a complete list of hardware and operating system requirements for workstations and servers, check the *Compatibility Guide* in the Support area of the Sage Accpac Web site at: http://www.sageaccpac.com/products/systemrequirements.

Database Server Requirements

Sage Accpac ERP supports the following database servers:

- Microsoft SQL Server 2005 and 2008.

- Pervasive.SQL Server 9.7, or higher, for Microsoft Windows or Linux.

Pervasive.SQL Workgroup or Server?

  – Choose Pervasive.SQL Server Engine if more than 5 users require a concurrent connection to Sage Accpac data, and you have a dedicated server.

  – Choose Pervasive.SQL Workgroup Engine if you are working in a peer-to-peer network environment where there is no dedicated server and not more than 5 users require a concurrent connection to Sage Accpac data.

- Oracle Server 10g or 11g Enterprise Edition, Standard Edition, and Standard Edition One for Microsoft Windows or Linux.

Client Workstation Requirements

Client workstations require:

- Microsoft Windows XP Professional Edition, Windows Vista (Home Premium, Business, or Ultimate Editions), or Windows 7.

- Workstation component of Microsoft SQL Server, Pervasive.SQL, or Oracle.

- Microsoft Excel 2003 or 2007, for Excel-based financial reports.

- Internet Explorer 6.0, or higher, for Web deployment.

Typical Network Configurations

You can configure Sage Accpac ERP in a number of ways. The best configuration for your use will depend on the number of users that require a concurrent connection to Sage Accpac programs and data, your chosen database engine, and your network setup.

Each network configuration contains the following components:

Server

This is the computer that hosts the Sage Accpac ERP data, and optionally, Sage Accpac programs.

In a small workgroup, a workstation may act as a server, providing other workstations with access to Sage Accpac data and programs.

Workstation

A workstation is a computer that connects to a server to access Sage Accpac ERP programs and/or data. A workstation may:

- Run the Sage Accpac desktop

- Connect to Sage Accpac via an Internet browser

- Connect to another workstation or server using Remote Desktop Protocol (RDP)

Database Engine

The software used to create, retrieve, update, and delete data from a database.

Sage Accpac works with the following database engines:

- Pervasive. SQL

- Microsoft SQL Server

- Oracle Server

Refer to the *System Requirements* section for supported versions.

Sage Accpac Program Files

This includes:

- The Sage Accpac System Manager

- Application programs, such as Accounts Receivable and Accounts Payable

Sage Accpac Shared Data

Includes:

- Site folder

- User folder

- Data

- Company folder

- License Files (*.lic)

Sage Accpac
Databases

In Sage Accpac, there are two types of databases:

- **System database.** Stores information on users, passwords, security groups, security settings, and currency for all the companies that are linked to it.

- **Company database.** Contains information that is shared by all the company's accounting applications. This includes the company profile, fiscal calendar, optional field data, tax information for both sales and purchases, bank information, and all the accounting data for the company. Each company database must be linked to a system database

Reporting Server

The software that allows you to print reports from Sage Accpac:

- Crystal Reports runtime for the Sage Accpac Desktop

- Sage Accpac Web Reporting by Crystal, for Sage Accpac deployed over the web

The most common network configurations are illustrated below for your information:

Configuration 1: Single "standalone" computer

This is the simplest configuration. All components are installed on one computer.

Configuration 2: Windows peer-to-peer network

A Windows peer-to-peer network allows the server and workstations to share resources. This type of network is good for small workgroups, consisting of two to five workstations networked together using Microsoft Windows Network. One of workstations acts as a server, allowing other computers to access data stored on its hard drive.

If more than two users require concurrent access to Sage Accpac data or programs, the workstation acting as the server should be dedicated. You may encounter performance issues if you run Sage Accpac ERP on the server at the same time as other users are accessing Sage Accpac ERP from their workstations.

Workstation

Sage Accpac programs

Workstation acting as a Server

- Sage Accpac programs
- Sage Accpac shared data
- Database engine
- Sage Accpac databases

Workstation

Sage Accpac programs
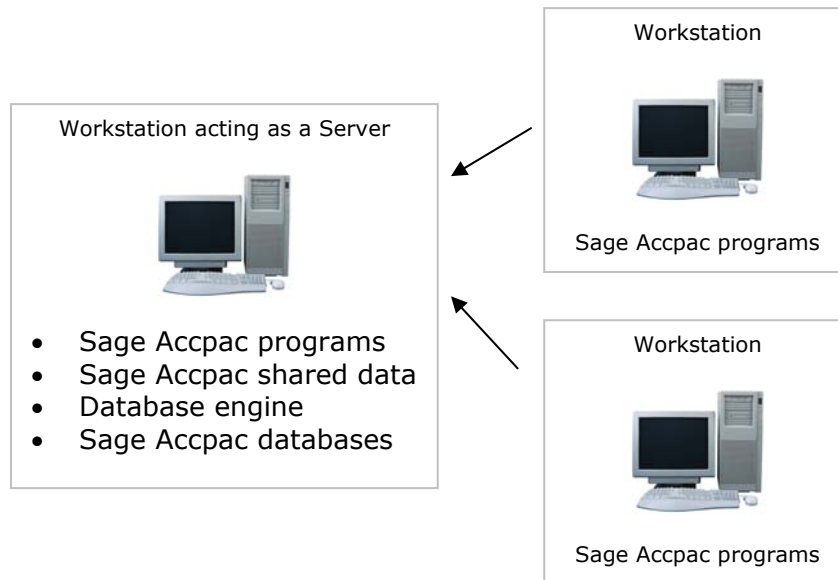
Configuration 3: Client-Server Network

In a client-server configuration, Sage Accpac programs and databases are on one or more dedicated servers.

The optional Terminal Server may also reside on the same physical server.

Workstations may access programs as well as data from the server(s), or may have Sage Accpac programs installed locally for better performance.
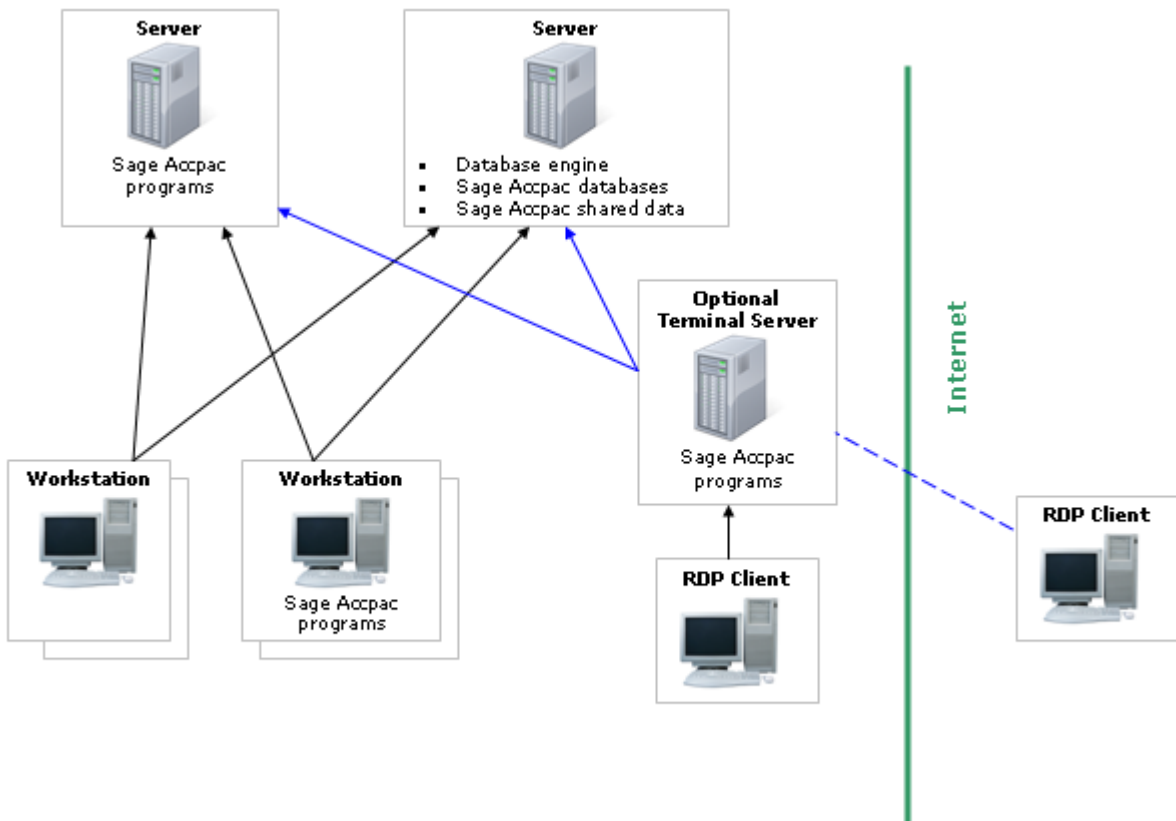
How do I install Sage Accpac on a workstation?

- If the workstation will run Sage Accpac programs locally, install Sage Accpac System Manager and the accounting applications on the workstation.

- If the workstation will access Sage Accpac programs from the server, run **Workstation Setup** on the workstation. This will install the components needed to access and run System Manager and the accounting applications from the server.

Configuration 4: Sage Accpac Web server

When you deploy Sage Accpac on the web, all Sage Accpac programs are installed on a web server and data is typically stored on a separate server.

Workstations access Sage Accpac programs and data through a supported Internet browser.

Recommendation   For better security and performance, do not store shared data on the web server.

This configuration can exist in combination with a client-server network configuration (Configuration 3). That is, some workstations may run the Sage Accpac Desktop and access data and, optionally programs, from a server.

For more information about deploying Sage Accpac on the web, see Chapter 7 in this guide.
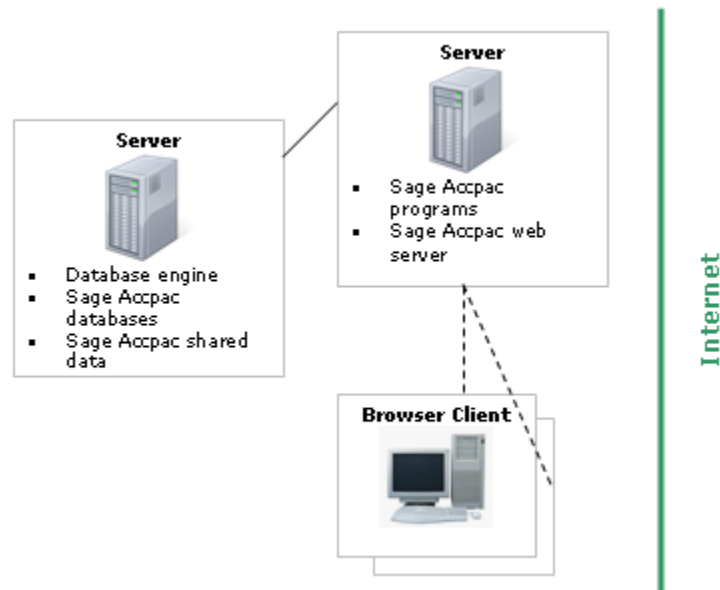
Configuration 5: Sage Accpac Integrated with SageCRM

Similar to Sage Accpac, SageCRM can be installed locally, or on a server, or be deployed on the web.

In the illustration below, we've shown web deployment, with the Sage Accpac web server and the SageCRM web server on separate computers.

Note: The Sage Accpac and SageCRM web server can reside on the same computer. Typically, one database server stores both the SageCRM and Sage Accpac data.

Recommendation | For better security and performance, do not store shared data on the web server.

For more information about integrating Sage Accpac with SageCRM, see Chapter 8 in this guide.
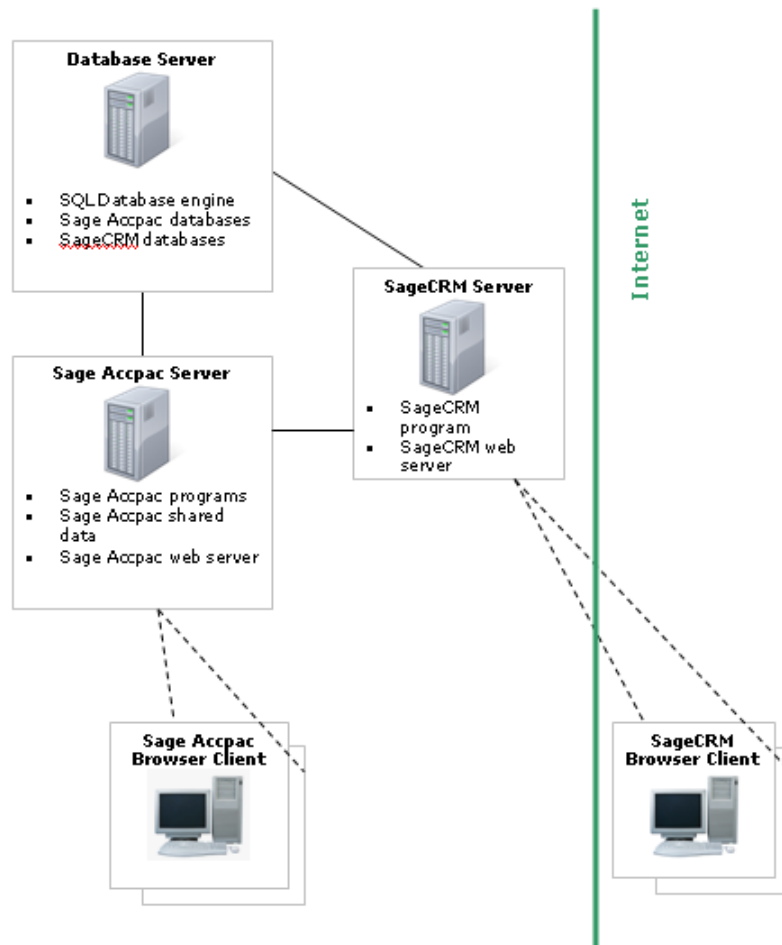
When Should You Use Workstation Setup?

The **Workstation Setup Utility** is a component of the System Manager installation.

Run the utility after you have set up shared folders to data and/or programs, and after you have created your system and company databases.

Do *not* run Workstation Setup:

- If the workstation will run Sage Accpac programs locally.

  In this case, install Sage Accpac System Manager and the accounting applications on the workstation as described in Chapter 2 of this guide.

- If the workstation is a web client, and will access Sage Accpac programs and data through an Internet browser.

  In this case, deploy Sage Accpac on the web and follow the client setup instructions described in Chapter 7 of this guide.

- If the workstation is using Remote Desktop Protocols (RDP) to remotely control another workstation or server.

  In this case, you will install Remote Desktop Client on your remote computer, and connect through a Terminal Server, or directly to a workstation or server that is configured for remote access.

Note: This guide does not include instructions for setting up terminal services or RDP. Talk to your network administrator about this option.

Installation Considerations

Read the following sections before you install Sage Accpac ERP.

Choosing Installation Folders in Windows Vista, Windows 7, and Windows 2008

If you are using Windows Vista or Windows 2008, install Sage Accpac ERP outside the default path (C:\Program Files\Sage\Sage Accpac).

If you install to the default path, you could have problems with security because these operating systems do not allow more than one user to open Sage Accpac ERP.

Change the Program and Shared Data directories to locations other than the default path. For example:

- For Programs, install to **C:\Sage Accpac**.

- For Shared Data, install to **C:\AccpacData**.

Decide on suitable folders, and then during the installation of Sage Accpac ERP, be sure to change the default paths.

Considerations for Installing on a Windows Peer-to-Peer Network

The following are special considerations to be aware of before installing or upgrading Sage Accpac ERP on a Windows Peer-to-Peer network.

- Each workstation must be running Windows XP Professional Edition or Windows Vista (Home Premium, Business, or Ultimate Editions).

- If more than two users require concurrent access to Sage Accpac data or programs, the workstation acting as the server should be dedicated. You may encounter performance issues if you run Sage Accpac ERP on the server at the same time as other users are accessing Sage Accpac ERP from their workstations.

- A maximum of five users is supported when running in a peer-to-peer environment.

- On the workstation that will be acting as the server, share the Sage Accpac Program and Shared Data folders.

  – If the server is running Windows XP Professional Edition:

    - Share the designated data folder. All users that connect to this folder must have full control rights to the shared folder. Do not share the Sage Accpac ERP program folder directly.

    - On each workstation, use Universal Naming Convention (UNC) paths to connect to the shared folder. For example, \\server\share. If you choose to map a drive letter to the shared folder on the server, then in the Map Network Drive window, select the Reconnect at Logon check box to create a persistent connection.

    - If Simple File Sharing is used, when creating the share, select the Allow Network Users to Change My Files check box. To verify if Simple File Sharing is enabled, select Windows Start > My Computer. Then select Tools menu > Folder Options. Click the View tab and scroll to the bottom. Verify the Use Simple File Sharing (Recommended) check box is selected.

  – If the server is running Windows Vista or Windows 7:

    - During installation, change the Program and Shared Data folders to locations other than the default. For example, change

the installation path to C:\Sage Accpac from C:\Program Files\Sage\Sage Accpac.

- Share the Program and Shared Data folders.

- On each workstation, use Universal Naming Convention (UNC) paths to connect to the shared folder. For example, \\server\share. If you choose to map a drive letter to the shared folder on the server, then in the Map Network Drive window, select the Reconnect at Logon check box to create a persistent connection.

Considerations for 64-bit Windows Operating Systems

Sage Accpac ERP is a 32-bit application. When you create a data source for Sage Accpac, you must use the 32-bit version of the ODBC Administrator.

In 64-bit versions of supported Windows operating systems, you can find the 32-bit ODBC Administrator in the following location: C:\Windows\SysWOW64\odbcad32.exe.

Considerations for Installing the Sage Accpac Dashboard

If you intend to install the Sage Accpac Dashboard—a web application that provides a browser-based, graphical presentation of key financial data so Sage Accpac users can easily monitor their company's performance—you must first:

- Ensure that Microsoft's Internet Information Services (IIS) is installed on the server that will host the dashboard files. If IIS is not installed, install it **before** you attempt to install the Sage Accpac Dashboard.

- Download and install the latest version of the Adobe Flash Player from http://get.adobe.com/flashplayer/.

Where to Now?

You are now ready to install Sage Accpac ERP.

Chapter 2
Installing Sage Accpac Programs

This chapter explains how to install System Manager, Sage Accpac ERP accounting programs, and Sage Accpac Business Intelligence.

Before You Begin

Before proceeding with installation, be sure you understand the different possible system configurations and their implications for installing Sage Accpac:

- On a single workstation and on a network.

- Over different operating systems.

- For different database engines.

Use the information in Chapter 1, "Getting Started," to help you determine the configuration that best meets your company's needs.

Also, make sure that the computer on which you are installing Sage Accpac meets at least the minimum system requirements for the configuration you choose. For up-to-date information on system requirements, check the Support section of the Sage Accpac Web site, at:

http://www.sageaccpac.com/products/systemrequirements.

WARNING: If you are upgrading an existing system to the current version of Sage Accpac ERP, use the instructions in the *Sage Accpac ERP Update Notice* to prepare for and upgrade to the current version.

Installing Sage Accpac ERP

You install Sage Accpac System Manager, System Manager Components, and all Sage Accpac applications in one process, as follows:

1. Insert the Sage Accpac ERP installation DVD into your DVD drive.

   If the installation screen does not appear automatically, go to the DVD root directory (for example, d:\), and run LAUNCH.EXE.

2. On the installation screen, click View Pre-Installation Checklist. Print a copy of the checklist and follow all steps before you continue.

3. On the installation screen, click Sage Accpac ERP.

4. On the Sage Accpac ERP installation screen, click Sage Accpac ERP.

5. On the Welcome screen, click Next.

6. Click the option to accept the license agreement, and then click Next.

7. Select the geographical region where you are installing the software, and then click Next.

8. For the client information, enter your 7-digit or 10-digit client ID and the company name to use for registration, and then click Next.

9. For the optional information, enter a contact person, your dealer, and certified consultant, and then click Next.

10. If the next screen asks you to allow Sage to collect anonymous data, click Yes or No, as you prefer, and then click Next.

11. Select the edition of Sage Accpac ERP you require, and then click Next.

12. Specify the names and locations of your program and data folders, and then click Next.

   The Select Features screen appears, as follows:
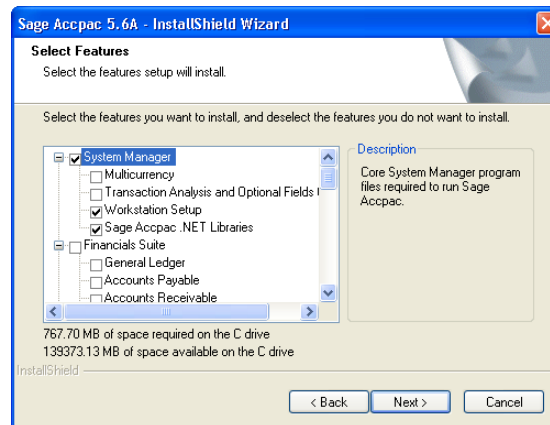
13. On the Select Features screen, select the features and applications you want to install at this time.

Program dependencies

Most of the applications require you to install others, and all of the applications require core System Manager files. The following list shows any additional requirements in parentheses for each application:

- Bank Services (requires Tax Services, G/L Subledger Services)

- Accounts Payable (requires Bank Services, Tax Services, G/L Subledger Services)

- Accounts Receivable (requires Bank Services, Tax Services, G/L Subledger Services)

- Canadian/US Payroll (requires G/L Subledger Services, Bank Services)

- Inventory Control (requires G/L Subledger Services)

- Order Entry (requires Accounts Receivable, Inventory Control, Tax Services)

- Purchase Orders (requires Accounts Payable, Inventory Control, Tax Services)

- Project and Job Costing (requires G/L Subledger Services, Accounts Payable, Accounts Receivable, Tax Services)

- Return Material Authorization (requires Accounts Receivable, Inventory Control, Order Entry)

- G/L Consolidations (requires General Ledger)

- Intercompany Transactions (requires General Ledger)

If you are installing Ops Inquiry or Uni Sales Analysis, note that there are different selections for Pervasive.SQL and for MS SQL Server. You can select only one database format.

Install LanPak

> **Note:** You must install at least one LanPak 5.6, or you will not be able to log into a Sage Accpac database.

14. After you select the programs and features you need, click Next.

15. On the next screen, in the Program Folder field, type the location on the Start menu where you want Sage Accpac to appear, and then click Next.

16. Click Install.

Enter activation codes

Once installation has finished, the Sage Accpac ERP License Manager appears.
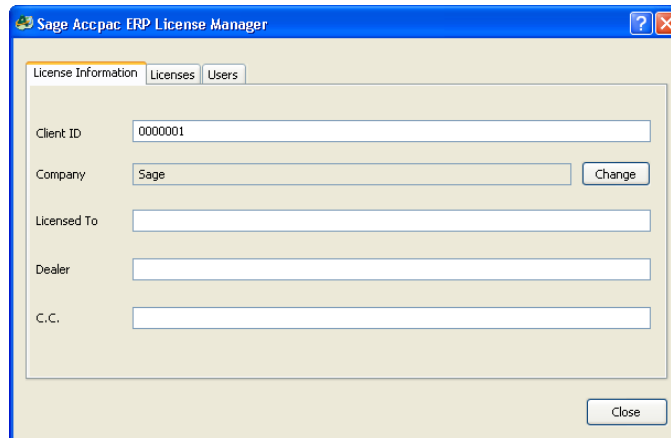
The License Information tab is filled in with information you entered during installation.

Note: Do not change the company name unless you need to change the business entity to which the programs are registered.

If you change the company name, the licenses will appear Unauthorized, until you apply for and enter new activation codes.

a. If you have activation codes for your Sage Accpac programs, click the Licenses tab, then, for each Sage Accpac program:

   i. Double-click in the Serial Number column, and then type the serial number.

   ii. Double-click in the Activation Code column, the activation code in that order.

   If you don't yet have activation codes, you can use the 30-day temporary licenses created during installation, and record the permanent code later, as described in Chapter 6, "Licensing Sage Accpac."

b. If you installed Sage Accpac Intelligence Analysis or Sage Accpac Intelligence Connector, enter their activation codes on the Licenses tab.

Note: The Report Manager, Report Viewer, Analysis, and Connector programs are not available with a 30-day license. You must have a permanent license to use them. (Sage Accpac ERP comes with one free Report Manager and Report Viewer license.)

c. Click the Users tab, and then, for each LanPak you have installed, double-click in the associated column and enter, in the stated order, the following information:

i. License type for the database format you use.

ii. Count. (This is the number of users who require Sage Accpac access for this installation.)

iii. Serial number for the LanPak.

iv. Activation code (supplied by Sage).

If no LanPaks are listed on the tab, create a temporary license: click in the blank space on the tab to create a new line, and then enter the license type, followed by the count.

LanPak

IMPORTANT: You must record at least one LanPak 5.6 license to use Sage Accpac ERP.

For Sage Accpac Intelligence, one Report Manager license for one user is free with Sage Accpac ERP. If you have additional licenses for Sage Accpac Intelligence Report Manager and Sage Accpac Intelligence Report Viewer, enter their activation codes in the Activation Code column.

d. Click Close.

e. Click Finish to close the Installation wizard.

Where To Now?

If you are installing Sage Accpac for the first time, you need to install and configure a database engine, and create system and company databases. For information on how to install and configure a supported database engine, see Chapter 3, "Database Setup."

If you are using temporary licenses while you wait for your activation codes, you will need to enter the activation codes before the grace period ends. For instructions on updating your licenses, see Chapter 6, "Licensing Sage Accpac."

If you are upgrading an existing system, you can now activate the current version of your Sage Accpac products. Refer to instructions in the *Sage Accpac ERP Update Notice*, because it not only has steps for activating, it includes some things users should know after they've activated the current version of each application, including some additional steps they should take.

Chapter 3
Database Setup

This section does not provide detailed instructions on how to install or configure database software. See your database or network administrator for detailed instructions and support.

For a list of database engines that are compatible with Sage Accpac ERP, see Database Server Requirements in Chapter 1, "Getting Started."

To get the most recent list of supported database versions, check the *Compatibility Guide* in the Support area of the Sage Accpac Web site at: http://www.sageaccpac.com/products/systemrequirements.

In this chapter, you'll learn how to create your Sage Accpac system and company databases, and how to set global security options.

Overview of Database Setup

Before you can create a company in Sage Accpac, you must create system and company databases using one of the following database programs:

- Pervasive.SQL

- Oracle

- Microsoft SQL Server

After you have created the databases, use the Sage Accpac Database Setup utility to set up the databases for Sage Accpac.

About the Pervasive.SQL Workgroup Engine

If you are using the Pervasive.SQL Workgroup Engine in a peer-to-peer network, we recommend that you perform the following steps to maximize the performance of Sage Accpac.

1. Install and configure the Workgroup Engine on all workstations.

2. Assign one workstation to be the **Gateway** computer. This is the computer that will store the Sage Accpac databases.

   Tip: To maximize system performance, select the fastest computer in your peer-to-peer network to act as the Gateway.

3. Optimize the workgroup engine on the Gateway computer and on all client workstations.

Optimizing the Workgroup Engine on the Gateway

On the Gateway computer, configure the workgroup engine as follows:

1. Open the Pervasive Control Center.

2. Select Configure Microkernal Router, and then change the default settings as follows:

In Section	Setting	Default Value	Recommended Value
Access	Use Remote Microkernel Engine	ON	OFF
Communication Protocols	Supported Protocols	TCP,SPX, NetBIOS	TCP/IP

3. Select Configure Local Engine, and then change the default settings as follows:

In Section	Setting	Default Value	Recommended Value
Communication Protocols	Supported Protocols	TCP/IP,SPXII	TCP/IP
Data Integrity	Transaction Logging	ON	OFF
	Initiation Time Limit	10000	65535

Optimizing the Workgroup Engine on Client Workstations

On all Client workstations, configure the workgroup engine as follows:

1. Open the Pervasive Control Center.

4. Select Configure Microkernal Router , and change the default settings as follows:

In Section	Setting	Default Value	Recommended Value
Access	Use Local Microkernel Engine	ON	OFF
Communication Protocols	Supported Protocols	TCP,SPX, NetBIOS	TCP/IP

Creating System and Company Databases

Before you can create a company in Sage Accpac, you must create the system and company databases that you will be using.

In Sage Accpac, there are two types of databases:

- **System Database.** Stores information on users, passwords, security groups, security settings, and currency for all the companies that are linked to it. You must create a system database before creating a company database.

- **Company Database.** Contains information that is shared by all the company's accounting applications. This includes the company profile, fiscal calendar, optional field data, tax information for both sales and purchases, bank information, and all the accounting data for the company. Each company database must be linked to a system database. However, multiple companies can be linked to the same system database.

Database ID

Sage Accpac uses a Database ID to identify system and company databases. Each ID is a unique code of 6 uppercase characters, consisting of letters from A to Z, or numbers from 0 to 9, or any combination of letters and numbers.

For simplicity, we recommend that the Database ID, the database, the folder for the database, and the Data Source Name (DSN) be identical.

The instructions for creating system and company databases for Sage Accpac are specific to the database software you use. In the sections that follow, read the instructions for the database software you use.

Before You Begin

Before you create your databases, create folders in Windows Explorer to contain your Sage Accpac system and company databases

In the Sage Accpac\Data folder (or other installation location), create a 6-character subfolder for your system database, and then add another for your company database.

For example, you might have:

C:\Program Files\Sage\Sage Accpac**DATA\GLDSYS** (for your system database)

and

C:\Program Files\Sage\Sage Accpac**DATA\GLDINC** (for your company database)

Database Setup for Pervasive.SQL

Creating System and Company Databases in the Pervasive Control Center
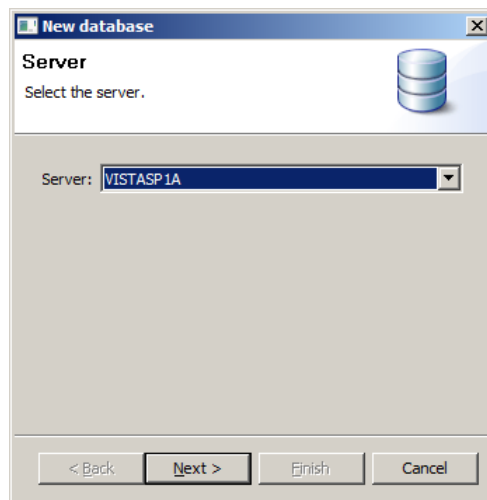
1. On the server (or the workstation acting as a server), from the Window Start menu select All Programs > Pervasive > Pervasive.SQL Control Center.

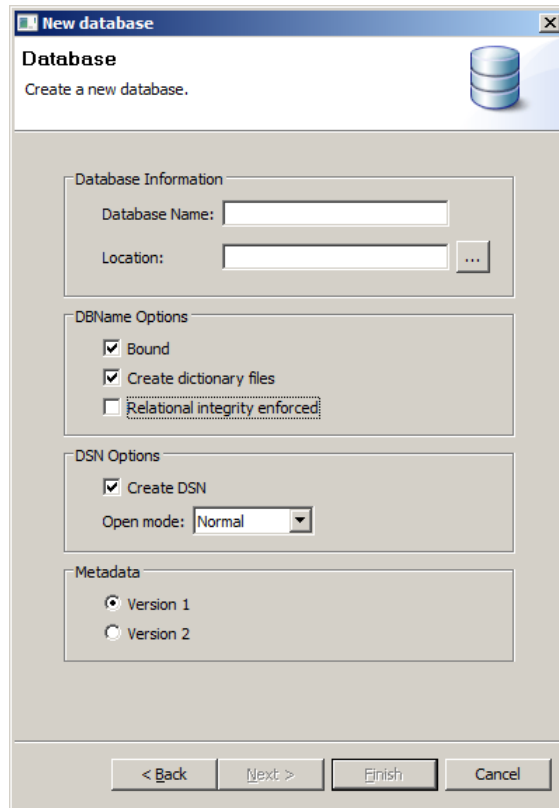   The Pervasive.SQL Control Center appears, as follows:
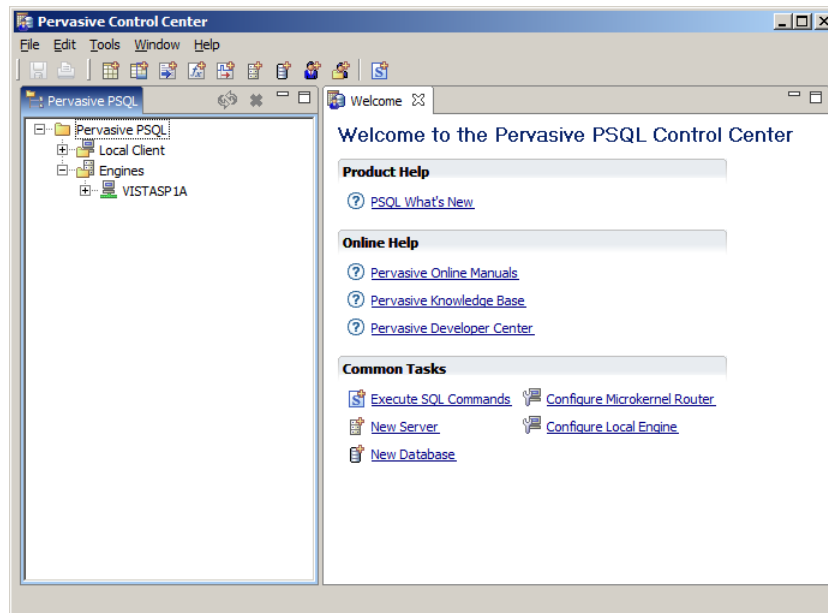
2. In the Common Tasks section in the right panel, click New Database.

   The New Database form appears, as follows:

3. Accept the Server name that is displayed (the name of the computer you are currently working on), and then click Next.

   The following screen appears:

4. In the Database Name field, type the name of the folder you created for your database; for example, GLDSYS for your system database.

   Note: The folder name and the database name must be identical.

5. In the Location field, type the path to the folder you created for the database.

6. In the DB Name Options section, select Bound and Create Dictionary Files.

   Note: Do not select the option, Relational Integrity Enforced, because Sage Accpac checks integrity.

7. Select the Create DSN option, and leave Normal as the Open Mode.

   Note: The DSNs are used in Sage Accpac Database Setup when you set up your system and company databases.

8. In the Metadata section, use the default selection.

9. Click Finish.

10. Repeat steps 2 to 8 for the company database. In step 4, substitute the 6-character name of your company database; for example, GLDINC.

11. Close the Pervasive.SQL Control Center.

## Creating ODBC Connections on Client Workstations

On **all client workstations**, create ODBC connections to your system and company databases as follows:

1. Open the ODBC Data Source Administrator. From the Windows Start menu, select Start > All Programs > Administrative Tools > ODBC Data Sources (ODBC).
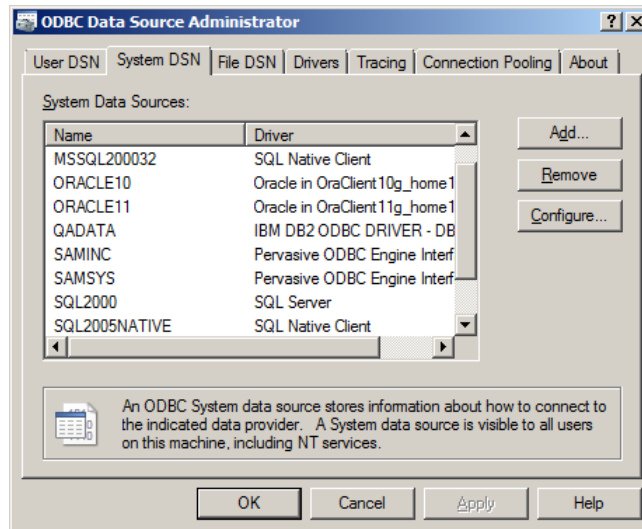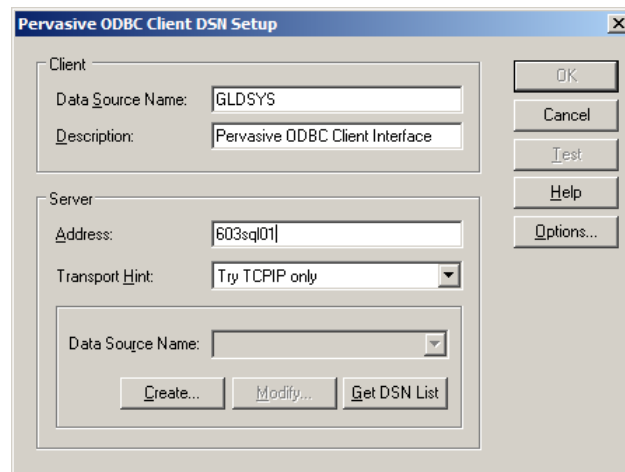

2. Select the System DSN tab, and then click Add.

The Create New Data Source form appears:
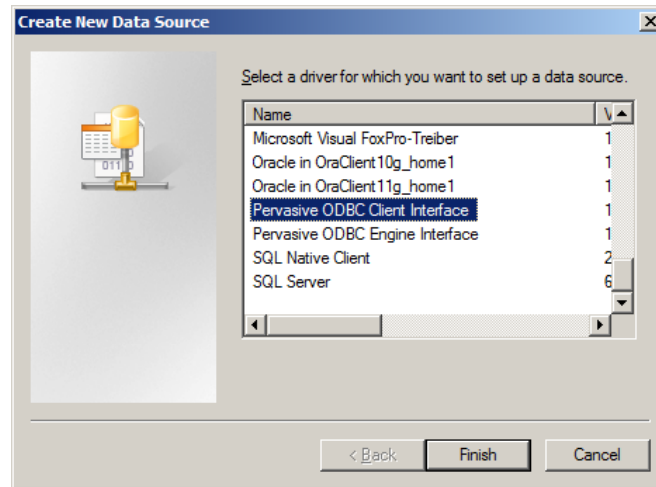
3. Select Pervasive ODBC Client Interface, and then click Finish.

   The Pervasive ODBC Client DSN Setup form appears:

4. Enter the following information for the Data Source:

   a. In the Data Source Name field, type the 6-character name of the system database.

   b. Type an optional description.

   c. In the Address field, type the name of the database server.

   d. In the Transport Hint field, select "Try TCPIP only."

5. Click the Get DSN List button, and then select the DSN that you created for the server database.

6. Click the Test button to check your connection.

7. Click OK to create the connection.

8. Repeat steps 2 to 7 to create the DSN for the company database. In step 4a, type the 6-character name of the company database, and in step 5, select the DSN that you created for the company database.

Where to Now?

Now that you have created system and company databases in your database management system, you set them up for use with Sage Accpac, as described in the section "Set Up Databases for Use with Sage Accpac," later in this chapter.

Database Setup for Microsoft SQL Server

Creating System and Company Databases in SQL Server Management Studio

1. On the server, from the Windows Start menu, select Programs > Microsoft SQL Server 2005 (or 2008, depending on the version installed) > SQL Server Management Studio.

   The Connect to Server screen appears, as follows:
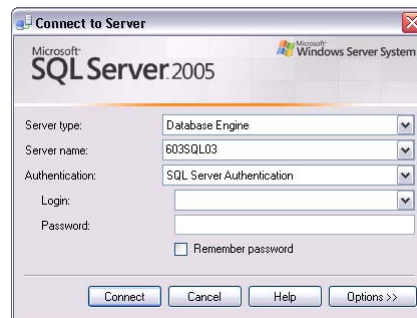
2. For Server type, select Database Engine.

3. Accept the Server name that is displayed (the name of the computer you are currently working on).

4. For Authentication, we recommend that you use SQL Server Authentication.

   Type in the database administrator's Login name and Password.

5. Click Connect to open SQL Server Management Studio.

6. In the Object Explorer panel, expand the folder tree for the SQL Server, and then expand the Databases folder tree.

7. Right-click Databases and then select New Database… from the right-click menu.

   The New Database window appears, as follows:
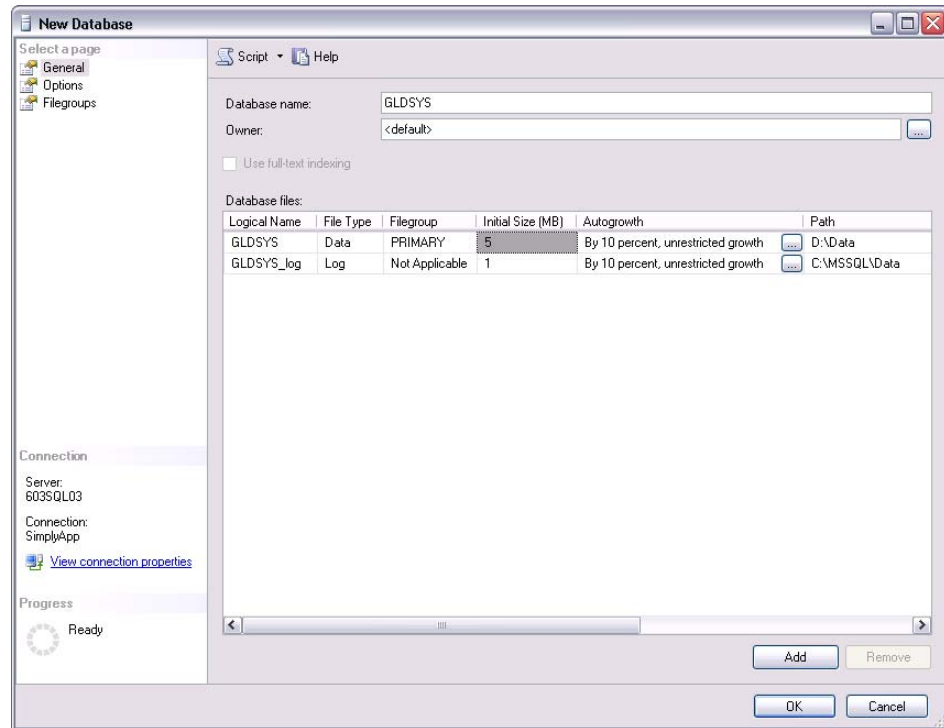
8. In the Database name field, type the 6-character name for the system database.

   a. In the Database files section:

      i. In the Initial Size column, specify the amount of disk space that SQL Server will initially reserve for the Sage Accpac database. For new databases, use the default value.

      ii. In the Autogrowth column, you can select whether the container grows by a fixed percentage or by a fixed amount of disk. For new databases, use the default value.

9. In the left pane, click Options.
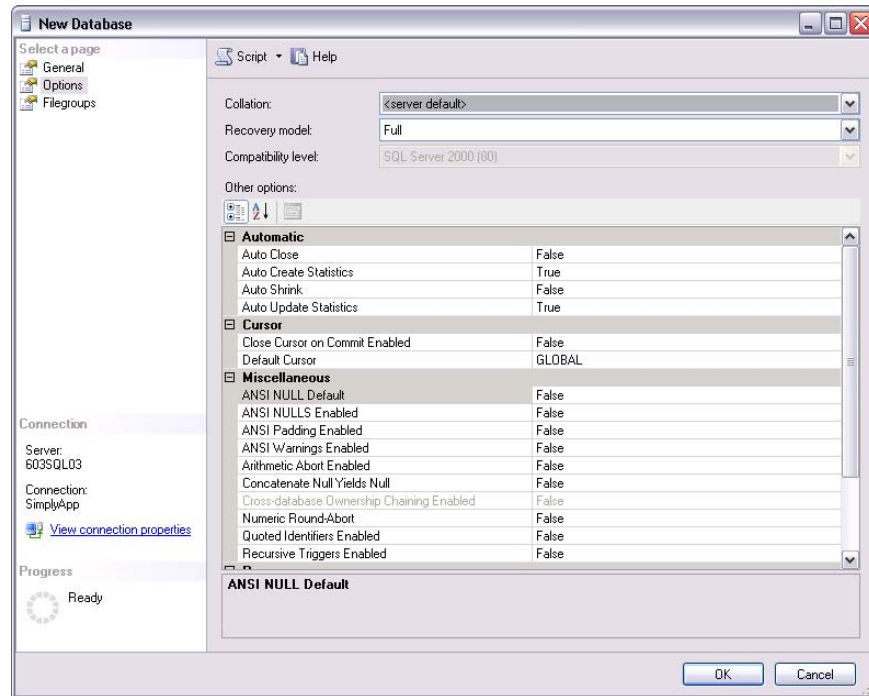
b. For English-language support, use the default Collation method.

Sort Order

The Collation method should be a binary sort order such as Latin1_general_bin or Latin1_general_bin_ci_as.

c. For Recovery Model, select Full.

10. Click OK.

11. Repeat steps 7 to 10 to create your company database. In step 8, type the 6-character name for the company database.

Creating and Assigning Database Rights to a SQL Login ID

A SQL Login ID is required to log in to a Sage Accpac company database. The ID is not revealed to users; Sage Accpac uses this ID internally when it connects a user to the SQL Server.

Note: Only one SQL Login ID is needed for all Sage Accpac databases and users.

1. In SQL Management Server Studio, in the left-side Object Explorer panel, expand the Security folder.

2. Right-click Logins and then click New Login… from the right-click menu.

The New Login form appears, as follows:
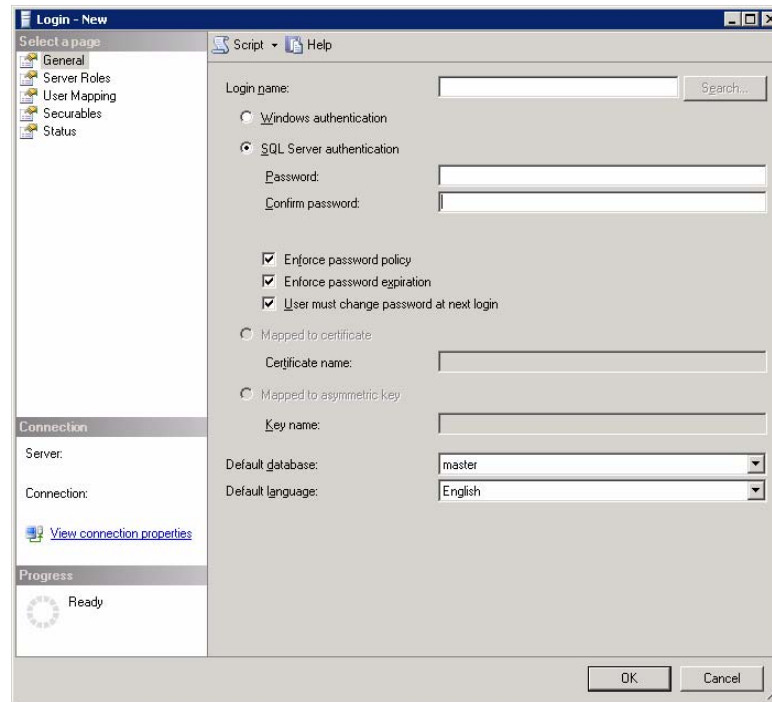
3. In the Login name field, type a name for your new SQL Login ID.

4. Select SQL Server Authentication, and then type in a password, and confirm it.

5. Click OK to save your changes.

   In the Object Explorer, your new Login name appears within the Logins folder.

6. Assign database rights to the new SQL Login ID.

   a. In the Object Explorer, expand the Logins folder, and then double-click the new Login name you created.

      The Login Properties form appears.

   b. In the left pane, click Server Role, and in the right pane, select sysadmin.

   c. In the left pane, click User Mapping.

   d. In the Database column, select the system and company databases you created.

   e. Under Database role membership for, select db_owner.

   f. Click OK to save your changes.

Creating ODBC Connections on Client Workstations

If you are using a DSN to connect to your SQL databases on the server, on all client workstations, create an ODBC connection to your databases.

Important!

If you do not create a Data Source (DSN) to connect to your databases, then Sage Accpac can still connect to the SQL Server directly using the server name and default settings.

1. Open the ODBC Data Source Administrator.

In 32-bit versions of Windows

From the Windows Start menu, select Settings > Control Panel > Administrative Tools > Data Sources (ODBC).

In 64-bit versions of Windows

Sage Accpac ERP is a 32-bit application. When you create a data source for Sage Accpac, you must use the 32-bit version of the ODBC Administrator.

In 64-bit versions of supported Windows operating systems, you can find the 32-bit ODBC Administrator in the following location: C:\Windows\SysWOW64\odbcad32.exe.
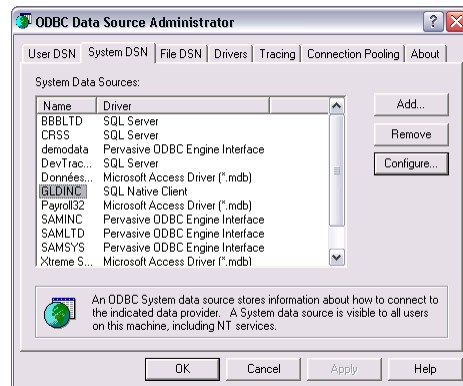
2. Select the System DSN tab, and then click Add.

The Create New Data Source form appears:

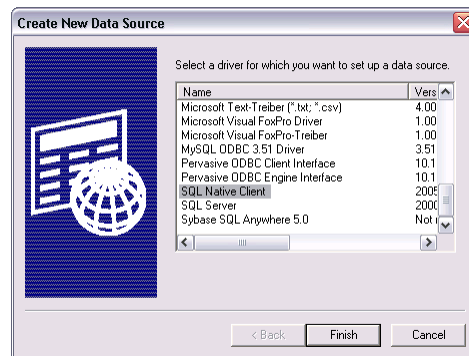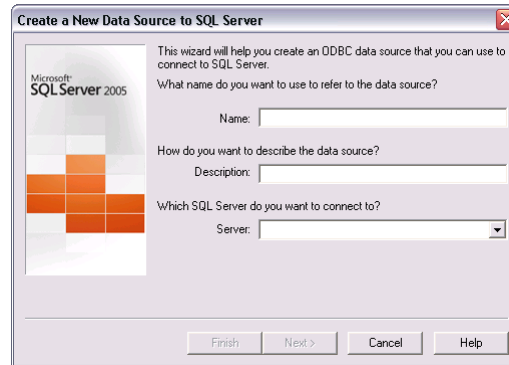3. Select SQL Native Client (for SQL Server 2005), or SQL Native Client 10 (for SQL Server 2008), and then click Finish.

   The Create a New Data Source to SQL Server form appears:

4. Enter the following information for the Data Source:

   a. In the Name field, type the 6-character name of the system database.

   b. Type an optional Description.

   c. Select the database server from the list.

5. Click Next.

   The following form appears:
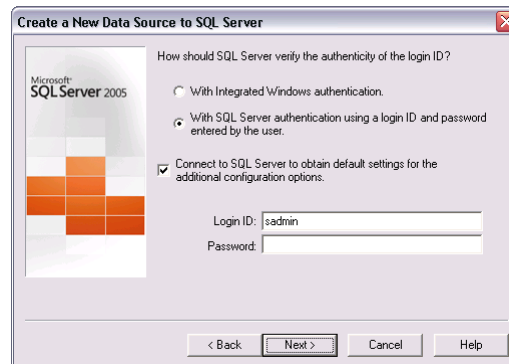
6. Enter authentication information:

   a. Select SQL Server authentication.

   b. Select the check box to Connect to SQL Server to obtain default settings for the additional configuration options.

   c. In the Login ID field, type in the SQL Login ID and password that you created in the previous section.

7. Click Next.

The following form appears:

8. Select the check box Change the default database to, and then select Database for this connection. Leave the other fields at their default values.

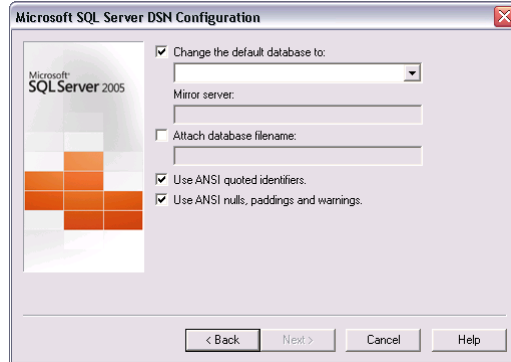9. Click Next and then Finish to create the ODBC data source.

10. Click Test Data Source to test the connection to the database.

Where to Now?

Now that you have created system and company databases in your database management system, you set them up for use with Sage Accpac, as described in the section "Set Up Databases for Use with Sage Accpac," later in this chapter.

Database Setup in Oracle Server

Because database joins must be within the same Oracle database, a single Oracle database must contain the system database and all company databases that use the system database.

You use Oracle user names to identify the separate system and company database tables.

Creating a Single Database Using the Oracle Database Configuration Assistant

1. Use the Database Configuration Assistant to create *a single database* to hold all your accounting data.

   From the Windows Start menu, select All Programs > Oracle - *Oracle_home name* > Configuration and Migration Tools > Database Configuration Assistant.

2. In Step 1, select Create a Database, then click Next.

3. In Step 2, select the Transaction Processing template, and then click Next.

4. In Step 3, type in the same name for both the Global Database Name and the Oracle System Identifier (SID). For example, type in ACCPAC.

5. Click Next.

6. In Step 4, select the options: Configure the Database with Enterprise Manager, and Use Database Control for Database Management. Click Next.

7. In Step 5, select the option to Use the Same Password for All Accounts, and then type in and confirm a password. Click Next.

8. In Step 6, select File System as the storage mechanism for database storage. Click Next.

9. In Step 7, browse to select the data folder. Click Next.

10. In Step 8, select Specify Flash Recovery Area as the database recovery option, and then browse to select a backup folder. Use the default Flash Recovery Area Size of 2048 MB. Click Next.

11. Click Next to skip Step 9.

12. In Step 10, on the Memory tab, select Typical. Oracle will allocate memory as a percentage of total physical memory. Click Next.

13. Click Next to skip Step 11 – Database Storage.

14. In Step 12, select Create Database.

15. Click Finish.

   The Confirmation form appears.

16. Click OK.

   Progress is shown on screen.

17. When the database creation process is complete, click Exit to close the Database Configuration Assistant.

Create a Table Space in Oracle Enterprise Manager
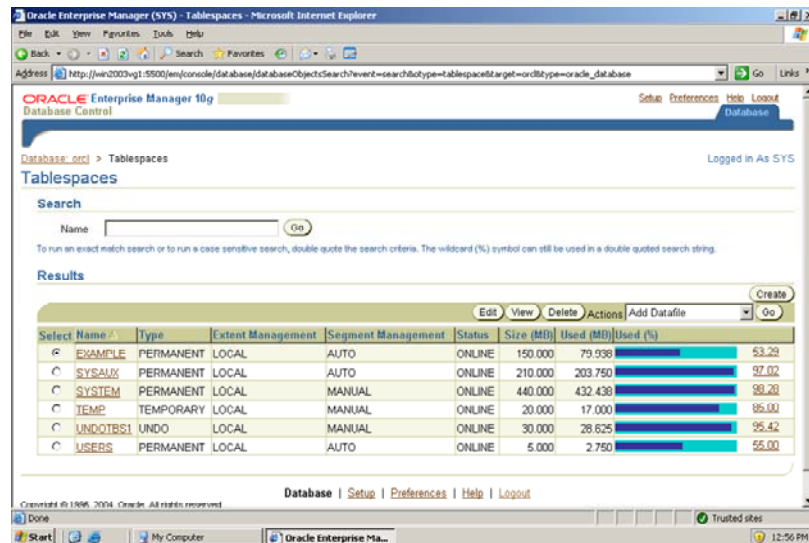
1. On the server, open your Internet browser and log in to the Oracle Enterprise Manager Console.

2. Select the Administration tab.

A page, similar to the following, appears:
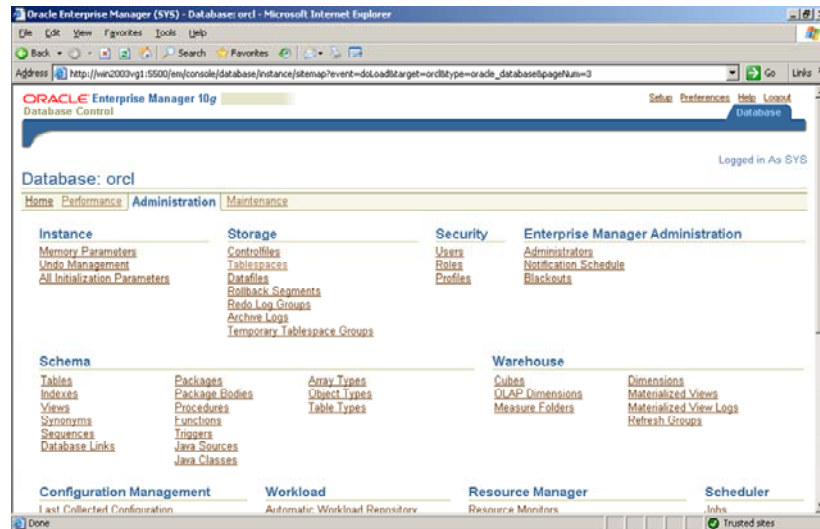
3. In the Storage section, click Tablespaces.

    A form, similar to the following, appears:

4. On the Tablespaces page, click Create.

    In the example below, SAMSYS is the system tablespace name.
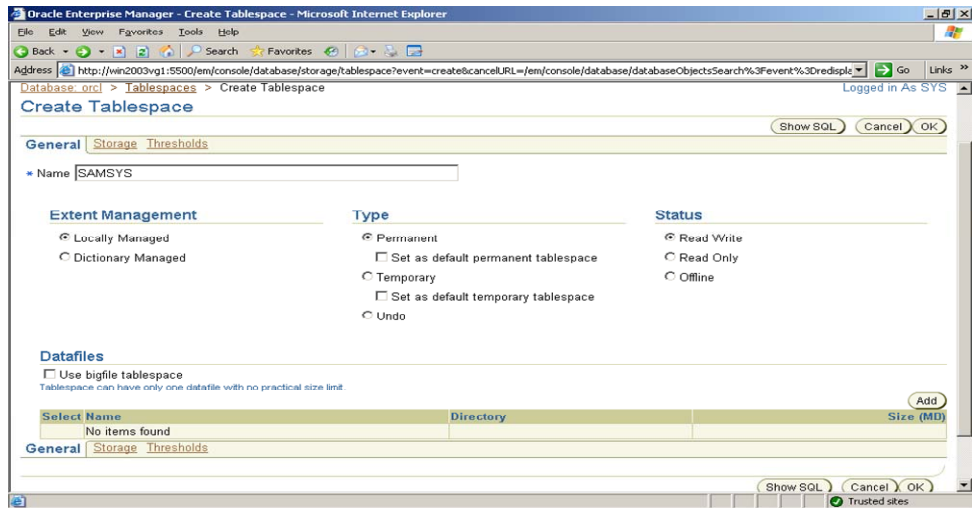
5. On the General tab, type in the 6-character name of the system tablespace, and then click Add.

    The Add Datafile page appears:
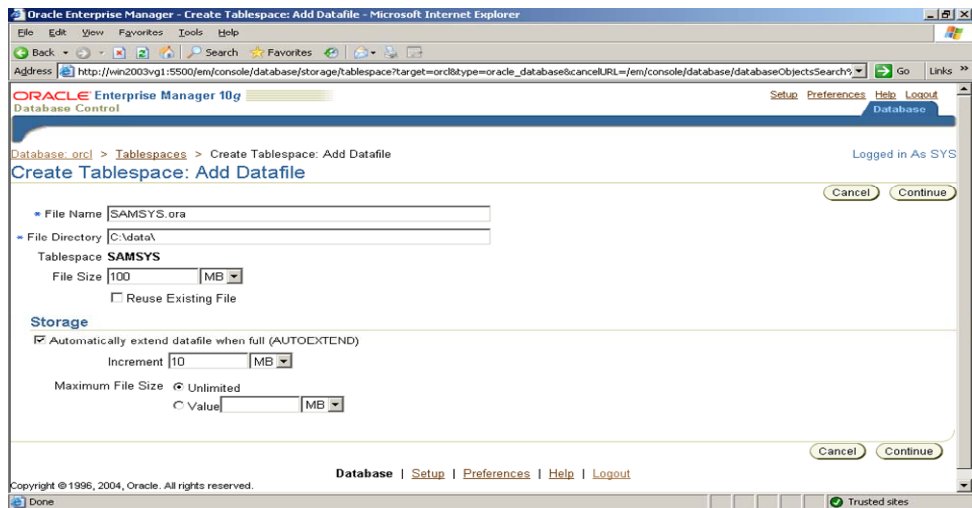
6. Accept all defaults, and then click Continue to return to the Create Tablespace page.

7. Leave all fields on the Storage and Thresholds tabs at their default values, and click OK to create the system tablespace.

8. Repeat steps 3 to 7 to create the company tablespace. In step 5, type in the 6-character name of the company tablespace.

9. On the top left, click the Database link to return to the main Enterprise Manager page.

Setting up Security to the Oracle Tablespaces

1. You should be logged into the Oracle Enterprise Manager Console. On the Administration tab, in the Security section, click Users.

   The Users page appears:

2. On the Users page, click Create.

   A form, similar to the following, appears:

3. Select the system tablespace, and then click Select.

The Create User page appears:

4. Select the Roles tab, and then click Modify.

   The Modify Roles page appears:
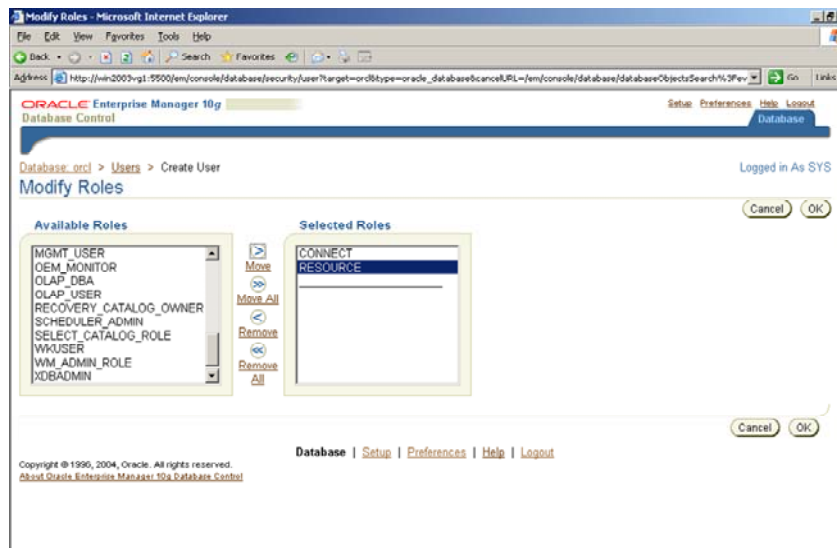
5. Move CONNECT and RESOURCE to the Selected Roles box, and then click OK.

6. On the Create Users page, select the System Privileges tab, and then click Modify.

The Modify System Privileges page appears:
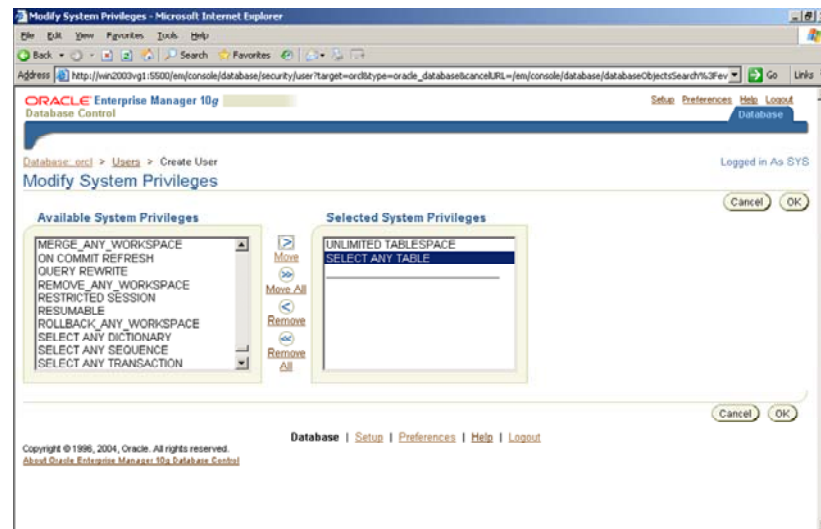
7. Move UNLIMITED TABLESPACE and SELECT ANY TABLE to the Selected System Privileges box, and then click OK.

8. Click OK to return to the Users page.

9. Repeat steps 1 to 8 to set security for the company tablespace.

Configuring the Listener on the Server

1. In Windows, from the Start menu, select All Programs > Oracle - *Oracle_home name* > Configuration and Migration Tools > Net Configuration Assistant.

2. On the Welcome screen, choose Listener Configuration, and then click Next.

3. Select Add, to add a listener, and then click Next.

4. Type in a name for the Listener; for example, Accpac, and then click Next.

5. Move TCP to the Select Protocols box, and then click Next.

6. Select the option to use the standard port number (1521), and then click Next.

7. Select No, and then Next to complete the configuration for this listener.

Installing the Oracle Client on Workstations

Before you install
the Oracle Client

On the client workstation, disable Windows Firewall before you install the Oracle client.

If you have not installed the Oracle Client on workstations that will access Sage Accpac databases, do so now.

When you are prompted to choose the Installation Type, select Runtime.

Specifying Local Net Service Name Configuration

On a network, workstations use a net service name to access an Oracle database.

On all workstations:

1. In Windows, from the Start menu, select All Programs > Oracle - *Oracle_home name* > Configuration and Migration Tools > Net Configuration Assistant.

2. Select Net Service Name Configuration.

3. Select Add, then Next.

4. Type in the Service Name of the Oracle database. This is the Global Database Name that you previously defined. In our example, we used ACCPAC.

5. Click Next.

6. For the network protocol, select TCP, and then click Next.

7. For Host name, type in the name of the server where the Oracle database is located. Use the standard port number of 1521.

8. Click Next.

9. Select the option to test the connection.

10. When the communication is successful, click Next.

11. Use the default Net Service Name. Oracle uses the name you entered in Step 4.

12. Click Next, and then Exit to close the Configuration Assistant.

Creating DSNs on Workstations for System and Company Databases

1. On the client, open the ODBC Administrator.

   From the Windows Start menu, select All Programs > Administrative Tools > Data Sources (ODBC).

2. Click the System DSN tab, and then click Add.

    A form, similar to the following, appears:
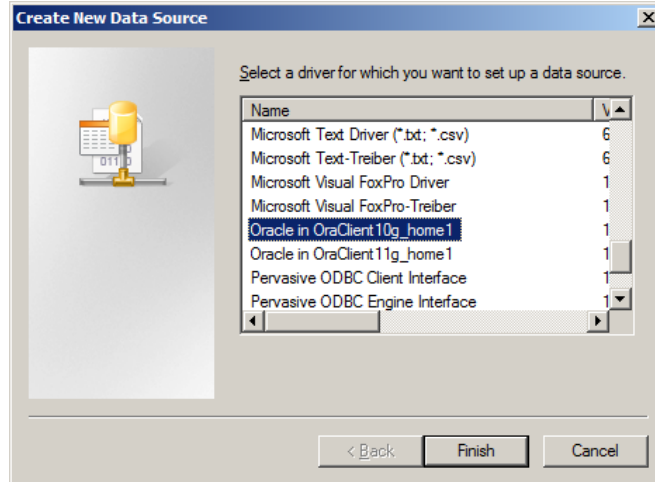
3. Select the Oracle - *Oracle_home name* driver and then click Finish.

    The Driver Configuration form appears. An example follows:
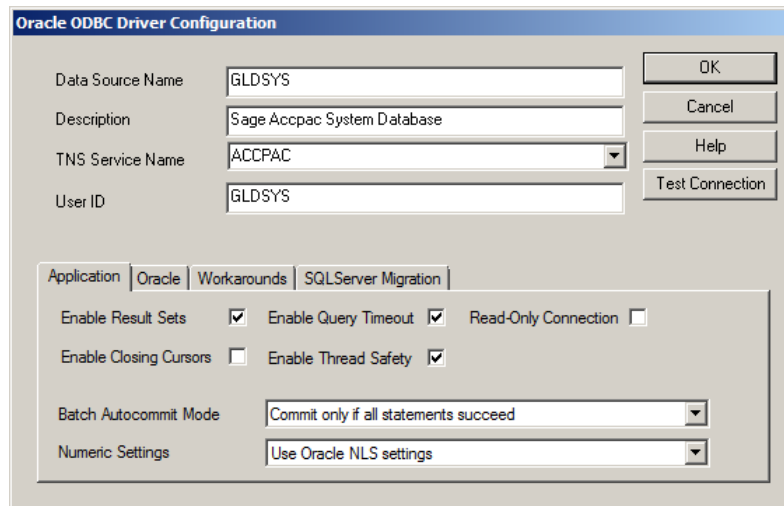
4. For the system tablespace, complete the Driver Configuration form as follows:

    a. In the Data Source Name field, type in the name of the system tablespace.

    b. In the Description field, type in an optional description.

    c. For the TNS Service Name, select the Service Name of the Oracle database. In our example, this is ACCPAC.

    d. In the User ID field, type in the name of the system tablespace.

    e. Leave all other options at their default setting.

    f. Click Test Connection. When prompted, enter your password.

    g. Click OK to save the DSN.

5. Repeat steps 2 to 4 to create the DSN for the company tablespace. In step 4, type the name of the company tablespace in the Data Source Name and User ID fields.

6. Click OK to close the ODBC Administrator.

Where to Now?

Now that you have created system and company databases in your database management system, you set them up for use with Sage Accpac, as described in the next section "Set Up Databases for Use with Sage Accpac."

Set Up Databases for Use with Sage Accpac

Use the Sate Accpac Database Setup utility to configure your system and company databases for use with Sage Accpac. The Database Setup utility is installed with Sage Accpac System Manager.

Important! The Sage Accpac ADMIN is the only user who can access the Sage Accpac Database Setup utility. This utility allows the ADMIN user to:

- Add, edit, and delete system and company databases.

- Turn on security for a system database.

- Select advanced security settings, such as password options, that apply to all users.

Create the System Database

1. On the server, from the Windows Start menu select All Programs > Sage Accpac > Database Setup.

The Sign-on form appears:
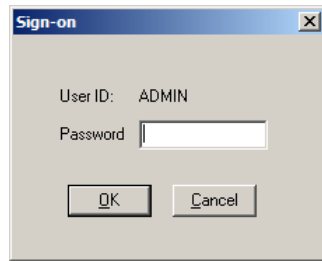
2. Sign in using the administrator (ADMIN) password.

Note: The default password is "admin." It is not case sensitive.

Change ADMIN password

After creating your databases and activating your applications, change the ADMIN password to prevent unauthorized use of Sage Accpac. It is important that other users do not have access to the system administrator's tasks.

For more information, see Changing the ADMIN Password in Chapter 5, "Performing Administrative Tasks."

The Database Setup form appears:
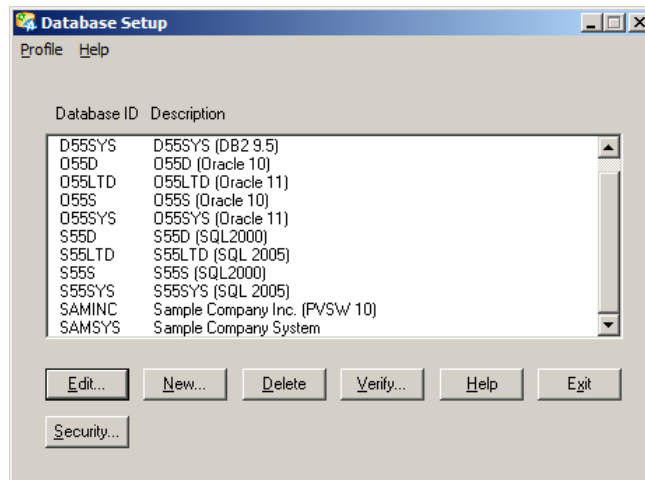
Note: What you see may be different, depending on whether sample data was installed and whether other Sage Accpac databases have already been created.

3. Click New, or press the Insert key.

The New Database form appears:
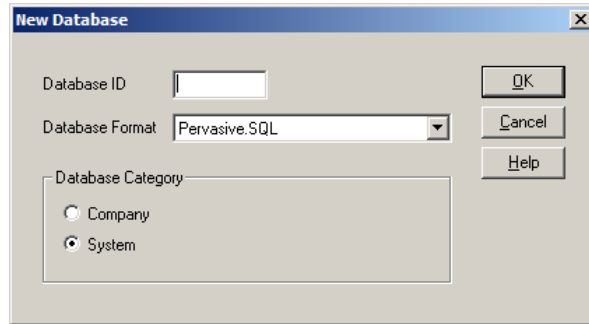
4. In the Database ID field, enter the name of the DSN you created for the system database.

    Note: The Database ID always defaults to uppercase, and cannot be changed after it is assigned.

5. Select the appropriate Database Format from the list.

6. For Database Category, select System.

7. Click OK.

8. Fill in the fields on the Edit *[database format]* Database Profile form that appears.

    The fields that appear, and the next steps you follow, depend on the database format you selected in step 5.

    To set up a Microsoft SQL Server system database:

    a. In the Description field, type a description for the database, using up to 60 characters. The Database ID is displayed by default.

b. Click the Data Source option, and then select the data source name from the Data Source field, or specify the server name for the database in the Server field. (Only data sources you created on your workstation appear in the list.)

Note that the names of the data sources must be consistent on all workstations that use the same shared Data directories. Remember, also, to type the name with the same capitalization that you used to define it with the ODBC Administrator.

c. Enter the SQL Login ID that you created for all Sage Accpac users.

Warning

Make sure you enter the SQL Login ID correctly because you will not be able to change it after you save the database profile.

d. Enter the Password for the Login ID you entered in the previous field.

When users sign on to Sage Accpac, the System Manager verifies their Sage Accpac passwords, then logs onto SQL Server using the Login ID and password specified here. Individual Sage Accpac users do not need Login IDs for SQL Server.

e. Enter the name of the database you created as the Sage Accpac system database. Make sure you use the same capitalization that you did when you defined it with the SQL Enterprise Manager.

f. If you intend to limit user access to accounting data, select the Enable Application Security option.

With security on, all access to application windows is then controlled by Sage Accpac's own security system. With security off, Sage Accpac still uses the SQL Server Login ID and Password to gain access to the database, but it doesn't restrict access to Sage Accpac users.

g. Click OK.

To setup up a Pervasive.SQL system database:

a. The ID that appears in the Data Source field is identical to the database ID, and appears because it matches the datasource name (DSN) that you created for this system database in the Pervasive.SQL Control Center.

    If you did not create a DSN for this database ID, the Data Source field is blank, and you cannot finish setting up this database.

b. Type a description (name) for the system database, up to 60 characters.

    The default description is the Database ID that you entered previously.

    The security model you selected in the Pervasive Control Center appears in the Security Model section. You cannot change these options during database setup.

    However, if the Pervasive database uses either Mixed or Database security, you can edit the User Name and Password fields. (You cannot edit these fields if the database uses Classic security.)

c. If the Login ID and Password fields are available, type the user name and password in these fields.

d. To limit user access to accounting data, select the Enable Application Security option. (You can select this option only for system databases, not for company databases.)

e. Click OK.

To set up an Oracle system database:
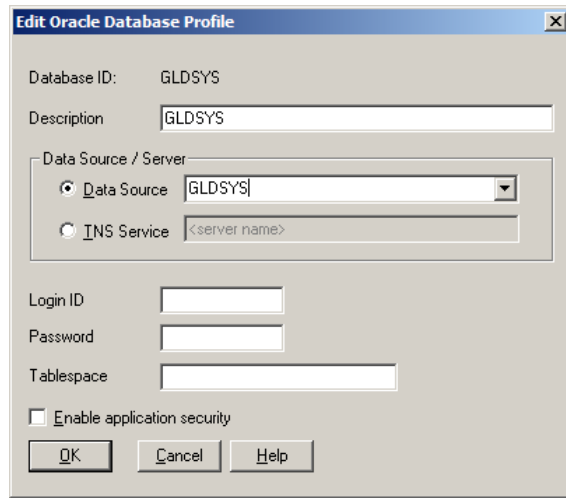
a. Select the Oracle ODBC data source name from the list in the Data Source field, or type the server name in the TNS Service field.

   You can use the same DSN for all Oracle systems and companies that are on the same server (provided you specified the user names accurately).

b. In the Login ID field, specify the system database user name, and then enter the password you created on the Oracle server.

c. Specify the Tablespace you created for the database.

Note: Although defining the Tablespace is optional, the Tablespace must already exist.

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d. To limit user access to accounting data, select the Enable Application Security option.

e. Click OK.

Create the Company Database

1. If Database Setup is not already running, from the Windows Start menu, select Programs > Sage Accpac > Database Setup.

2. Sign in using the administrator (ADMIN) password.

The Database Setup form appears:
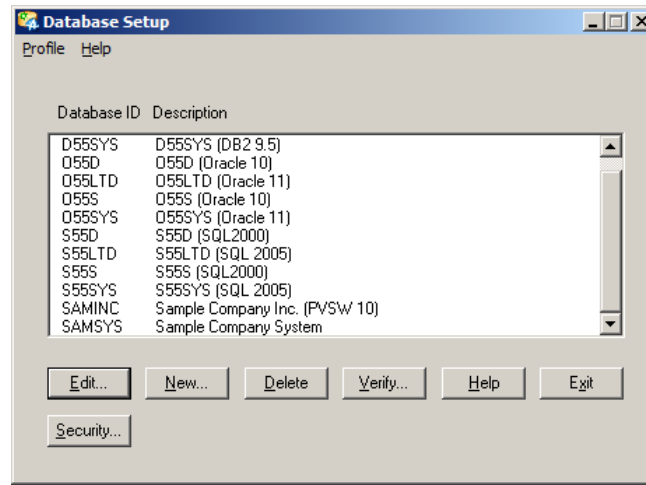
Note: What you see may be different, depending on whether sample data was installed and whether other Sage Accpac databases have already been created.

3. Click New, or press the Insert key.

The New Database form appears:
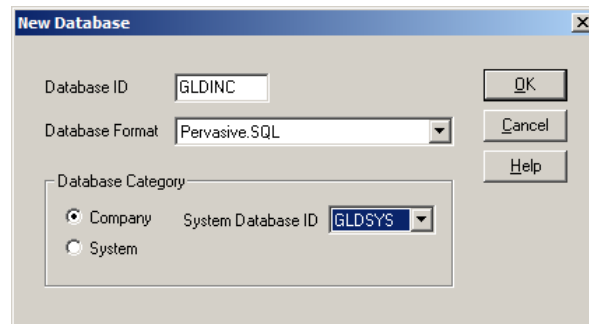
4. In the Database ID field, enter the name of the DSN you created for the company database.

Note: The Database ID always defaults to uppercase, and cannot be changed after it is assigned.

5. Select the appropriate Database Format from the list.

6. For Database Category, select Company.

> **Note:** For company databases, the Database ID will appear in the title bar of windows that contain company data, such as Company Profile, Fiscal Calendar, and Optional Tables.

7. Select the system database ID you create earlier.

8. Click OK.

9. Fill in the fields on the Edit *[database format]* Database Profile form that appears.

   The fields that appear, and the next steps you follow, depend on the database format you selected in step 5.

   To set up a Microsoft SQL Server company database:

   a. In the Description field, type a description for the database, using up to 60 characters. The Database ID is displayed by default.

   b. Click the Data Source option, and then select the data source name from the Data Source field, or specify the server name for the database in the Server field. (Only data sources you created on your workstation appear in the list.)

      Note that the names of the data sources must be consistent on all workstations that use the same shared Data directories. Remember, also, to type the name with the same capitalization that you used to define it with the ODBC Administrator.

   c. Enter the SQL Login ID that you created for all Sage Accpac users.

   Warning

   Make sure you enter the SQL Login ID correctly because you will not be able to change it after you save the database profile.

d. Enter the Password for the Login ID you entered in the previous field.

e. Enter the name of the database you created as the Sage Accpac company database. Make sure you use the same capitalization that you did when you defined it with the SQL Enterprise Manager.

f. Click OK.

To set up a Pervasive.SQL company database:
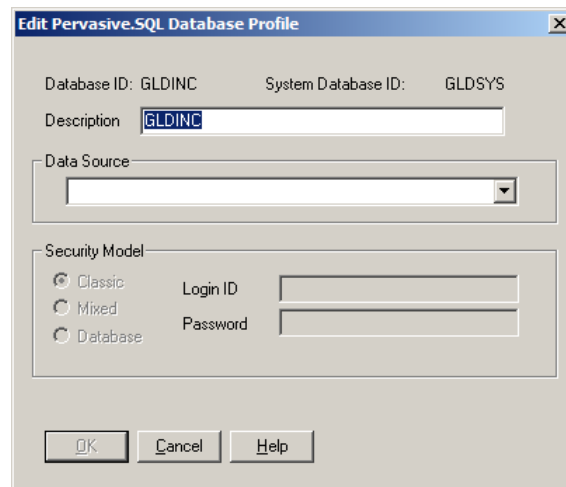
a. The ID that appears in the Data Source field is identical to the database ID, and appears because it matches the datasource name (DSN) that you created for this company database in the Pervasive.SQL Control Center.

    If you did not create a DSN for this database ID, the Data Source field is blank, and you cannot finish setting up this database.

b. Type a description (name) for the company database, up to 60 characters.

    The default description is the Database ID that you entered previously.

    The security model you selected in the Pervasive Control Center appears in the Security Model section. You cannot change these options during database setup.

    However, if the Pervasive database uses either Mixed or Database security, you can edit the User Name and Password fields. (You cannot edit these fields if the database uses Classic security.)

c. If the Login ID and Password fields are available, type the user name and password in these fields.

d. Click OK.

For Oracle Server:
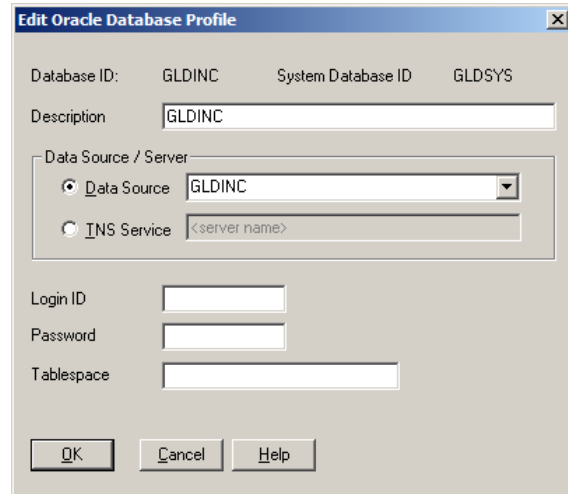
a. Select the Oracle ODBC data source name from the list in the Data Source field, or type the server name in the TNS Service field.

You can use the same DSN for all Oracle systems and companies that are on the same server (provided you specified the user names accurately).

b. In the Login ID field, specify the user name (Login ID) and password for each company you created on the server.

c. Specify the Tablespace you created for the database.

Note: Although defining the Tablespace is optional, the Tablespace must already exist.

d. Click OK.

10. Click Exit to close Database Setup.

Set Global Security

The Sage Accpac System Administrator can set advanced global security options, such as the length of passwords and how often they should change. The options you set affect both company and system databases.

To set up global security:

1. If Database Setup is not already running, from the Windows Start menu, select Programs > Sage Accpac > Database Setup.

2. Sign in as ADMIN, and then click OK to open the Database Setup form.

   The Database Setup form lists the system and company databases that have been created.
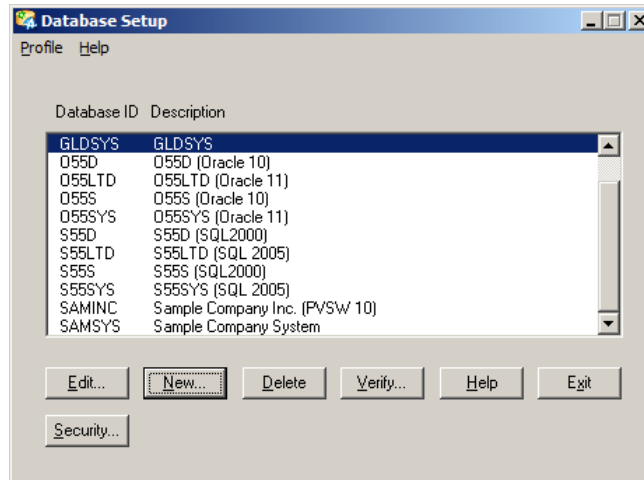
3. Click the Security button.

   The Advanced Security Settings form appears:
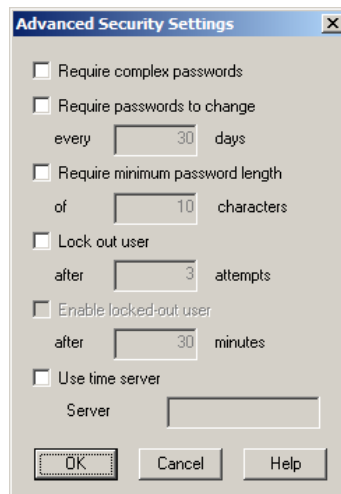
4. Select the following options as needed.

Important!   Selections will apply to *all* Sage Accpac databases listed on the Database Setup form.

   Ensure that you turned on application security when you created your system database. If application security is not turned on, or is turned on and no password is required, the password settings on the Advanced Security Settings form have no effect.

Require complex passwords. Require users to create passwords that include both letters and numbers. If users enter a password without the complexity you specify, they receive the message, "Password change is required." When they click OK, the Change Password form will open.

Require passwords to change every [   ] days. Requires users to change their passwords after a specified number of days. Enter a value from 1 to 999.

Expired passwords

If a password expires, users will receive a message that it has expired, and the Change Password form will open.

Require minimum password length of [ ] characters. Requires users to create passwords of a set length. Enter a value between 4 and 64 characters. If users enter a shorter password, they will receive the message, "Password change is required." When they click OK, the Change Password form opens.

Lock out user after [ ] attempts. Enter the number of times a user can enter an invalid password before they are locked out of the system. When a user is locked out, they can wait for the lockout period to expire before attempting to log in again, or the System Administrator can clear the option, allowing the user to attempt to log in again.

Enable locked-out user after [ ] minutes. Enter the number of minutes between 1 and 30,000 in which a locked-out user can retry their password.

Use time server. Synchronize you workstation's time with a specified server.

Note: If you restrict the hours a user can sign in to Sage Accpac, it is important to use a time server to maintain this security.

5. Click OK to save your changes and return to the Database Setup form.

6. Click Exit to close Database Setup.

Where to Now?

You can now sign on to your new company, create the company profile, and activate your data for new accounting programs.

Chapter 4
Activating Sage Accpac ERP

Before you can use a new company or a new accounting application, you must prepare your database for use with Sage Accpac ERP. This process is called activation.

This chapter describes activation and gives instructions for:

- Signing on to a new company.

- Creating the company profile.

- Activating your data for new accounting programs.

If you are upgrading from an earlier version…

If you are upgrading from an earlier version of Sage Accpac, you should refer to the *Sage Accpac ERP Update Notice,* which provides specific instructions for installing programs and activating data for existing Sage Accpac systems*.* You may need to perform additional procedures in a certain sequence when upgrading from previous versions. Also, when you are upgrading, you don't need to perform some of the steps that are required for new installations.

Set up system and company databases, first

You must create system and company databases using your database software before you can set up the databases for use with Sage Accpac ERP. The instructions in this chapter assume that you have created a system database and a company database for the database engine you are using with Sage Accpac. For information on setting up databases, see Chapter 3, "Database Setup."

Before You Begin

When you start Sage Accpac ERP with a new company database, you will need to specify:

Number of periods in the fiscal calendar

- The number of fiscal periods your company uses.

  Decide whether to use 12 or 13 periods in your fiscal year.

  If you use 13 periods, decide which quarter will contain four fiscal periods.

Functional currency

- Your company's functional currency – that is, the currency in which your company keeps its books.

The functional currency applies to all Sage Accpac applications for the company (such as Accounts Receivable, Accounts Payable, and Payroll).

If you use multicurrency accounting, you must also specify:

Default rate type

– A default exchange rate type (for example, monthly average rate or daily spot rate).

Determine the rate type your company uses most often to convert amounts entered in another currency to the functional currency

– Your reporting currency, if the euro is your functional currency, and you want to produce reports in both euro and your national currency.

Signing On to a New Company

New company

When you sign on to a company, Sage Accpac checks whether Administrative Services and Common Services for the company are activated.

- If this is the first time you are using a new system database, Sage Accpac prompts you to activate Administrative Services. The activation process creates currency and security tables, installs standard currency codes and rate types, and places the Administrative Services icon on the Sage Accpac desktop.

- The first time you open a new company, Sage Accpac prompts you to activate Common Services. When you activate Common Services, the program creates tables to store company-wide information, displays the Company Profile, and places the Common Services icon on the Sage Accpac desktop.

To sign on to a new company:

1. From the Windows Start menu, select All Programs > Sage Accpac > Sage Accpac ERP. The Open Company form appears.
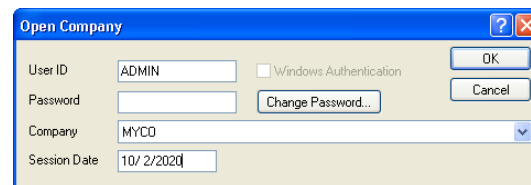
Sign on with the ADMIN user ID

2. In the User ID field, type **ADMIN**. This is the ID for the system administrator, the only person authorized to set up a new company.

3. If you selected the option Enable Application Security when you set up the system database, enter the system administrator's password.

Company

4. From the Company list, select the name of the new company.

   The list contains the names of all company databases you created for Sage Accpac, as well as the names of sample companies, if you installed sample data.

Session date

5. In the Session Date field, type the date of your work session (or accept the default). This date will be the default Fiscal Year Starting Date when you activate Common Services for the company.

   If the system database is being used for the first time, the following form appears:
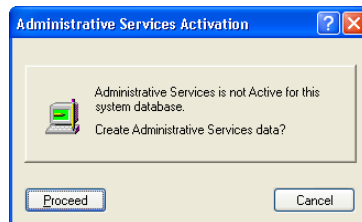
7. Click Proceed to activate Administrative Services for the system database.
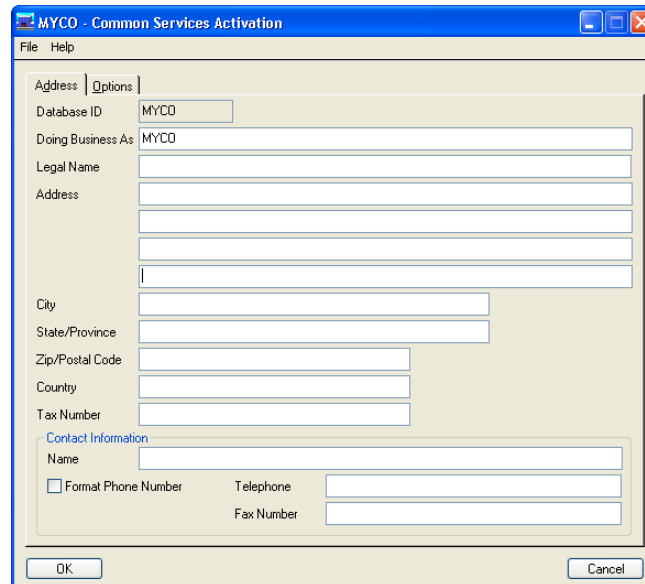
   The program displays messages showing that data is being activated.

   Once Administrative Services has been created and initialized, the program prompts you to enter the company's fiscal year starting date and proceed to activate Common Services, as shown here:
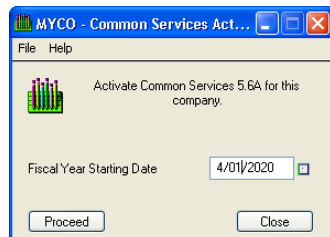
8. Type the starting date of your company's current fiscal year in the Fiscal Year Starting Date field, if it is different than the default date. Sage Accpac creates this fiscal year in your company calendar.

9. Click Proceed to activate Common Services for the company database. Messages appear showing that tables are being created.

10. After Common Services has been created and initialized, the Common Services Activation form appears, as follows:

The options on the Common Services Activation form belong to your Company Profile. Follow the instructions in the next section to complete the company profile.

If you click Cancel, you return to the Open Company form. When you next start Sage Accpac for this company, you are asked to activate Common Services.

11. When you are satisfied with the company profile information, click OK.

Sage Accpac places icons for Administrative Services and Common Services on the company desktop.

Creating the Company Profile

This section describes the company profile information you enter when you open a new company, such as the address and options for all the Sage Accpac applications used by your company.

Entering Company Information

The Common Services Activation form includes the following tabs:

- **Address.** Displays the database ID and the name of the company you selected when you signed on. It includes fields for the address, telephone and fax numbers, and contact name.

- **Options.** Contains fields for company-wide settings, such as the number of fiscal periods in your fiscal year, and whether you use multicurrency accounting.

1. Fill in the fields on the Address tab, as follows:

You can change defaulted contact information in subledgers

The address information you enter on this page also appears as the default in the Options form for each accounting application. You can change the contact, phone number, or fax number to identify a person or position in the company for whom you are creating a specific ledger system.

Doing Business As. Type the company's name, exactly as you want it to be on all reports, financial statements, customer statements, and invoices. You can use up to 60 characters, including letters, digits, symbols, and punctuation. The default entry is the description from Database Setup.

Legal Name. Type the company's legal name, if it is different from the business name.

Address. Type the company's address.

City. Type the name of the city where the company is located.

State/Province. Type the name of the state or province where the company is located.

Zip/Postal Code. Type the company's zip or postal code.

Country. Type the name of the country where the company is located.

Contact. Type the name of a general contact person or position in the company.

Format Phone Number. Select this option if the company's phone and fax numbers are 10 digits long and are formatted with standard parentheses and hyphens, for example (555) 982-9800. Don't select the option if you use longer phone and fax numbers, or you need additional punctuation.

Telephone / Fax Number. Type the company's telephone and fax numbers.

Except for the database ID, you can change any of the entries on this tab at any time.

2. Fill in the fields on the Options tab, as follows:

Number of Fiscal Periods. In most cases, you select 12 periods if your fiscal year is divided into calendar months, and 13 if your fiscal year is divided into four-week periods.

<div style="color:teal">Changing fiscal periods later not recommended</div>

IMPORTANT: If you change the number of fiscal periods, later, you will not be able to compare amounts between years that have different numbers of fiscal periods.

<div style="color:teal">Editing fiscal periods</div>

The number of fiscal periods you select determines the lengths of the default periods on the fiscal calendar. If your fiscal periods vary in length, or if you have a 12-period fiscal year, which does not start on the first day of the month, you need to edit the dates in the Fiscal Calendar form after you create the company profile.

Quarter with 4 Periods. If you use a 13-period ledger, select the quarter that contains four fiscal periods, rather than three. Note that you can change this quarter later, although if you do, your previously printed reports may not be consistent with data printed after the change.

Locked Fiscal Period. Select None, Warning, or Error from the list. If you select Error, subledgers and Bank Services prohibit transactions from being entered or posted to a period that is locked.

Warning Date Range. If you want to be warned when you enter a date for a transaction that is more than a specified number of days before or after the session date, type the number of days. If you want to be warned less often, type a large number (up to three characters).

Inactive G/L Account. Select None, Warning, or Error from the list. If you select Error, subledgers and Bank Services prohibit entries to a General Ledger account that has been flagged as Inactive.

Non-existent G/L Account. Select None, Warning, or Error from the list. If you select Error, subledgers and Bank Services prohibit entries to an account number that does not exist.

<div style="color:teal">Value Added Tax</div>

Location Type and Location Code. This information is used in countries, such as the United Kingdom, where a Value Added Tax (VAT) is calculated and reported. If your company reports VAT, type a six-character code for location type and up to 30 characters for the location code.

Country Code and Branch. You can type six-character codes for country and branch.

<div style="color:teal">Multicurrency ledgers</div>

Multicurrency. Select this option if you will enter, retrieve, import, post, and report transactions in more than one currency.

<div style="color:teal">You cannot change multicurrency</div>

Note: If you don't select the multicurrency option during Common Services activation, you can select it later. However, *once you select the multicurrency option and save the company profile you cannot change the option*.

Functional Currency. Whether you use multicurrency or not, you must enter a functional currency.

To select from the list of supplied codes, click the Finder beside the Functional Currency field, then double-click the code for your currency.

If your company maintains its books in the currency of a participating country of the European Monetary Union (EMU), you must select EUR as your functional currency code.

If the code for your functional currency is not in the list, click the New icon beside the Finder, and then enter the international code for your currency.

You cannot change the functional currency

> **Note:** You cannot change the functional currency code after you save the company profile.

3. If you selected the Multicurrency option, fill in the following fields that appear on the Options tab:

Default Rate Type

Default Rate Type. If you use multicurrency accounting, you must select one of the rate types supplied with Sage Accpac, or add a new one.

To view a list of defined rate types, click the Finder beside the Default Rate Type field, then double-click a rate type from the list.

Gain/Loss Accounting Method. When you select the Multicurrency option, you must also choose a currency translation method.

- **Realized and Unrealized Gain/Loss.** Exchange gains and losses resulting from fluctuating exchange rates are unrealized until transactions are settled. Outstanding balances in foreign currencies must be revalued at each balance sheet date at current rates. The resulting gains and losses are considered temporary, so they are not included in net income. Unrealized gains and losses are reversed in the next period.

Or

- **Recognized Gain/Loss.** Exchange gains and losses are recognized when foreign currency monetary items are revalued or settled. These gains and losses are taken into income and appear on income statements for the current period.

Euro option

Euro. Select the Euro option if your functional currency is the euro, but your company wants to produce reports in the national currency of a member country of the EMU.

Reporting Currency. If you selected the Euro option, you must enter a currency code in this field. Reports will print in both the reporting currency and the euro.

4. When you are satisfied with the company profile information, click OK.

   Sage Accpac places icons for Administrative Services and Common Services on the company desktop.

5. If you have not registered System Manager, the Unregistered Applications warning appears.

   a. Click OK to close the warning message.

      The Licenses form appears.

   b. Click the License Manager button, and then enter the required serial numbers and activation codes on the licenses tab of the License Manager form.

      If you don't have activation codes for the unregistered programs, click OK, and use the temporary licenses for the 30-day grace period.

   You can now activate your accounting applications, following the instructions in the next sections.
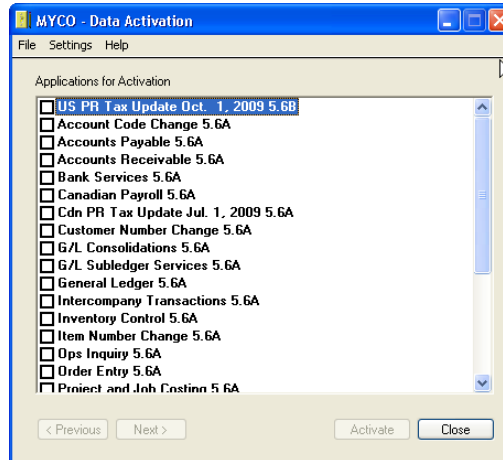
Activating Your Data

To activate Sage Accpac ERP applications:

1. In the Administrative Services folder, double-click the Data Activation icon.
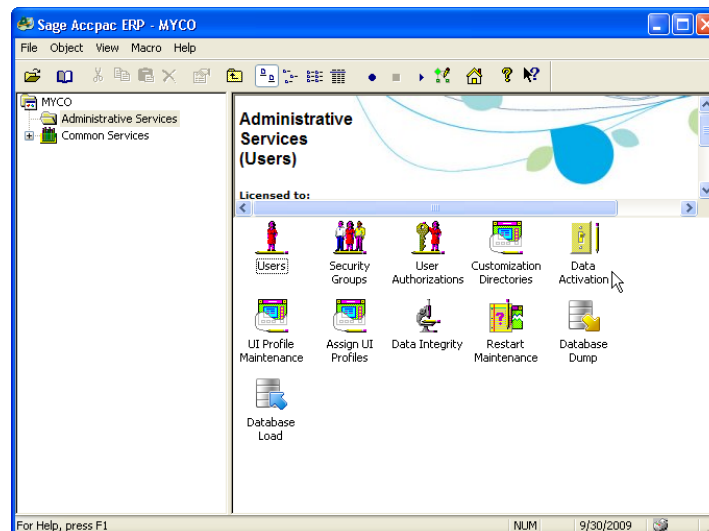
2. When asked whether you are ready to proceed with activation, click Yes.

    The following Data Activation form appears, listing applications that you can activate.

3. Select the check box beside each application for which you want to activate data.

    The activation program automatically selects any applications that must be activated first, and then checks your data to ensure that it can activate them.

    Most Sage Accpac applications are interdependent. If you clear the selection for an application that others require, the activation program also clears the selection for the dependent applications. For example, if you clear the selection for Accounts Payable, but Purchase Orders and Project and Job Costing are selected, the program also clears the selections for Purchase Orders and Project and Job Costing. (See "Step 1: Install Sage Accpac Programs" for information about dependencies.)

    Note: Sage Accpac Options products are not part of the multi-application data activation. If you select Uni Sales Analysis, Ops Inquiry, or a number change program, you are prompted to activate that program immediately.

4. If the program displays a message saying that you cannot activate an application at this time:

    a. Close the Data Activation form.

    b. Correct the problems described in the error message.

    c. Reopen the Data Activation form, and continue the process.

5. When you have finished selecting applications and entering required information, click the Activate button.

   The following form appears, showing the settings that will be used for any options that are required to activate a program:

   If you want to change any of the settings, double-click in the Value column for the program, and enter the correct value.

   If you are unsure about a setting, and prefer not to activate the program at this time:

   a. Click the Previous button.

   b. Clear the check box for the program on the previous screen.

   c. Click Next when you are ready to proceed.

6. To continue with the activation process, click Next.

   The following form appears, showing you the status of the applications you selected for activation:

7. Click Activate.

   Depending on the number of applications you are activating, the process can take several minutes. The program displays a progress bar indicating the stage of completion, and updates the status of each activated program on the Data Activation form.

8. When Activation has finished, click Close.

# Change the Administrator's Password

Sage Accpac ships with a default password for the ADMIN user, allowing you to install and activate programs, and set up your databases.

Once you finish activating Sage Accpac programs, we recommend that you change the password for the ADMIN user to prevent unauthorized access to your company data.

To restrict user access by password, you must first select the option to Enable Security for the system database, if you have not already done so.

1. On the Windows Start menu, select All Programs > Sage Accpac > Database Setup.

2. In the Sign-On form that appears, type **ADMIN** for the password, and then click OK.

   The Database Setup form appears:
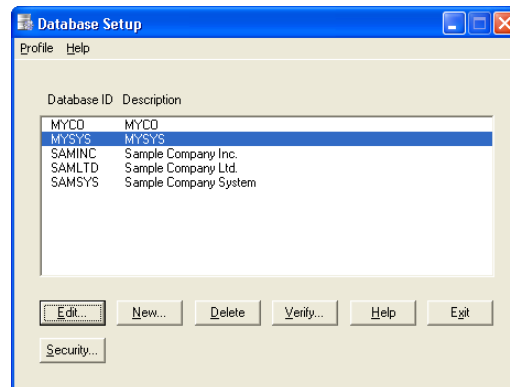
3. In the Database Setup form, select the system database, and then click Edit to display the Database Profile.

4. Select Enable Application Security, and then click OK.

5. Click Exit to close Database Setup.

Change the ADMIN Password

You can change the ADMIN password from the Open Company dialog box by entering the ADMIN user ID, then clicking the Change Password button. (The button is available only if your system database uses security.)

You can also change the password in the ADMIN user's record, once you open the company:

1. From the Administrative Services folder, click the Users icon.
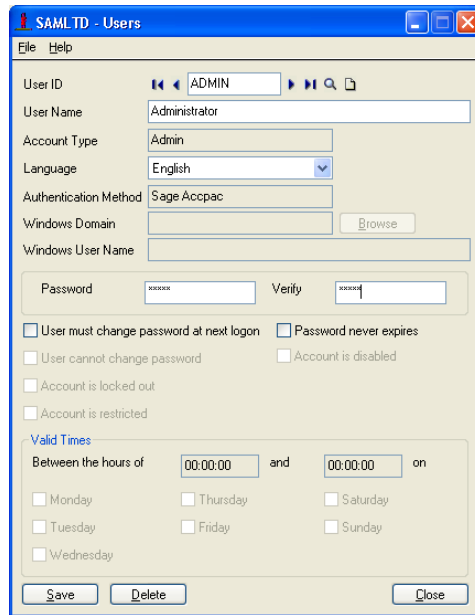
2. Type the new password in the Password field, and then type it again in the Verify field.

3. Click Save, and then click Close.

Where To Now?

You can now add users and security groups, and set up accounting applications for your company.

For guidance when setting up applications, see the help for each application.

Chapter 5
Performing Administrative Tasks

The procedures in this chapter are relevant to all Sage Accpac configurations.

Perform these procedures at any time after you have installed Sage Accpac programs. Sign on as the ADMIN user at any server or workstation that runs Sage Accpac.

This chapter describes how to:

- Create user records

- Set up optional security groups

- Assign user authorizations

Add Users

For each user, assign an ID and set up individual security options.

1. In the Administrative Services folder, double-click the Users icon.

2. In the User ID field, use up to eight characters to type a unique code to identify this user (letters from A to Z and digits from 0 to 9). The ID must start with a letter, not a number.

New button   If the ID field is not blank, click the New button to start a new record.

When security is turned on for the system database, the User ID determines user's access rights in Sage Accpac.

3. In the User Name field, type a name for this user.

4. In the Account Type field, select User or Timecard.

    Note: If you select Timecard, you must create a security group for employees who only enter timecards, later.

5. Select the language in which to display and print this user's messages, Help, reports, and forms.

6. In the Authentication Method field, select one of the following options that determines how this user will sign on to Sage Accpac:

Sage Accpac — allows the user to sign on using only their Sage Accpac User ID.

Windows — allows the user to sign on using their Windows User ID.

Both — allows the user to sign on using either their Windows User ID or their Sage Accpac User ID.

7. If you chose Windows or Both as the authentication method, enter a Windows Domain name and the Windows User Name for this user in the fields provided.

   You can click the Browse button to select from a list of Windows users and domains.

   If you selected Sage Accpac as the authentication method, these fields are not available.

8. If you chose Sage Accpac or Both as the authentication method, type a password in the Password field, and then type it again in the Verify field.

   The password can use between 4 and 64 characters (letters from A to Z and digits from 0 to 9), but it must start with a letter.

   When you type a password, Sage Accpac displays asterisks. You must enter a password in each user record. However, if security is not turned on for the system database that the company uses, users are not asked for the password when they start Sage Accpac.

   Note: Users *must* use a password to open Sage Accpac using their browsers.

9. Assign additional security to the password, selecting from the following options:

   User Must Change Password At Next Logon — forces the user to change their password the next time they sign on to Sage Accpac. This option is not available if you selected Windows as the authentication method.

   User Cannot Change Password — prevents a user from changing their password. This option is not available if you selected Windows as the authentication method.

   Password Never Expires — allows the same password to be used without requiring a change. This option is not available if you selected Windows as the authentication method.

   Account Is Disabled — prevents a user from signing on to Sage Accpac.

Account Is Restricted — restricts the user to signing on to Sage Accpac only during the valid times that you specify.

Account Is Locked Out — locks out the user after they exceed the maximum number of attempts specified in the advanced security settings for the system database. The system assigns this status, and, depending on the security settings, can clear this status after a certain period. The ADMIN user can also clear this status.

This option is not available if you selected Windows as the authentication method.

10. If you selected the option to restrict the user's account, in the Valid Times section, specify the days of the week and the hours that the user can sign on to Sage Accpac.

11. Click Add to save each new user record.

Using Windows as the Authentication Method

If you select Windows as the authentication method for a user, the user must sign on to Sage Accpac with a valid Windows user ID.

Normally, when a user signs on to Windows with their user name, domain, and password, the server uses this information to authenticate the user. If the user then signs on to Sage Accpac with the same ID and domain, they do not need to provide a password.

> **Note:** The administrator must first map the Windows password to the Sage Accpac ERP user ID. (See Windows' documentation for instructions.)

The following fields are not available in the User record when you select Windows as the authentication method:

- Password and Verify
- User Must Change Password At Next Logon
- Password Never Expires
- User Cannot Change Password

If you are changing the authentication method for an existing user, any previously assigned passwords are cleared, and therefore no longer valid.

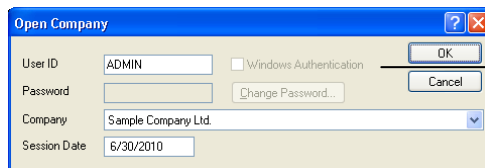### Signing On to Sage Accpac with Windows Authentication

Changes to the
Open Company
dialog box

To allow Windows authentication, the Open Company dialog box includes:

- A Windows Authentication check box.

- A field for the Windows Domain name. (This field appears only if the particular user's record specifies Windows authentication.)

If the Sage Accpac authentication method is assigned to *all users*, the Open Company dialog box displays the Windows Authentication check box, but it is not available to any users, including the ADMIN user, from the Sage Accpac desktop. (On the Sage Accpac Web desktop, this option is always available.)

Sage Accpac
Authentication
Method

Open Company

User ID	ADMIN
Password	
Company	Sample Company Ltd.
Session Date	6/30/2010

Windows Authentication   OK   Cancel
Change Password...

— Option disabled

If the Windows or the Both authentication methods are assigned to *any* user, the Windows Authentication option is available, but not selected, for all users, as shown here:

Windows / Both
Authentication
Methods

Open Company

User ID	ADMIN
Password	
Company	Sample Company Ltd.
Session Date	6/30/2010

Windows Authentication   OK   Cancel
Change Password...
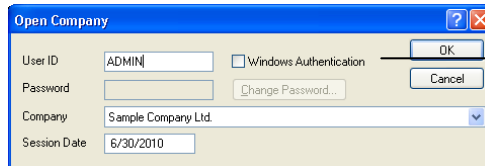
— Option enabled

When a user selects the Windows Authentication option, the Domain field appears, as follows:

Windows
Authentication
option selected,
Domain field
displayed

Open Company

User ID	ADMIN
Password	
Domain	BEST
Company	Sample Company Ltd.
Session Date	6/30/2010

Windows Authentication   OK   Cancel
Change Password...
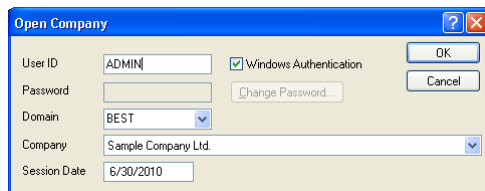
By default, the Domain and User ID fields display the domain and user ID for the currently logged-in Windows user, if their Sage Accpac User ID has been mapped to a Windows user account.

Password fields
disabled

The Password field and the Change Password button are always disabled for Windows Authentication.

Signing On to Sage Accpac if "Both" is the Authentication Method

The Both authentication setting allows a user to sign on to Sage Accpac using either their Sage Accpac ID and password or their Windows User ID.

Set Up Security Groups and Assign User Authorizations

If the Security option is selected for a system database, access to Sage Accpac is restricted by password for all companies that share the system database.

If security is turned on, or if some users have a Timecard account, users require authorization to perform tasks in each Sage Accpac program. You provide this authorization by assigning users to security groups.

When you create security groups, you specify the tasks that each group can perform. All companies using the same system database share security groups.

Create Security Groups

You create security groups, as follows:

1. In the Administrative Services folder, double-click the Security Groups icon.
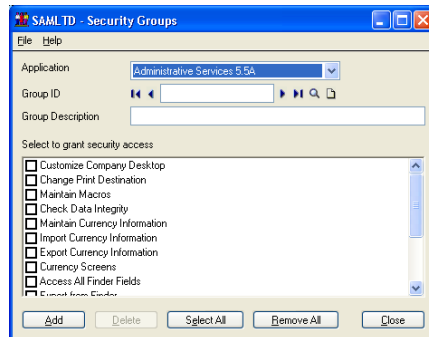
2. Select an application from the Application list.

3. Enter a unique group ID and a description.

   The group ID can be up to eight characters (letters from A to Z and digits from 0 to 9).

4. Select the tasks the security group can perform.

   • To select every task in the list, click Select All.

- To remove a task that has already been selected, click the check box to clear it.

- To remove all tasks, click the Remove All button.

5. Click Add.

6. Repeat these steps for each application.

Now, you can users to these security groups, as described in the next section.

Authorizing Users

You assign each user to one security group for each application. All users in the same group can perform the tasks defined for the group. The same user can be assigned to different groups within the same company.

To assign user authorizations:

1. In the Administrative Services folder, double-click the User Authorizations icon.

   The User Authorizations dialog box appears:
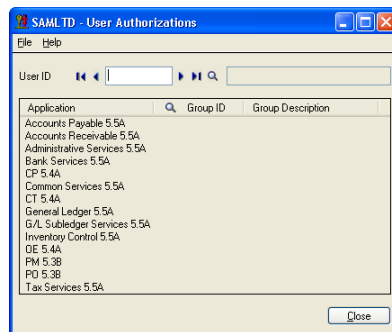
2. Select the User ID.

   If a security group has been assigned to this user, it appears next to the Application name, in the Group ID column.

3. For each application to which you want to allow access for this user:

   a. Double-click the Group ID field to display a Finder button.

   b. Click the button to display security groups defined for the application.

   c. Select a security group from the list.

4. Repeat steps 2 and 3 for each user.

5. When you have finished assigning security groups to all users, click Close.

Create and Assign UI Profiles for Customized User Interface Forms

Setup Customization Directories

If a user or group needs to print customized Sage Accpac reports, you should set up customization directories to store the customized reports.

Note that:

- Only the ADMIN user can create customization directories.

- Crystal Reports is required to customize or create new reports.

Chapter 6
Licensing Sage Accpac

This chapter describes Sage Accpac licensing in general, and it explains how to:

- View or update license information for your Sage Accpac installation.

- Enter activation codes for installed Sage Accpac accounting programs.

- Enter activation codes for user LanPaks or for Sage Accpac Intelligence Report Manager.

Licensing Products and Users

Each Sage Accpac product license allows a company to use a particular version of a Sage Accpac application. You require a new license whenever you install a new Sage Accpac application or upgrade to a new version.

Note that you register a license for a particular company in combination with a product serial number. If your company changes its name (for example, after a merger), you need to update the licenses for all your Sage Accpac products.

During installation, Sage Accpac creates temporary licenses for the applications you install. During installation, the program creates temporary license files (with serial number "000000000000") for Sage Accpac programs.

These temporary licenses let you use Sage Accpac for 30 days, while you wait for activation codes from Sage. Until you enter activation codes, whenever you sign on to your company database, Sage Accpac reminds you to register the applications, as follows:
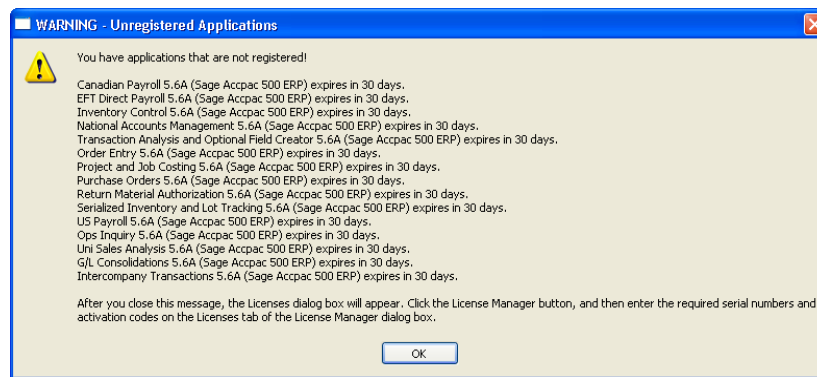
Once you receive valid serial numbers and activation codes, you enter them in the License Manager to make the licenses permanent.

Installation does not generate temporary LanPak licenses, however.

LanPak is Sage Accpac ERP's user licensing system. Without a LanPak license, no one — including the ADMIN user — can sign on to a company.

Normally, you enter the activation code for your LanPak license as part of program installation. (When the installation program finishes, it displays the License Manager, where you enter the activation code for your LanPak on the Users tab.)

The following sections describe LanPak licenses in more detail, and explain how to create a temporary LanPak license if you did not enter an activation code for a LanPak when you installed Sage Accpac.

LanPak Licenses

A LanPak license performs two functions:

- It regulates how many users can work with a particular version of Sage Accpac. The number of LanPak licenses you require depends on the number of workstations on which you install Sage Accpac and the number of users who will access company databases on those workstations.

  – To use Sage Accpac ERP on a single computer, you must register a 1-user LanPak.

  – To add Sage Accpac ERP users to a network, you register multi-user LanPaks. You can obtain LanPak licenses that increase the number of users on a network by 1, 5, 10, or 20, depending on the edition of Sage Accpac ERP that you use.

  Note: To open Sage Accpac through a browser, each user requires a LanPak for *each* company database they sign on to.

- It determines the kind of database with which your Sage Accpac ERP installation works — Pervasive.SQL, Microsoft SQL Server, or Oracle.

  A LanPak license is database-specific. Make sure that you activate the version of LanPak that matches your database.

Creating a Temporary LanPak License

Before you can begin using Sage Accpac, you must register a LanPak license for a particular database type (Pervasive.SQL, MS-SQL, or Oracle) and for a specific number of users.

If you have not registered a LanPak license for your database format and a number of users, you see the following message when you run Sage Accpac and try to open the company database:

Click OK to close the message. The Licenses form appears, as follows:
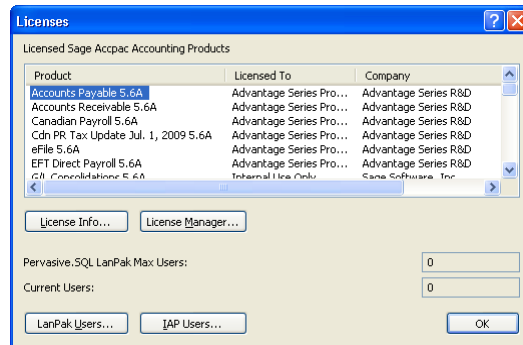
You must add a temporary LanPak license that matches your database format for the number of users that require concurrent access to your company database.

To add a temporary LanPak license:

1. In the Licenses form, click License Manager.

2. Click the Users tab, and then click in the blank space to create a new line. (If there are existing lines, right-click in the blank space, and then click Insert.)

   The Users tab should now appear as follows:

3. In the new line:

    a. Click the License Type column, and then select the LanPak for your database format from the list that appears.
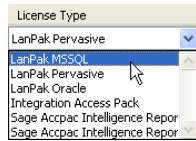
    Note: Your LanPak must match the type of database you are running, as well as the System Manager version and Sage Accpac ERP edition.

    ---

    b. Click the Count column, and then select the number of users that require concurrent access to Sage Accpac from the list.

        The columns in the following screen have been resized to show all the information:

4. Click Close, and then click OK.

You can now open the company.

Requesting Activation Codes

Activation code

You need activation codes to use Sage Accpac ERP products, including upgrades. However, you can run Sage Accpac ERP for up to 30 days while you wait for your activation codes.

To apply for an activation code, submit the online activation request form found at: http://support.accpac.com/registration/.

Updating Your Sage Accpac Licenses

You use the License Manager to.

- View license information for your Sage Accpac programs, including the number of users authorized under each LanPak license.

- Enter serial numbers and activation codes for the Sage Accpac programs and services that your company is using.

- When necessary, change the company name to which your Sage Accpac software is registered (for instance, after a merger).

The License Manager form appears during program installation, letting you enter serial numbers and activation codes for any new Sage Accpac programs and LanPaks that you are installing.

During installation, the program creates temporary license files (with serial number "000000000000") for Sage Accpac Programs. If you have received valid serial numbers and activation codes, you enter them in the License Manager to make the licenses permanent.

You can also open the License Manager, later, if you need to add or change any licensing information. If you don't enter LanPak information during installation, for example, the program prompts you to enter it in the License Manager form.

To update product licenses or LanPaks:

1. From the Help menu on the Sage Accpac desktop, click Licenses.

2. On the Licenses form that appears, click the License Manager button.

   - **To edit the client ID, Licensed To (person or entity), dealer, and CC (certified consultant or business partner),** click the License Information tab.

     If you need to change the company name to which your Sage Accpac software is registered, you click the Change button, and then type the new name in the Company field. When you next open the License Manager form, the company field will be disabled, unless you click Change again.

   Note: Activation codes are effective for serial numbers and company names used together. After you change the company name, the activation code will be marked Unauthorized. The license will remain valid, but you should apply for another activation code for the new company name.

- **To enter activation codes for your Sage Accpac products** (for example, to update a temporary license with a permanent one), click the Licenses tab.

  You must enter the Serial Number and the Activation Code, in order, for each Sage Accpac product you want to register:

  i. Click in the Serial Number column, and then type your serial number for the selected product.

  ii. Click in the Activation Code column, and then type the activation code for the product.

  Note: You require *permanent* licenses for Sage Accpac Intelligence Analysis and Connector. No temporary licenses are available for these programs.

- **To enter activation codes for LanPak licenses, or to delete temporary licenses for databases that you do not use**, click the Users tab.

  You must enter information for each LanPak user in this order:

  i. Click in the License Type column, and then select the LanPak for your database format from the list that appears.

      Make sure the LanPak matches your database format, as well as the System Manager version and the Sage Accpac ERP edition.

  ii. Click in the Count column, and then select the number of users that require concurrent access to Sage Accpac from the list.

  iii. Click in the Serial Number column, and then type your serial number for the selected product.

  iv. Click in the Activation Code column, and then type the activation code for the product.

  Note: You also use this tab to record activation codes for additional licenses for the Sage Accpac Intelligence Report Manager and the Report Viewer in single-user increments. (One Sage Accpac Intelligence Report Manager license — for one user — is free with Sage Accpac ERP.)

3. When you have finished entering information, click Close to return to the Licenses form.

4. Click OK to return to the desktop.
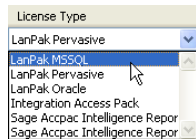
Viewing License Information

You can also view Sage Accpac licenses using the Licenses form, as follows:

1. On the Sage Accpac desktop, from the Help menu, click Licenses.
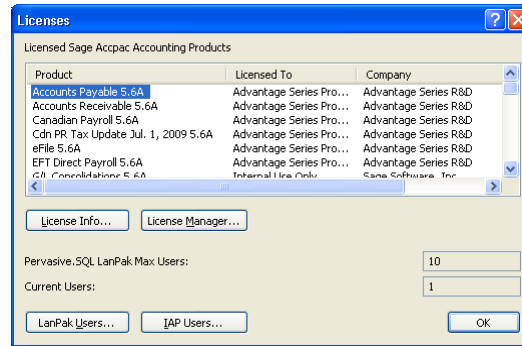
Viewing details for a single license, only

- To see information for a single license, or select the product on the list, and then click the License Info button (or double-click the product name).

Viewing details for a single LanPak

- To see information for a LanPak, select it on the list, and then click the LanPak Users button.

Viewing license for other products

- To see information about any third-party products you are using that integrate with Sage Accpac, click IAP Users.

Updating product or LanPak licenses

- To see details for all Sage Accpac licenses and LanPaks, or to update licensing information, click the License Manager button.

Monitoring LanPak Activity

You can monitor your network use by clicking LanPak Users on the Sage Accpac desktop Help menu.

This command lists all the users currently signed on to Sage Accpac ERP.

The Type displayed in the Users window will be Pervasive.SQL, Microsoft SQL Server, or Oracle, depending on the database you are running.
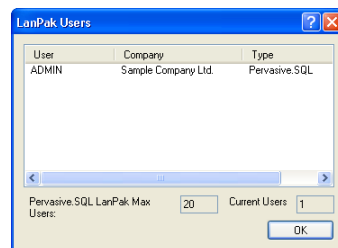
Chapter 7
Web Deployment of Sage Accpac

Web deployment is typically set up on the Windows server where the Sage Accpac programs are installed.

However, since the only requirement is that Internet Information Services (IIS) be installed, you can set up web deployment on a Sage Accpac workstation or server.

Before You Begin

Before you deploy Sage Accpac on the web, perform the steps noted in Chapters 1 through 4 to install Sage Accpac ERP, and create your system and company databases. Test that you can connect to your data and run installed applications from the Sage Accpac Desktop locally or from the server (depending on your network configuration).

Once you've confirmed that Sage Accpac runs successfully as a desktop application then proceed with web deployment.

Selecting Installation Options for Web Deployment

On the web server that will deploy Sage Accpac:

1. Install and configure Internet Information Services (IIS).

   If IIS is not installed, install it now. Installation instructions are provided in the following section. Select the correct instructions for your operating system.

2. Install Sage Accpac ERP with the following additional options:

   – Web-Deployment Files.

   – If you plan to use .NET Remoting for web deployment, also select the "Sage Accpac .NET Libraries" installation option.

3. Install Sage Accpac Web Reporting by Crystal.

    You must install this reporting server to allow users to print Sage Accpac reports from their browser.

    Sage Accpac Web Reporting is not included on the installation DVD for Sage Accpac Extended Enterprise Suite.

4. Configure Web Deployment options.

    Detailed instructions are included in the following section.

Installing Internet Information Services (IIS)

The web server on which you will deploy Sage Accpac must have IIS installed.

If IIS is not already installed, ensure .NET Framework 2.0, or higher is installed, and then follow the directions for your operating system in the sections that follow.

For Windows XP

1. From the Windows Start menu, click Settings > Control Panel > Add or Remove programs.

2. Click Add/Remove Windows Components.

    The Windows Components Wizard form appears, as follows:

3. Select Internet Information Services (IIS), and then click Next to install IIS. No further configuration is needed.

For Windows Vista

1. From the Windows Start menu, click Settings > Control Panel > All Programs and Features.

2. Click Turn Windows features On or Off.

   The Windows Features screen appears.
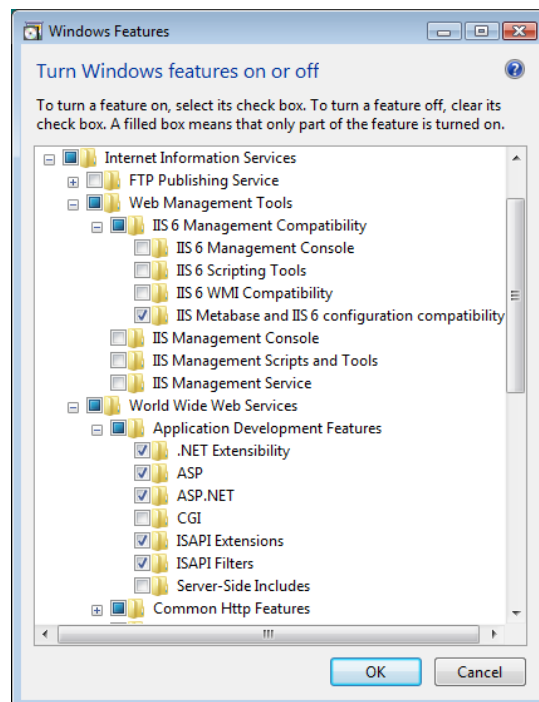
3. Expand the Internet Information Services folder, and then the Web Management Tools folder.

4. Expand the IIS 6 Management Compatibility folder, and select "Windows IIS Metabase and IIS 6 configuration compatibility."

5. Expand the World Wide Web Services folder, and then the Application Development Features folder. Select the following options:

   a. ASP.

   b. ASP.NET.

6. Click OK to install IIS.

For Windows 2003 Server

1. From the Windows Start menu, click Control Panel > Add/Remove All Programs > Add/Remove Windows Components.

   The Windows Components Wizard appears, as follows:
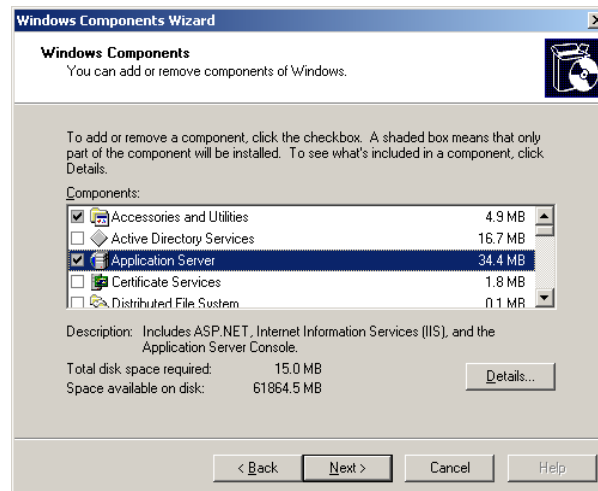
2. In the Windows Components Wizard, select the Application Server component.

3. Click the Details button to confirm that ASP.NET is selected, as shown:
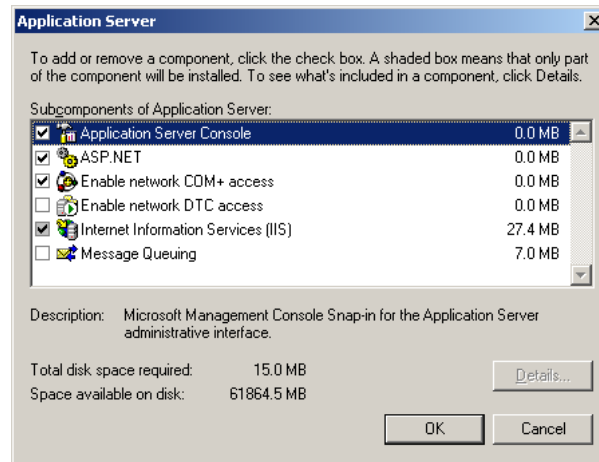
4. Click OK, and then follow the onscreen instructions to install Application Server.

5. After Application Server is installed, open Internet Information Services (IIS) Manager.

   From the Windows Start menu, click Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager.

6. In IIS Manager, expand your machine name, and then select the Web Service Extensions folder, as shown:
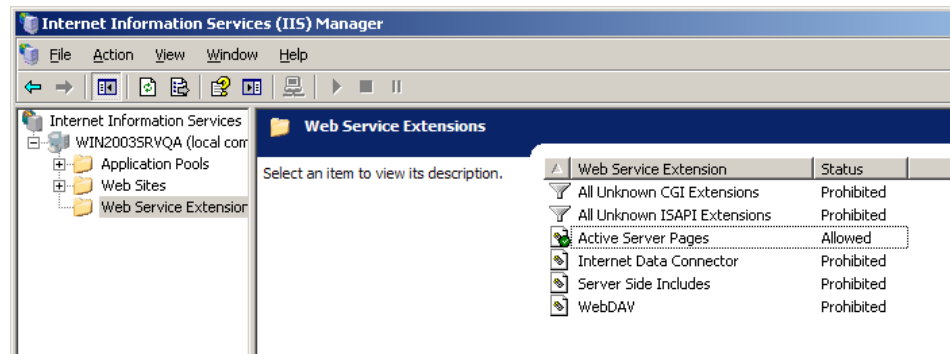
7. In the center panel, select Active Server Pages and change its status to "Allowed."

8. Close the IIS Manager.

For Windows 2008 Server

1. From the Windows Start menu, click Settings > Control Panel > Administrative Tools > Server Manager.

   The Server Manager appears, as shown:
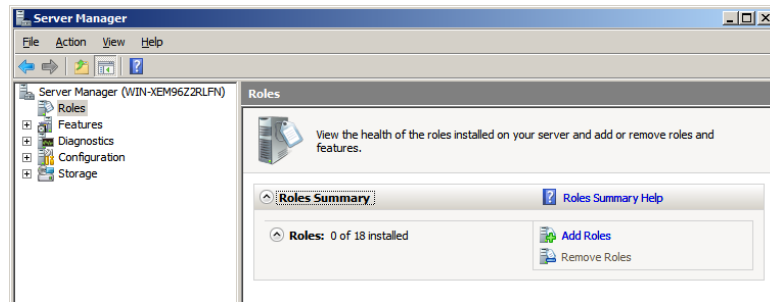
2. In the left pane, select Roles, and then in the center panel, click Add Roles.

    The Add Roles Wizard appears, as shown:
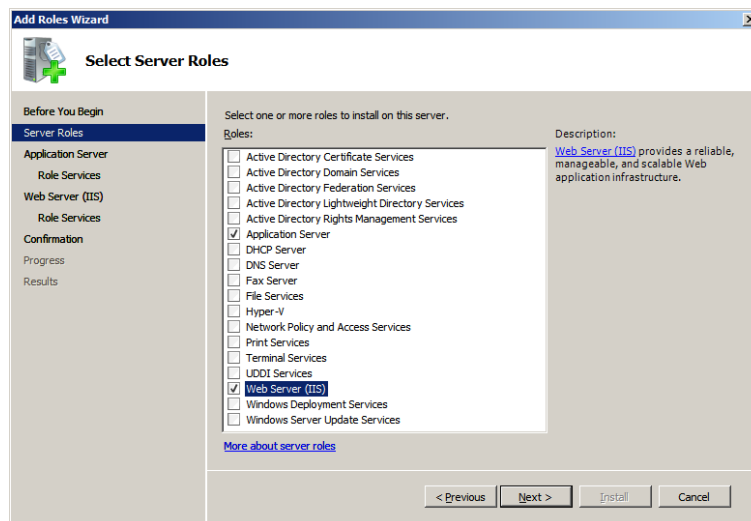
3. In the left navigation pane, select Server Roles, and then select the roles "Application Server" and "Web Server (IIS)."

4. In the left navigation pane, select Application Server and then Role Services, and then select the Role service "COM+ Network Access."
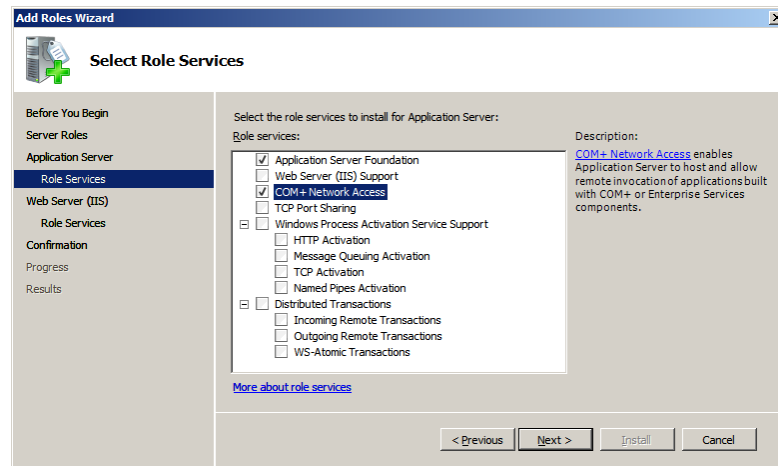
5. In the left navigation pane, select Web Server (IIS), and then Role Services. Expand the Web Server folder tree, and then select:

- Application Development > ASP.NET

- Application Development > ASP

- IIS 6 Management Compatibility > IIS 6 Metabase Compatibility

6. Click Next to install the selected optons.

7. Close the Server Manager.

For 64-bit versions of Windows

For any supported 64-bit version of Microsoft Windows, you must enable 32-bit application support in Internet Information Services (IIS).

For detailed information on how to enable 32-bit support in IIS, see the following Microsoft article *Running 32-bit Applications on 64-bit Windows*:

http://technet2.microsoft.com/windowsserver/en/library/36f8964c-cf86-44cf-94a4-2873ad0d175f1033.mspx?mfr=true

Configuring Web Deployment Options

On the web server, run the Web Deployment Manager wizard to configure web deployment options, as follows:

1. From the Windows Start menu, click Programs > Sage Accpac > Web Deployment Manager.

Note: If Sage Accpac Web Reporting by Crystal is not installed, an error message appears. Click Yes to continue or No to exit.

> Users will not be able to print Sage Accpac reports from their browser until the reporting server is installed.

The Sage Accpac Web Deployment Wizard appears, as shown:
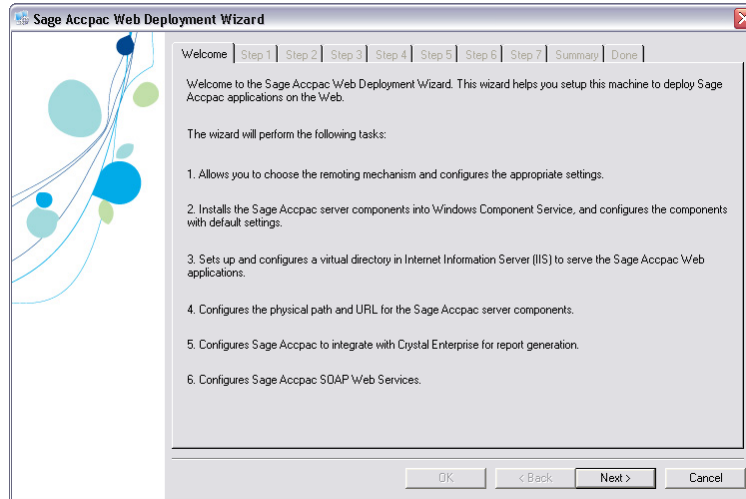
2. Read the information on the Welcome page, and then click Next.

   Complete all the Steps that follow.

3. Step 1: Select Remoting Channel

   Choose how the Sage Accpac server will communicate with browser clients. As shown, you can select one of two options:

   - Microsoft .NET Framework Remoting

   Or

   - Distributed COM (DCOM) Remoting

     If you select this option, Steps 2 and 3 do not apply.
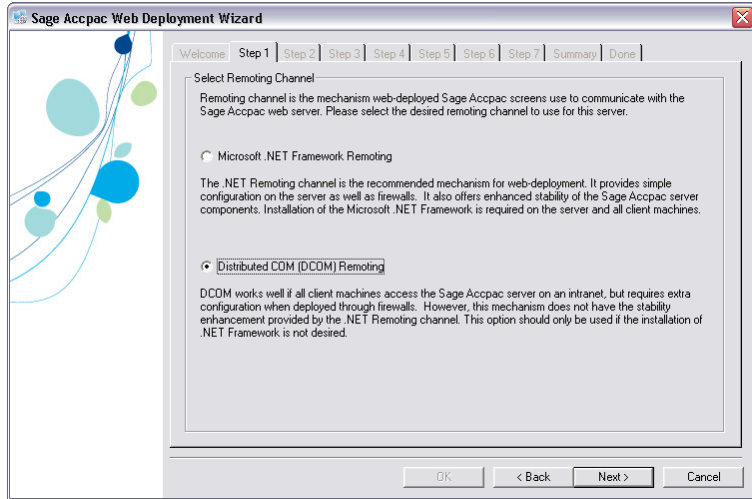
Microsoft .NET Remoting

The Sage Accpac .NET Libraries provides a set of Microsoft .NET-based interfaces for System Manager.

Once installed, web-deployed servers can make use of .NET Remoting to communicate with client machines through a predefined set of network ports. These ports can be easily configured to work with software and hardware firewalls.

Distributed COM (DCOM) Remoting

DCOM is an older technology that allows COM-based components to access remote servers. DCOM works well on networks without firewalls, but requires extra configuration when communications between client and server machines pass through a firewall.

4. Step 2: Configure .NET Remoting Parameters
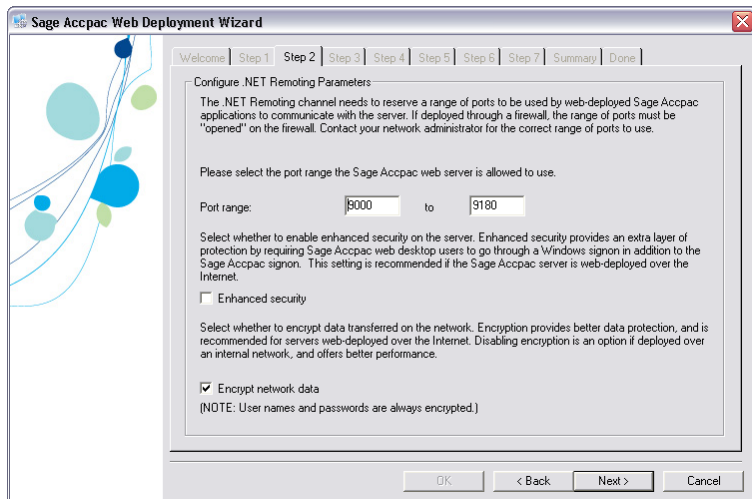
Specify the .NET Remoting parameters, as follows:

- **Port Range.** Specify the range of ports that .NET Remoting can use to communicate with clients. If you are not the network administrator, ask your network administrator to confirm whether the default range is in use. If other applications on the server are using ports within the default range, specify a different range.

- **Enhanced Security.** Provides an extra layer of data protection by requiring users to sign on to the Sage Accpac server with a valid Windows username and password. This is in addition to the security you may have set for your Sage Accpac databases, which require Sage Accpac users to enter a user name and password on the Open Company screen.

  A valid windows account is required—this could be a local user account or a domain account, if the server is part of a Windows domain.

- **Encrypt Network Data.** Encrypts all data transferred between the client and the server.

Recommendation

  If you will deploy the server over the Internet, select this option to protect your data!

5. Step 3: Configure .NET Desktop Parameters
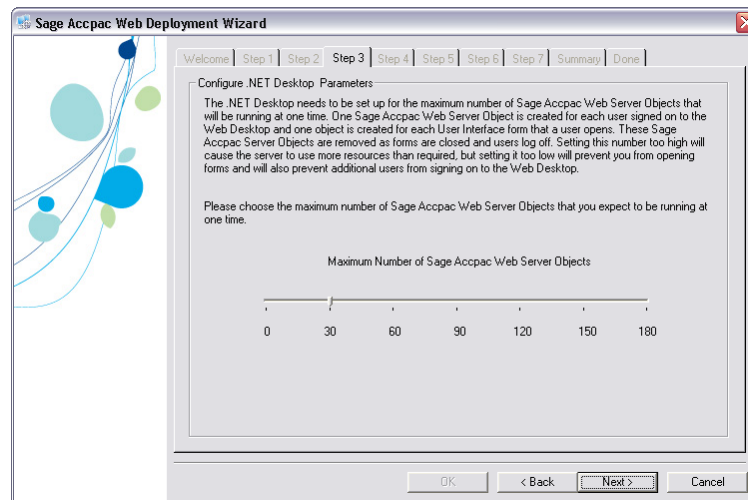
Select the maximum number of web server objects you require. This will depend on the number of users who will access the Web Desktop, and the number of installed applications.

Note: One object is required for each user logged into the Web Desktop and for each user interface form that the user opens.

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6. Step 4: Configure Component Services
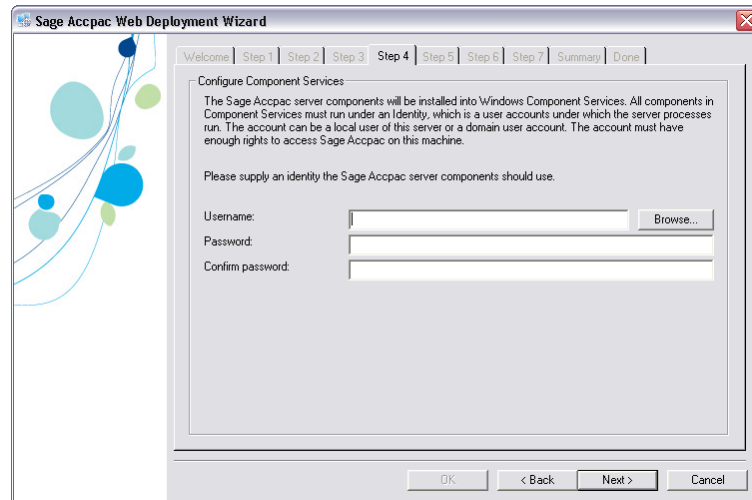
On the server, the Sage Accpac server components must be installed into Windows Component Services. The server components generate the Web pages that users see in their Web Desktop.

The server components run as a background process under an authorized Windows user account.

a. Type, or click Browse to select the username and password of a local or domain account user who has sufficient rights to run Sage Accpac on the server.

b. Re-type the password to confirm.

7. Step 5: Configure Internet Information Server
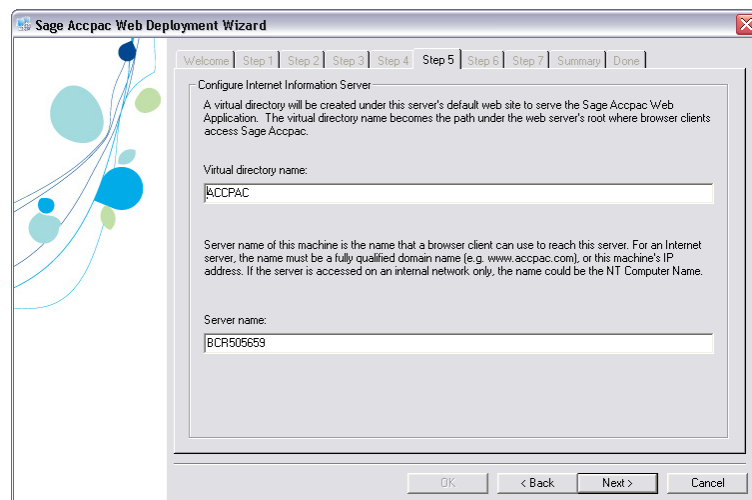
Specify the server name and site directory that clients will access to view the Web Desktop.

a. Type the name of the Virtual directory in which your Sage Accpac site will be stored.

   This name will form part of the URL that users enter in their browser's address bar to access the Web Desktop.

b. Type the server's name in the Server name field.

   This name is used by Web clients to access services and download applications from the Sage Accpac server.

   – If the server will be deployed on the Internet, enter the fully-qualified domain name of the server; for example, sageaccpac.yourcompany.com.

   – If you selected .NET Remoting in Step 4, you can enter the IP address of the server machine rather than the server name.

   – If the server is deployed on an internal network, enter the server's computer name or IP address.

c. Click Next.

8. Step 6 is not applicable. The Wizard will skip over this tab.

9. Step 7. Install Sage Accpac Web Service into IIS
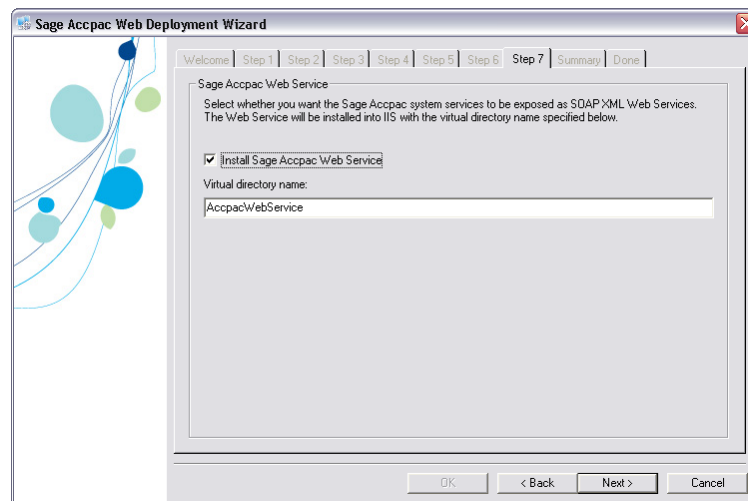
Sage Accpac Web Service

The Sage Accpac Web Service is an XML web service that allows **third-party applications** to access Sage Accpac using the Simple Object Access Protocol (SOAP) standard.

Select whether you want the wizard to install the Sage Accpac Web Service into IIS.

• This is required *only* if you run third-party applications that use the Sage Accpac SOAP interface. Sage Accpac ERP does not use SOAP.

- If you select this option, the Sage Accpac system services will be exposed as SOAP XML Web Services. The Web Service will be installed into IIS with the virtual directory name you specified in the field.

10. Click Next to install selected components and configure the remoting channel on the Sage Accpac server.

11. Read the text on the Summary tab, and then click Next.

12. Read the text on the Done tab, and then click OK to exit the Wizard.

Changing Web Deployment Options

To change your web deployment configuration:

1. Run the Sage Accpac Web Deployment Wizard again.

   The Sage Accpac Web Deployment Configuration Manager form will appear:
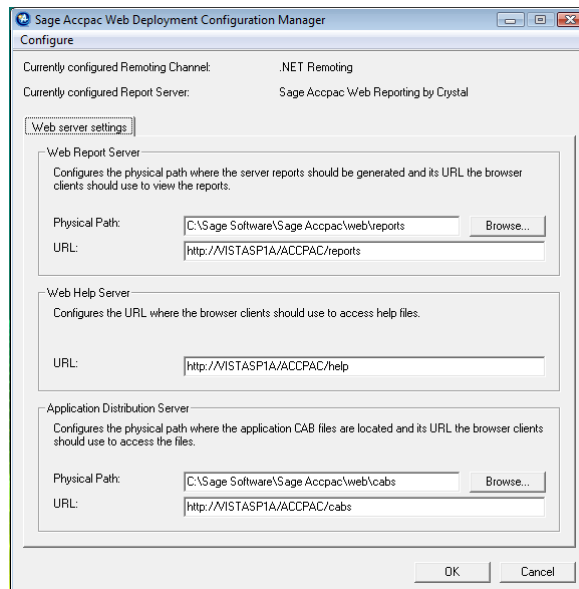
2. From the Configure menu, select Run Configuration Wizard.

   The Sage Accpac Web Deployment Wizard appears.

3. Refer to the setup instructions in the previous section, Installing Internet Information Services (IIS).

Running Sage Accpac in Internet Explorer

Open Internet Explorer, and then enter the URL to the Sage Accpac site on the web server.

The URL has the form: http://<server name>/<virtual directory>; for example http://server1/ACCPAC/.

The first time you access a Sage Accpac company database from your browser, you will be prompted to download Web Client Setup files. Click Sign On to start the download and sign on to your company database.

Chapter 8
Installing and Integrating SageCRM for Sage Accpac ERP

SageCRM is an easy-to-use customer relationship management solution with out-of-the-box but configurable business processes. It provides enterprise-wide access to vital customer information — anytime, anywhere — so you can manage your business with an integrated approach to inside and field sales automation, customer care, and marketing.

The Sage Accpac Accounting Integration for SageCRM provides a link between Sage Accpac and SageCRM. Integrating SageCRM with Sage Accpac provides SageCRM users with a complete view of all customer interactions and access to accounting information that is essential for making more insightful business decisions.

This chapter describes how to:

- Install SageCRM 6.2

- Integrate SageCRM 6.2 with Sage Accpac ERP 5.5 or 5.6

Before You Begin

Make sure your system meets minimum requirements

Make sure that the computer on which you are installing SageCRM meets at least the minimum system requirements for the configuration you choose. For up-to-date information on system requirements, check the Support section of the Sage Accpac Web site, at:

http://www.sageaccpac.com/products/systemrequirements.

To integrate SageCRM 6.2 with Sage Accpac ERP 5.5 or 5.6, refer to Chapter 2, "Getting Started" of the *SageCRM Integration Guide* for a complete list of system requirements.

Internet Information Services (IIS) is required

SageCRM must be installed on a computer running Internet Information Services (IIS). If you have not installed IIS, do so now.

Refer to the *SageCRM System Administration Guide* for more information about IIS and other SageCRM system requirements.

WARNING: If you are upgrading an existing system to the current version of SageCRM, use the instructions in the *SageCRM Update Notice* to prepare for and upgrade to the current version.

Overview of SageCRM Integration with Sage Accpac ERP

SageCRM integrates with the following Sage Accpac applications:

- Accounts Receivable

- Accounts Payable

- Order Entry

- Purchase Orders

- Project and Job Costing

- Return Materials Authorization

- Customer Number Change

- Vendor Number Change

Note: You are not required to integrate SageCRM with all Sage Accpac applications. For example, you might want to integrate with Order Entry, but not with Purchase Orders.

About SageCRM Solo

You can use SageCRM's Solo Client to view Sage Accpac customers and vendors, but you cannot add or modify Sage Accpac data.

About Windows 2008 and Internet Information Services 7

For information about Windows 2008 and IIS 7, refer to Chapter 4 of the *SageCRM Integration Guide*.

Installing SageCRM and its Integration Component

You can install SageCRM on the same physical server on which you installed Sage Accpac ERP, or on a separate server.

Regardless of whether you have one or multiple servers, the following terminology applies:

- **SageCRM server** — the machine on which SageCRM is installed

- **Sage Accpac server** — the machine on which Sage Accpac is installed

Before You Begin

Regardless of where your Sage Accpac data is stored, complete the following *before* you install SageCRM:

- Make sure you have the latest updates of Sage Accpac installed.

- Back up your Sage Accpac data.

Perform the following steps on the SageCRM server:

1. If you are upgrading SageCRM from a prior version, back up your SageCRM data now.

2. Insert the Sage Accpac ERP Extended Enterprise Suite installation DVD into your DVD drive.

   If the installation screen does not appear automatically, go to the DVD root directory (for example, d:\), and run LAUNCH.EXE.

3. On the installation screen, click SageCRM for Sage Accpac ERP. The following screen appears:

4. Click SageCRM 6.2 for Sage Accpac ERP.

5. On the SageCRM installation screen, click Next.

6. After you have reviewed the License Agreement carefully, click the option to accept the license agreement, and then click Next.

The User Details screen appears, as follows:
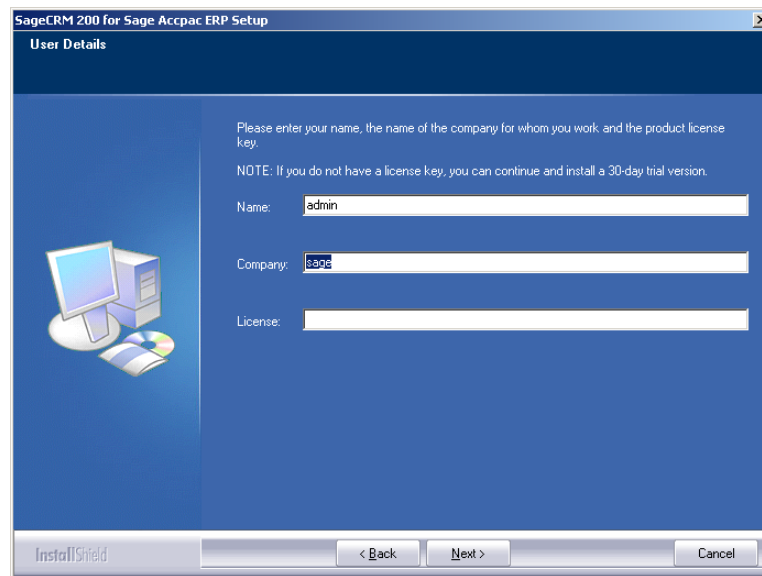
7. Type your name, your company name, and your license key.

You must enter the company name and license key in exactly the same way as Sage provided it to you.

8. Click Next

If Microsoft SQL Server is already installed, the following screen appears:
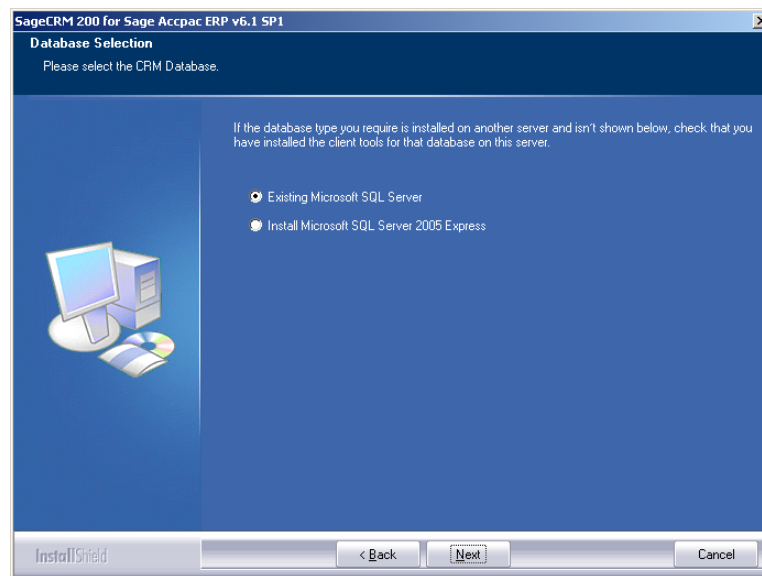
9. Select the database type for the SageCRM database.

(Typically, this is the default, Existing Microsoft SQL Server.)

10. Click Next.

If Microsoft SQL Server is not installed, a screen appears prompting you to install Microsoft SQL Server 2005 Express. If you choose to install it, accept the defaults. After installation, you may be asked to reboot the computer.

Important note about installing SQL Express

The SQL Express installation will fail if the SQL Native Client is already installed.

To resolve this issue, uninstall the SQL Native Client, and then try the SQL Express installation again.

11. If the license key you entered in Step 7 included integration with Sage Accpac ERP, the following screen appears.
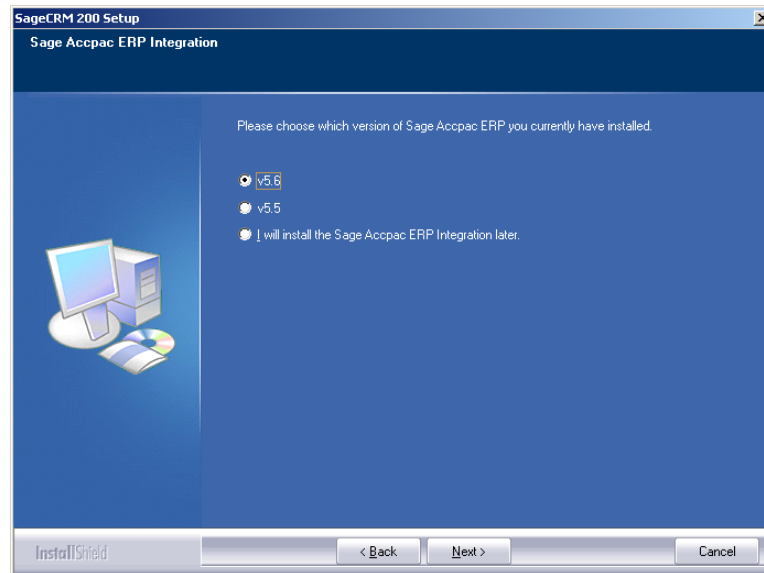
12. Select the version of Sage Accpac ERP that you want to integrate with, and then click Next.

The Installation Name screen appears, as follows:
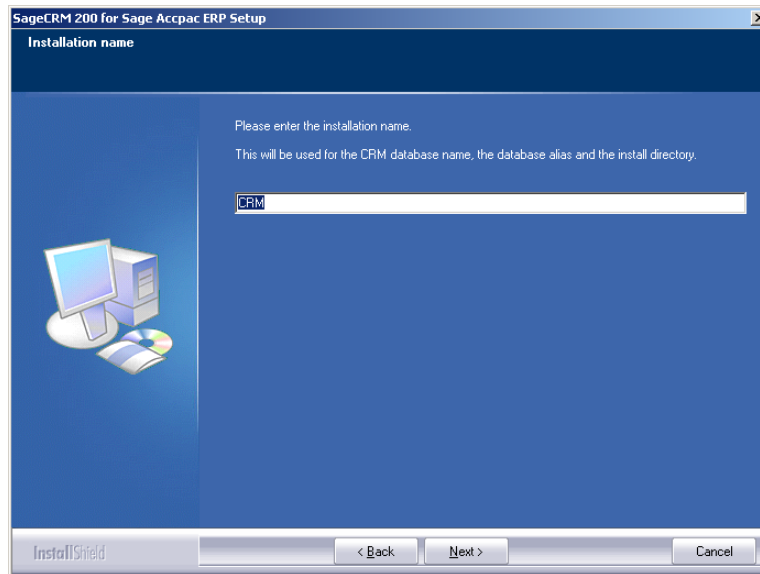
13. Type the installation name, or select the default, CRM.

The name you choose will be the name for the database and the directory within the SageCRM root folder.

14. Click Next. The Choose Destination Location screen appears, as follows:
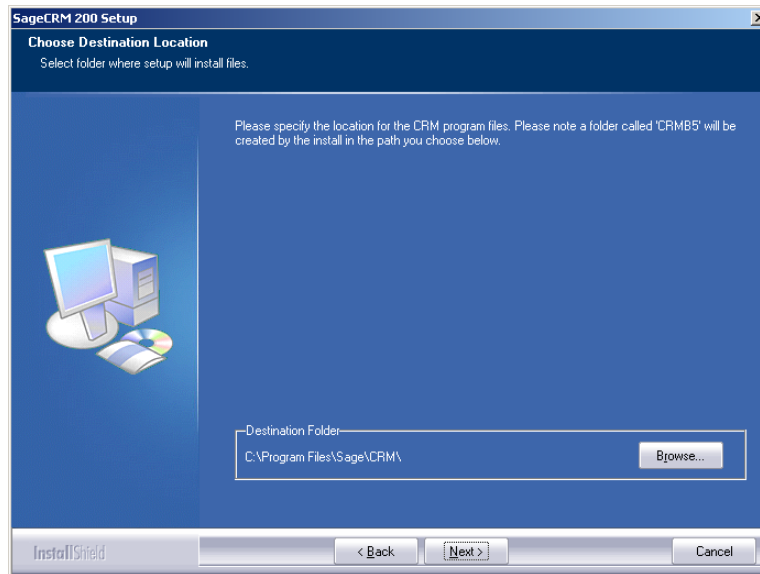
15. Choose the location for the Web Root Files. This is where the SageCRM program files will be installed.

By default, the location is \Program Files\Sage\CRM.

IIS will look in this location for the SageCRM home page. We recommend that you use the default location.

16. Click Next.

The SQL Database Server Login details screen appears, as follows:
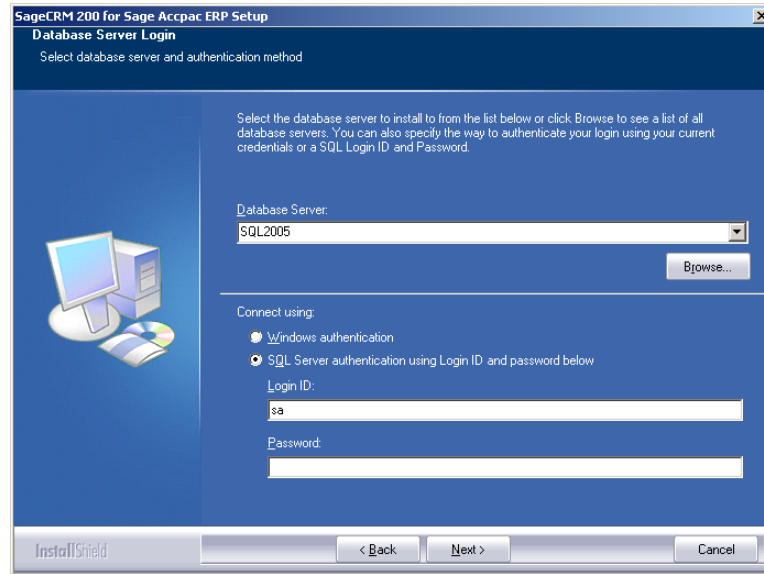
17. Confirm the name of your Database Server, or click Browse to select a server or SQL instance.

18. Specify whether to connect using Windows authentication or SQL Server authentication. For SQL Server authentication, type the database administrator's SQL Server Login ID and Password.

19. Click Next.

The Select Setup type screen appears, as follows:
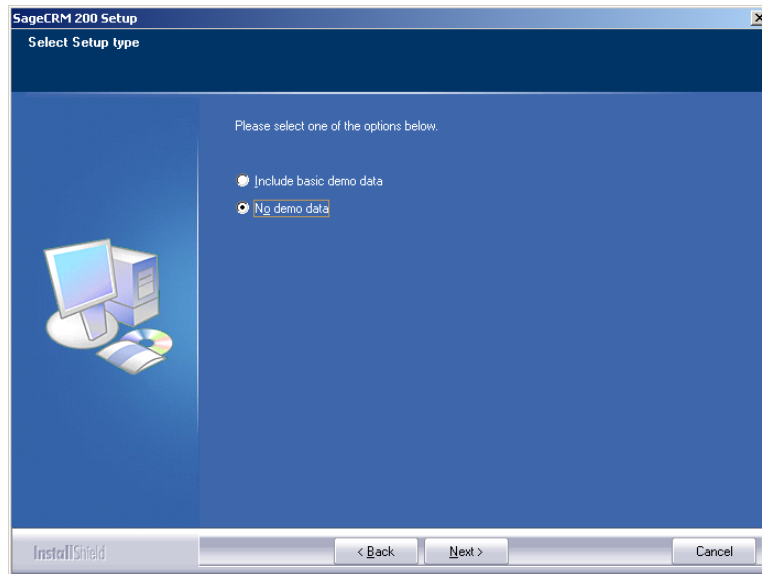
20. Select No Demo Data, and then click Next.

Depending on your license options, the Select Install Add Ons screen may appear. You can also choose to install the Sample Self Service support site.

a. Select the optional products to install, and then click Next.

The Default Currency screen appears, as follows:
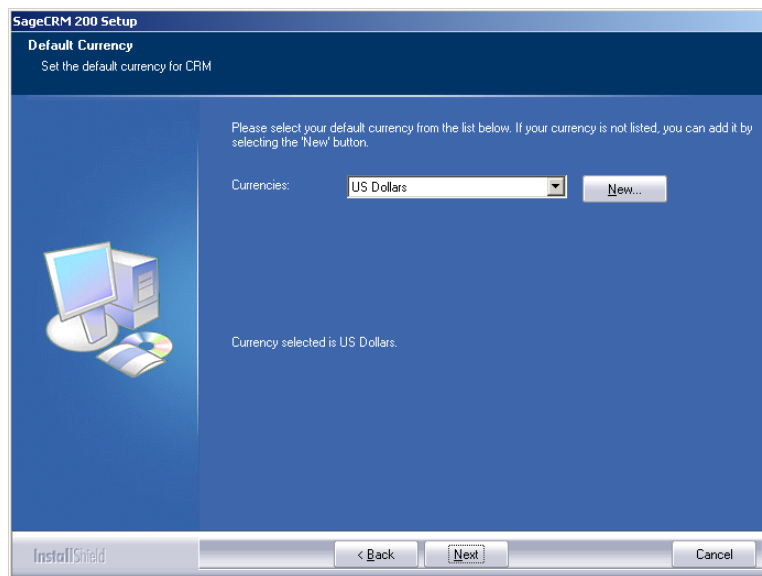
21. Select a currency from the list, and then click Next.

> **Note:** Later in the installation, you perform the Synch Dropdowns administration task to reset the base currency. Therefore it does not matter which currency you select at this time.

If FOP PDF conversion software is not already installed, the following screen appears:
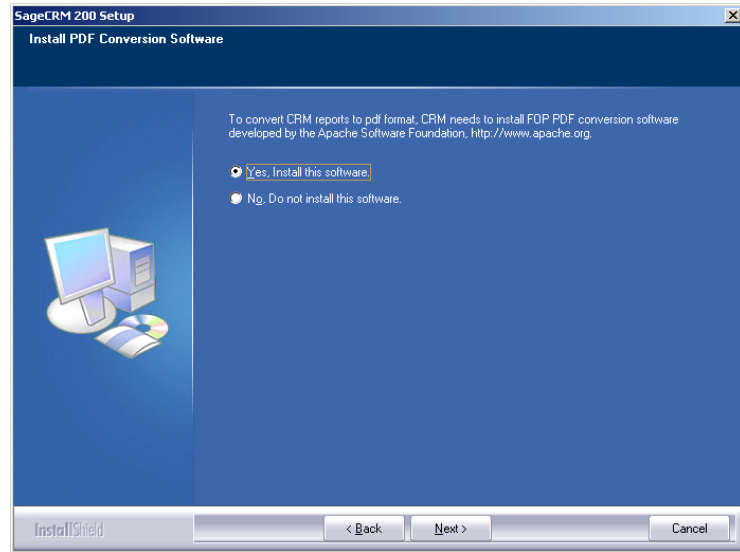
22. Choose Yes to install FOP PDF conversion software developed by the Apache Software Foundation (http://www.apache.org), then click Next.

This software is required to convert SageCRM reports to PDF format.

The Start Copying Files screen appears, as follows:
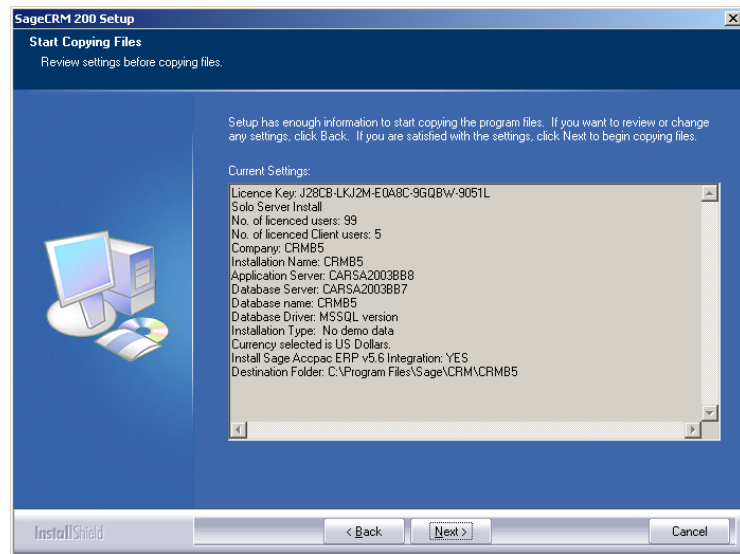
23. Review your settings and then click Next.

24. Confirm that you want to install SageCRM and then click Next.

   The SageCRM installation begins.

   If IIS is running, the installation will have to stop it to continue. Click Yes when you are prompted to stop the service.

   Messages inform you of the installation progress.

   The FOP PDF conversion software requires the Java Runtime Engine (version 1.4 or greater). If you do not have the Java Runtime Engine installed, you are prompted to install it during the SageCRM installation. Click OK and follow the on-screen instructions. After the Java installation is complete, SageCRM installation continues.

Do NOT restart your computer yet!

   Note: If the Java installer prompts you to restart your computer, choose No, so that you can finish the SageCRM installation.

25. After SageCRM is installed, the Setup Complete screen appears, giving you the option to launch SageCRM and view the Readme file.

26. Click Finish to complete the installation.

27. If you were prompted to restart your computer during the Java installation in Step 19, do so now.

Installing the Integration Component for Sage Accpac ERP

On the Sage Accpac server:

1. Insert the Sage Accpac ERP Extended Enterprise Suite installation DVD into your DVD drive.

   If the installation screen does not appear automatically, go to the DVD root directory (for example, d:\), and run LAUNCH.EXE.

2. On the installation screen, click SageCRM for Sage Accpac ERP.

The following screen appears:

Note: The following steps describe how to install the Sage Accpac ERP 5.6 Integration component. If you have Sage Accpac ERP 5.5, click the 5.5 Integration option. The installation steps for 5.5 Integration are similar to those for 5.6 Integration.

3. Click Sage Accpac ERP 5.6 Integration. The following screen appears:
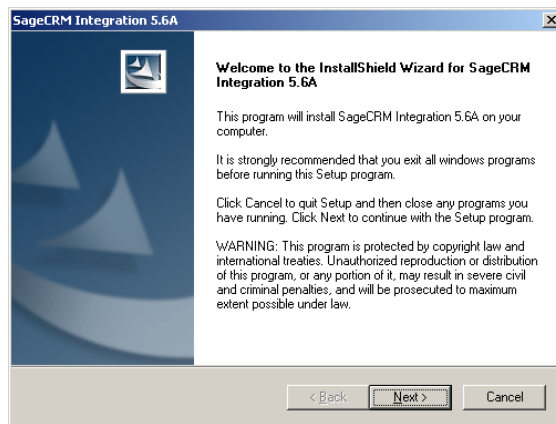
4. Click Next.

5. After reviewing the License Agreement carefully, click the option to accept the license agreement, and then click Next.

    The Choose Destination Location screen appears.
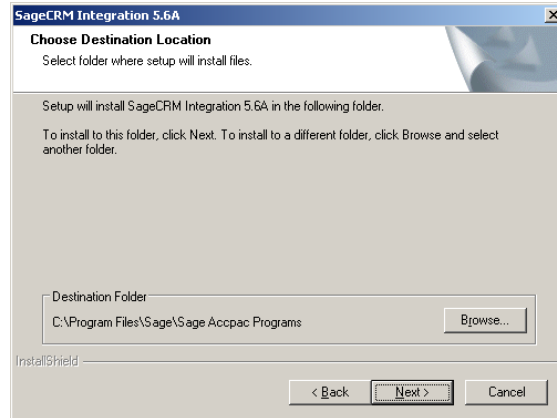
6. Specify the folder to which to install the integration component. The default location is the folder where Sage Accpac ERP is installed.

7. Click Next.

8. On the Select Features screen that appears next, select the features and applications you want to install at this time, and then click Next. All features are selected by default.

   The Select Program Folder screen appears, as follows:
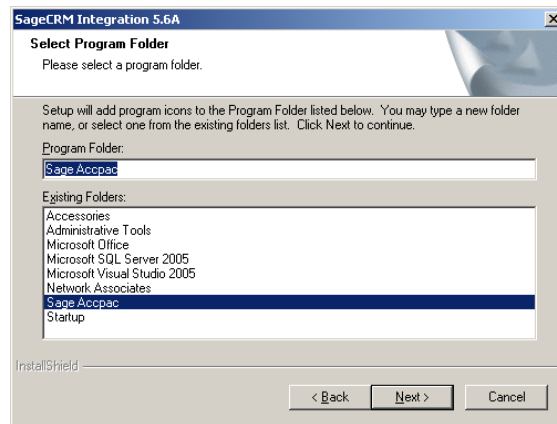
9. Accept the displayed program folder, or choose a different folder, and then click Next.

   The Start Copying Files screen appears.
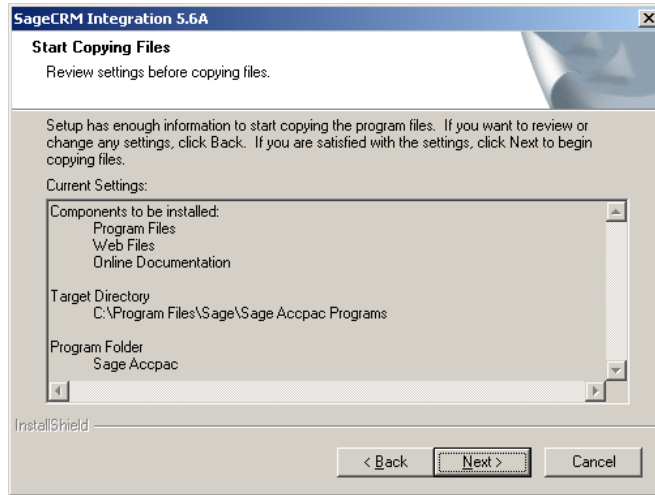
10. On the Start Copying Files screen, review your selections, and then click Next to copy the files to your computer.

11. After all files are installed, a confirmation message appears. If the SageCRM synchronization component is not installed, you are prompted to install it now.
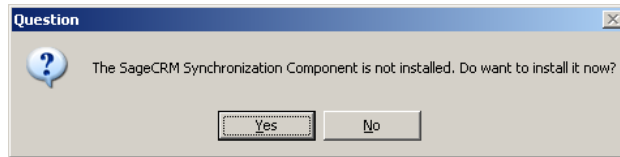
Installing the SageCRM Synchronization Component

1. Click Yes to install the SageCRM Synchronization Component.

   This component is required if you plan to use the Web Services synchronization method described later in the "Choose Integration and Notification Options" section.

   The following message appears.
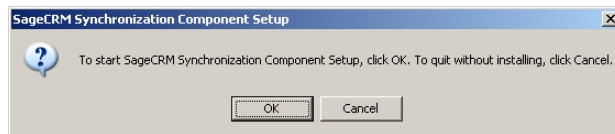
2. Click OK.

The Welcome screen for the SageCRM Synchronization Component Setup Wizard appears, as follows:

3. Click Next.

4. Accept the terms of the license agreement, and then click Next. The Selection Installation Folder screen appears, as follows:
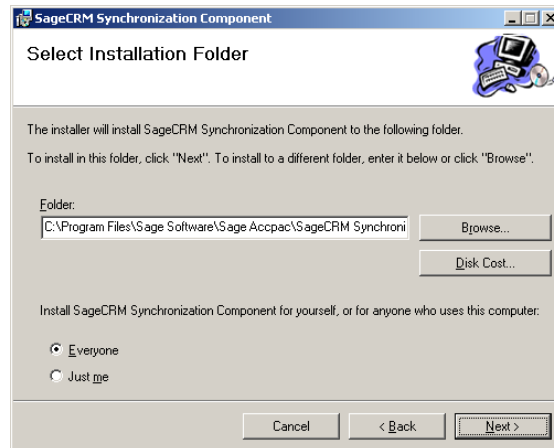
5. On the Select Installation Folder screen:

   a. Accept the default location, or click Browse to choose a different installation location.

   b. Choose the option to install the synchronization component for everyone.

   c. Click Next.

6. Click Next to confirm your choices and install the synchronization component.

7. When the installation is complete, a confirmation message. Click OK to close the message dialog.

8. Click Finish to close the SageCRM Synchronization Component Setup Wizard.

Activating the Integration Component in Sage Accpac ERP

Before you begin

Activate Sage Accpac ERP for your company, as described in Chapter 4, "Activating Sage Accpac ERP," if you have not already done so.

Perform the following steps on the Sage Accpac server.

Activate the SageCRM Integration Component for Sage Accpac ERP, as follows:

1. Start Sage Accpac ERP.

2. Log on to your company database as the ADMIN user.

   • If application security is enabled, enter your password.

   • In the Session Date field, type the date of your work session (or accept the default date).

3. In the Administrative Services folder, double-click the Data Activation icon.

4. When asked whether you are ready to proceed with activation, click Yes.

   The following Data Activation form appears, listing applications that you can activate.
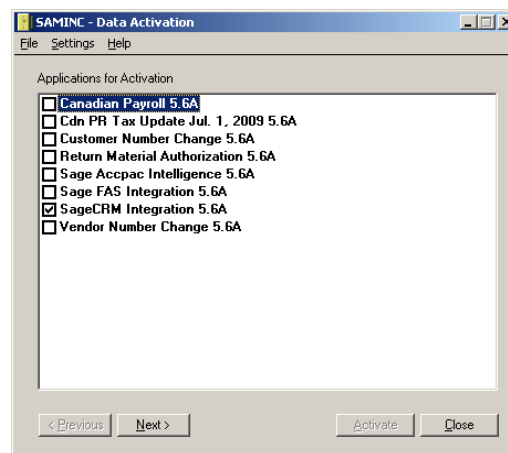
5. Select SageCRM Integration, and then click Next.

6. In the Data Activation window, click Next.
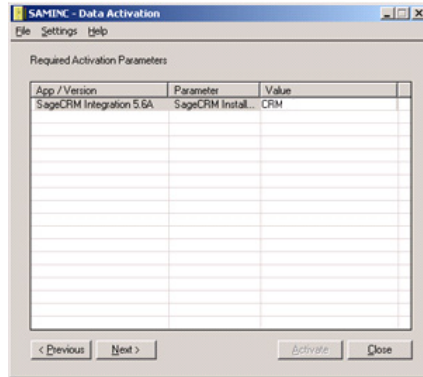
The Value column displays the default name, CRM. If this is not the not the name you used when you installed SageCRM:

a. Double-click in the Value column.

b. Type the correct name.

7. To continue with Activation, click Next, and then click Activate.

8. When Activation has finished, click Close.

The SageCRM folder appears on the Sage Accpac desktop.
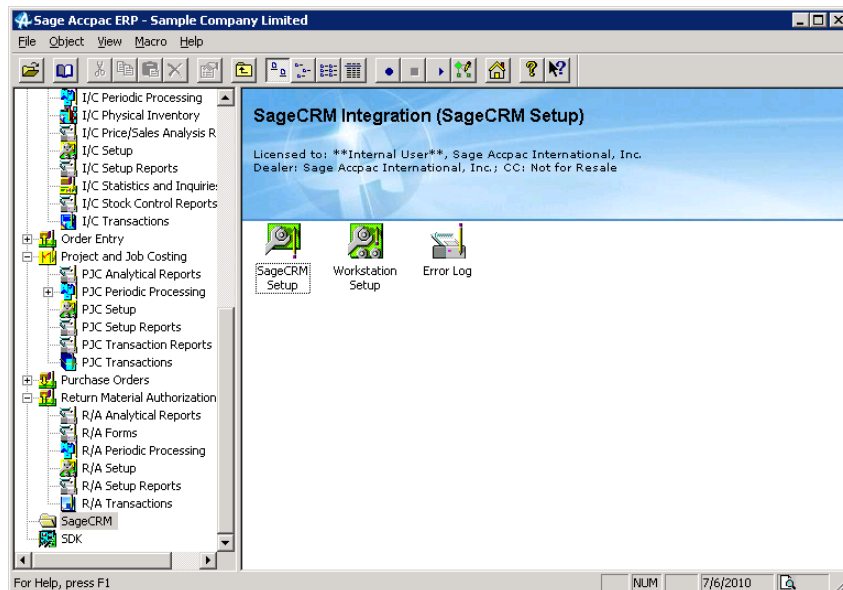
Setting Up IIS 6.0 to Work With SageCRM

Perform the following steps on the SageCRM server.

Internet
Information
Services (IIS) is
required

SageCRM must be installed on a computer running Internet Information Services (IIS). If you have not installed IIS, do so now.

Refer to the *SageCRM System Administration Guide* for more information about IIS and other SageCRM system requirements.

Any time you make a change to IIS, stop and then restart IIS for the change to take effect.

To stop and restart IIS:

On the Start menu, select Run, type **iisreset.exe,** and then click OK.

Or

1. Open IIS. From the Windows Start menu, click All Programs > Administrative Tools > Internet Information Services.

2. In the left-hand pane, expand the local computer's folder, and then click the Default Web Site folder.

3. On the toolbar, click the Stop button.

4. When the service has stopped, click the Start button to restart IIS.

Configuring IIS 6.0 to Work With Sage Accpac ERP Integration

To set up IIS 6.0 to work with Sage Accpac ERP integration, further configuration must be done.

You must:

- Allow active server pages in web server extensions

- Enable parent paths and buffering.

- You must also allow all unknown ISAPI extensions. This process is described in detail in the *SageCRM Technical Specification* document.

To allow Active Server Pages in Web Service Extensions:

1. Open IIS. From the Windows Start menu, click All Programs > Administrative Tools > Internet Information Services.

2. Expand the local computer's folder, and then select the Web Service Extensions folder.

3. In the right-hand pane, right-click on Active Server Pages and select Allow from the context menu.
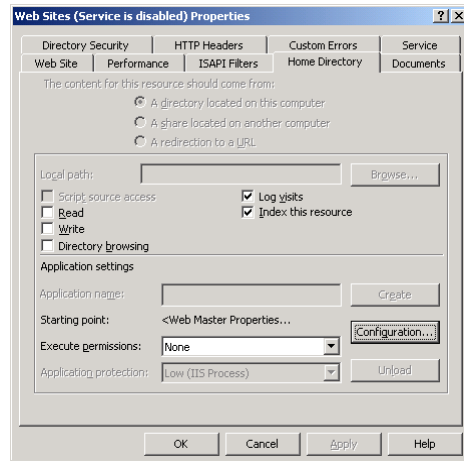
The Status for Active Server Pages will change to Allowed.
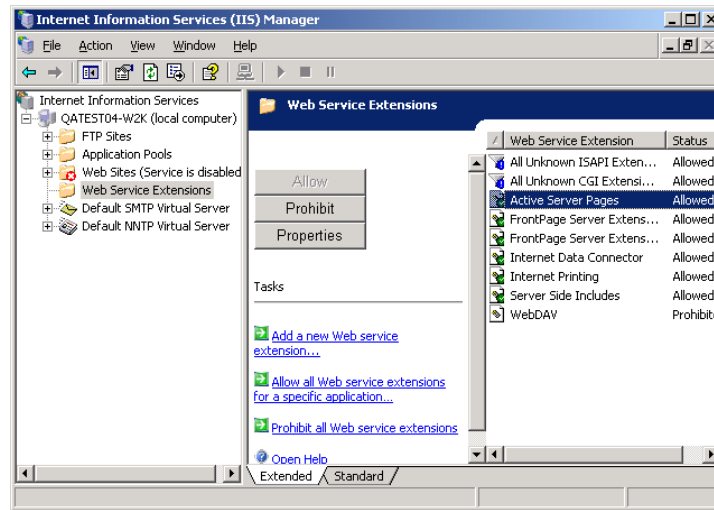
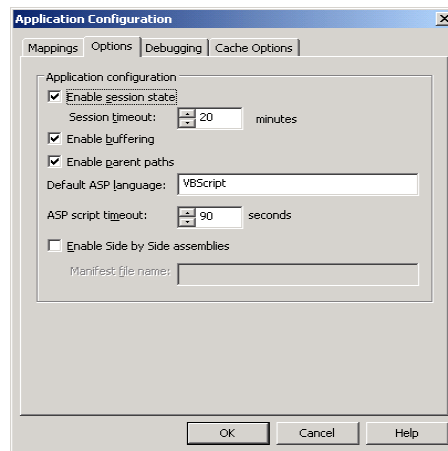**To Enable Parent Paths and Enable Buffering:**

1. Under the local computer's folder, right-click on the Web Sites folder and select Properties from the context menu.

    The Web Site Properties form appears:

2. On the Web Site Properties form, select the Home Directory tab, then click the Configuration button.

The Application Configuration form appears:

3. On the Application Configuration form, select the Options tab, then:

   a. Select Enable Parent Paths.

   b. Select Enable Buffering.

4. Click OK to close the Application Configuration window, and then click OK again to close the Properties window.

5. Stop and restart IIS.

Setting Up IIS Anonymous Access User Account Access

User account requirements for IIS Anonymous Access

Select a user account that has:

- Administrative rights on the SageCRM and Sage Accpac ERP servers, should these be different computers.

- Full access to the Sage Accpac ERP programs and data, and the SageCRM programs and data.

You can use an existing windows user account as the IIS Anonymous Access Account, or create a new user account.

If Sage Accpac and SageCRM are on separate servers

If Sage Accpac and SageCRM are on separate servers, set the IIS Anonymous Access User account on the SageCRM server to a Window Domain user account (instead of a local machine user account) that has administrative access to both servers.

Setting Up the IIS Anonymous User Account on the SageCRM Server

To set up the IIS Anonymous User Account:

1. Open IIS. From the Windows Start menu, click All Programs > Administrative Tools > Internet Information Services.

2. In the left-hand pane, expand the local computer's folder, the Web Sites folder, and the Default Web Site folder.

3. Right-click the SageCRM web site, and select Properties from the context menu.

4. On the Properties form, select the Directory Security tab.

5. In the section Anonymous access and authentication control area, click the Edit button.

    The Authentication Methods form appears, as follows:
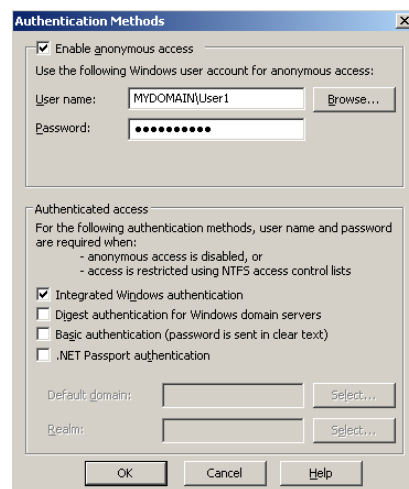
6. On the Authentication Methods form, set the following:

    a. Ensure Enable anonymous access is selected, and type in the name and password of the Windows user who has permission to run the SageCRM web site.

        This user should have administrator rights. If SageCRM and Sage Accpac are on separate computers, the administrator should be a domain user with administrator rights on both computers.

    b. Leave the other settings as shown.

7. Click OK, and then Apply, and close the Properties window.

8. Stop and restart IIS.

Setting the Application Pool Identity on the SageCRM Server

Important! Complete this section *only* if SageCRM and Sage Accpac are installed on separate servers.

On the SageCRM server, you will change the account under which the SageCRM Application Pool runs to the IIS Anonymous Access user account.
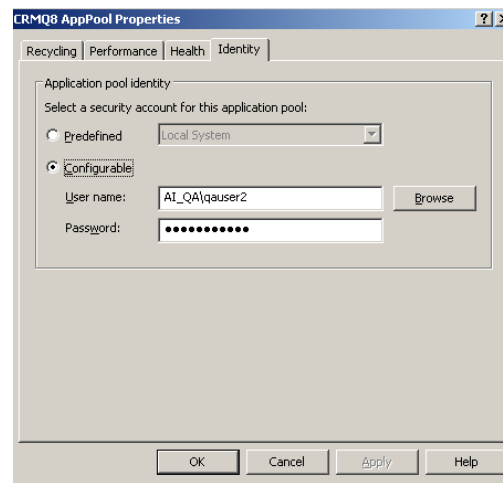
To set the Application Pool Identity:

1. On the SageCRM server, open IIS.

    (From the Windows Start menu, select All Programs > Administrative Tools > Internet Information Server (IIS).)

2. Open the local computer folder, and then open Application Pools.

3. Right-click CRM AppPool, and then select Stop from the context menu, as shown:
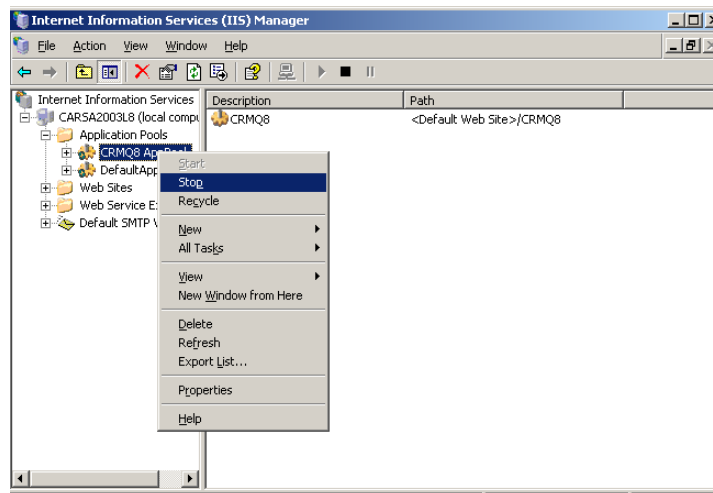
4. Right-click CRM AppPool again, and this time select Properties from the context menu.

The Properties form appears, as follows:

5. On the Properties form, select the Identity tab, and set the following:

   a. In the section Application Pool Identity, select Configurable.

   b. Type in the User name and Password of the IIS Anonymous Access User you defined in the preceding section.

   c. Click Apply.

   d. Click OK to save your settings and close the Properties form.

6. Right-click CRM AppPool again, and click Start from the context menu.

7. Make the IIS Anonymous Access User a member of the IIS_WPG group (the IIS worker process group), as follows:

   a. From the Windows Start menu, select All Programs > Administrative Tools > Computer Management. In the Computer Management form, under System Tools, select Local Users and Groups, and then double-click the Groups Folder.

   b. In the Name column, double-click on the IIS_WPG group. The Properties form appears.

   c. In the IIS_WPG Properties form, click Add to open the Select Users, Computers or Groups form.

   d. Enter or select the user account you defined as the IIS Anonymous Access User account, then click OK.

   e. In the IIS_WPG Properties form, click Apply to save your changes, and then click OK to close the form.

8. Verify that the IIS_WPG group has sufficient rights to run programs from the CRM installation folder (default location is C:\Program Files\Sage\CRM\<CRMInstallname>).

9. Stop and restart IIS.

Configuring Access Permissions for the IIS Anonymous Access User

In the sections that follow, take note of the server on which the steps should be performed.

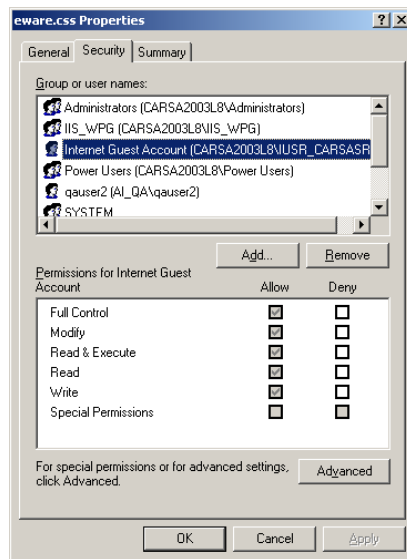## Setting User Permissions/Rights to SageCRM Program Files

If you are using the NTFS file system on the SageCRM server, the Anonymous Access User account must have full access to the SageCRM installation folder.

> **Note:** This example assumes that SageCRM is installed at *C:\Program Files\Sage\CRM\<CRMInstallName>*.
>
> If you specified another location during the SageCRM installation, use it in place of *\Sage\CRM*.

Perform the following steps on the SageCRM server:

1. Open Windows Explorer and then browse to the folder *C:\Program Files\Sage\CRM\<CRMInstallName>.*

2. Right-click the EWARE.CSS file, and select Properties from the context menu. The SageCRM Properties form appears.

3. On the Properties form, select the Security tab.

4. On the Security tab, click the Add button, and then on the Select Users or Groups form that appears, select the Anonymous Access User account.

5. Select OK to save the changes and return to the Properties window.

6. From the list of users' names, select the Anonymous Access User account that you just added, and select the Full Control permission. (Full Control automatically selects all the other permissions, except Special Permissions.)

7. Select Apply to save your changes, and then select OK to exit.

8. Repeat steps 1 through 7 to give the Anonymous Access User account read and write permissions to the folder *C:\Program Files\Sage\CRM\<CRMInstallName>*.

Setting User Permissions/Rights for SageCRM to Connect to Sage Accpac ERP Programs and Data

If you are using the NTFS file system on the Sage Accpac server, the Anonymous Access User account must have full access to the Sage Accpac Programs and Shared Data folders.

Perform the following steps on the Sage Accpac server:

1. In Windows Explorer, browse to the Sage Accpac program folder. (The default is *\Program Files\Sage\Sage Accpac.*)

2. Right-click the Shared Data folder, and then select Properties from the context menu.

3. On the Properties form, select the Security tab.

4. On the Security tab, click the Add button.

   a. On the Select Users Or Groups form that appears, select the Anonymous Access User account.

   b. Click OK to save the changes and return to the Properties window.

5. From the list of users' names, select the Anonymous Access User account, and then select the Full Control permission. (Full Control

automatically selects all the other permissions, except Special Permissions.)

6. Click Apply to save your changes, and then click OK to exit.

The folder permissions are now set for SageCRM to access Sage Accpac ERP programs and data.

Setting Registry Permissions

On the Sage Accpac server, the Anonymous Access User account must be able to access the Windows registry to find the Sage Accpac ERP program settings.

Perform the following steps on the Sage Accpac server:

1. From the Windows Start menu, click Run, type **regedit**, and then click OK.

   The Registry Editor appears.

2. In the Registry Editor, expand HKEY_LOCAL_MACHINE, and then highlight HKEY_LOCAL_MACHINE\SOFTWARE.
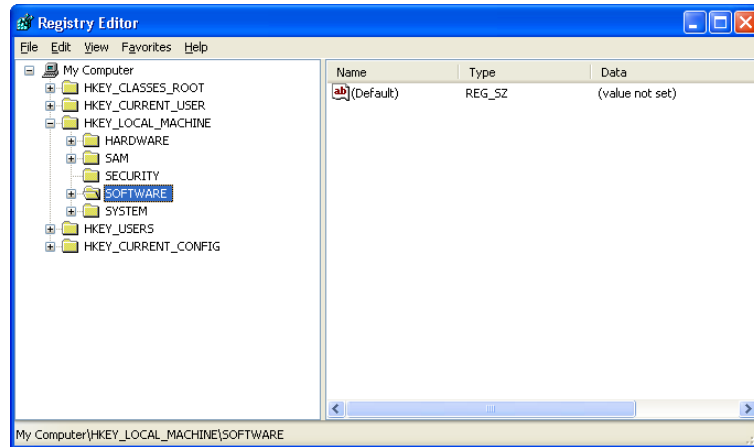
3. From the Edit menu, select Permissions.

The Permissions window appears, as follows:
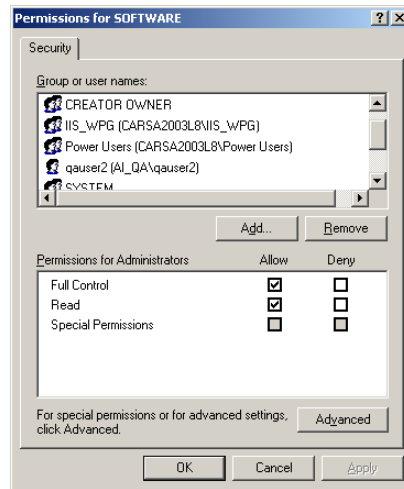
4. Click the Advanced button to open the Advanced Security Settings for SOFTWARE form.

5. Click the Add button, select the Anonymous Access account, and then click OK.

    The Permission Entry for SOFTWARE form appears, as follows:
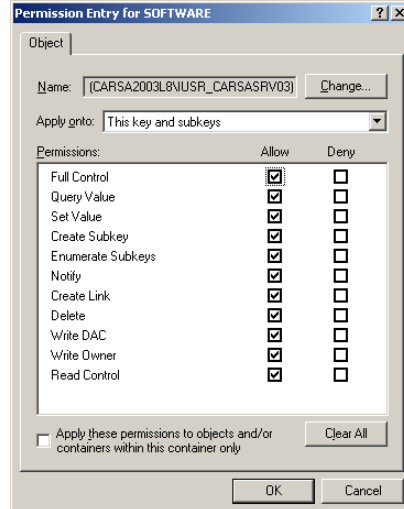
6. Select the Full Control permission, and then click OK to save your changes and return to the Advanced Security Settings for SOFTWARE form.

7. Select Apply and then OK to save your changes and exit.

8. Restart the server to ensure all of the new settings take effect.

Disabling Connection Pooling for COM/DCOM Connections

Disable connection pooling if you will use COM/DCOM in any of the following ways:

- If you're using DCOM Web Deployment in Sage Accpac ERP (as explained in Chapter 7, "Web Deployment."

- If you select COM/DCOM in the Sage Accpac Server Name field on the SageCRM Setup Integration form (in SageCRM, from the Administration menu > Setup Integration)

- If you selected COM/DCOM as the SageCRM Synchronization Method on the Sage Accpac E/W SageCRM Setup form (in Sage Accpac, from the SageCRM folder > SageCRM Setup icon).

To disable connection pooling, perform the following steps:

- On the SageCRM server.

- On the Sage Accpac server, if Sage Accpac is not installed on the same server as SageCRM.

To disable connection pooling:

1. From the Windows Start menu, select All Programs > Administrative Tools > Data Sources.

   The ODBC Data Source Administrator form appears.

2. Select the Connection Pooling tab, as shown:
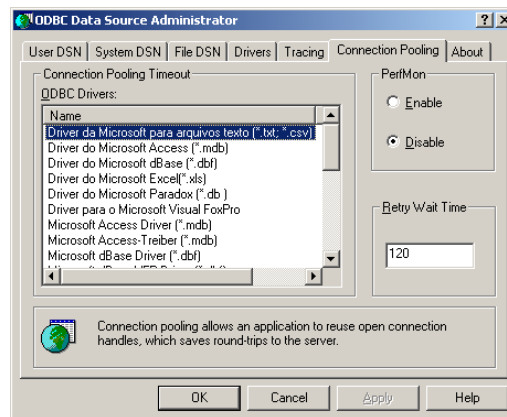
3. Under ODBC Drivers, double-click the SQL Server driver.

The Set Connection Pooling Attributes form appears, as follows:
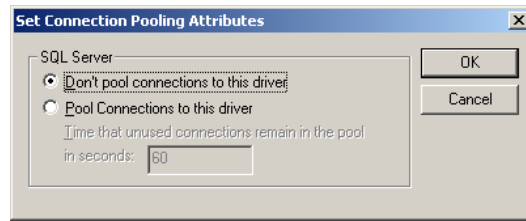
4. Select Don't pool connections to this driver, and then click OK.

5. Click OK to close the ODBC Data Source Administrator form.

6. Restart the server.

7. Repeat steps 1 through 6 for the SQL Native Client, if it is listed on the Connection Pooling tab.

Additional User Permissions for COM/DCOM Connections

Perform the following steps on the SageCRM server, if the COM/DCOM method is used to connect Sage Accpac ERP to SageCRM.

If you are using Web Services, no additional user permissions are required.

See Chapter 5 of the *SageCRM Integration Guide* to learn about the differences between COM/DCOM and Web Services for integration and notification options.

Setting Permission to the MachineKeys Folder

Windows users who log in and make edits to customers/vendors in Sage Accpac ERP should be given rights to the MachineKeys folder which, by default, is located in one or both of the following folders:

- C:\Documents and Settings\All Users\Application Data\Microsoft\Crypto\RSA\MachineKeys

- C:\Documents and Settings\All Users\Application Data\Microsoft\Crypto\DSS\MachineKeys

If the MachineKeys folder exists in both of the above-noted folders, then set permissions for both folders.

To set permissions for the MachineKeys folder:

1. In Windows Explorer, browse to the location of the MachineKeys folder(s).

2. Right-click the MachineKeys folder, and select Properties from the context menu.

3. On the Security tab of the MachineKeys Properties window, click Add.

   The Select Users or Groups form appears, as follows:
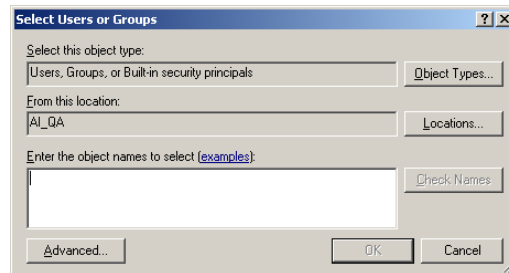
4. Type in or select the users and/or groups to which you want to assign rights, and then click OK to close the form.

5. On the Security tab of the MachineKeys Properties window, for each user and/or group that you selected in Step 3.

   a. Select Full Control permissions

   b. Click Apply to save your changes.
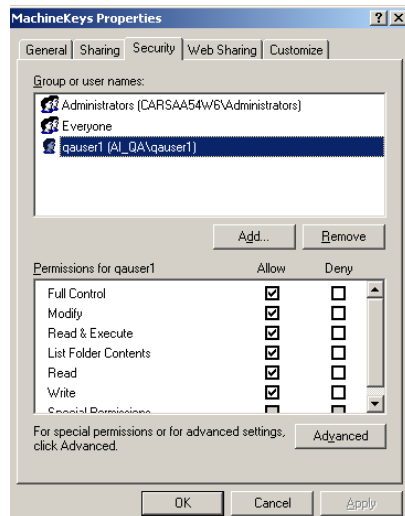
6. Click OK to close the Properties form.

Setting Access and Launch Permissions to the eware.CRM DCOM Object

Windows users should also be given Access and Launch permissions to the eware.CRM DCOM object.

To set Access and Launch Permissions to the eware.CRM DCOM object:

1. From the Windows Start menu, select All Programs > Administrative Tools > Component Services.

   The Component Services form appears.

2. Open Component Services > Computers > My Computer.

   Your screen should look similar to the following:
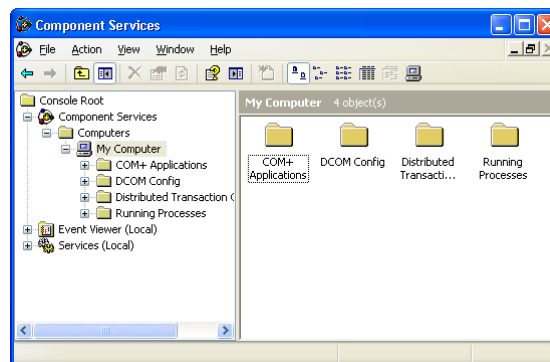
3. Double-click the DCOM Config folder. Your screen should look similar to the following:
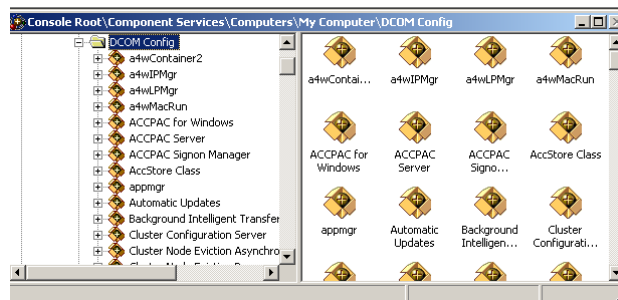
4. In the list of DCOM objects, find the eware.CRM object. (It will be listed in the form **eware.*CRMInstallname*.**)

5. Right-click the eware.CRM object, and then select Properties from the context menu.

6. On the Properties form that appears, click the Security tab.

7. On the Security tab, in the section Launch and Activation Permissions, select the Customize option and then click the Edit button, as shown:
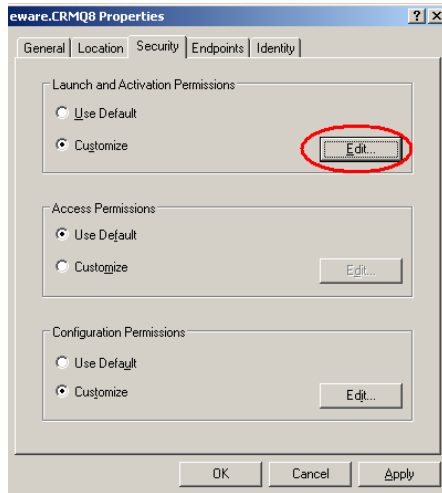
The Launch Permission form appears.

8. On the Launch Permission form:

    a. Click Add to open the Select Users, Computers, Or Groups window.

    b. Select or enter the users and/or groups you wish to add.

    c. Click OK to return to the Launch Permission form.

9. On the Launch Permission form, for each user and/or group that you added in Step 8, select all permissions (Local Launch, Remote Launch, Local Activation, and Remote Activation):as shown:
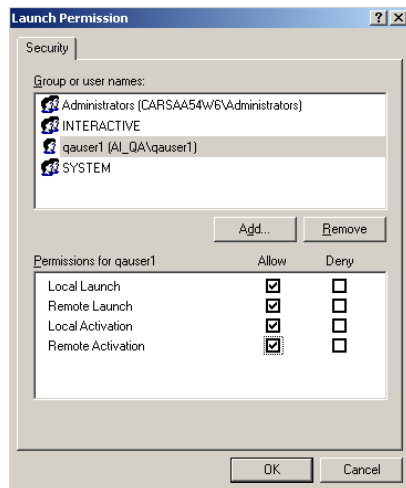
10. Click OK to return to the Properties form.

11. Click Apply to apply the new security settings.

12. Follow steps 8 through 11 to customize Access Permissions.

13. Click OK to close the Properties form.

Setting Permissions to Read the Registry on the SageCRM Server

If Sage Accpac ERP is not installed on the same server as SageCRM, you must ensure that the Windows user on the Sage Accpac server can read the registry on the SageCRM server.

On some operating systems, such as Windows XP, only administrators can read from the registry when they logged on remotely.

To learn more about remote registry access, search for Knowledge Base article 153183 on Microsoft's Support site. Directions are also provided below:

To assign "read registry" permissions to Windows users:

1. From the Windows Start menu, select Run, type **regedit**, and click OK

   The Registry Editor form appears.

2. Go to the following path:

   HKEYLOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurePipe Servers\winreg

3. Right-click winreg, and then select Permissions… from the context menu.

4. On the Permissions form:

   a. Click Add, and then select the remote users and/or groups that need read access to the registry on the SageCRM server.

   b. Click OK to return to the Permissions form.

5. On the Permissions form, assign each user and/or group you added in Step 4 Read permissions.

6. Click Apply, and then OK to save your changes and close the Properties form.

Assigning Additional Access Permissions for COM/DCOM Connections

Perform the following steps on the SageCRM server, if the COM/DCOM method is used to update information from Sage Accpac ERP to SageCRM.

If you are using Web Services, no additional user permissions are required.

This section applies to Windows users (that is, non-administrators) who log in and update Sage Accpac ERP data for SageCRM. For example, this applies to users logging into Sage Accpac ERP from a workstation.

Depending on your setup, you may need to add Remote Launch and Remote Activation rights for the default DCOM settings.

You can set user rights in one of two ways. See Option 1, and Option 2 below.

Option 1: Give the Windows User Launch and Activation Permission to Applications

To give Windows users launch and activation permissions for SageCRM:

1. On the SageCRM server, from the Windows Start menu, select All Programs > Administrative Tools > Component Services.

   The Component Services form appears.

2. Open Component Services > Computers.

3. Right-click My Computer, and then select Properties from the context menu.

4. On the Properties form, select the COM Security tab, as shown:
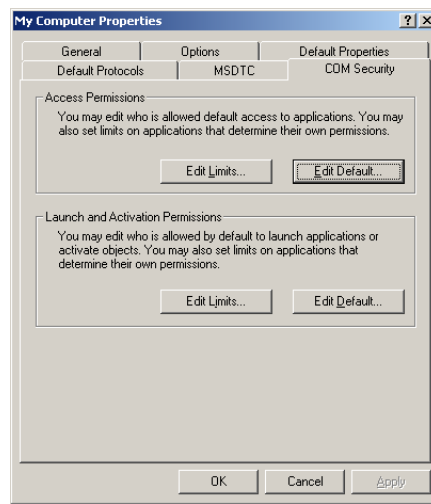
5. In the section Launch And Activation Permissions, click Edit Limits.

   The Launch Permission form appears.

6. On the Launch Permission form, click the Add button to open the Select Users, Computers, Or Groups window.

7. Select or enter the users and/or groups you want to add, and then click OK to close the window.

8. Back on the Launch Permission form, for each user and/or group that you added in Step 5, select all permissions (Local Launch, Remote Launch, Local Activation, and Remote Activation), as shown here:
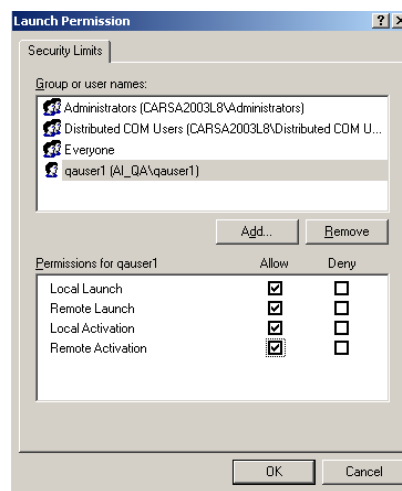
9. Click OK to close the Launch Permission form.

10. On the My Computer Properties form, click Apply, and then OK to close the form.

11. Restart your machine.

Option 2: Add the Windows User the Distribute COM Users Group

To add the Windows user to the machine's Distributed COM Users group:

1. From the Windows Start menu, select All Programs > Administrative Tools > Computer Management. The Computer Management form appears.

2. From the Computer Management (Local) folder, open System Tools > Local Users And Groups > Groups.

3. In the Name column, double-click on the Distributed COM Users group, as shown:
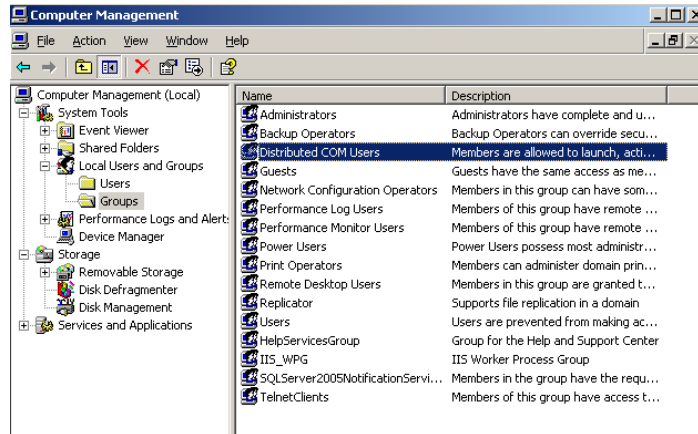
4. In the Distributed COM Users Properties window, click Add to open the Select Users, Computers or Groups form.

5. Type in or select the users and/or groups that you want to add to the Distributed COM Users group, then click OK to return to the Properties form.

6. Click Apply, then OK, and click OK to close the Properties form.

7. Close the Computer Management form.

Run Sage Accpac Workstation Setup on the SageCRM Server

Perform these steps on the SageCRM server *only* if Sage Accpac and SageCRM are installed on separate servers.

On the SageCRM server, connect to the shared folder on the Sage Accpac server where the Workstation Setup utility is installed. The default location is C:\Program Files\Sage\Sage Accpac\WSSetup\setup.exe.

Run setup.exe to install some Sage Accpac components on the SageCRM server.

Choosing Integration and Notification Options

In Sage Accpac, use the E/W SageCRM Setup form to set up or change selected options for the SageCRM Integration Component for Sage Accpac ERP.

If Sage Accpac and SageCRM are on different servers, on the Sage Accpac server:

1. Log in to the Sage Accpac company that is integrated with SageCRM.

2. Select the SageCRM folder, and then double-click the SageCRM Setup icon.

   The company's E/W SageCRM Setup form appears, as follows:

3. On the Setup form, review and select the following connection options:

   Suspend All Integration to SageCRM. Select this option if you do *not* want any changes in Sage Accpac ERP to be reflected automatically in SageCRM.

   Suspend A/R National Account Integration to SageCRM. Select if you do *not* want changes to the National Account relationship in AR Customers to be reflected automatically in SageCRM.

   Suspend A/R Integration to SageCRM or **Suspend A/P Integration to SageCRM.** Select this option if you do *not* want changes in Accounts Receivable or Accounts Payable to be reflected automatically in SageCRM.

   Suspend A/R Ship-To Addresses Integration to SageCRM or **Suspend A/P Remit-To Addresses Integration to SageCRM.** Select this option if you do *not* want changes to these addresses in Accounts Receivable or Accounts Payable to be reflected automatically in SageCRM. (Note that these two options are selected, by default.)

SageCRM Installation Name. Ensure that the SageCRM installation is correct (the default is CRM).

If you change this field, and the synchronization method is Web Services, change the name in the Web Services URL field to match (either type in the field directly or click the button to update the URL).

Logon User. The default is CRM. The CRM user account is created automatically within SageCRM to allow Sage Accpac ERP to connect to SageCRM. Accept this default user.

Password. To add security to this connection, enter a password.

> **Note:** If you change the password for the Logon user, you also need to change the password for this user in SageCRM.

SageCRM Server Name. The default entry should be your computer's name. If SageCRM is installed on a different machine, enter the name of the SageCRM server.

If you change this field and the synchronization method is Web Services, change the name in the Web Services URL field to match (either type in the field directly or click the button to update the URL).

SageCRM Synchronization Method. Choose how you want Sage Accpac ERP to communicate with SageCRM. Select one of the following:

- Web Services.

- COM/DCOM. This method requires additional permission settings. See earlier sections for setup instructions.

Class ID. (This option is available only if **SageCRM Synchronization Method** is COM/DCOM.) The Class ID is not editable, and should resolve itself when you click Save. The SageCRM server name and Class ID are both used by the DCOM (Distributed Common Object Model) connection from Sage Accpac ERP to SageCRM.

Web Services URL. (This option is available only if **SageCRM Synchronization Method** is Web Services.) This is comprised of the SageCRM Server Name field, the SageCRM Installation Name field, and program defaults. For example:

http://605DEV05/CRM/eware.dll/webservices/soap

where **605DEV05** is the server name and **CRM** is the installation name.

The SageCRM Web Services URL button updates the Server Name and Installation Name portions of the URL. If you make changes to the

SageCRM Server Name field or the SageCRM Installation Name field, click this button to update the corresponding portions of the URL.

4. On the Setup form, review the three notification options at the bottom of the form.

   Acknowledge operations. By default, whenever a customer or vendor record is edited and saved in Sage Accpac ERP, a notification window appears to inform the user that the update to SageCRM was successful. Clear this option if you do not want to receive notification messages.

   Display errors. By default, the integration component alerts the user to any problems that occur when the program tries to update a customer or vendor in SageCRM. You can turn this option off and view the error log to review any problems.

   Log errors. This option allows the administrator to turn on or off the logging of errors received by the integration component.

5. To complete the setup process, click Save and then Close.

Set Up Servers to Allow Updates from Sage Accpac to SageCRM on that Machine

Perform the following steps on:

- The Sage Accpac server.

- All workstations, including the SageCRM server (if this is not the same physical machine as the Sage Accpac server) from which you will send updates from Sage Accpac to SageCRM.

Enabling SageCRM Integration on Sage Accpac Servers and Workstations

To run the SageCRM Workstation Setup utility:

1. Open Sage Accpac, and log into the company that is integrated with SageCRM.

2. Select the SageCRM folder, and then double-click the Workstation Setup icon.

   Note: If the SageCRM Installation Name and Server Name are not correctly defined on the E/W SageCRM Setup form, you will be prompted to correct these settings to continue.

3. If the **SageCRM Synchronization Method** (on the SageCRM Setup form) is Web Services, the SageCRM synchronization component is required. If it has not yet been installed, a message will appear:
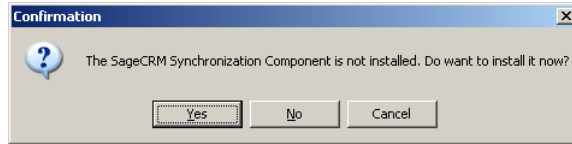

Click Yes, and then follow the on-screen instructions for the Setup Wizard. For detailed instructions, see the steps describing synchronization component installation earlier in this chapter.

4. The program also displays a message that informs you if the workstation is currently set up to communicate with SageCRM:
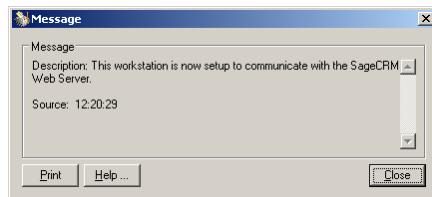
However, this does not necessarily mean that the communication connection between SageCRM and Sage Accpac ERP is successful.

5. Click Close, and the following window appears:
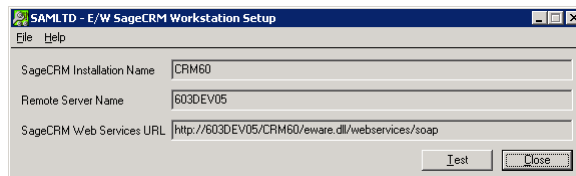
If you use Web Services, the Web Services URL appears. If you use COM/DCOM, the Class ID appears.

6. To test the connection, click the Test button.

7. Click Close to exit.

Note: If you move SageCRM to another installation location or to a different server, you must rerun the SageCRM Setup program and the SageCRM Workstation Setup utility.

Downloading .NET Components

If Sage Accpac and SageCRM are installed on different servers, and you want to use .NET to display Sage Accpac data in SageCRM, then you must download the Sage Accpac .NET components to the SageCRM server.

See "Setting up Sage Accpac Integration in SageCRM" for details on using .NET remoting to display Sage Accpac information in SageCRM.

On the SageCRM server, download .NET components as follows:

1. Ensure Sage Accpac is web deployed with .NET remoting. See Chapter 7 of this document for more details.

Recommendation

Do not use the Encryption option when running the Web Deployment Wizard if using .NET web deployment with SageCRM.

Setting sufficient rights for .NET web deployment

If you are using .NET web deployment in Sage Accpac ERP, you must run the .NET Remoting service under an account that has sufficient rights on both the Sage Accpac server and the SageCRM server (for example a domain user account).

You can set the account for the Sage Accpac .NET Remoting Service in the Windows Services applet (Windows Start menu > Administrative Tools > Services). Double-click the Sage Accpac .NET Remoting Service, and then, on the Log On tab, edit the Log On As account details.

2. Run Sage Accpac ERP in browser mode (as a web client) on the SageCRM server. Sign on to your company to download the Sage Accpac .NET components.

Setting up Sage Accpac Integration in SageCRM

Perform the following tasks on the SageCRM server.

To set up Sage Accpac integration in SageCRM:

1. Start SageCRM.

   - If you are on the SageCRM server, from the Windows Start menu, select All Programs > SageCRM 200 (or 100 depending on your installed version).

   - From Internet Explorer, enter the URL for the SageCRM installation. The URL address has the form:

     http://<servername>/<installationname>

For example, if your computer's name is Sage Accpac, and you installed SageCRM with the default installation name of CRM, enter the following into your web browser:

http://ACCPAC/CRM

The Log On form appears.

2. Enter **ADMIN** in the User Name field, and leave the Password field blank.

3. Click the Log On button.

SageCRM displays the splash screen, or the My CRM work area.

4. If this is a new installation, configure the connection to the Sage Accpac ERP database as follows:

Sage Accpac Administration

a. In the Administration menu, select the Sage Accpac Administration button to display the Sage Accpac Administration form. At this point, the form contains only one option, Setup Integration.

b. Select the Setup Integration button. A form opens that provides fields you can use to find or edit company databases after you have added them.

Any databases already added will appear below the Find fields.

c. To add a link to a new database, select the New button on the right. The following form appears:

Enter the following information:
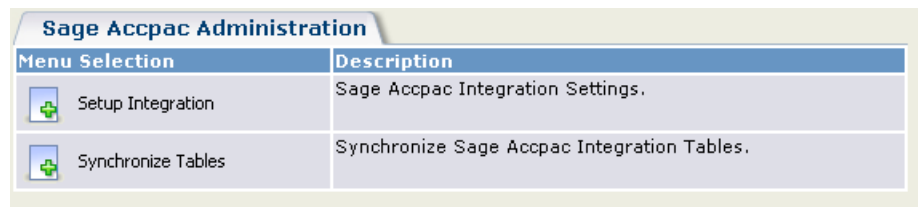
- The Sage Accpac ERP company database ID (for example, SAMLTD).

- The Sage Accpac ERP Company name (for example, Sample Company Limited).

- The name of the Sage Accpac server.

- Whether this is the default company. (You must select one company to be the default.)

If you are using Sage Accpac ERP .NET Web Deployment, and wish to use .NET Remoting to send information from SageCRM to Sage Accpac ERP and to open the Sage Accpac screens from within SageCRM, then set the Sage Accpac Server Name to use .NET notation, in the form "**net://<machinename>:9000**" (where **9000** is the port used by .NET Remoting).

If you are using .NET Web Deployment, do *not* select the Encryption option when running the Sage Accpac Web Deployment Wizard.

d. Click Save to save your changes and to return to the previous form.

e. If you are finished, click Continue to return to the Sage Accpac Administration form. To add another company, repeat steps 4c to 4e.

5. On the Sage Accpac Administration form, an additional option, Synchronize Tables, is now available.

Synchronizing Tables

The Synchronize Tables function updates SageCRM database tables with the tables defined for the following fields in the Sage Accpac ERP database:

- Groups
- Tax Groups
- Terms
- Salespersons
- Currencies

The tables should be synchronized after the installation is completed and *before* you add any data to the system.

To synchronize tables:

1. In SageCRM, on the Sage Accpac Administration form, select Synchronize Tables. The following form appears:
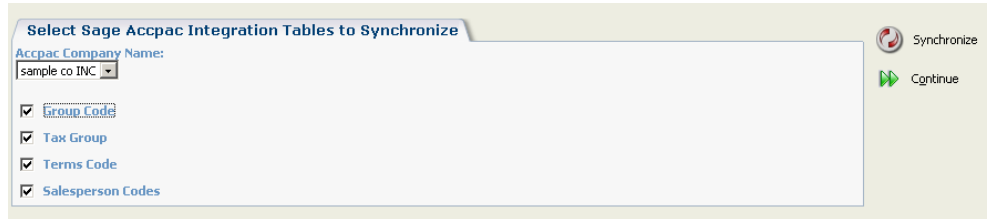
2. Select the integrated Sage Accpac company.

3. Select each of the tables that you want to synchronize.

Note: If the Currency Upload check box is not displayed on the list, and this is a clean SageCRM install (not an upgrade), and you need to import currency, see the following section on currency troubleshooting.

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4. Click the Synchronize button.

When synchronization is complete, SageCRM displays the values it extracted from the Sage Accpac ERP database.

5. Select Continue at the bottom of the screen to proceed.

6. Repeat steps 1 to 5 for each company.

Currency Synchronization for New Installations of SageCRM

After synchronizing table data in SageCRM, use Administration > Data Management > Currency Configuration to reset the base currency. After synchronization, all the currency exchange rates are set to 1.

After you reset the base currency, use Administration > Data Management > Currency to set up all of the currency rates against the base currency.

For more information on setting up currencies in SageCRM, see the *Multicurrency Support* chapter in the *SageCRM System Administrator Guide*.

Currency Troubleshooting

In exceptional circumstances, you may need to synchronize currencies manually. For example, you may have an existing SageCRM installation already set up with currencies and you want to integrate it with Sage Accpac ERP. Because currencies are already set up, the Currency Upload check box is not available, nor is the Currencies button.

Note: If you synchronize currencies, you clear all existing currency values, so any value in the database that contains a currency value is affected. Also, after you synchronize, you need to use Administration > Data Management > Currency to set up all of the currency rates against the base currency.

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*   To display the Currencies button on the Sage Accpac Administration form, insert the parameter **ManualCurrency**, with a value of **Y**, into the SageCRM database's Custom_Sysparams table.

*   To display the Currency Upload checkbox on the list of drop-downs to synchronize, insert the parameter **CanImportCurrency**, with a value of **Y**, into the SageCRM database's Custom_Sysparams table.

Importing Customer, Vendor and National Account Relationships from Sage Accpac

The Import Customers and Import Vendors functions let you import a range of customers and vendors from Sage Accpac ERP Accounts Receivable and Accounts Payable into SageCRM.

To import customers, vendors and national accounts into SageCRM:

1. In SageCRM, on the Sage Accpac Administration form, choose the Import Customers button or the Import Vendors button.

The following appears (for Import Customers):

2. Select the company that you are importing from.

3. Select whether to import customer records, or ship-to address records, or both. Similarly, when you import vendors, you can choose to import vendor records, or remit-to address records, or both.

Note: If you choose to import ship-to addresses, you must also import the associated customer records at the same time, *unless* the customer records have already been imported into SageCRM. For example, if you had previously imported customers 1000 to 2000, you can choose Import Ship-To Addresses for customers 1000 to 2000, without choosing Import Customers.

Similarly, to import remit-to addresses, the associated vendor records must be imported as well, unless previously imported.

You use these import options in conjunction with the From/To Customer Number (or From/To Vendor Number) fields — see the next step.

4. Enter the customer/vendor range that you want to import, or leave the "From" field blank and the "To" field as "ZZZZZZZZZZZZ" to import all customers/vendors.

The range applies to both the Import Customers and the Import Ship-To Addresses fields (or Import Vendors and the Import Remit-To Addresses fields).

If you selected only the Import Ship-To Addresses option (or only Remit-To Addresses), SageCRM will import the addresses of the customers/vendors that fall within the specified range. For example, if the customer range was 1000 to 2000, SageCRM will import the ship-to addresses of customers 1000 to 2000.

5. Select the Import from Sage Accpac button.

Note: Importing data from a large database for the first time may be lengthy. A list of 100 customers or vendors appears at a time during the import operation.

When the process is complete, SageCRM lists the number of customers/vendors (and ship-to/remit-to addresses) imported and displays a Continue button.
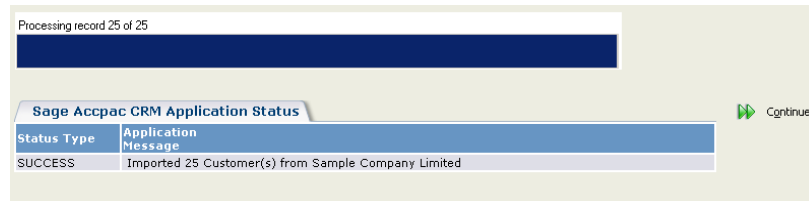
6. Click Continue to return to the Sage Accpac Administration screen.

7. Repeat steps 1 to 6 to export vendors.

8. If you have National Accounts information you want import from Sage Accpac, click Import National Accounts from the Sage Accpac Administration screen.

9. Define the range of accounts you want to import and click the Import from Sage Accpac button.
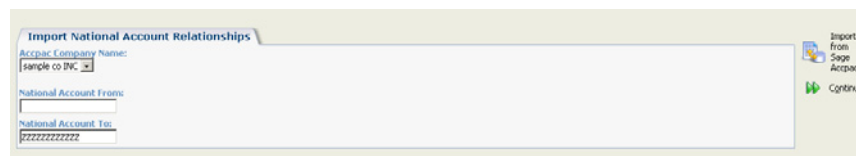
The accounts are imported and a confirmation screen appears.

10. Click Continue to exit.

11. Repeat steps 1 to 10 for each company.

Setting up Sage Accpac Security

On the Sage Accpac Administration menu, you can set up two levels of security — the user level and the database level.

- **User Level.** You use Sage Accpac User-Level Security to define a user's access rights to the integrated screens, such as A/R Inquiry. These rights apply to all Sage Accpac ERP integrated databases *except* the databases specified in the Sage Accpac Database-Level Security function, described next.

- **Database Level.** You use Sage Accpac Database-Level Security to define a user's access rights to the integrated screens, such as A/R Inquiry, where the rights apply only to the Sage Accpac ERP integrated database that you choose.

For example, assume your SageCRM is integrated with two Sage Accpac ERP databases: SAMINC and SAMLTD. You want user JOHN to have access to *all* Sage Accpac ERP integrated screens (A/R Inquiry, A/R Invoice UI, and so on) while working with SAMINC. However, while working with SAMLTD, user JOHN should not have access to the A/R Inquiry screen.

You would use Sage Accpac User-Level Security to give user JOHN access to *all* Sage Accpac ERP integrated screens, which would apply to all integrated databases (SAMINC and SAMLTD). You would then use Sage Accpac Database-Level Security to specify the A/R Inquiry restriction for SAMLTD. Then, assuming that customer 1200 existed in both SAMINC and SAMLTD, user JOHN would see the A/R Inquiry tab if viewing customer 1200 from SAMINC, but would not see the A/R Inquiry tab if viewing customer 1200 from SAMLTD.

Sage Accpac User-Level Security

1. On the Sage Accpac Administration form, click Sage Accpac User-Level Security to set Sage Accpac integration access rights for all the users at once.

   Each user can also be set up individually within the standard SageCRM Administration > Users > Users area.
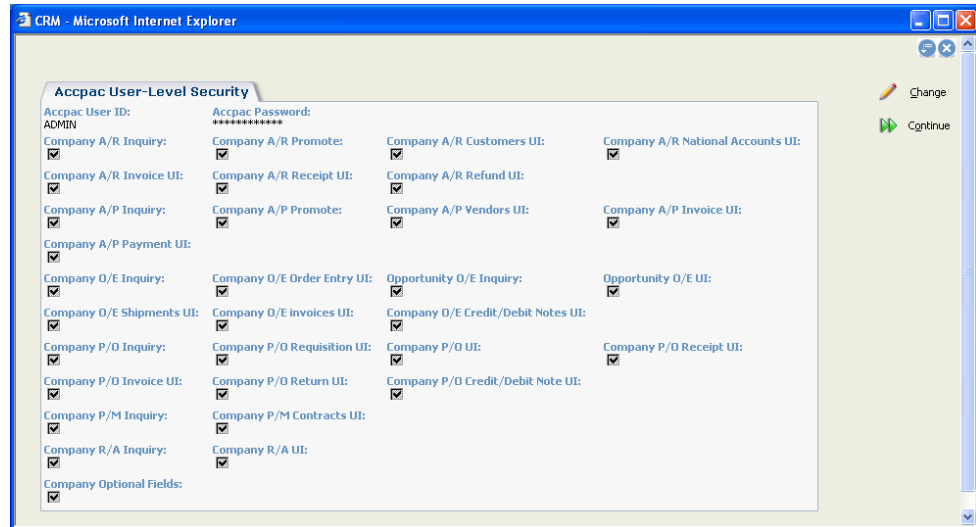
   The Sage Accpac User-Level Security function lets you define a user's access rights to the integrated screens, such as A/R Inquiry. These rights apply to all Sage Accpac ERP integrated databases *except* the databases specified in the Sage Accpac Database-Level Security function.

   When you click Sage Accpac User-Level Security, a list of users appears (users are initially created in the standard SageCRM Administration > Users > Users area).

Sage Accpac Integration Screen Access			Continue
User Name	**Last Name**	**First Name**	
Admin	Administrator	System	
CRM	CRM	Accpac	
susan	Smithe	Susan	

2. To define a user's access rights for all integrated Sage Accpac databases (except any defined in the Sage Accpac Database-Level

Security function), click the link in the User Name column. The following form appears:
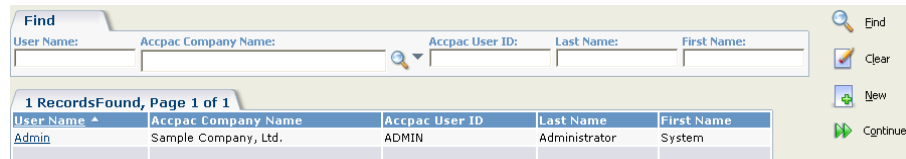

a. To edit the fields, click the Change button.

b. On the screen that appears, enter a valid Sage Accpac User ID and Password. SageCRM uses this information to access the Sage Accpac ERP data. Click Save.

3. To close the form, click Continue.

Sage Accpac Database-Level Security

1. On the Sage Accpac Administration form, click Sage Accpac Database-Level Security to define a user's access rights to the integrated screens, such as A/R Inquiry, where the rights apply only to the Sage Accpac ERP integrated database that you choose.

   When you click Sage Accpac Database-Level Security, the following appears, if there are users set up for database-level security:

   If no users have been set up yet, then the form that lets you define a user's access rights will appear instead.

   On the Find form, you can search for users. Enter your criteria in the Find section, and click Find.

2. To define a user's access rights within an integrated Sage Accpac database for the first time, click the New button to open the following form:

a. Select the user name and the Sage Accpac company name.

b. Enter a valid Sage Accpac User ID and Sage Accpac Password. SageCRM uses this information to access the Sage Accpac ERP data.

c. Select the items that the user can access.

d. Click Save.

3. To change a user's access rights within an integrated Sage Accpac database, click the link in the User Name column to open the following:

To edit the fields, click the Change button. On the screen that appears, make your changes, and then click Save.

4. To close the form, click Continue.

Setting up User-level Security on the SageCRM User Record

You can also set up User-level security directly on the SageCRM User record.

1. Start SageCRM, select the Administration menu, and then click the Users button.

2. In the Users submenu form, select Users.

   Each user is set up in the standard CRM Admin Users section (see the User Administration chapter in the *SageCRM System Administrator Guide* for more details).

3. Use the buttons on the right hand side of the form to search for an existing user or add a new user. When you select an existing user, the User Details form appears.

4. Click the Change button, and edit the More User Details panel at the bottom of the screen. (There are two More User Details panels. The lower one contains the information that you need to edit.)

5. Supply a unique Sage Accpac User ID and Sage Accpac Password even if security in Sage Accpac ERP has been disabled.

6. Select each of the Sage Accpac integration functions that this user is allowed to perform. This security layer is not a replacement for the Sage Accpac ERP security; it is simply a way to show or hide a screen.

Opening Sage Accpac Forms Using a Browser Client

To access Sage Accpac forms from within SageCRM using a browser client, you must first open Sage Accpac in a browser. Refer to Chapter 2 of the *SageCRM Integration Guide*.