Sage Abra Suite 9.2

Q4 2017 Release Notes

December 2017
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Important! All customers who update, maintain, and use Sage Abra Suite or Sage Employee Self Service should read these release notes to obtain valuable information about changes to the software program and payroll legislative database.

Product Update Information

Product: Sage Abra Suite 9.2 and Sage Employee Self Service version 9.2
Version: Product Update Q4 2017

About Product Updates for Sage Abra Suite

Sage Abra Suite Payroll product updates are cumulative. This means that supported taxes, rates, and forms, all previous updates for this product and version, and any hot fixes or patches previously released are incorporated into this update.

Sage Employee Self Service product updates include the full product build.

Support and Resources

Sage strives to provide you with the best help and support in the industry. If you have a question, we’re here to help!

- **Help and documentation:** Many answers to common questions can be found in the help and documentation included with Sage Abra Suite.
- **Customer Support:** For additional articles and resources, visit the Sage Knowledgebase at [https://support.na.sage.com](https://support.na.sage.com) or contact Customer Support at 800-829-0170. Please have your Sage Customer Number handy when contacting Support.
- **Tax forms:** Because all printed forms have variations, Sage Abra Suite Payroll only supports forms printed by Sage Checks and Forms. Call Sage Checks and Forms at 800-617-3224 or order online at [www.SageChecks.com](http://www.SageChecks.com).
Payroll Tax Updates

The following federal, state, and local tax changes are included in this update.

Federal Legislative Updates

This section lists federal legislative updates available with this release.


When the rates are finalized, we will provide a new update, which may also include additional state tax changes.

Social Security Wage Base Changes for 2018

The Social Security Administration released the Social Security taxable wage base for 2018. Based on the increase in average wages, the maximum amount of earnings subject to the Social Security tax (taxable maximum) increases to $128,400.

Federal Tax Levy Deduction Changes for 2018

The IRS released the tax year 2018 annual inflation adjustments for the Federal Tax Levy deduction as follows:

- The personal exemption amount is $4,150.
- The standard deduction amounts are:
  - Married Individuals Filing Joint Returns: $13,000
  - Heads of Households: $9,550
  - Unmarried Individuals (other than Surviving Spouses and Heads of Households): $6,500
  - Married Individuals Filing Separate Returns: $6,500
- The additional standard deduction amount for the aged or the blind is $1,300.
- The additional standard deduction amount is $1,600 if the individual is also unmarried and not a surviving spouse.
Railroad Retirement Tier 1 Wage Base Updates for 2018

The Social Security Administration released updated rate tables for the Railroad Retirement Tier 1 wage base for tax year 2018. We increased the taxable wage amounts for tax codes RR1 and RR1E to $128,400 (from the previous amount of $127,200 effective 01/01/2018.

Retirement Plan Changes

Effective January 1, 2018, limits for benefits and contributions to qualified retirement plans have changed. For more information, see IRS Notice 2017-64.

Form 940

Form 940, including Schedule A, has been updated for 2018.

Using EmpowerTax to File Form W-2

Note: 2017 is the final year that EmpowerTax will be supported for filing form W-2.

State and Local Legislative Updates

This section lists state and local legislative updates available with this release. If a state or locality is not listed in this section, there are currently no tax updates or product modifications for that state or locality.

Alabama

The following local tax has been added in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALO</td>
<td>Hobson City License Fee</td>
<td>2%</td>
<td>7/1/2017</td>
</tr>
</tbody>
</table>

Alaska

The Unemployment Insurance wage base limit changes to $39,500 for 2018.

Arkansas

The Unemployment Insurance wage base limit changes to $10,000 for 2018.
California

- California withholding tables and instructions have been updated for 2018. Refer to the state publication for more details.
- State disability insurance tax (CASDI) information is updated for 2018. Effective for wages paid on or after January 1, 2018:
  - The withholding rate is 1%.
  - The taxable wage limit is $114,967 for each employee per calendar year.

Colorado

The Unemployment Insurance wage base limit changes to $12,600 for 2018.

Delaware

The Unemployment Insurance wage base limit changes to $16,500 for 2018.

District of Columbia

District of Columbia withholding tables and instructions have been updated for 2018. Refer to the district publication for more details.

Hawaii

- The Unemployment Insurance wage base limit changes to $45,900 for 2018.
- State disability insurance tax information is updated for 2018. Effective for wages paid on or after January 1, 2018:
  - The maximum weekly wage base is $1068.62.
  - The maximum weekly deduction from employee wages is $5.34.

Idaho

The Unemployment Insurance wage base limit changes to $38,200 for 2018.
Illinois

Illinois withholding tables and instructions have been updated for 2018. Refer to the state publication for more details.

Indiana

The following local taxes have updated rates in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>INBT</td>
<td>Allen County Income Tax</td>
<td>1.48%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INDK</td>
<td>Allen County N/R Income Tax</td>
<td>1.48%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INT</td>
<td>Clinton County Income Tax</td>
<td>2.25%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INTA</td>
<td>Clinton County N/R Income Tax</td>
<td>2.25%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INY</td>
<td>Fountain County Income Tax</td>
<td>2.1%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INYA</td>
<td>Fountain County N/R Income Tax</td>
<td>2.1%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INAF</td>
<td>LaGrange County Income Tax</td>
<td>1.65%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INQS</td>
<td>LaGrange County N/R Income Tax</td>
<td>1.65%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>ING</td>
<td>Marion County Income Tax</td>
<td>2.02%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INCS</td>
<td>Marion County N/R Income Tax</td>
<td>2.02%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INFN</td>
<td>Sullivan County Income Tax</td>
<td>0.6%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INFP</td>
<td>Sullivan County N/R Income Tax</td>
<td>0.6%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INDJ</td>
<td>Vermillion County Income Tax</td>
<td>1.5%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>INCZ</td>
<td>Vermillion County N/R Income Tax</td>
<td>1.5%</td>
<td>10/1/2017</td>
</tr>
</tbody>
</table>

Iowa

- The Unemployment Insurance wage base limit changes to $29,900 for 2018.
- The 2017 EFW2 file has been updated following guidelines from the Iowa Department of Revenue. Refer to the state publication for more details.
Kentucky

- The following local taxes have either been added or have updated rates in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>KYAV</td>
<td>Mayfield License Fee</td>
<td>1.9%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYCY</td>
<td>Garrard County License Fee</td>
<td>2%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>KYZM</td>
<td>Olive Hill License Fee</td>
<td>1.5%</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>KYV9</td>
<td>Murray License Fee</td>
<td>1%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYW1</td>
<td>Lancaster License Fee</td>
<td>0.5%</td>
<td>8/1/2017</td>
</tr>
</tbody>
</table>

- Wage base limits have been updated for the following local taxes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Wage Base Limit</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>KY</td>
<td>Simpson County License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYAI</td>
<td>Newport License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYF</td>
<td>Florence License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYBU</td>
<td>Crestview Hills License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYE</td>
<td>Covington License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYDA</td>
<td>Coldspring License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYC</td>
<td>Boone County License Fee</td>
<td>$60,236</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYM</td>
<td>Boone County License Fee</td>
<td>$60,236</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYG</td>
<td>Kenton County License Fee</td>
<td>$40,983.51</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYHI</td>
<td>Alexandria City License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYBQ</td>
<td>Wilder License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYCO</td>
<td>Jackson License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYW</td>
<td>Fort Wright License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>KYDW</td>
<td>Edmonton License Fee</td>
<td>$128,400</td>
<td>1/1/2018</td>
</tr>
</tbody>
</table>

Maine

Maine withholding tables and instructions have been updated for 2018. Refer to the state publication for
more details.

Massachusetts

The new Massachusetts Medical Assistance Contribution Supplement tax requires employers with 6 or more employees to pay a contribution for each employee who receives health insurance coverage through the division of medical assistance or subsidized insurance through the commonwealth health insurance connector authority. The following tax has been added in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Wage Base Limit</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MACS</td>
<td>Massachusetts Med Asst Sup Tax</td>
<td>5%</td>
<td>$15,000</td>
<td>1/1/2018</td>
</tr>
</tbody>
</table>

Michigan

The Michigan EFW2 File Specs have been updated to include reporting for Detroit, effective for tax year 2017 reporting. Per the state specifications, we added a new RS records for "MI" state, and updated position 305 to 330 in the RS record with Detroit local income tax information.

Minnesota

Minnesota withholding tables and instructions have been updated for 2018. Refer to the state publication for more details.

Missouri

- The Unemployment Insurance wage base limit changes to $12,500 for 2018.
- The 2017 EFW2 file has been updated following guidelines from the Missouri Department of Revenue. Refer to the state publication for more details.

Montana

The Unemployment Insurance wage base limit changes to $32,000 for 2018.

Nevada

The Unemployment Insurance wage base limit changes to $30,500 for 2018.
New Jersey

- The Unemployment Insurance wage base limit changes to $33,700 for 2018.
- State disability insurance tax (NJSDI) information is updated for 2018. Effective for wages paid on or after January 1, 2018:
  - The Disability Insurance rate for both employers and employees is .19%.
  - The Family Leave Insurance rate is 0.09%
  - The taxable wage limit is $33,700 for each employee per calendar year.
- The base week amount changes to $169 for 2018.

New Mexico

The Unemployment Insurance wage base limit changes to $24,200 for 2018.

New York

- The Unemployment Insurance wage base limit changes to $11,100 for 2018.
- New York withholding tables and instructions have been updated for 2018. Refer to the state publication for more details.
- New York City Income Tax (NYCIT) has been updated for 2018. Refer to the state publication for more details.
- City of Yonkers Income Tax (NYYCIT) has been updated for 2018. Refer to the state publication for more details.
- We added a new deduction type to support the New York Paid Family Leave tax. After installing this update, you can set up a new deduction code using the Deduction Type of Paid Family Leave as shown in the image below.
1. Select or enter the following when setting up the deduction:
   - **Code**: NYFL
   - **Calculation Rule**: Earning x Percentage
   - **Annual Compensation Limit**: $67,907.84

   **Note**: If you do not set the annual limit in rules, you must set the limit on each employee's deduction page.

   - **Automatically Reset Balance at Year End**: Yes

2. Assign the deduction to all eligible employees (Details > Payroll > Deductions).

3. When assigning to employees, set the following:
   - **Percent**: 0.1260
   - **Start Date**: 01/01/2018

4. And finally, when you perform Final Quarter Close for Q4 2018, the accumulated NY Paid Family Leave amount will be reflected in Box 14 of the W-2 forms.

**North Carolina**

The Unemployment Insurance wage base limit changes to $23,500 for 2018.
North Dakota

The Unemployment Insurance wage base limit changes to $35,500 for 2018.

Ohio

- The Unemployment Insurance wage base limit changes to $9,500 for 2018.
- The 2017 EFW2 file has been updated for Ohio. A new box 12 Code FF money field, Permitted Benefits Under a Qualified Small Employer Health Reimbursement Arrangement (Code FF), has been added to the:
  - RW Employee Record in positions 474 - 484
  - RT Total Record in positions 400 - 414
- The following local taxes have been added in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>OHIB</td>
<td>Akron N/R Local Tax</td>
<td>2.50%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHS</td>
<td>Akron N/R Local Tax</td>
<td>2.50%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OH6M</td>
<td>Akron N/R Local Tax</td>
<td>2.50%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHYJ</td>
<td>Akron N/R Local Tax</td>
<td>2.50%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHY3</td>
<td>Barnesville JEDD I N/R Tax</td>
<td>1%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHY#</td>
<td>Barnesville JEDD II N/R Tax</td>
<td>1%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OH*3</td>
<td>Celina City SD Local Tax</td>
<td>1%</td>
<td>1/1/2019</td>
</tr>
<tr>
<td>OHAO</td>
<td>Evergreen LSD Local Tax</td>
<td>1.75%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHGT</td>
<td>Lakemore N/R Local Tax</td>
<td>2.25%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OH*R</td>
<td>Lakemore N/R Local Tax</td>
<td>2.25%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHY&amp;</td>
<td>Lodi N/R Local Tax</td>
<td>1%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHXX</td>
<td>Monroe N/R Local Tax</td>
<td>2%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHMZ</td>
<td>Mount Vernon N/R Local Tax</td>
<td>2%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OHFB</td>
<td>Orwell N/R Local Tax</td>
<td>1.50%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>OH3E</td>
<td>Orwell N/R Local Tax</td>
<td>1.50%</td>
<td>1/1/2018</td>
</tr>
</tbody>
</table>
### Effective January 1, 2018, wage base limits have been updated for the following local taxes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Wage Base Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>OH8W</td>
<td>Green TP JEDD II N/R Local Tax</td>
<td>$106,762</td>
</tr>
<tr>
<td>OH8X</td>
<td>Green TP Western Ridge JEDD N/R Tax</td>
<td>$112,708</td>
</tr>
<tr>
<td>OHV6</td>
<td>Harrison Greene JEDD N/R Tax</td>
<td>$103,733</td>
</tr>
</tbody>
</table>

### Effective December 31, 2017, the following local tax has been expired:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OH7K</td>
<td>Valleyview (Fra) N/R Local Tax</td>
</tr>
</tbody>
</table>

### Effective January 1, 2018, the following Ohio localities will report to RITA:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OHEU</td>
<td>Medina N/R Local Tax</td>
</tr>
<tr>
<td>OH7O</td>
<td>Medina Montville JEDD N/R Tax</td>
</tr>
<tr>
<td>OHVG</td>
<td>New Washington N/R Local Tax</td>
</tr>
<tr>
<td>OHDT</td>
<td>Newton Falls N/R Local Tax</td>
</tr>
<tr>
<td>OHLA</td>
<td>Niles N/R Local Tax</td>
</tr>
<tr>
<td>OHMJ</td>
<td>Sebring N/R Local Tax</td>
</tr>
</tbody>
</table>

### The following Ohio localities will report to CCA:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>OHG</td>
<td>Hamilton N/R Local Tax</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>OHZF</td>
<td>Hamilton N/R Local Tax</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Effective Date</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>OHDS</td>
<td>New Miami N/R Local Tax</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>OH8M</td>
<td>New Paris N/R Local Tax</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>OHVS</td>
<td>Phillipsburg N/R Local Tax</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>OHWM</td>
<td>Shreve N/R Local Tax</td>
<td>1/1/2018</td>
</tr>
</tbody>
</table>

**Oklahoma**

The Unemployment Insurance wage base limit changes to $17,600 for 2018.

**Oregon**

- The Unemployment Insurance wage base limit changes to $39,300 for 2018.
- The following local taxes have updated rates in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA</td>
<td>Tri-County Met Dist Tax</td>
<td>0.7537%</td>
<td>1/1/2018</td>
</tr>
<tr>
<td>ORB</td>
<td>Lane County Trans Dist Excise</td>
<td>0.73%</td>
<td>1/1/2018</td>
</tr>
</tbody>
</table>

**Pennsylvania**

- For 2018, the Unemployment Insurance wage base limit changes to $10,000 and the rate changes to 0.06%.
- The following local taxes have updated rates in the supported tax tables:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Rate</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHFN</td>
<td>PA360399 E Lampeter TP Anx NR</td>
<td>1%</td>
<td>1/1/2017</td>
</tr>
<tr>
<td>PHFP</td>
<td>PA360999 W Lampeter TP Anx NR</td>
<td>1%</td>
<td>1/1/2017</td>
</tr>
</tbody>
</table>

**Rhode Island**

- The Unemployment Insurance wage base limit changes to $23,000 for 2018.
State disability insurance tax (RISDI) information is updated for 2018. Effective for wages paid on or after January 1, 2018:

- The withholding rate is 1.1%.
- The taxable wage limit is $69,300 for each employee per calendar year.

South Carolina

South Carolina withholding tables and instructions have been updated for 2018. Refer to the state publication for more details.

Utah

The Unemployment Insurance wage base limit increases to $34,300 for 2018.

Vermont

The Unemployment Insurance wage base limit changes to $17,600 for 2018.

Washington

The Unemployment Insurance wage base limit changes to $47,300 for 2018.

Wyoming

The Unemployment Insurance wage base limit changes to $24,700 for 2018.
Product Updates

The following product updates are included with this release.

Payroll Product Updates

This update does not include any new features or improvements to payroll.

HR Product Updates

This update does not include any new features or improvements to HR.

Sage Employee Self Service Product Updates

Form W-2 for 2017

With this release, we updated the Form W-2 for 2017 in Sage Employee Self Service. The only change was to update the year as it displays on the form.
Preparing for Year-End Processing

Before you start processing your 2018 payroll, visit the Sage City Year-End Center, where you can get fast answers from Sage support, peers, and product experts at the busiest time of year. You’ll find helpful articles, discussion forums, and other links and resources to help your year-end processing go smoothly.

To get started, visit http://sagecity.na.sage.com/p/yearend and select Sage HRMS & Sage Abra Suite.

The Year-End Center provides you with information on the following topics:

- Printing and filing W-2s
- Entering employee supplemental information
- Frequently asked questions for year-end processes
- Preparing for your first payroll of 2018
Product Update Installation Instructions

Follow the instructions in this section to download, install, apply, and verify this Product Update.

Before you start:

- Back up your data.
- Ensure that:
  - All users have exited the program.
  - All payroll processes that have been started are complete.
  - The Trial Quarter Close process has not been run.

Downloading the Product Update

To download the update:

1. Visit the Sage Knowledgebase at https://support.na.sage.com, click Log on, and then log on to the site.
2. In the Support by product section, click Select your product, and then click more products.
4. In the Latest updates section, click an update to download.
5. In the article, click Download Now to launch the Sage Download Manager, or click the direct download link to download the executable file.

If the steps above were not performed on the server, copy the unzipped folder to the server before proceeding.

Installing the Product Update

To install the Product Update:

1. To launch the installation program, right-click the Product Update file and run as administrator, or as
the current user with administrator rights.

- If applicable, make sure the **Protect my computer and data from unauthorized program activity** check box is **not** selected.

- If there is no option to run as administrator, log on as an administrator, and then double-click the Product Update file.

  **Tip:** Depending on your security system, you may need to right-click on the installation file and select Unblock.

2. After the InstallShield Wizard determines requirements, click **Next** to resume installing the Product Update.

3. Click **Finish** to finish the installation.

4. Back up your data. This ensures that you have a backup of the new version of the software.

### Updating Sage Abra Suite Client Files

**To update Sage Abra Suite Client files:**

1. Launch the Sage Abra Suite Client to initiate the file update process.

2. Click **OK** to proceed and update your files.

After you complete installation and activation, and after you have made any adjustments described in this document, you can resume processing payroll.

### Verifying the Product Update

After the update is complete, you can confirm that the update was installed successfully by selecting **Help > About Sage Abra Suite**. The version for this update is 9.2073.
After you have downloaded the Sage Employee Self Service update from the Sage Knowledgebase, follow these instructions to install the update and to resume your payroll processing.

Before you start:

- Verify that the most current update for Sage Abra Suite has been installed and is working correctly.
- Verify that you have Administrator access (Local Administrator access is preferred) and permissions to log on as a service, launch processes, and access Sage Abra Suite data.
- If you are using Sage Employee Self Service and/or Open Enrollment, make sure all enrollment periods are closed, and that all users have exited and logged off from Sage Abra Suite and Sage Employee Self Service.
- When the update is complete, you will be prompted to restart your system. Before you begin installing the update, make any necessary preparations for this required restart.

Downloading the Update

1. Visit the Sage Knowledgebase at https://support.na.sage.com, click Log on, and then log on to the site.
2. In the Support by product section, click Select your product, and then click more products.
4. In the Latest updates section, click an update to download.
5. In the article, click Download Now to launch the Sage Download Manager, or click the direct download link to download the executable file.

Important! During this installation process you must enter your Sage Employee Self Service username, organization name, serial number, and install code. You can find this information in System Maintenance under Start > All Programs > Sage Employee Self Service > System Maintenance.

Once you start the installation, your customer information clears from System Maintenance, so please copy or save a screen shot of your company’s product information to reference when prompted. Best practice is to collect this information before you start the update.
Installing the Sage Employee Self Service Update

1. **Using your external backup procedures, back up the Sage Abra Suite and Sage Employee Self Service databases to a media device that is external to your product servers:**
   
   a. Log on to the Sage Employee Self Service server and select **Programs > Employee Self Service > System Maintenance** to open the Sage Employee Self Service System Maintenance window.
   
   b. On the Configuration and Settings tab, in the Employee Self Service section, select the **Locked** check box, and then click **Save**.
   
   c. On the SQL Maintenance tab, verify the Backup File Path is correct, and then click **Backup**.
   
   d. Prepare to update Sage Employee Self Service by closing all Windows applications.
   
   e. Run the setup.exe file provided with the installation package with Administrative privileges (right-click the file and select **Run as Administrator**).

   **Tip:** Depending on your security system, you may need to right-click on the installation file and select Unblock.

2. The installation program detects that a previous version of Sage Employee Self Service has been installed. Click **Next**, and then follow the prompts on the InstallShield Wizard.

3. On the Ready to Install the Program window, click **Install** to proceed with the installation.

4. The system displays Installation windows indicating the progress of the installation. When the InstallShield Wizard Completed window appears, click **Finish**.

   **Note:** One installation window prompts you to enter your customer information (username, organization name, product serial number, and install code). After you start the update process, your customer information clears from System Maintenance. Best practice is to collect this information before you start the update.

5. When the update is complete, click **Yes** to restart your system.

6. After your Sage Employee Self Service server restarts, from the **Start** menu, select **All Programs > Sage Employee Self Service > System Maintenance** to open the System Maintenance page. Verify that all the information is correct.

7. On the **Configuration and Settings** tab, clear the **Locked** check box.

8. Exit System Maintenance.

9. Log on to Sage Employee Self Service as the MASTER user to complete the process.

The update is now complete and you are ready to start using Sage Employee Self Service.