

# Sage FAS Fixed Assets

FAS Asset Accounting

FAS CIP Accounting

FAS Asset Inventory

Network Installation & Administration Guide

Version 2011.1

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# 1

## Introduction

This guide provides the information necessary for installing the following programs:

- FAS 100 Asset Accounting - Network Edition
- FAS 100 Asset Inventory - Network Edition
- FAS 100 CIP Accounting - Network Edition
- FAS Report Writer.

This guide contains information that will get your application up and running as quickly as possible. It includes information about installing these applications for the first time, as well as upgrading from a previous version of each product.

## Supported Operating Environments

You can operate the FAS Network program in the following environments:

- Windows XP (Home and Professional Editions), 32-bit and 64-bit compatibility
- Windows 2000 (Professional, Server, and Advanced Server Editions)
- Windows 2003 Server (Standard or Enterprise), 32-bit and 64-bit compatibility
- Windows Server 2008, 32-bit and 64-bit compatibility
- Citrix Presentation Server
- Windows Vista,<sup>®</sup> 32-bit and 64-bit compatibility
- Windows 7, 32-bit and 64-bit compatibility

## System Requirements

The requirements listed here are the *minimum* requirements. As is true of most software programs, enhancing your hardware and system software may improve performance.

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**Note** You can operate the FAS Network program on either a LAN (Local Area Network) or a WAN (Wide Area Network). We have customers who are running the program successfully on both types of networks. However, because each WAN has many possible configurations, the Sage FAS Customer Support department cannot troubleshoot problems with your WAN.

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### Server System Requirements

<b>Platforms</b>	<b>Windows 2000 Server</b> with Service Pack 4 * <b>Windows 2003 Server</b> (Standard or Enterprise) with Service Pack 2* <b>Windows Server 2008</b> ; 32-bit and 64-bit compatibility
<b>Processor</b>	700 MHz or higher minimum; 1 GHz or higher recommended
<b>Memory (RAM)</b>	256 MB or higher; ( <b>Note:</b> For FAS Report Writer 1 GB is required.)
<b>Free Disk Space</b>	2 GB for the Sage FAS application installation

\* We have tested the FAS Network program with the Service Packs listed here. We will continue to test Service Packs as they are released to ensure that you can use the latest Service Pack with the program.



## Client System Requirements

<b>Operating System</b>	Windows 2000 with Service Pack 4 *; Windows XP (Professional or Home) with Service Pack 2 or 3 *; Windows Vista with Service Pack 1*; Windows 7; 32-bit and 64-bit compatibility
<b>Processor</b>	700 MHz or higher minimum; 1 GHz or higher recommended
<b>Memory (RAM)</b>	256 MB or higher; ( <b>Note:</b> For FAS Report Writer 1 GB is required.)
<b>Screen Resolution</b>	Sage FAS is optimized for 1024 x 768 viewing resolution.
<b>Free Disk Space</b>	500 MB for the Sage FAS application; 2 GB required for full install with FAS Report Writer (if applicable)

\* We have tested the FAS Network program with the Service Packs listed here. We will continue to test Service Packs as they are released to ensure that you can use the latest Service Pack with the program.

## Remote Access Requirements

<b>Client-Based Solutions</b>	Windows XP, Windows 2000 Professional, Windows Vista, and Windows 7 with Remote Desktop Connection enabled; Third-party remote access solution (such as PC Anywhere)
<b>Server- and Network-Based Solutions</b>	Windows 2000 Server running Windows Terminal Services with SP 4; Windows Server 2003 running Windows Terminal Services (Standard Edition or Enterprise Edition) Windows 2000 with SP 4 or Windows 2008, including Citrix Presentation Server <b>Note: Cannot be used across WAN subnets due to the use of the Sybase Database Engine. Customers must use Windows Terminal Services or Citrix.</b>

## Security Requirements

The following rights are required to install and run the FAS 100 Asset Accounting program properly.

### Installation

The person installing the program must have **Administrative** rights to the local computer.

After you install the server components, make sure that you share the FASServ directory and not just its subdirectories. During the installation of the network client, the client machine will need **Read** access to the FASServ directory.

# 2

## Installing FAS 100 Asset Accounting the First Time

### Preparing for a New Install

- 1\_\_\_ Does each user of the application and each local system account have full control access to the FASServ directory?

To run the application, each network user must have full control access to the FASServ directory. After the application has been installed, make sure the FASServ directory has the correct permissions.

- 2\_\_\_ Is the person performing the installation logged on as an Administrator? You cannot install the program if you do not have Administrative rights.
- 3\_\_\_ Are you running a supported operating system on the server? For more information, see [“Server System Requirements,” page 1-2.](#)

### Overview of the Install Process

The install process consists of the following steps:

1. Installing the Fixed Assets server components, [page 2-2.](#)
2. **Optional:** Installing the FAS Report Writer server components, [page 2-11.](#)
3. Registering the program on the server, [page 2-12.](#)

4. Sharing the FASServ folder, [page 2-14](#).
5. Mapping a drive to the FASServ folder, [page 2-18](#).
6. Installing the client components, [page 2-19](#).
7. Starting the application, [page 2-25](#).

## **Step 1: Installing the Fixed Assets Server Components**

In this step, you install the server components on the server machine for the following applications:

- FAS 100 Asset Accounting
- FAS 100 Asset Inventory
- FAS 100 CIP Accounting

You install the Database Server components on the database server machine.

### ***To install the Fixed Assets server components***

1. Insert the Sage FAS Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Server Installation screen.



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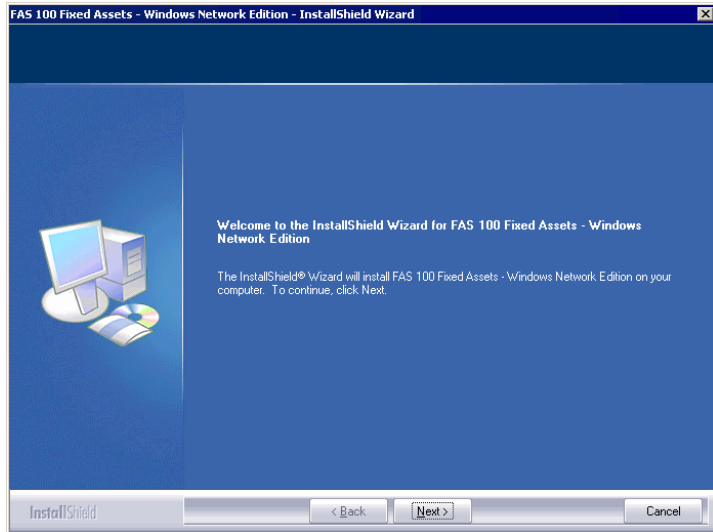
**Note** If your computer's AutoRun option is not enabled, follow these steps to start the installation:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
- Type (or browse to) D:\SETUP.EXE in the Open field, and then click OK. (Substitute your computer's DVD drive letter for "D" if it is different.) The system displays the Server Installation screen.

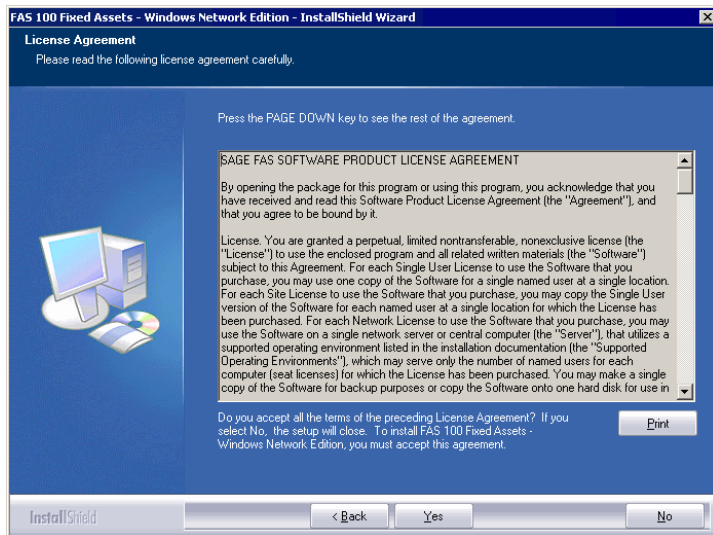
- 
2. Select the Install FAS Server Components option.

If you are on Windows Vista or Windows Server 2008, a message asks if you want to view important information about running Sage FAS applications on your operating system.

3. Click Yes to view the information; otherwise, click No to continue. The Welcome screen appears.



4. Click the Next button. The Software License Agreement screen appears.

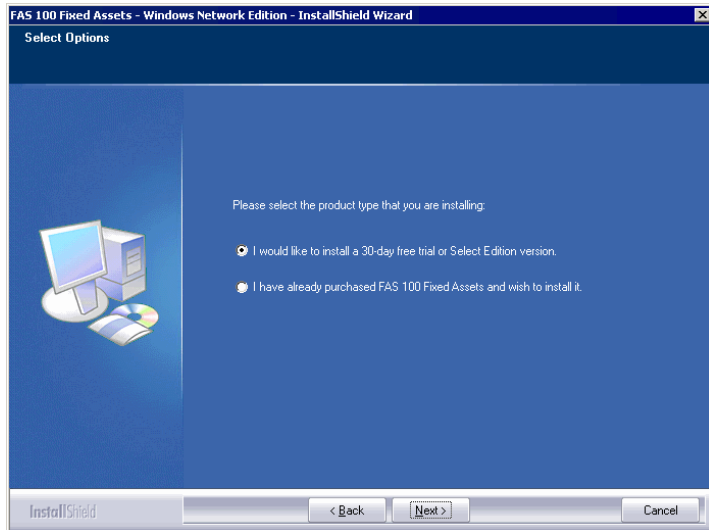


■ **Print Button**

Click this button to send the license agreement to the default printer.

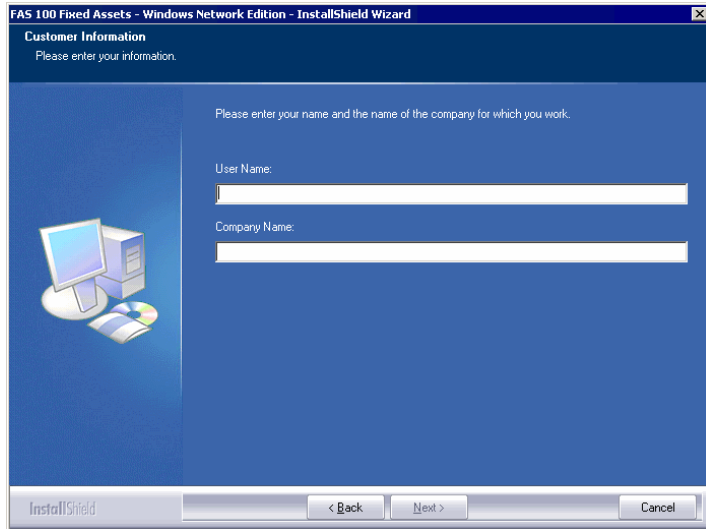
5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Select Options screen appears.



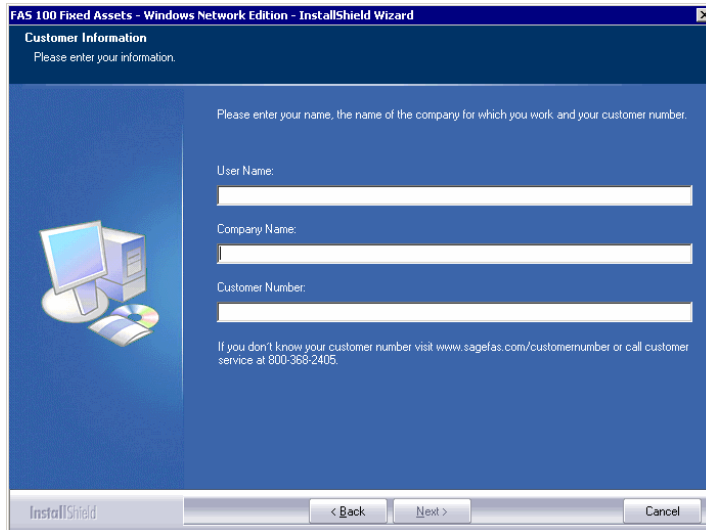
6. Select either the 30-day free trial option or the purchased option.

If you selected the 30-day free trial option, the following Customer Information screen appears.



7. Enter your name and company name, and continue to step 9.

If you selected the purchased option, the following Customer Information screen appears.





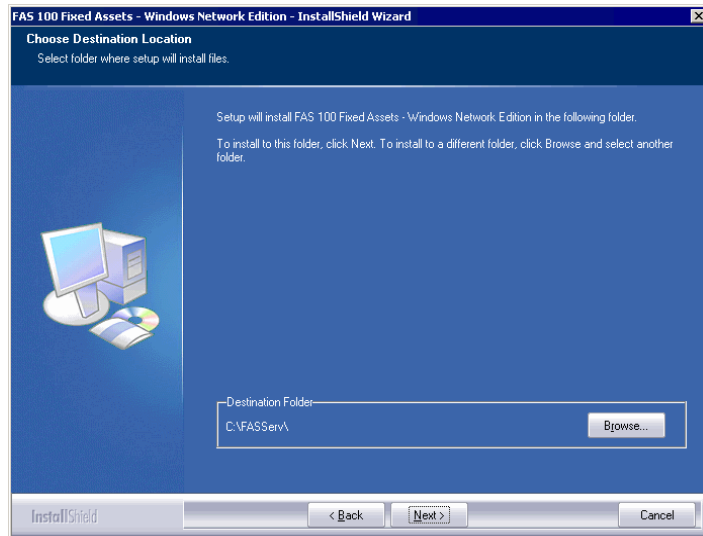
8. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

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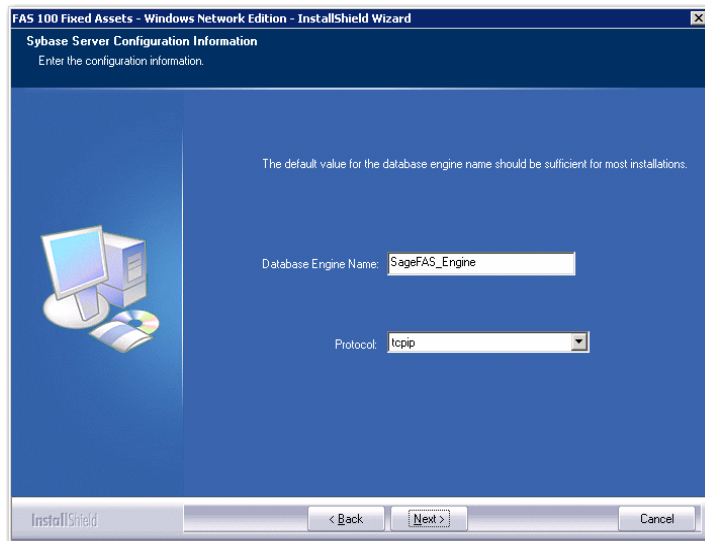
**Note** The customer number appears on the packing slip. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

---

9. Click the Next button. The Choose Destination Location screen appears.



10. Select the folder in which to install the server components, and then click the Next button. The Sybase Server Configuration Information screen appears.



■ **Database Engine Name**

We recommend that you accept the default Database Engine name of SageFAS\_Engine unless you are using a different Sybase database engine name.

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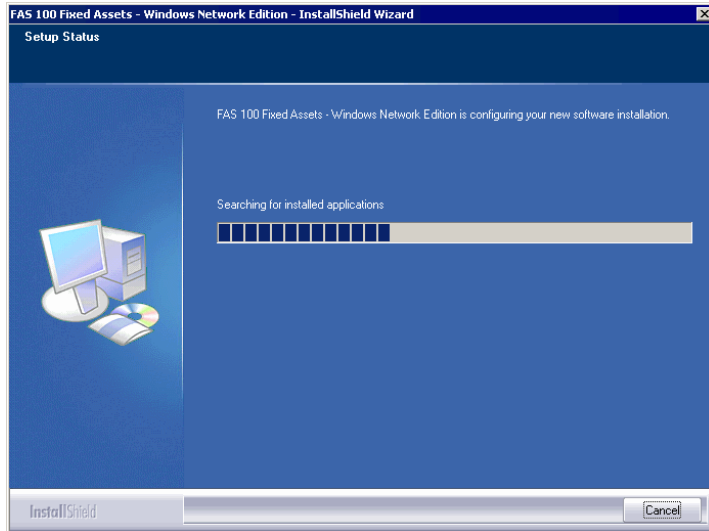
**Note** This field is unavailable if you have already installed a Sage FAS network server application on this machine. You will use the same Database Engine name that was used in the previous installation.

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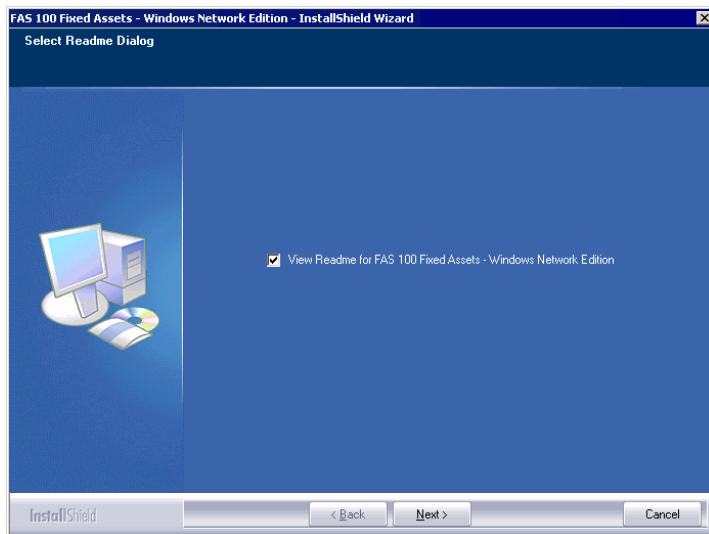
■ **Protocol**

We recommend that you make a note of the communication protocol information. The selected protocol must match the communication protocol that you specify when you establish the network Database server.

11. Click the Next button. The system begins installing the software, and the Setup Status screen appears.

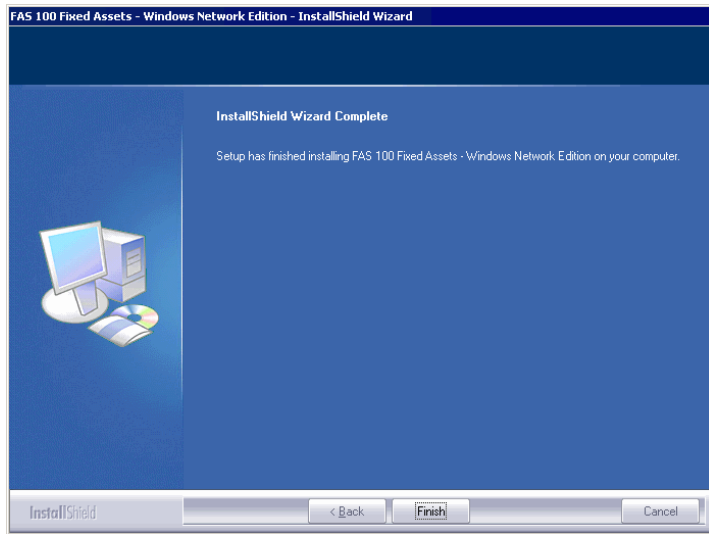


When all of the files have been installed, the Select Readme screen appears.



- **View Readme for FAS 100 Fixed Assets**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

12. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

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**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

13. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation screen.
14. Click Exit to close the Server Installation screen.
15. The database engine must be started before you can run the network client on a local workstation.

The installation program automatically creates a database service called Sage\_FAS\_Fixed\_Assets. The installation program starts this service for you.

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**Note** If you run the FAS Database Server as an interactive server, you must start the database engine before installing the network client.

---

## Optional Step: Editing the Config File

This step is recommended in network environments in which the FAS Server and the client workstation(s) are located on different subnets.

### *To edit the config file*

1. Using a text editor, open the INSTALL.CFG file. It is located in the FASServ folder on the server machine.
2. In the Host PARAMETERS line, substitute the X's with the IP address of the server machine.
3. Save the file.

## Step 2: Installing the FAS Report Writer Server Components

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

In this step, you install the FAS Report Writer server components on the server machine. This step is optional. You should install the FAS Report Writer server components only if you have purchased FAS Report Writer, or you want to explore its features on a 30-day, free trial basis.

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**Important** The latest version of FAS Report Writer uses Crystal Reports® XI. You must install FAS Report Writer to create custom reports, even if you have previously installed FAS Report Writer.

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**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

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### ***To install the FAS Report Writer server components***

1. Insert the Sage FAS Report Writer DVD in your computer's DVD drive, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 8, "Installing FAS Report Writer."

## **Step 3: Registering the Application**

The process of registering the application is a one-time event. After you enter your registration codes, you won't have to enter them again—not even when you receive your next program update.

After you have installed the database server and the network client, follow the steps below to register the network application.

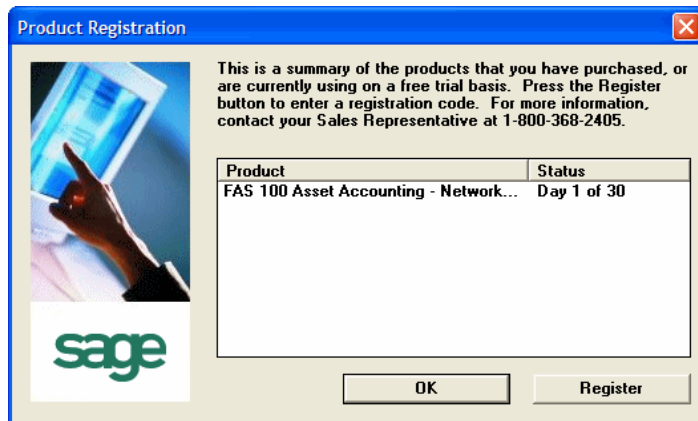
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**Note** You have 30 days to register the Sage FAS application.

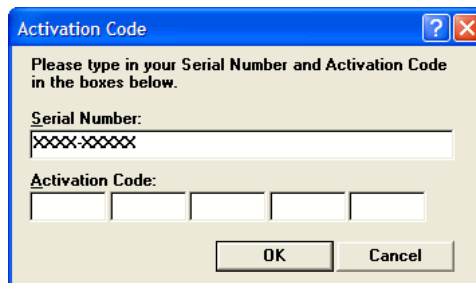
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## ***To register the application***

1. Start the Database Engine. **The Database Engine must be running when you register the program.**
2. On the server machine, click the Start button on the Windows taskbar, and then select Programs from the Start menu.
3. Select the Sage Software program group.
4. Select the FAS 100 Server Administration program group.
5. Select the FAS 100 Product Registration icon. The Product Registration screen appears.



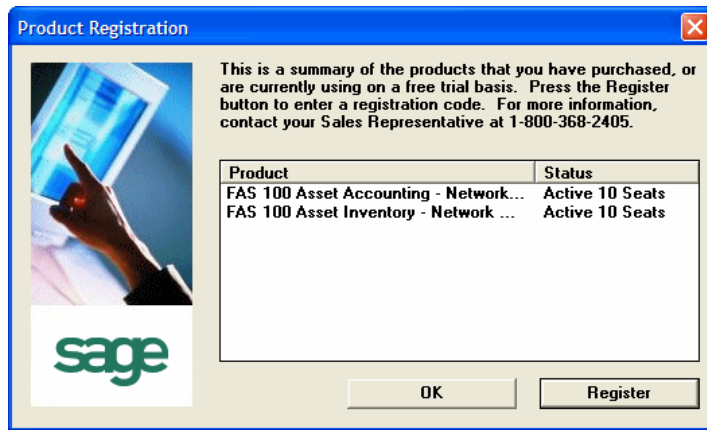
6. Click the Register button. A screen appears that allows you to enter your serial number and activation code.



- **Serial Number**  
Enter your serial number. **You must enter the hyphen.** The system displays XXXX-XXXXX in this field to demonstrate the required format. Replace the X's with your serial number.
- **Activation Code**  
Enter your activation code.

Please contact Customer Service at 800-368-2405 if you cannot find your serial number and activation code.

7. Click OK. The system returns to the previous registration screen.



8. Click OK to close the registration screen.

## Step 4: Sharing the FASServ Folder

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**Note** The following information is for users of the Windows Network Edition only.

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The next step is to share the \FASServ folder with **full control** for the following users or groups:

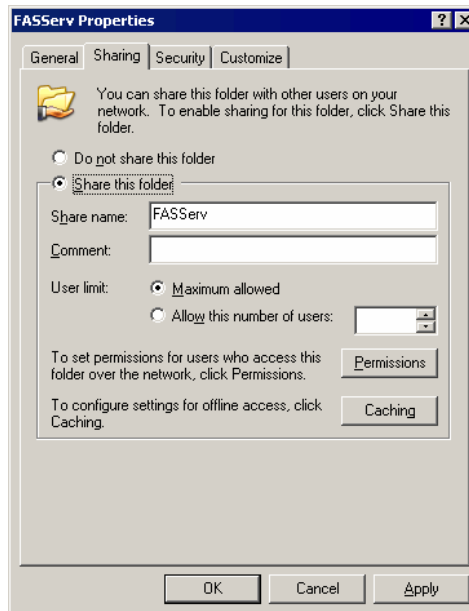


- Users of the Sage FAS application
- Domain Administrators
- Local operating System group

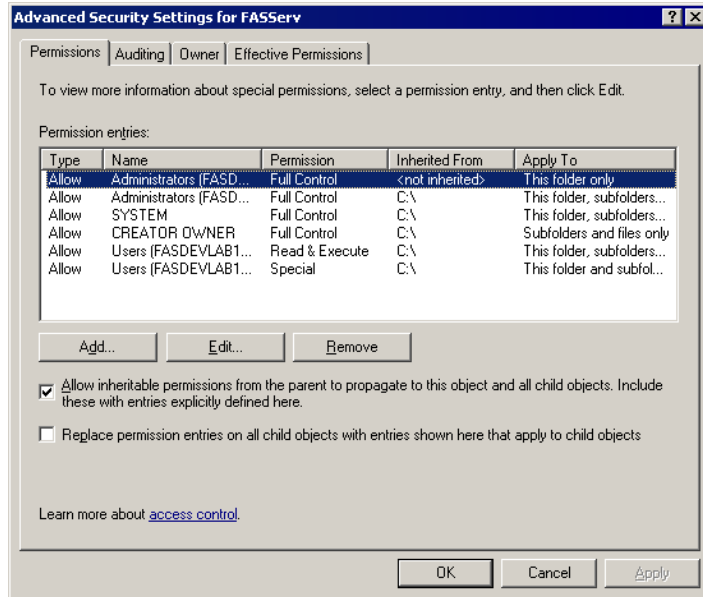
The procedure for sharing the FASServ folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

### ***To share the FASServ folder***

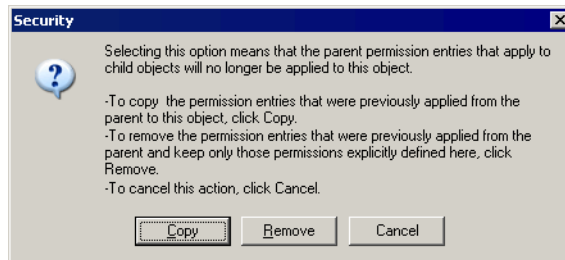
1. In Windows Explorer, right-click on the FASServ folder.
2. From the popup menu, select Sharing and Security. The FASServ Properties screen appears.



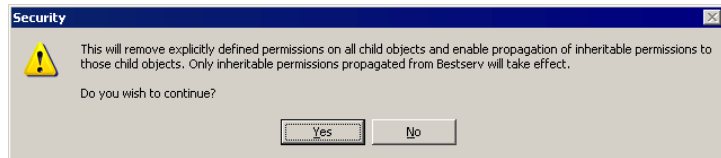
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for FASServ screen appears.



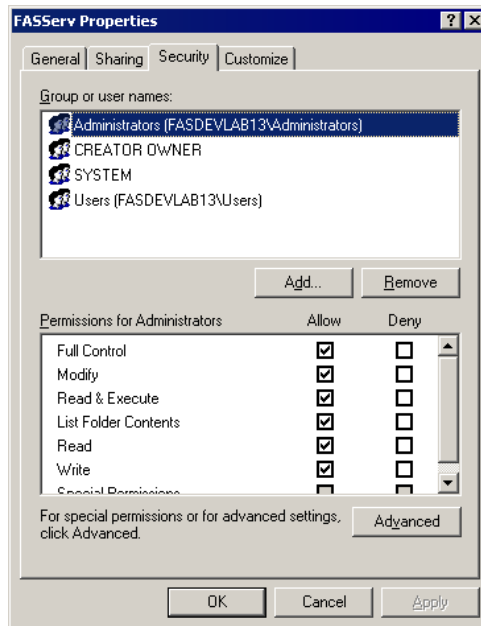
6. Clear the “Allow Inheritable Permissions from the Parent to Propagate to this Object . . .” check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for FASServ screen.
8. Select the “Replace Permission Entries on All Child Objects . . .” check box.
9. Click OK. A second Security message appears.



10. Click Yes to return to the FASServ Properties screen.



11. Click the Add button.
12. Enter the user name or group you want to add.
13. Click Check Names.
14. Click OK.
15. Change the permissions for the user or group that was just added to have Full Control on the share.
16. Repeat steps 11 to 15 for additional users and/or groups.
17. Repeat steps 11 to 15, but add the account named SYSTEM.

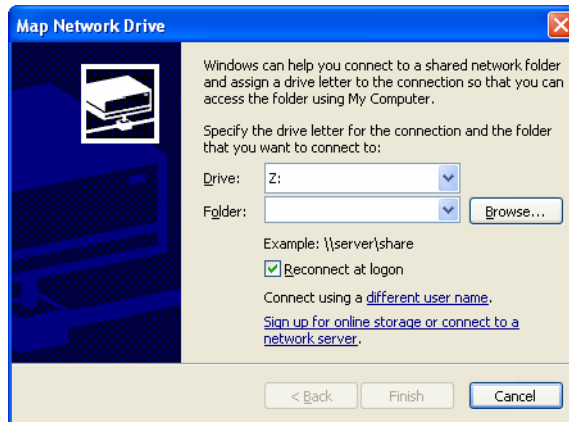
18. Click OK.
19. Click OK to close the FASServ Properties screen.

## Step 5: Mapping a Drive to the FASServ Folder

Now that you have shared the FASServ folder, you must map a network drive to that directory on each workstation.

### *To map a drive to the FASServ folder*

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive screen appears.



2. Click the Browse button to locate the FASServ folder on the server.

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**Note** We recommend that you select the Reconnect at Logon check box.

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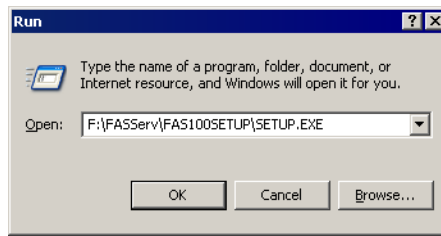
3. Click the Finish button to close the Map Network Drive screen.

## Step 6: Installing the Client

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

### *To install a client on a workstation*

1. Select Start/Run from the Windows taskbar. The Run screen appears.



■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASserv\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for "F" if it is different.)

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**Note** If you mapped the F: drive to \FASserv, then the path would be:

F:\FAS100SETUP\SETUP.EXE

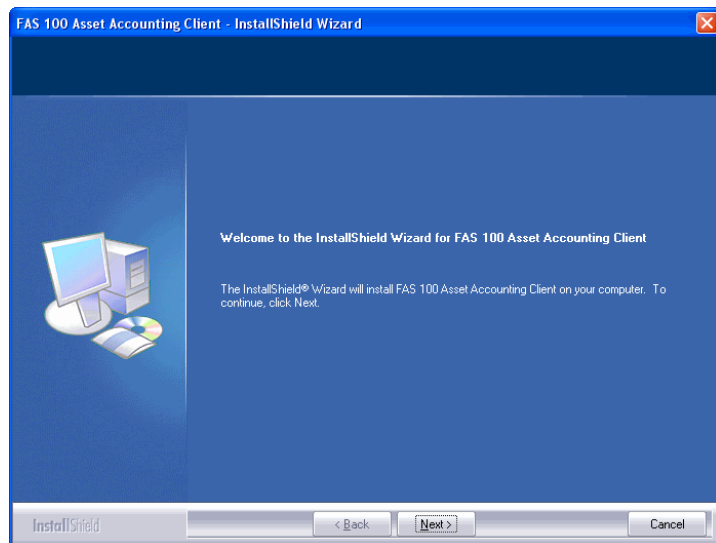
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2. Click OK. The Client Installation screen appears.

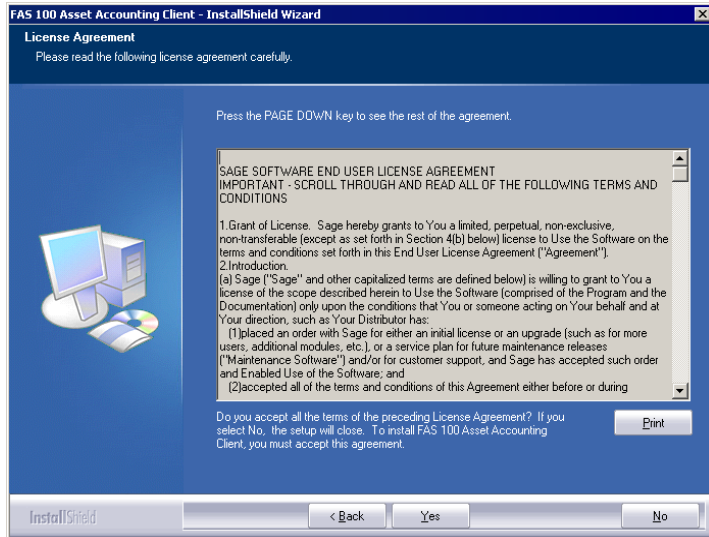


**Note** The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components.

3. Select the Install FAS 100 Asset Accounting option. The Welcome screen appears.

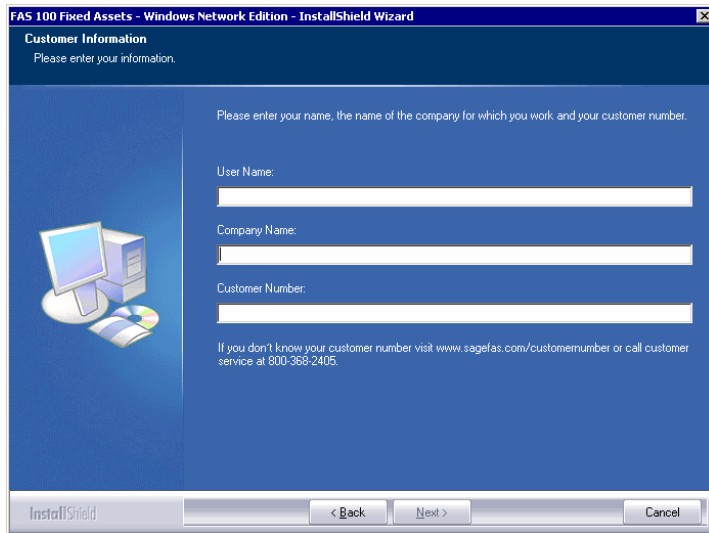


4. Click the Next button. The Software License Agreement screen appears.



5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.



6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

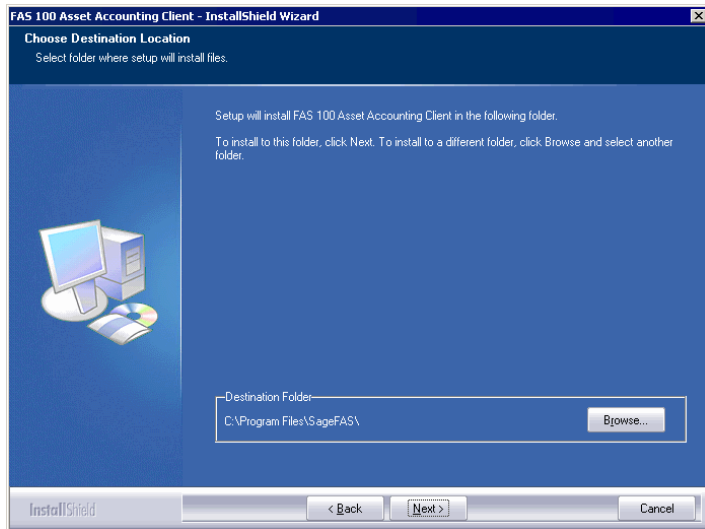
---

**Note** The customer number appears on the packing slip. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

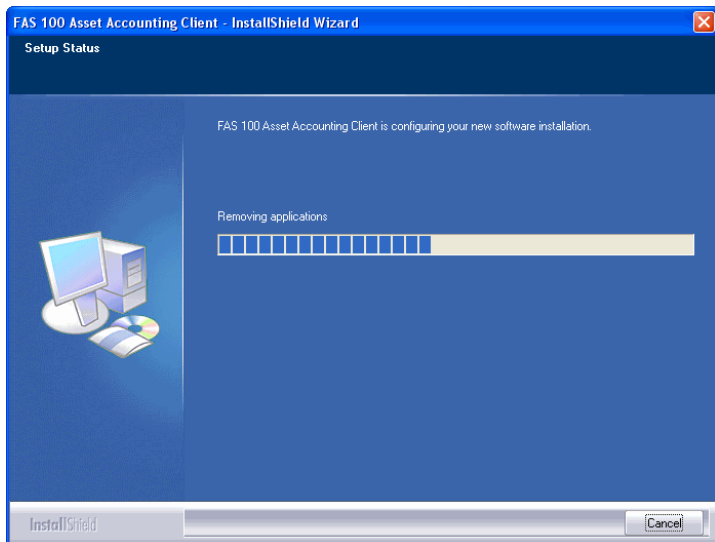
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7. Click the Next button. The Choose Destination Location screen appears.

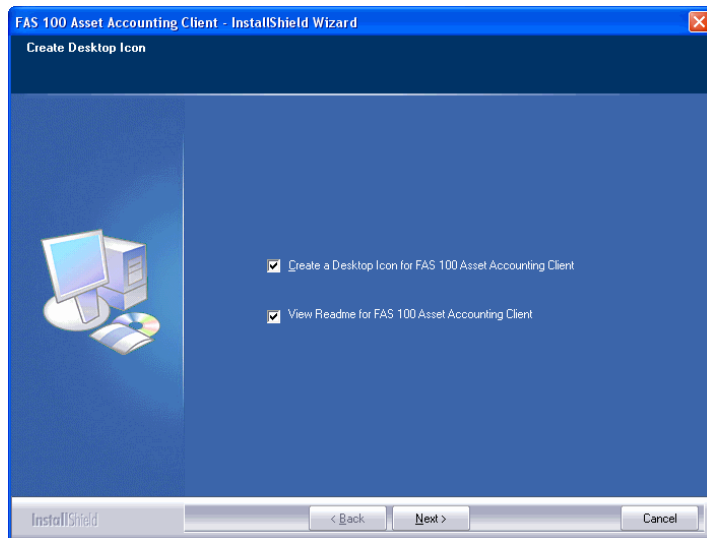




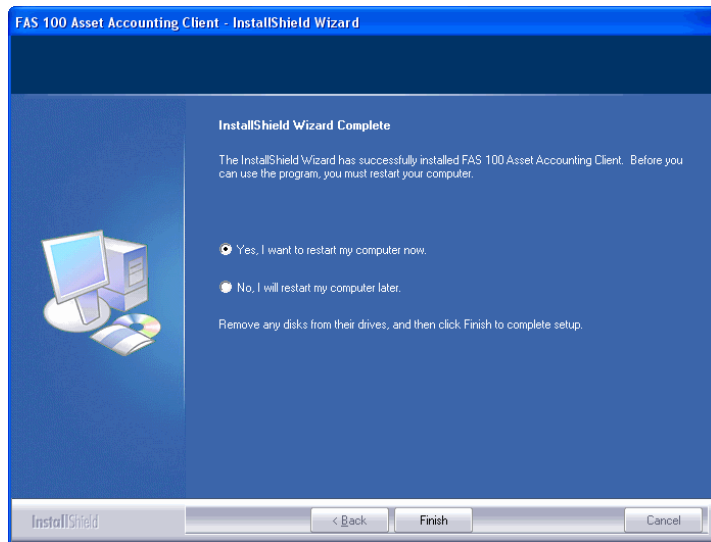
8. Click the Next button. The system begins installing the software, and the Setup Status screen appears.



When all of the files have been installed, the Create Desktop Icon screen appears.



- **Create a Desktop Icon for FAS 100 Asset Accounting Client**  
Select this check box if you want to add an icon to your desktop that enables you to start the program.
  - **View Readme for FAS 100 Asset Accounting Client**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.
9. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button. The system returns to the Client Installation screen.
11. Click Exit to close the Client Installation screen.

## Step 7: Starting the Application

Follow the steps below to start the network application from a workstation. The Sage FAS client icon is located in the Sage Software program group by default.

---

**Note** If you chose to install a desktop icon during the client installation, you can start the program by double-clicking the icon on your desktop.

---

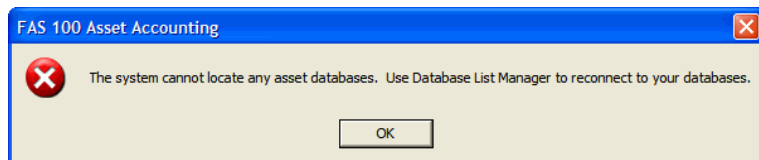
### ***To start the application from a workstation***

1. Select Start/Programs from the Windows taskbar.
2. Select the Sage Software program group.
3. Select the FAS 100 Asset Accounting Client program group.
4. Select the FAS 100 Asset Accounting Client icon.

### **Starting the Application the First Time**

Every time you start the FAS 100 Asset Accounting program on a client workstation, the system reads information in the Configuration database. (The Configuration database is a file named BESTSYS.DB that contains information about your system, including the location of all of your databases.)

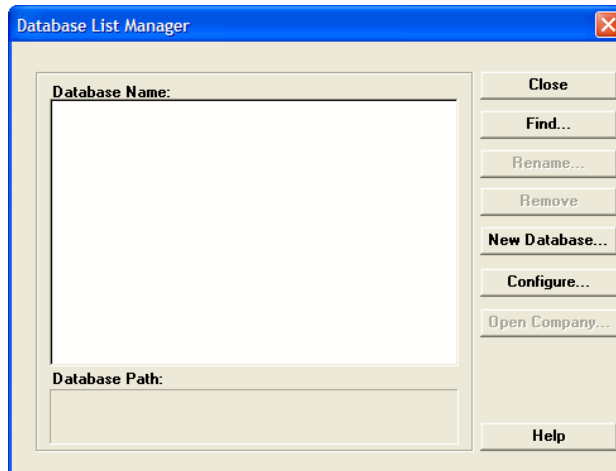
If a previous version of FAS 100 Asset Accounting does not exist on the workstation, the Configuration database file is empty the first time you start the application. The application is unable to locate the default asset database (FAS.DB), and it displays a message similar to the one shown below.



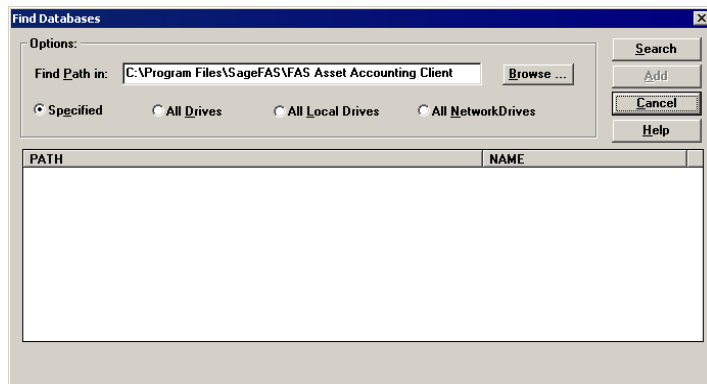
To remedy this problem, you must specify the location of the default asset database (FAS.DB). After you specify the location of the default asset database, you will not have to provide it again.

## ***To locate the default asset database***

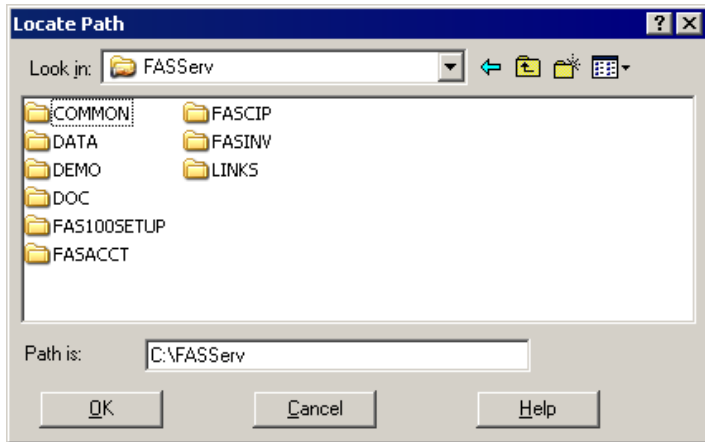
1. Click OK to remove the message. The system displays the Database List Manager dialog box.



2. Click the Find button. The system displays the Find Databases dialog box.



3. Click the Browse button. The system displays the Locate Path dialog box.



4. Use the directory tree to locate the folder containing the default database.

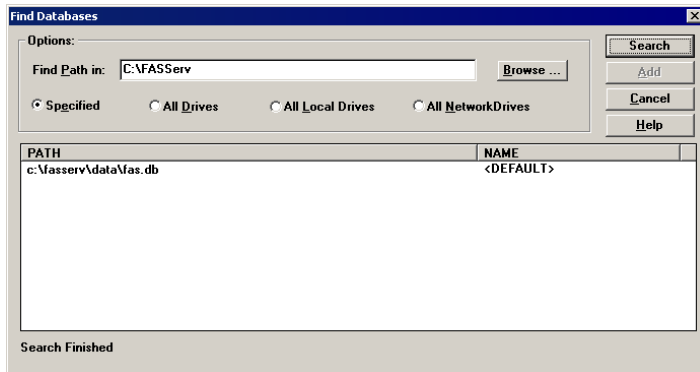
The installation program installed a default database in the C:\FASServ\DATA directory, if you accepted the default directory when you installed the database server files.

---

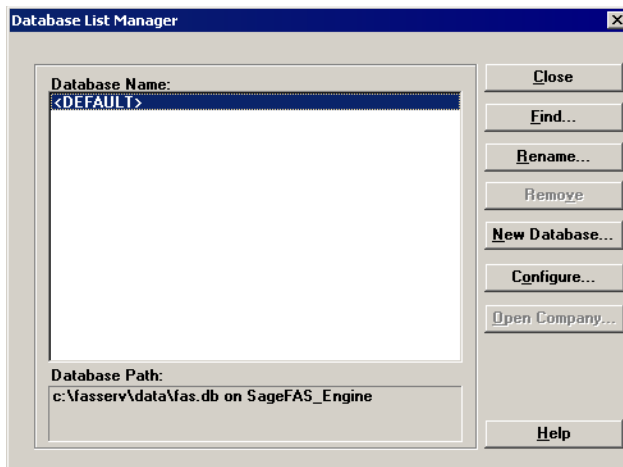
**Note** If you installed the client on a computer other than where the server components were installed, you must browse to the shared network location to locate the default asset database.

---

5. Click OK to return to the Find Databases dialog box.
6. Click the Search button. The system lists all of the databases that it finds in the list box.



7. Select (highlight) the database that you want to use as the default database, and then click the Add button. The system removes the selected database from the list.
8. Click the Cancel button. The system returns to the Database List Manager dialog box. The selected database appears in the Database Name field.

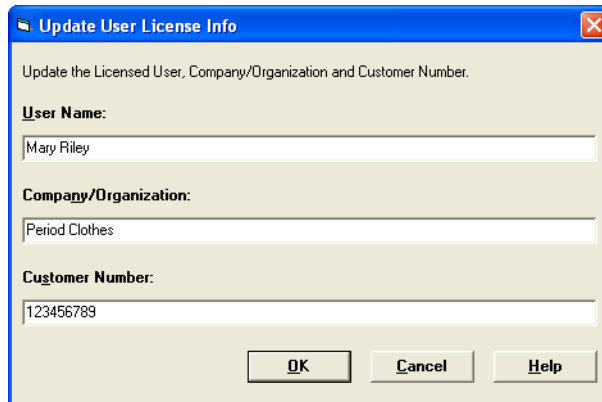


9. Click the Close button. The system starts the FAS 100 Asset Accounting program using the selected database.

## ***To update your customer number***

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User License Info from the menu bar. A screen appears that allows you to enter your customer number.



Update User License Info

Update the Licensed User, Company/Organization and Customer Number.

**User Name:**  
Mary Riley

**Company/Organization:**  
Period Clothes

**Customer Number:**  
123456789

OK Cancel Help

2. Enter your name, company name, and customer number, and then click OK.

## ***To view your customer number***

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number.



1. Select Help/About FAS Asset Accounting from the menu bar. A screen appears that provides information about your program, including your customer number.





# 3

## Installing FAS 100 Asset Accounting: Upgrading from a Prior Version

This chapter provides instructions for upgrading from a previous version of FAS 100 Asset Accounting.

---

**Important** You must be currently using **version 2010.1** of FAS 100 Asset Accounting to follow the steps in this chapter. If you are not running version 2010.1, you will need to install prior releases in sequential order through 2010.1 before you upgrade.

---

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with Sage FAS version 2008.2 or later, you do not need to install it again.

A previous version of FAS Report Writer used Crystal Reports 8.5. If this version of Crystal Reports is still on your machine, we **strongly recommend** that you uninstall it to avoid conflicts with the latest version of Crystal Reports. The latest version of FAS Report Writer requires 1.5 GB of hard disk space. To uninstall FAS Report Writer, go to Control Panel, click the Add or Remove Programs icon, select FAS Report Writer from the list, and click the Remove button.

---

## Preparing for an Upgrade

- 1\_\_\_ Is the person performing the installation logged on as an Administrator? You cannot install the program unless you have Administrative privileges.

## Overview of the Upgrade Process

The upgrade process consists of the following steps:

1. Backing up your current data, [page 3-3](#).
2. Installing the Fixed Assets server components, [page 3-3](#).
3. **Optional:** Installing the FAS Report Writer server components, [page 3-10](#).

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with version 2008.2 or later, you do not need to reinstall it.

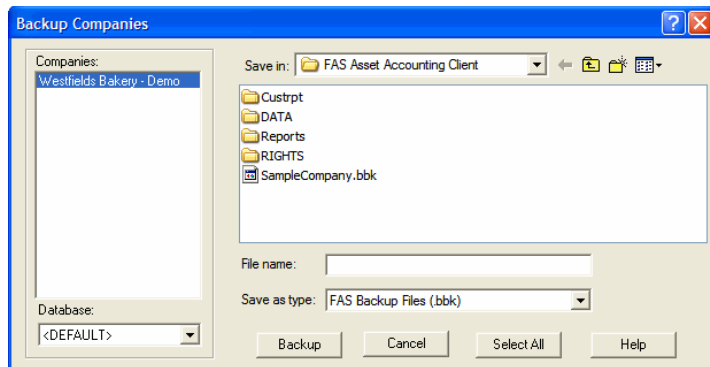
---

4. Making sure the location of the server components, either the FASServ or Bestserv folder by default, is still shared, [page 3-11](#).
5. Making sure you have a mapped drive to the location of the server components, either the FASServ or Bestserv folder by default, [page 3-15](#).
6. Installing the client components, [page 3-16](#).
7. Starting the application, [page 3-22](#).

## Step 1: Backing Up Your Data

### *To back up your data*

1. Select File/Company Utilities/Backup Company from the menu bar. The system displays the Backup Companies dialog box.



2. Select the company that you want to back up, designate the destination directory, enter a file name for the backup file, and then click OK. The system takes a few moments to analyze the data. If you're backing up to disk, you'll receive a message informing you of the number of disks necessary to back up your data. Then you'll be prompted to change disks at the appropriate time.
3. After the backup is complete, click the Cancel button to close the Backup Companies dialog box, or select another company to back up.

## Step 2: Installing the Fixed Assets Server Components

In this step, you install the server components on the server machine for the following applications:

- FAS 100 Asset Accounting
- FAS 100 Asset Inventory
- FAS 100 CIP Accounting

You install the Database Server components on the database server machine.

### ***To install the Fixed Assets server components***

1. Insert the Sage FAS Fixed Assets installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Server Installation screen.



---

**Note** If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
  - Type (or browse to) D:\SETUP.EXE in the Open field, and then click OK. (Substitute your computer's DVD drive letter for "D" if it is different.) The system displays the Server Installation screen.
-

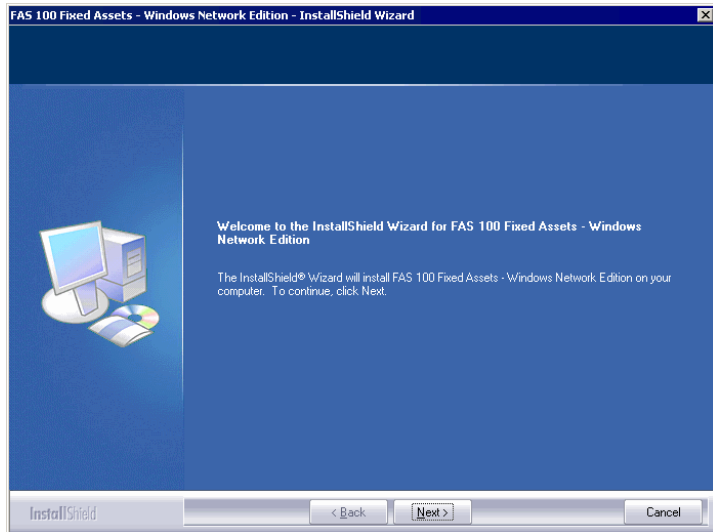
2. Select the Install FAS Server Components option.

If you are on Windows Vista or Windows 2008 Server, a message asks if you want to view important information about running Sage FAS applications on your operating system.

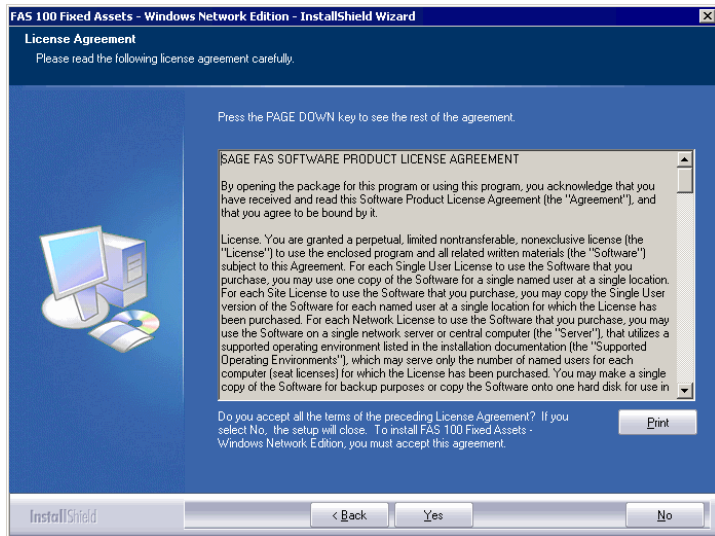
3. Click Yes to view the information; otherwise, click No to continue.

A message reminds you to shut down and remove the database service.

4. Click OK to continue. The Welcome screen appears.



5. Click the Next button. The Software License Agreement screen appears.



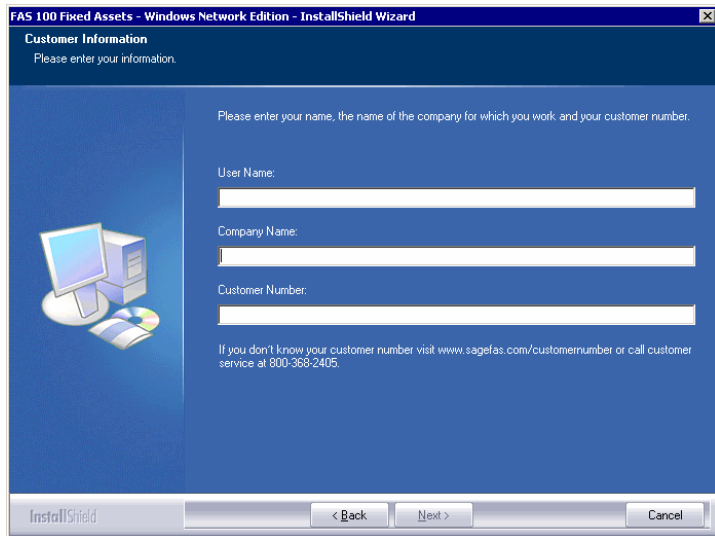
■ **Print Button**

Click this button to send the license agreement to the default printer.

6. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.





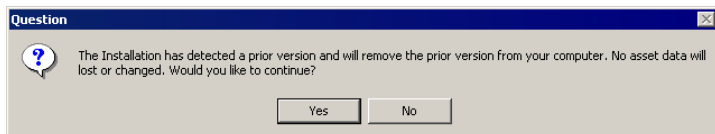
7. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

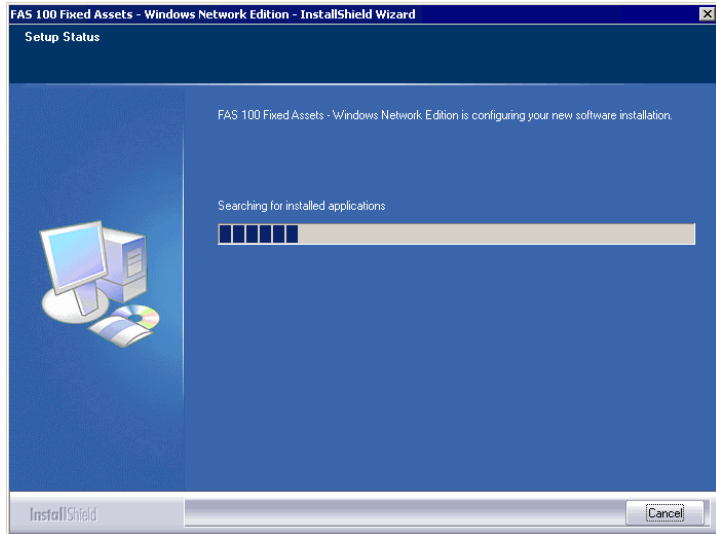
**Note** You can find the customer number on the packing slip in the upgrade package or by clicking About FAS Asset Accounting from the Help menu. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

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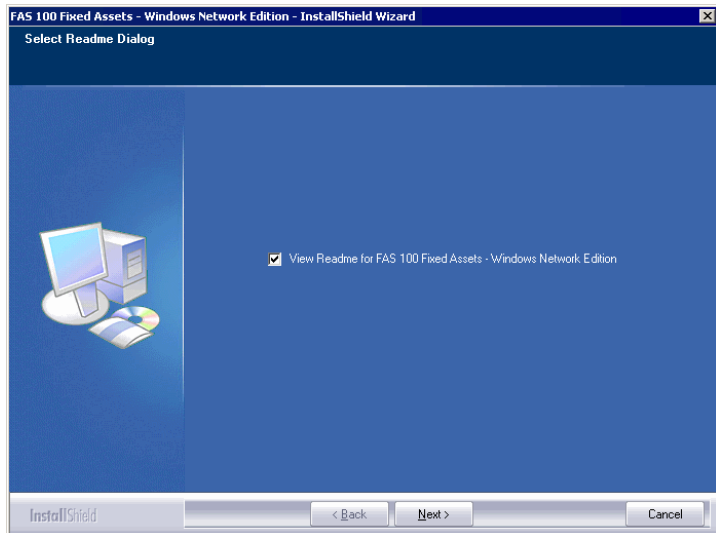
8. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



9. Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status screen appears.

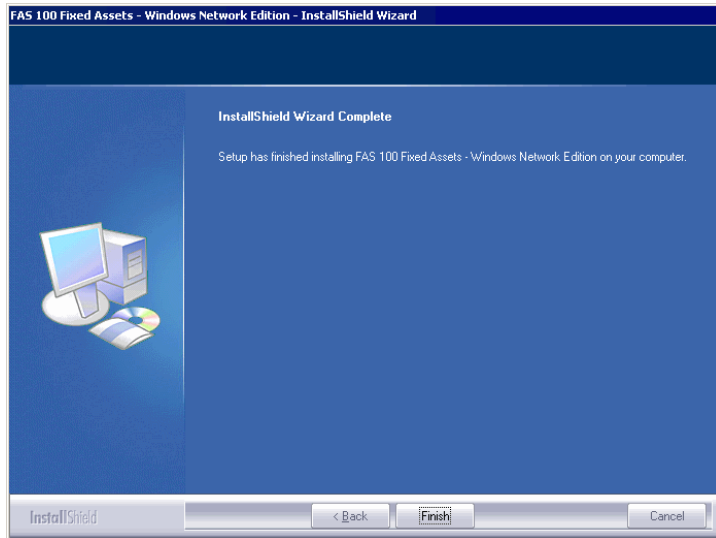


When all of the files have been installed, the Select Readme screen appears.



- **View Readme for FAS 100 Fixed Assets**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important:** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation screen.
11. Click Exit to close the Server Installation screen.
12. The database engine must be started before you can run the network client on a local workstation.

The installation program automatically creates a service called Sage\_FAS\_Fixed\_Assets. The installation program starts this service for you.

---

**Note** If you run the FAS Database Server as an interactive server, you must start the database service before installing the network client.

---

## Optional Step: Editing the Config File

This step is recommended in network environments in which the FAS Server and the client workstation(s) are located on different subnets.

### *To edit the config file*

1. Using a text editor, open the INSTALL.CFG file. It is located in the FASServ folder on the server machine.
2. In the Host PARAMETERS line, substitute the X's with the IP address of the server machine.
3. Save the file.

## Step 3: Installing the FAS Report Writer Server Components

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with version 2008.2 or later, you do not need to reinstall it.

---

In this step, you install the FAS Report Writer server components on the server machine. This step is optional. You should install the FAS Report Writer server components only if you have purchased

FAS Report Writer, or you want to explore its features on a 30-day, free trial basis.

---

**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

---

### ***To install the FAS Report Writer server components***

1. Insert the Sage FAS Report Writer DVD in your computer's DVD drive, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 8, "Installing FAS Report Writer."

## **Step 4: Sharing the FASServ or Bestserv Folder**

---

**Note** Since you are upgrading from a previous version, the FASServ or Bestserv folder may already be shared.

---

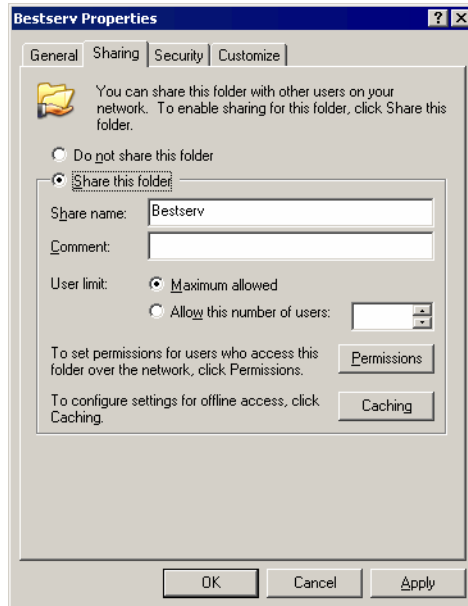
The next step is to share the \FASServ or \BESTSERV folder with **full control** for the following users or groups:

- Users of the Sage FAS application
- Domain Administrators
- Local operating System group

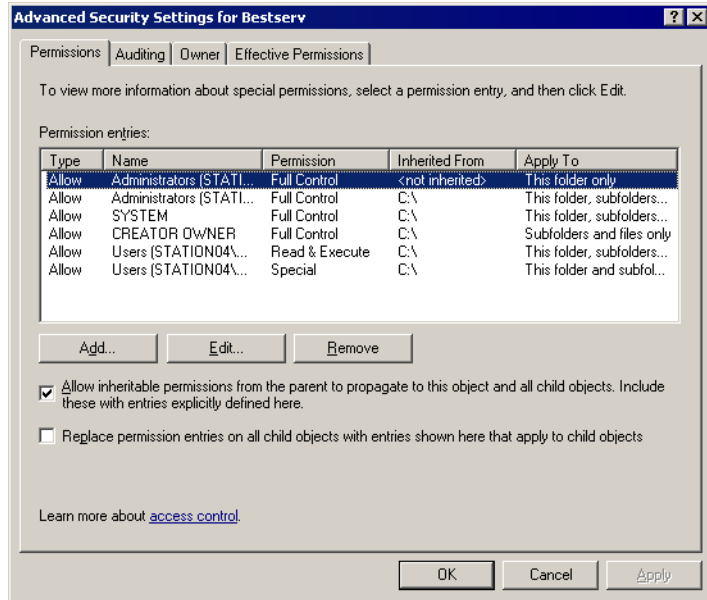
The procedure for sharing the \FASServ or \BESTSERV folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

### ***To share the FASServ or Bestserv folder***

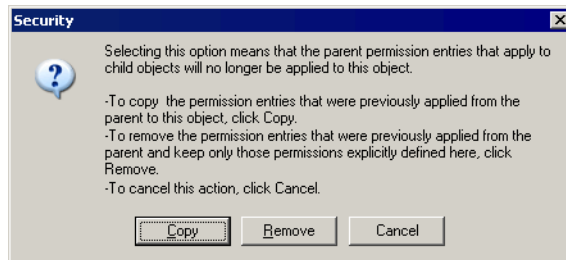
1. In Windows Explorer, right-click on the \FASServ or \Bestserv folder.
2. From the popup menu, select Sharing and Security. The Bestserv Properties screen appears.



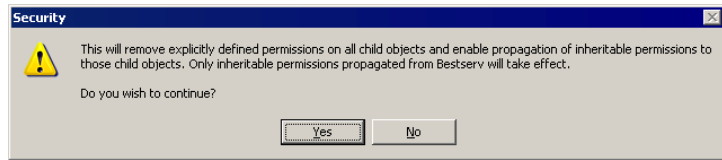
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for Bestserv screen appears.



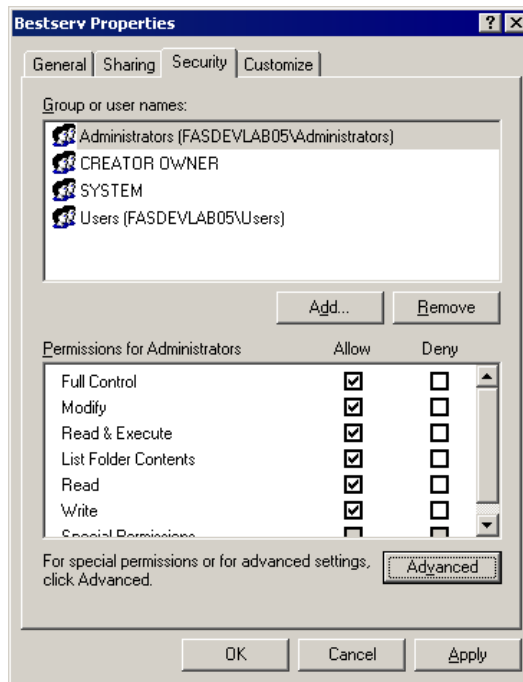
6. Clear the "Allow Inheritable Permissions from the Parent to Propagate to this Object . . ." check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for Bestserv screen.
8. Select the "Replace Permission Entries on All Child Objects . . ." check box.
9. Click OK. A second Security message appears.



10. Click Yes to return to the Bestserv Properties screen.



11. Make sure the Full Control check box is selected.

12. Click OK to close the Bestserv Properties screen.

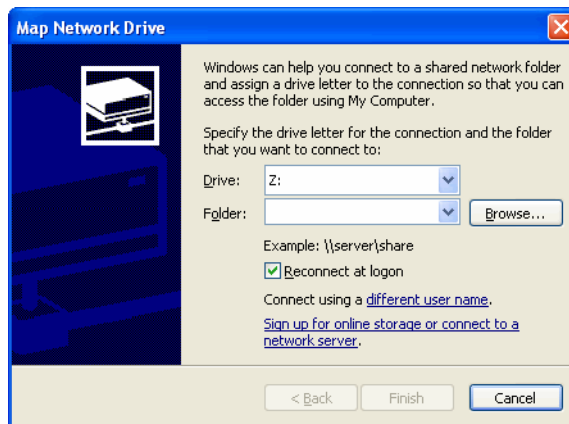


## Step 5: Mapping a Drive to FASServ or Bestserv

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation. Since you are upgrading from a previous version, a drive may already be mapped to the FASServ or Bestserv folder.

### *To map a drive to the FASServ or Bestserv folder*

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive screen appears.



2. Click the Browse button to locate the \FASServ or \Bestserv folder on the server.

---

**Note** We recommend that you select the Reconnect at Logon check box.

---

3. Click the Finish button to close the Map Network Drive screen.

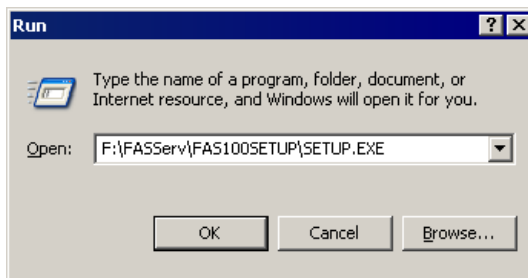
## Step 6: Installing the Client

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation.

### *To install a client on a workstation*

1. Select Start/Run from the Windows taskbar. The Run screen appears.



■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASserv\FAS100SETUP\SETUP.EXE

or

F:\BESTSERV\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for “F” if it is different.)

---

**Note** If you mapped the F: drive to \FASserv or \BESTSERV, then the path would be:

F:\FAS100SETUP\SETUP.EXE

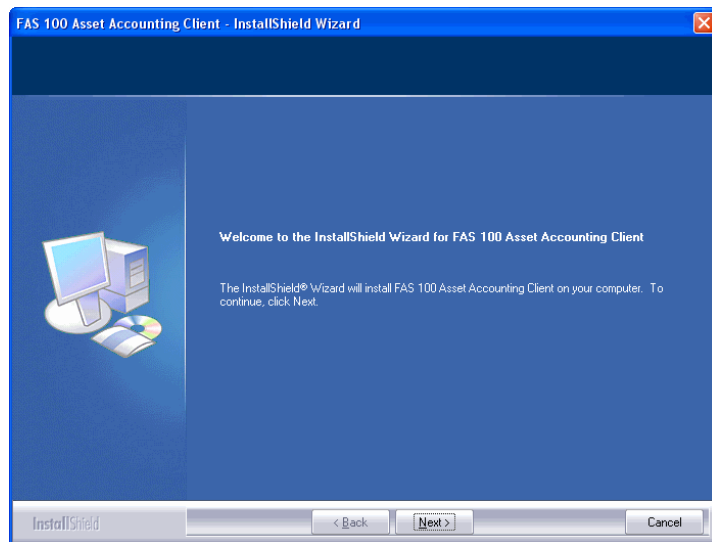
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2. Click OK. The Client Installation screen appears.

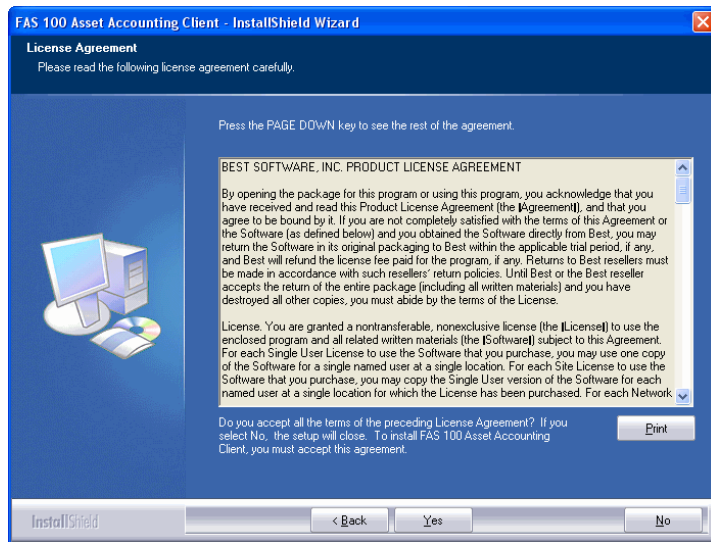


**Note** The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components.

3. Select the Install FAS 100 Asset Accounting option. The Welcome screen appears.



4. Click the Next button. The Software License Agreement screen appears.

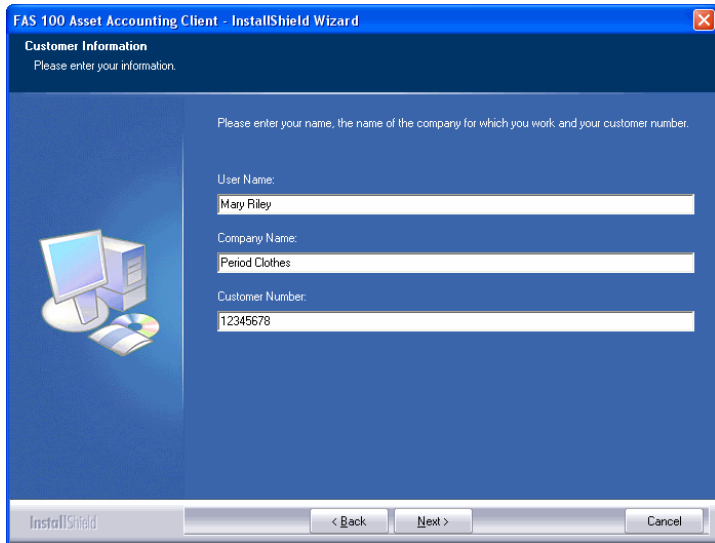


■ **Print Button**

Click this button to send the license agreement to the default printer.

5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.



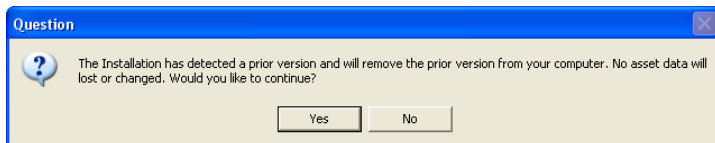
6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

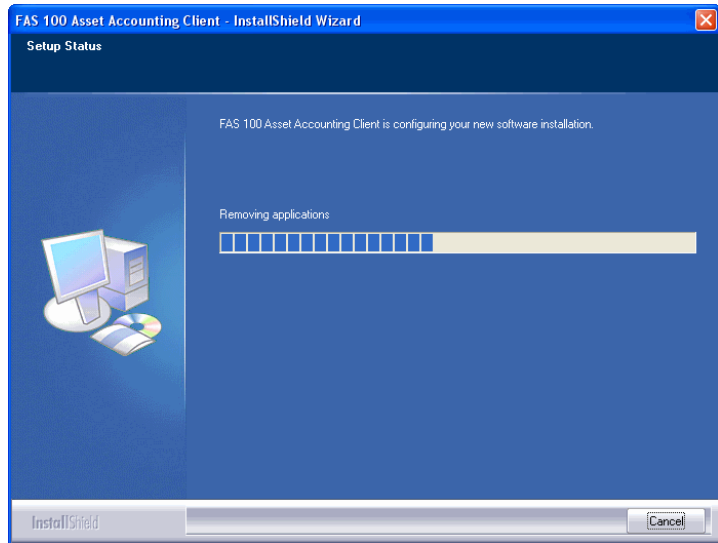
**Note** You can find the customer number on the packing slip in the upgrade package or by clicking About FAS Asset Accounting from the Help menu. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

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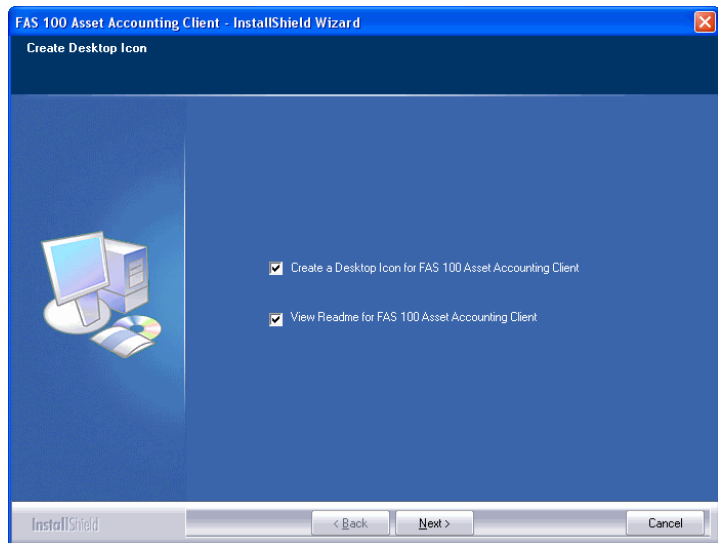
7. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



8. Click Yes to remove the prior version of the application. The system begins installing the software, and the Setup Status screen appears.



When all of the files have been installed, the Create Desktop Icon screen appears.

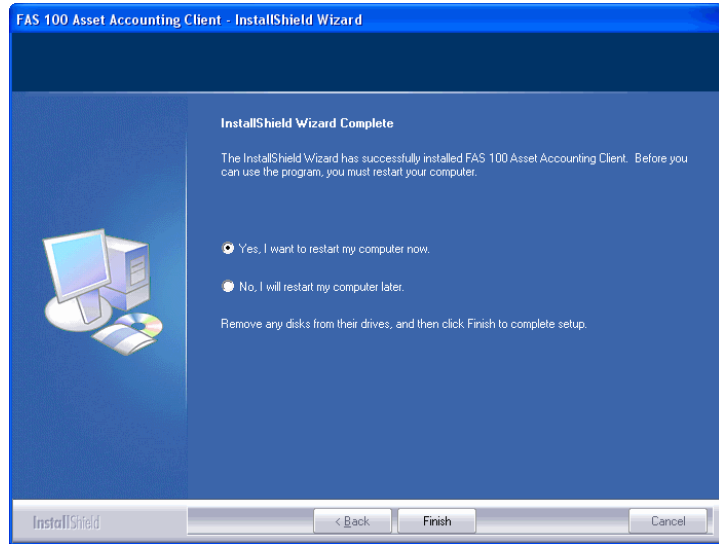


- **Create a Desktop Icon for FAS 100 Asset Accounting Client**  
Select this check box if you want to add an icon to your desktop that enables you to start the program.

■ **View Readme for FAS 100 Asset Accounting Client**

Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

9. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button.

## Step 7: Starting the Application

Follow the steps below to start the network application from a workstation. The Sage FAS client icon is located in the Sage Software program group by default.

---

**Note** If you chose to install a desktop icon during the client installation, you can start the program by double-clicking the icon on your desktop.

---

### ***To start the application from a workstation***

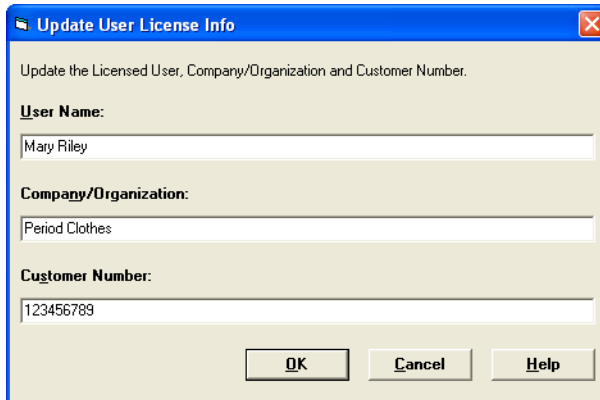
1. Select Start/Programs from the Windows taskbar.
2. Select the Sage Software program group.
3. Select the FAS 100 Asset Accounting Client program group.
4. Select the FAS 100 Asset Accounting Client icon.

### ***To update your customer number***

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User License Info from the menu bar. A screen appears that allows you to enter your customer number.





Update User License Info

Update the Licensed User, Company/Organization and Customer Number.

**User Name:**  
Mary Riley

**Company/Organization:**  
Period Clothes

**Customer Number:**  
123456789

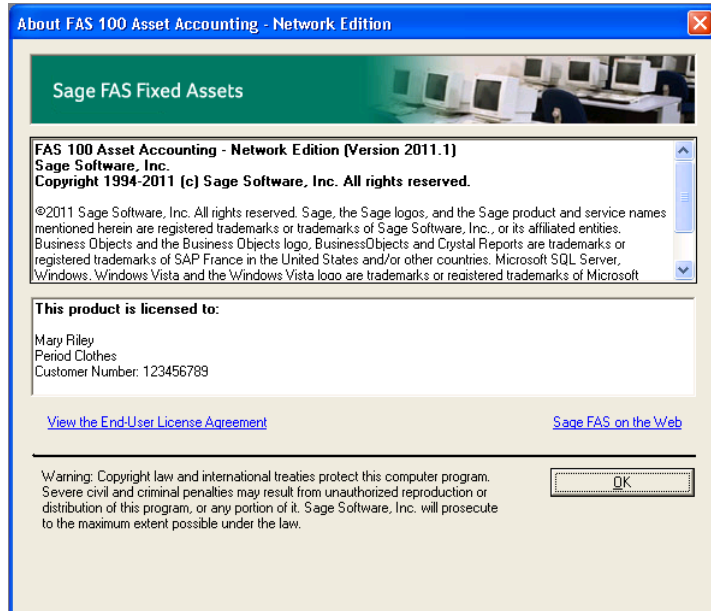
OK Cancel Help

2. Enter your name, company name, and customer number, and then click OK.

### ***To view your customer number***

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number.

1. Select Help/About FAS Asset Accounting from the menu bar. A screen appears that provides information about your program, including your customer number.



# 4

## Installing FAS 100 Asset Inventory the First Time

### Preparing for a New Install

- 1\_\_\_ Does each user of the application and each local system account have full control access to the FASServ directory?

To run the application, each network user must have full control access to the FASServ directory. After the application has been installed, make sure the FASServ directory has the correct permissions.

- 2\_\_\_ Is the person performing the installation logged on as an Administrator? You cannot install the program if you do not have Administrative rights.
- 3\_\_\_ Are you running a supported operating system on the server? For more information, see [“Server System Requirements,” page 1-2.](#)

### Overview of the Install Process

The install process consists of the following steps:

1. Installing the Fixed Assets server components, [page 4-2.](#)
2. **Optional:** Installing the FAS Report Writer server components, [page 4-11.](#)
3. Registering the application, [page 4-12.](#)
4. Sharing the FASServ folder, [page 4-14.](#)

5. Mapping a drive to the FASServ folder, [page 4-17](#).
6. Attaching your barcode reader to the workstation, [page 4-18](#).
7. Installing the client components on a workstation, [page 4-19](#).
8. Installing the FAS Reader program, [page 4-25](#).
9. Starting the application, [page 4-26](#).

## Step 1: Installing the Fixed Assets Server Components

---

**Note** You need to install the server components only once. If you have already installed the server components for the 2008.1 tax update, you do not need to repeat these steps again.

---

In this step, you install the server components on the server machine for the following applications:

- FAS 100 Asset Accounting
- FAS 100 Asset Inventory
- FAS 100 CIP Accounting

**Windows Network Edition:** You install the Database Server components on the database server machine.

**NetWare Network Edition:** You install the Database Server components from a client workstation.

### ***To install the Fixed Assets server components***

1. Insert the Sage FAS Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Server Installation screen.



---

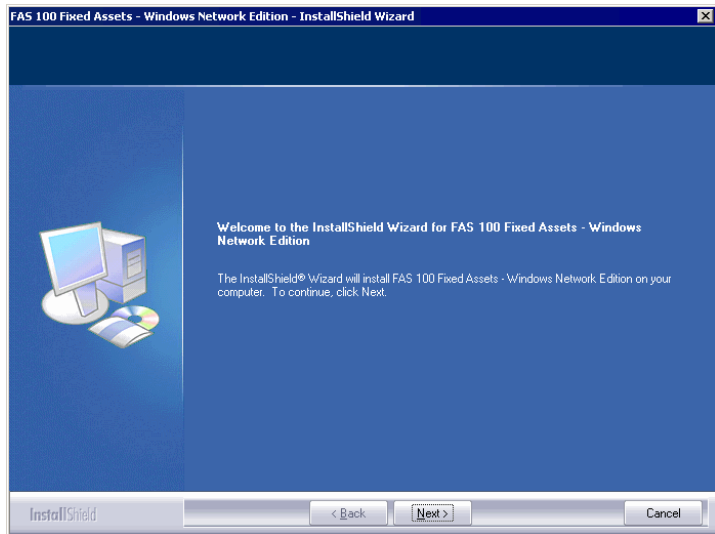
**Note** If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
- Type (or browse to) D:\SETUP.EXE in the Open field, and then click OK. (Substitute your computer's DVD drive letter for "D" if it is different.) The system displays the Server Installation screen.

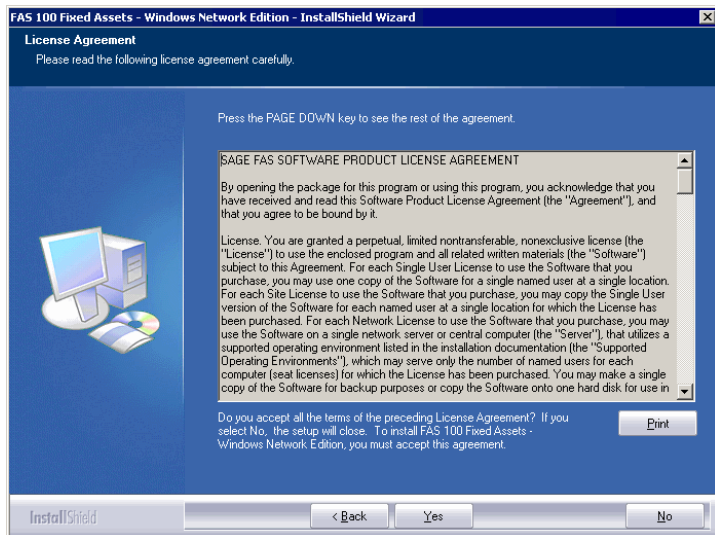
- 
2. Select the Install FAS Server Components option.

If you are on Windows Vista or Windows Server 2008, a message asks if you want to view important information about running Sage FAS applications on your operating system.

3. Click Yes to view the information; otherwise, click No to continue. The Welcome screen appears.



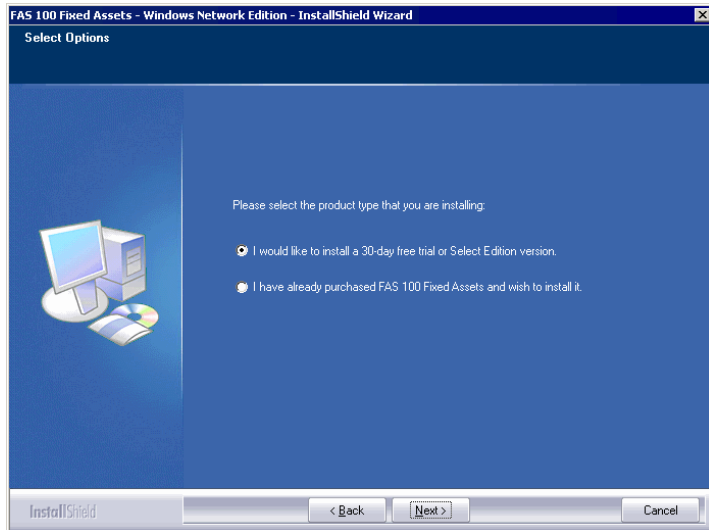
4. Click the Next button. The Software License Agreement screen appears.



- **Print Button**  
Click this button to send the license agreement to the default printer.

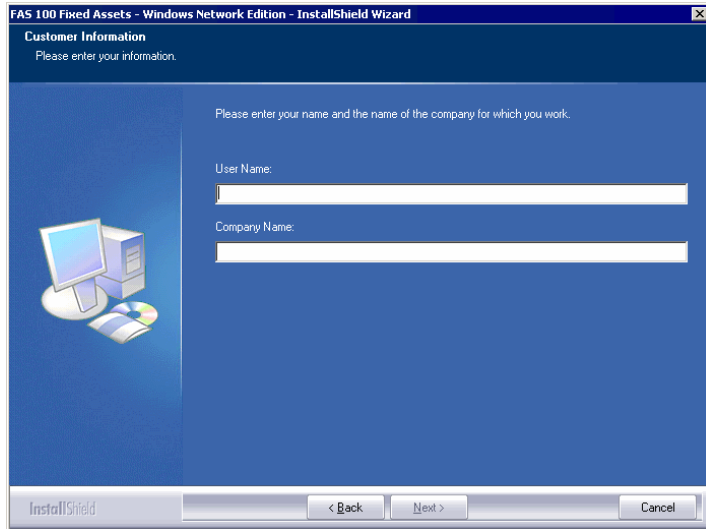
5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Select Options screen appears.



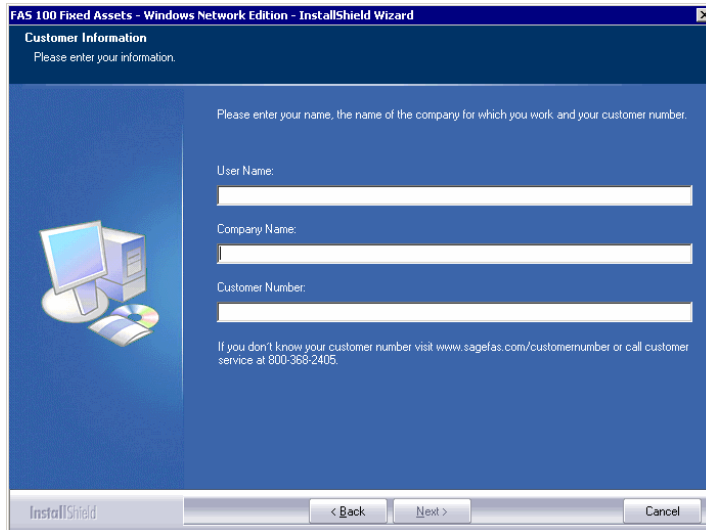
6. Select either the 30-day free trial option or the purchased option.

If you selected the 30-day free trial option, the following Customer Information screen appears.



7. Enter your name and company name, and continue to step 9.

If you selected the purchased option, the following Customer Information screen appears.





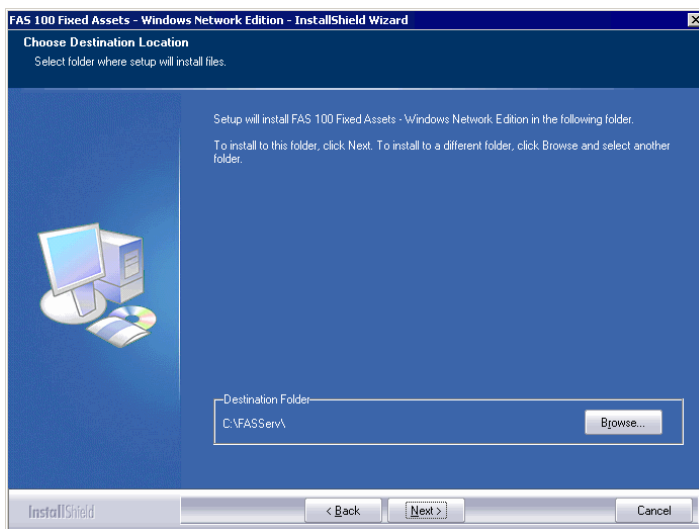
8. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

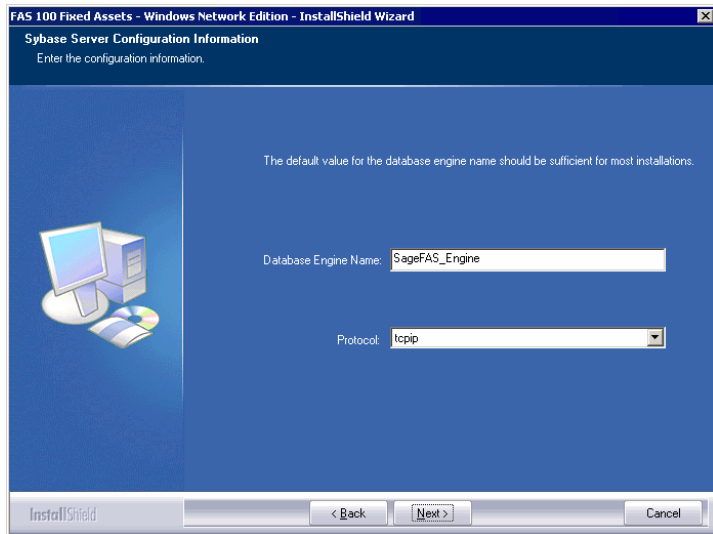
**Note** The customer number appears on the packing slip. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

---

9. Click the Next button. The Choose Destination Location screen appears.



10. Select the folder in which to install the server components, and then click the Next button. The Sybase Server Configuration Information screen appears.



■ **Database Engine Name**

We recommend that you accept the default Database Engine name of SageFAS\_Engine unless you are using a different Sybase database engine name.

---

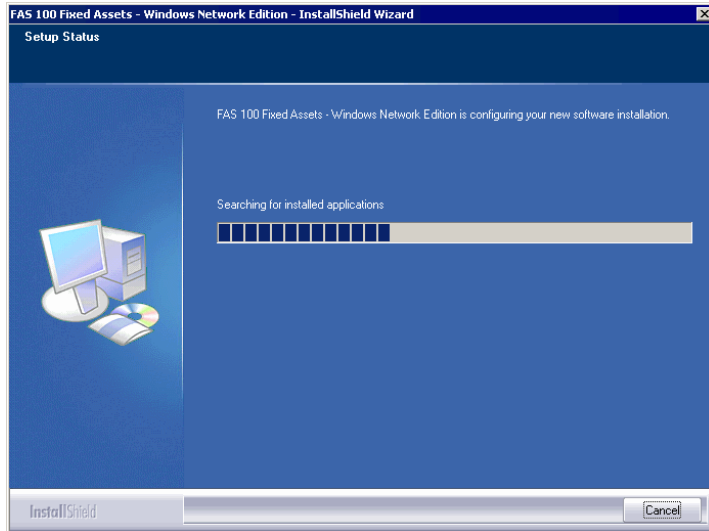
**Note** This field is unavailable if you have already installed a Sage FAS network server application on this machine. You will use the same Database Engine name that was used in the previous installation.

---

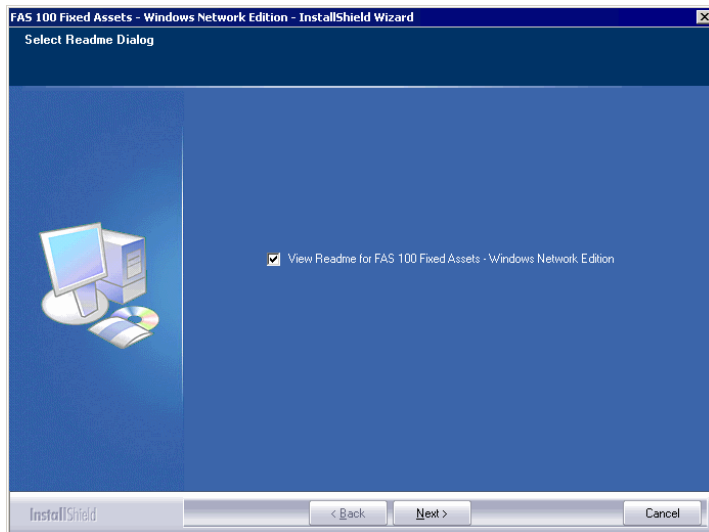
■ **Protocol**

We recommend that you make a note of the communication protocol information. The selected protocol must match the communication protocol that you specify when you establish the network Database server.

11. Click the Next button. The system begins installing the software, and the Setup Status screen appears.

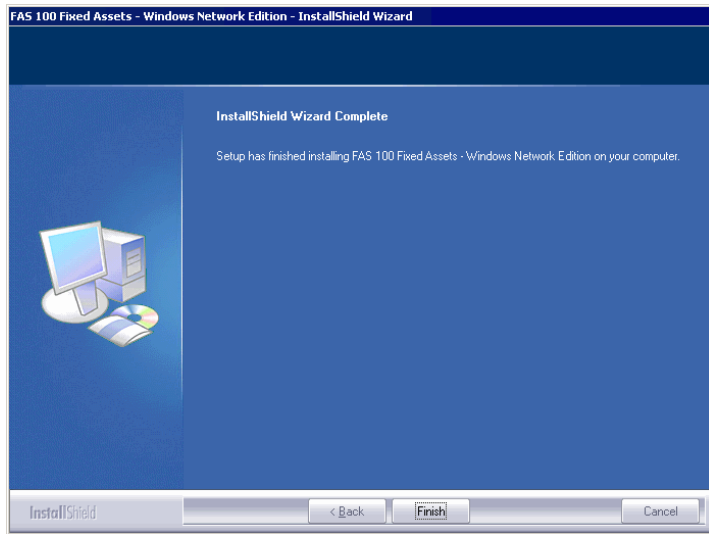


When all of the files have been installed, the Select Readme screen appears.



- **View Readme for FAS 100 Fixed Assets**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

12. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

13. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation screen.
14. Click Exit to close the Server Installation screen.
15. The database engine must be started before you can run the network client on a local workstation.

The installation program automatically creates a database service called Sage\_FAS\_Fixed\_Assets. The installation program starts this service for you.

---

**Note** If you run the FAS Database Server as an interactive server, you must start the database engine before installing the network client.

---

## Optional Step: Editing the Config File

This step is recommended in network environments in which the FAS Server and the client workstation(s) are located on different subnets.

### *To edit the config file*

1. Using a text editor, open the INSTALL.CFG file. It is located in the FASServ folder on the server machine.
2. In the Host PARAMETERS line, substitute the X's with the IP address of the server machine.
3. Save the file.

## Step 2: Installing the FAS Report Writer Server Components

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

In this step, you install the FAS Report Writer server components on the server machine. This step is optional. You should install the FAS Report Writer server components only if you have purchased FAS Report Writer, or you want to explore its features on a 30-day, free trial basis.

---

**Important** The latest version of FAS Report Writer uses Crystal Reports XI. You must install FAS Report Writer to create custom reports, even if you have previously installed FAS Report Writer.

---

---

**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

---

### ***To install the FAS Report Writer server components***

1. Insert the Sage FAS Report Writer DVD in your computer's DVD drive, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 8, "Installing FAS Report Writer."

## **Step 3: Registering the Application**

The process of registering the program is a one-time event. After you enter your registration codes, you won't have to enter them again—not even when you receive your next program update.

After you have installed the database server and the network client, follow the steps below to register the network application.

---

**Note** You have 30 days to register the Sage FAS application.

---

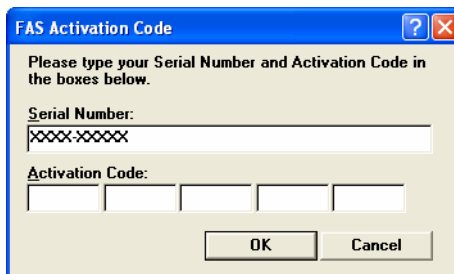
### ***To register the application***

1. Start the Database Engine. **The Database Engine must be running when you register the program.**

1. On the server machine, lick the Start button on the Windows taskbar, and then select Programs from the Start menu.
2. Select the Sage Software program group.
3. Select the FAS 100 Server Administration program group.
4. Select the FAS 100 Product Registration icon. A registration screen appears.



5. Click the Register button. A screen appears that allows you to enter your serial number and activation code.



#### ■ Serial Number

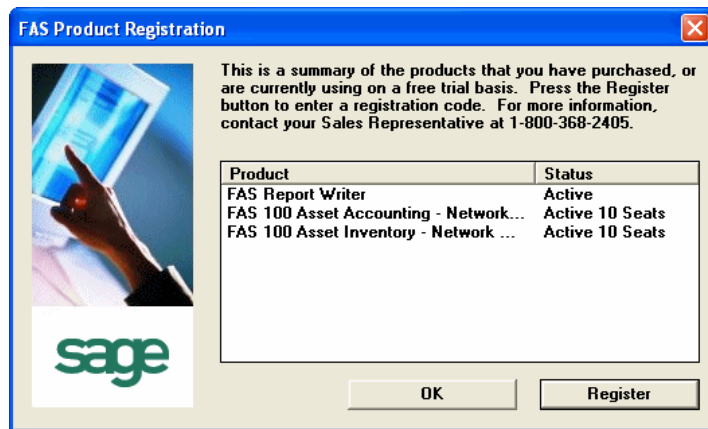
Enter your serial number. **You must enter the hyphen.** The system displays XXXX-XXXXX in this field to demonstrate the required format. Replace the X's with your serial number.

### ■ Activation Code

Enter your activation code.

Please contact Customer Service at 800-368-2405 if you cannot find your serial number and activation code.

6. Click OK. The system returns to the previous registration screen.



7. Click OK to close the registration screen.

## Step 4: Sharing the FASServ Folder

The next step is to share the \FASServ folder with **full control** for the following users or groups:

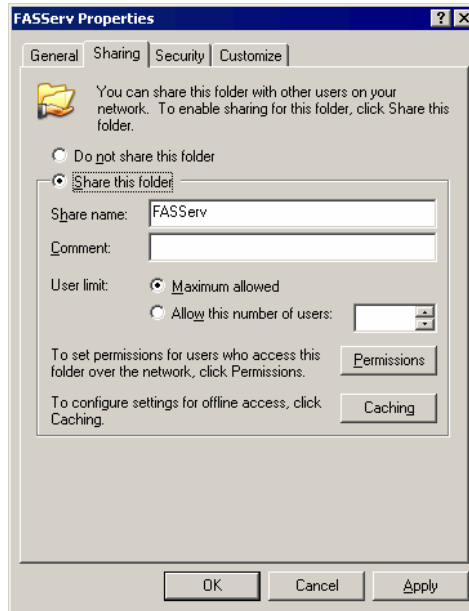
- Users of the Sage FAS application
- Domain Administrators
- Local operating System group

The procedure for sharing the FASServ folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

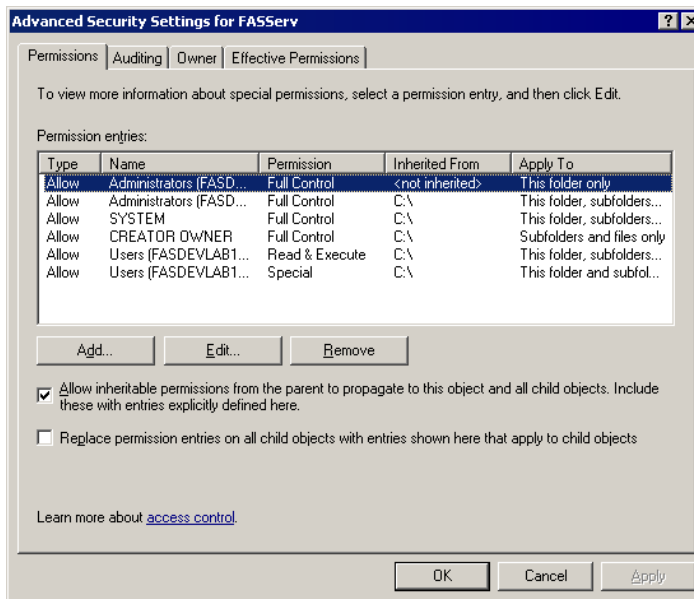


## ***To share the FASServ folder***

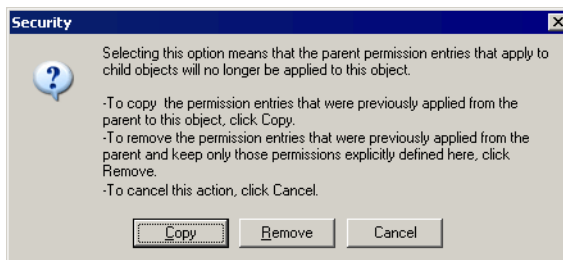
1. In Windows Explorer, right-click on the FASServ folder.
2. From the popup menu, select Sharing and Security. The FASServ Properties screen appears.



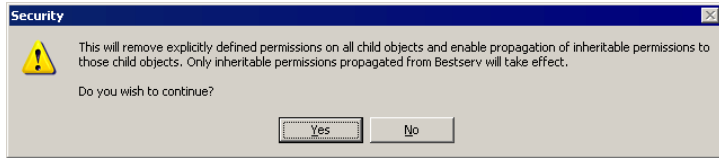
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for FASServ screen appears.



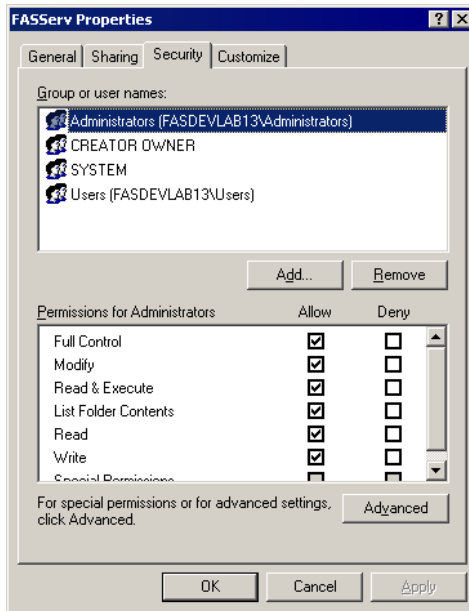
6. Clear the “Allow Inheritable Permissions from the Parent to Propagate to this Object . . .” check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for FASServ screen.
8. Select the “Replace Permission Entries on All Child Objects . . .” check box.
9. Click OK. A second Security message appears.



10. Click Yes to return to the FASServ Properties screen.



11. Make sure the Full Control check box is selected.

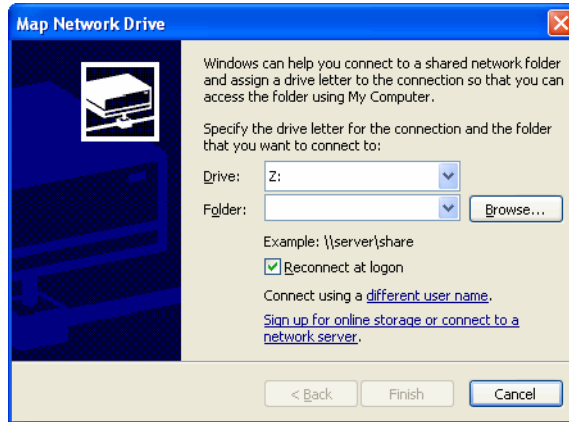
12. Click OK to close the FASServ Properties screen.

## Step 5: Mapping a Drive to the FASServ Folder

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation.

## ***To map a drive to the FASServ folder***

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive screen appears.



2. Click the Browse button to locate the FASServ folder on the server.

---

**Note** We recommend that you click the Reconnect at Logon check box.

---

3. Click the Finish button to close the Map Network Drive screen.

## **Step 6: Attaching Your Barcode Reader**

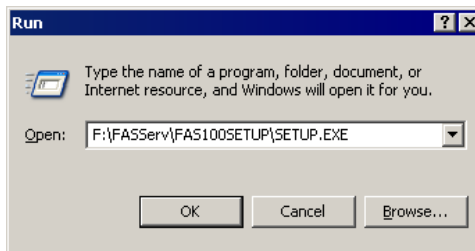
In this step, you attach your Windows Mobile reader to your workstation. The installation program will detect your reader and prompt you to install the FAS Reader program (see [“Step 8: Installing the FAS Reader Program,”](#) page 4-25).

## Step 7: Installing the Client Components

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

### *To install a client on a workstation*

1. Select Start/Run from the Windows taskbar. The Run screen appears.



■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASserv\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for “F” if it is different.)

---

**Note** If you mapped the F: drive to \FASserv, then the path would be:

F:\FAS100SETUP\SETUP.EXE

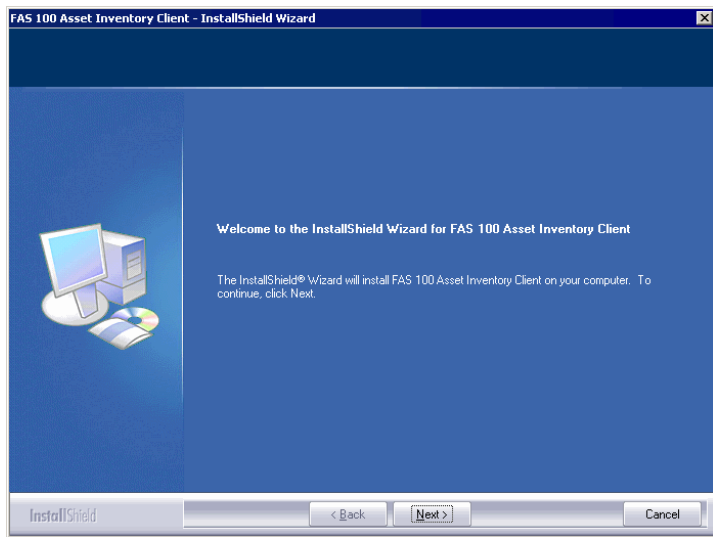
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2. Click OK. The Client Installation screen appears.

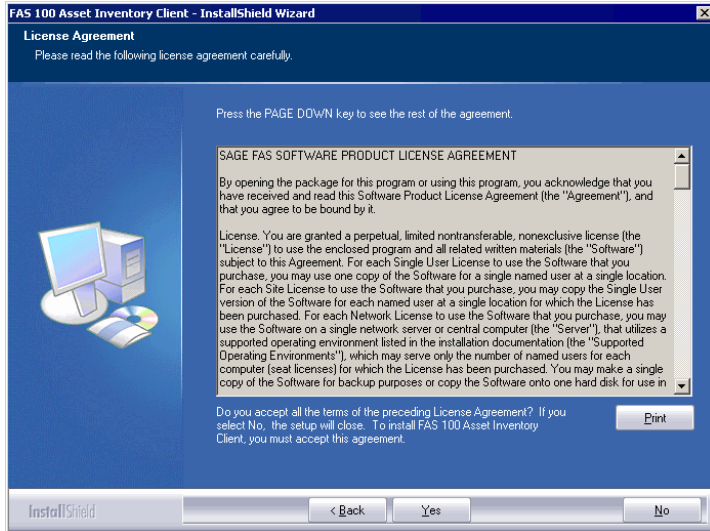


**Note** The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components.

3. Select the Install FAS 100 Asset Inventory option. The Welcome screen appears.

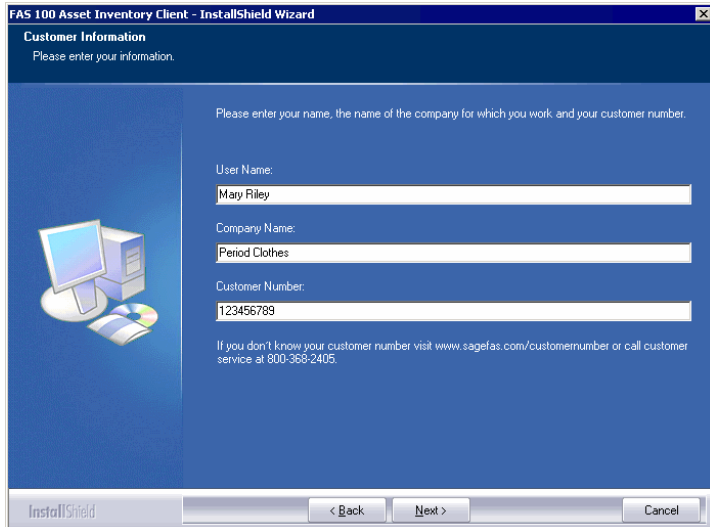


4. Click the Next button. The Software License Agreement screen appears.



5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.



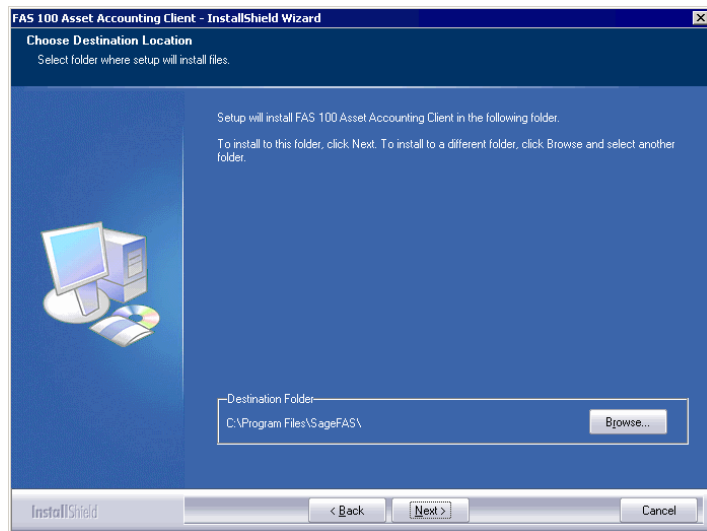
6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

**Note** The customer number appears on the packing slip. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

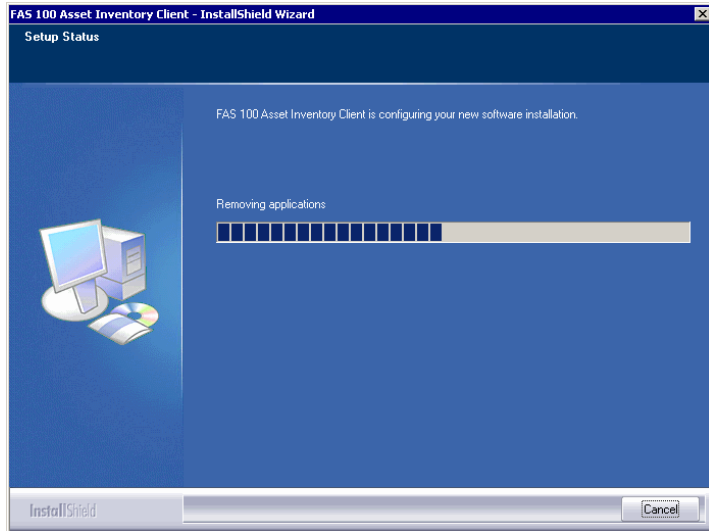
---

7. Click the Next button. The Choose Destination Location screen appears.

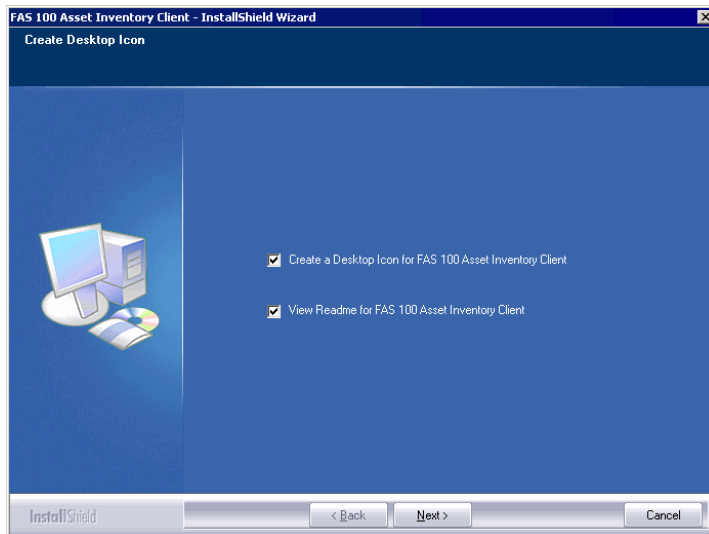


8. Click the Next button. The system begins installing the software, and the Setup Status screen appears.





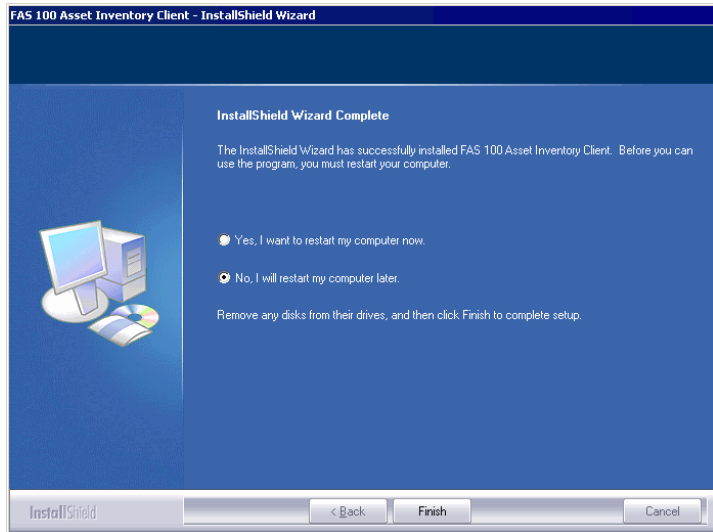
When all of the files have been installed, the Create Desktop Icon screen appears.



- **Create a Desktop Icon for FAS 100 Asset Inventory Client**  
Select this check box if you want to add an icon to your desktop that enables you to start the program.

- **View Readme for FAS 100 Asset Inventory Client**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

9. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button. The system returns to the Client Installation screen.
11. Click Exit to close the Client Installation screen.

## Step 8: Installing the FAS Reader Program

Microsoft ActivSync must be installed on your computer before you can install the FAS Windows Reader program.

If you install FAS 100 Asset Inventory and the system detects Windows CE Services during the installation, a dialog box appears asking if you want to install the FAS Windows Reader program. If you choose to install the FAS Windows Reader program, follow the steps below to complete the installation.

---

**Note** The system installs the FAS Windows Reader program on the client workstation. In previous releases, the system installed the FAS Windows Reader program on the network server in the FAS 100 Asset Inventory installation directory.

---

You can also re-install the FAS Windows Reader program directly from the Best Software folder in your Program Files.

---

**Note** In order to install the FAS Windows Reader program, your mobile reader must have established a connection with your PC.

---

### ***To install FAS Windows Reader***

1. Make sure your mobile reader is connected to the PC before installing the FAS Windows Reader program.
2. From the FAS 100 Asset Inventory Installation process, choose Yes when the system asks if you would like to install the FAS Windows Reader program.

If you are re-installing FAS Windows Reader, in Windows Explorer, open the folder C:\Program Files\SageFAS\CEReader and double-click on SETUP.EXE.

3. The system displays the Welcome to FAS Windows Reader Setup screen.
4. Click the Next button. The system displays the License Agreement dialog box.

5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button and the system exits from the installation program.)

The system then connects to the Windows Mobile reader and begins to install the FAS Windows Reader program.

During the installation, the system asks if you would like to install the FAS Windows Reader program using the default application install directory.

6. Click the Yes button to accept the default directory, or click the No button to choose a different directory (choose a different directory on the mobile reader).

## Step 9: Starting the Application

After you have started the Database Engine, follow the steps below to start the network application from a workstation. The Sage FAS client icon is located in the Sage Software program group by default.

---

**Note** If you chose to install a desktop icon during the client installation, you can start the program by double-clicking the icon on your desktop.

---

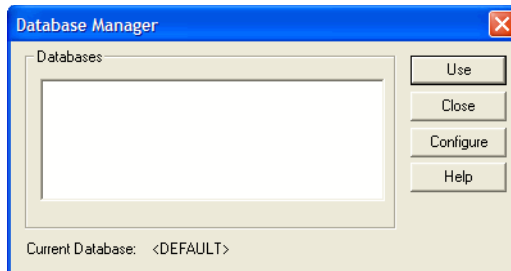
### ***To start the application from a workstation***

1. Select Start/Programs from the Windows taskbar.
2. Select the Sage Software program group.
3. Select the FAS 100 Asset Inventory Client program group.
4. Select the FAS 100 Asset Inventory Client icon.

## Starting the Application the First Time

Every time you start the FAS 100 Asset Inventory program on a client workstation, the system reads information in the Configuration database. (The Configuration database is a file named BESTSYS.DB that contains information about your system, including the location of all of your databases.)

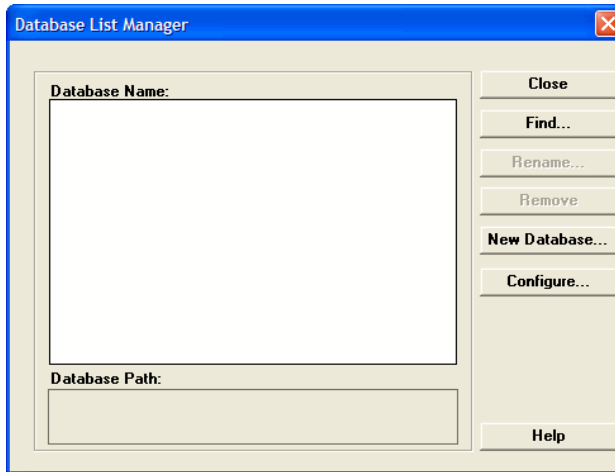
If a previous version of FAS 100 Asset Inventory does not exist on the workstation, the Configuration database file is empty the first time you start the application. The application is unable to locate the default asset database (FAS.DB), and it displays the Database Manager dialog box.



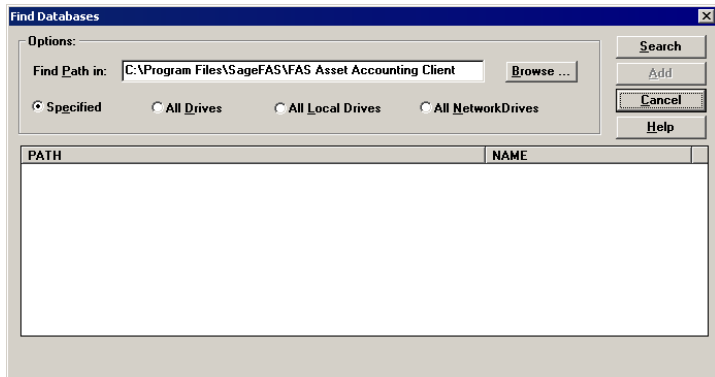
To remedy this problem, you must specify the location of the default asset database (FAS.DB). After you specify the location of the default asset database, you will not have to provide it again.

### ***To locate the default asset database***

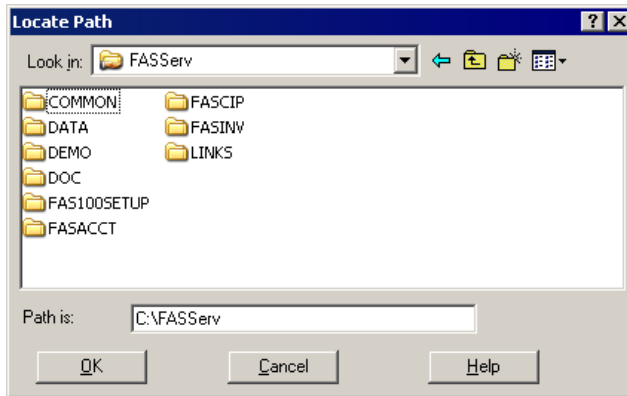
1. Click the Configure button. The system displays the Database List Manager dialog box.



2. Click the Find button. The system displays the Find Databases dialog box.



3. Click the Browse button. The system displays the Locate Path dialog box.



4. Use the directory tree to locate the folder containing the default database.

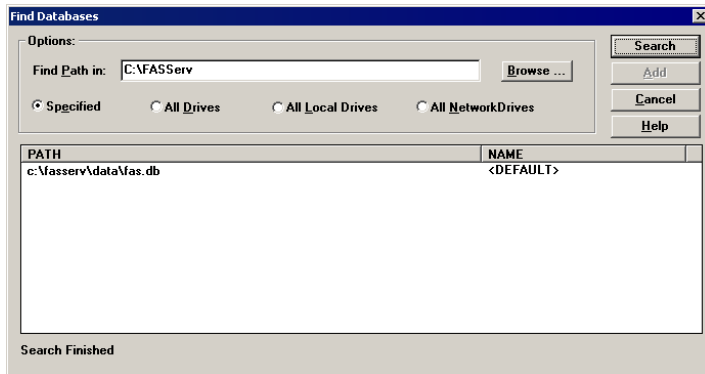
The installation program installed a default database in the C:\FASServ\DATA directory, if you accepted the default directory when you installed the database server files.

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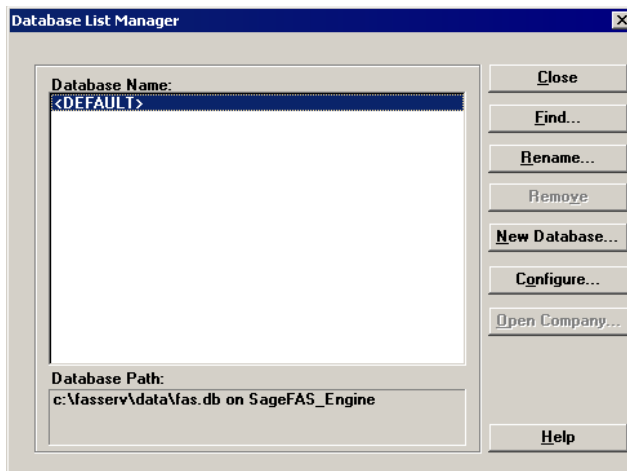
**Note** If you installed the client on a computer other than where the server components were installed, you must browse to the shared network location to locate the default asset database.

---

5. Click OK to return to the Find Databases dialog box.
6. Click the Search button. The system lists all of the databases that it finds in the list box.

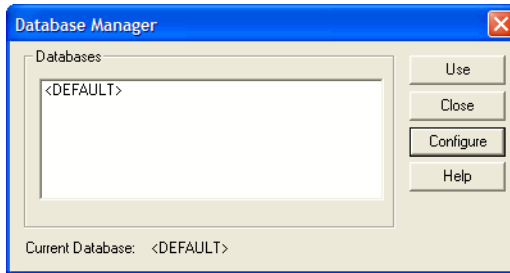


7. Select (highlight) the database that you want to use as the default database, and then click the Add button. The system removes the selected database from the list.
8. Click the Cancel button. The system returns to the Database List Manager dialog box. The selected database appears in the Database Name field.



9. Click the Close button. The system returns to the Database Manager dialog box.



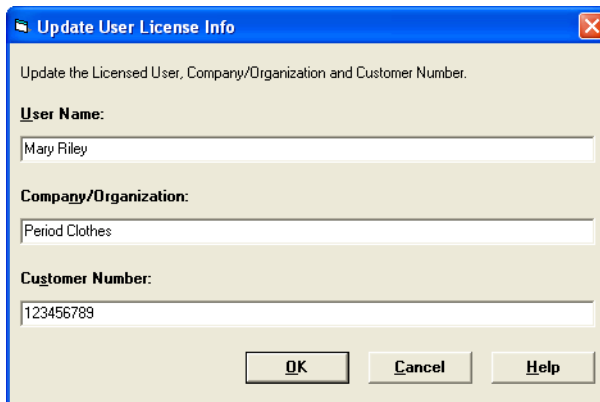


10. Select (highlight) the <DEFAULT> database, and then click the Use button. The system starts the FAS 100 Asset Inventory program using the selected database.

### ***To update your customer number***

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User License Info from the menu bar. A screen appears that allows you to enter your customer number.

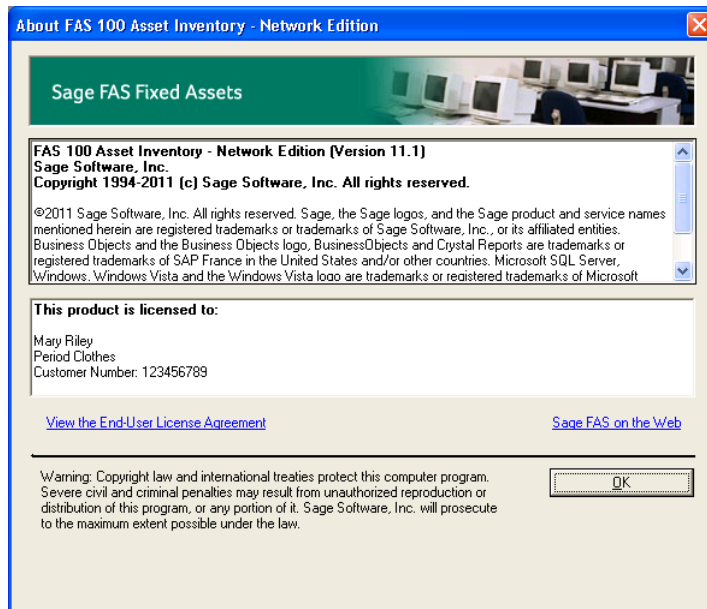


2. Enter your name, company name, and customer number, and then click OK.

## ***To view your customer number***

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number.

1. Select Help/About FAS Asset Inventory from the menu bar. A screen appears that provides information about your program, including your customer number.



# 5

## Installing FAS 100 Asset Inventory: Upgrading from a Prior Version

This chapter provides instructions for upgrading from a previous version of FAS 100 Asset Inventory.

---

**Important** You must be currently using **version 10.1** of FAS 100 Asset Inventory to follow the steps in this chapter. If you are not running version 10.1, you will need to install prior releases in sequential order through 10.1 before you upgrade.

---

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with Sage FAS version 2008.2 or later, you do not need to install it again.

A previous version of FAS Report Writer used Crystal Reports 8.5. If this version of Crystal Reports is still on your machine, we **strongly recommend** that you uninstall it to avoid conflicts with the latest version of Crystal Reports. The latest version of FAS Report Writer requires 1.5 GB of hard disk space. To uninstall FAS Report Writer, go to Control Panel, click the Add or Remove Programs icon, select FAS Report Writer from the list, and click the Remove button.

---

## Preparing for the Upgrade

- 1\_\_\_ Is the person performing the installation logged on as an Administrator? You cannot install the program if you do not have Administrative rights.

## Overview of the Upgrade Process

The upgrade process consists of the following steps:

1. Backing up your current data, [page 5-3](#).
2. Installing the Fixed Assets server components, [page 5-3](#).
3. **Optional:** Installing the FAS Report Writer server components, [page 5-10](#).

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with version 2008.2 or later, you do not need to reinstall it.

---

4. Making sure the location of the server components, either the FASServ or Bestserv folder by default, is still shared, [page 5-11](#).
5. Making sure you have a mapped drive to the location of the server components, either the FASServ or Bestserv folder by default, [page 5-14](#).
6. Installing the client components, [page 5-15](#).
7. Starting the application, [page 5-21](#).

## Step 1: Backing Up Your Data

### *To back up your data*

1. Select File/Company Utilities/Backup Company from the menu bar. The system displays the Backup Companies dialog box.
2. Select the company that you want to back up, designate the destination directory, enter a file name for the backup file, and then click OK. The system takes a few moments to analyze the data. If you're backing up to disk, you'll receive a message informing you of the number of disks necessary to back up your data. Then you'll be prompted to change disks at the appropriate time.
3. After the backup is complete, click the Cancel button to close the Backup Company dialog box, or select another company to back up.

## Step 2: Installing the Fixed Assets Server Components

---

**Note** You need to install the server components only once. If you have already installed the server components for the 2010.1 tax update, you do not need to repeat these steps again.

---

In this step, you install the server components on the server machine for the following applications:

- FAS 100 Asset Accounting
- FAS 100 Asset Inventory
- FAS 100 CIP Accounting

You install the Database Server components on the database server machine.

## ***To install the Fixed Assets server components***

1. Insert the Sage FAS Fixed Assets installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Server Installation screen.



---

**Note** If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
- Type (or browse to) D:\SETUP.EXE in the Open field, and then click OK. (Substitute your computer's DVD drive letter for "D" if it is different.) The system displays the Server Installation screen.

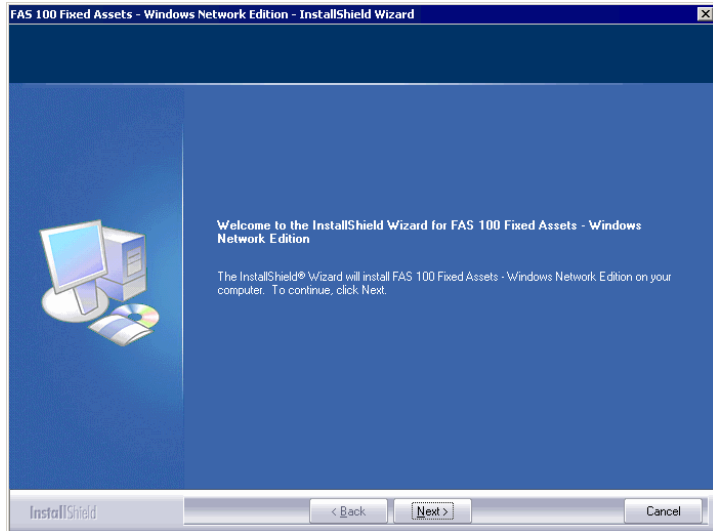
- 
2. Select the Install FAS Server Components option.

If you are on Windows Vista or Windows 2008 Server, a message asks if you want to view important information about running Sage FAS applications on your operating system.

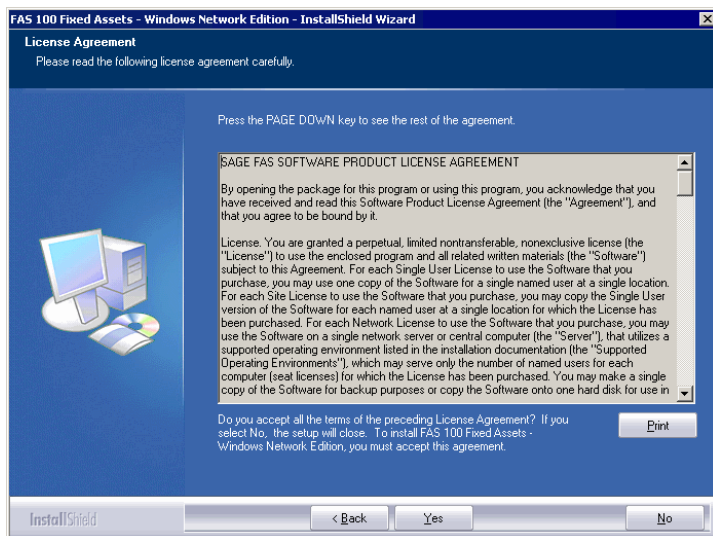
3. Click Yes to view the information; otherwise, click No to continue.

A message reminds you to shut down and remove the database service.

4. Click OK to continue. The Welcome screen appears.



5. Click the Next button. The Software License Agreement screen appears.



■ **Print Button**

Click this button to send the license agreement to the default printer.

6. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.

The screenshot shows a window titled "FAS 100 Fixed Assets - Windows Network Edition - InstallShield Wizard" with a sub-header "Customer Information". Below the sub-header, it says "Please enter your information." On the left side, there is an illustration of a computer monitor, a tower PC, and a CD/DVD. The main area contains the instruction "Please enter your name, the name of the company for which you work, and your customer number." followed by three input fields labeled "User Name:", "Company Name:", and "Customer Number:". At the bottom of the main area, there is a note: "If you don't know your customer number visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber) or call customer service at 800-368-2405." The bottom of the window features a navigation bar with "InstallShield" on the left, and buttons for "< Back", "Next >", and "Cancel" on the right.

7. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

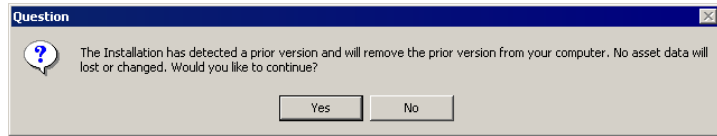
---

**Note** You can find the customer number on the packing slip in the upgrade package or by clicking About FAS Asset Inventory from the Help menu. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

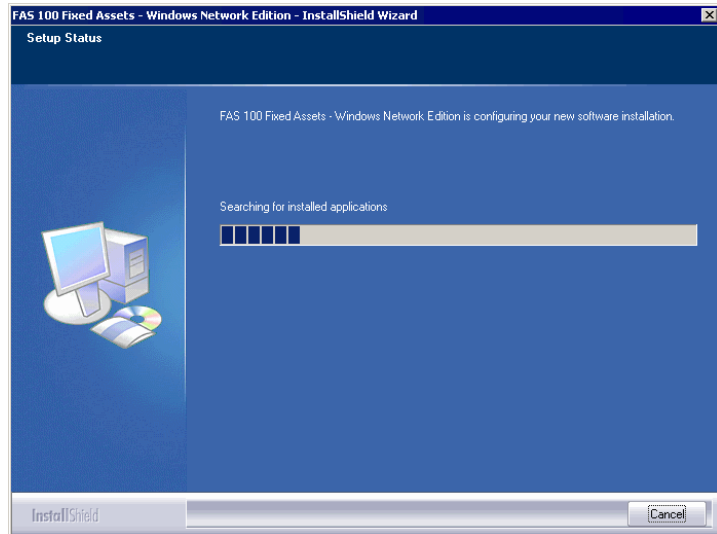
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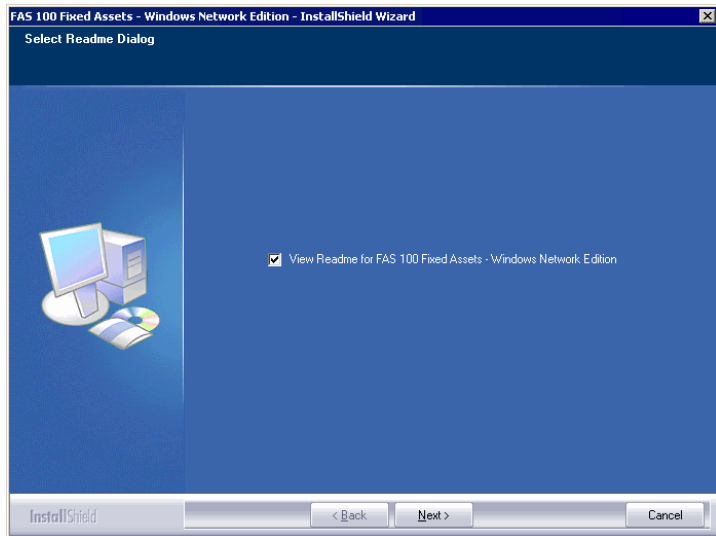
8. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



9. Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status screen appears.



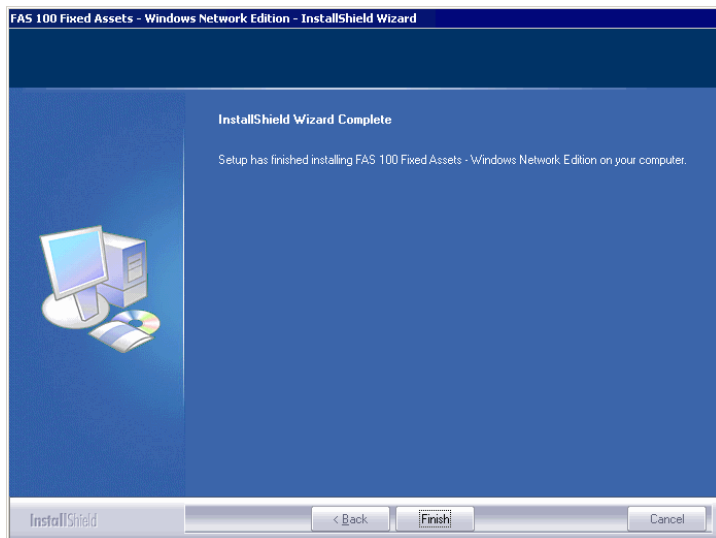
When all of the files have been installed, the Select Readme screen appears.



■ **View Readme for FAS 100 Fixed Assets**

Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation screen.
11. Click Exit to close the Server Installation screen.
12. The database engine must be started before you can run the network client on a local workstation.

The installation program automatically creates a service called Sage\_FAS\_Fixed\_Assets. The installation program starts this service for you.

---

**Note** If you run the FAS Database Server as an interactive server, you must start the database service before installing the network client.

---

## Optional Step: Editing the Config File

This step is recommended in network environments in which the FAS Server and the client workstation(s) are located on different subnets.

### *To edit the config file*

1. Using a text editor, open the INSTALL.CFG file. It is located in the FASServ folder on the server machine.
2. In the Host PARAMETERS line, substitute the X's with the IP address of the server machine.

3. Save the file.

## Step 3: Installing the FAS Report Writer Server Components

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with version 2008.2 or later, you do not need to reinstall it.

---

In this step, you install the FAS Report Writer server components on the server machine. This step is optional. You should install the FAS Report Writer server components only if you have purchased FAS Report Writer, or you want to explore its features on a 30-day, free trial basis.

---

**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

---

### ***To install the FAS Report Writer server components***

1. Insert the Sage FAS Report Writer DVD in your computer's DVD drive, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see [Chapter 8, "Installing FAS Report Writer."](#)

## Step 4: Sharing the FASServ or Bestserv Folder

---

**Note** Since you are upgrading from a previous version, the FASServ or Bestserv folder may already be shared.

---

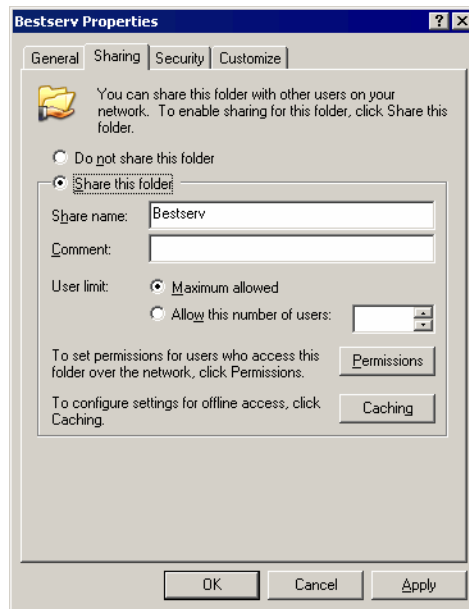
The next step is to share the \FASServ or \BESTSERV folder with **full control** for the following users or groups:

- Users of the Sage FAS application
- Domain Administrators
- Local operating System group

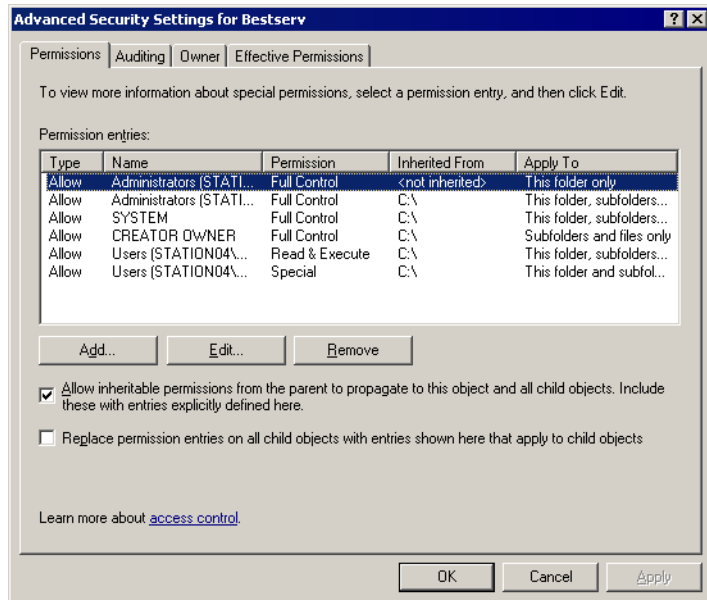
The procedure for sharing the \FASServ or \BESTSERV folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

### ***To share the FASServ or Bestserv folder***

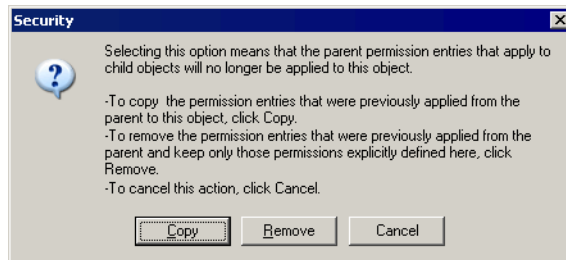
1. In Windows Explorer, right-click on the \FASServ or \Bestserv folder.
2. From the popup menu, select Sharing and Security. The Bestserv Properties screen appears.



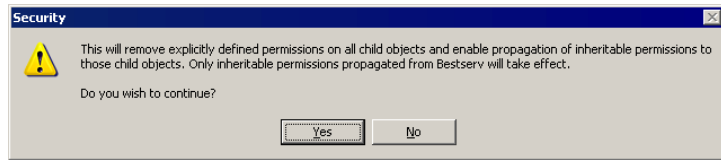
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for Bestserv screen appears.



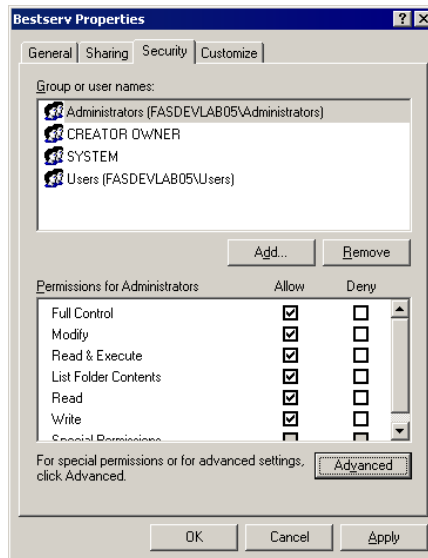
6. Clear the "Allow Inheritable Permissions from the Parent to Propagate to this Object . . ." check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for Bestserv screen.
8. Select the "Replace Permission Entries on All Child Objects . . ." check box.
9. Click OK. A second Security message appears.



10. Click Yes to return to the Bestserv Properties screen.



11. Make sure the Full Control check box is selected.

12. Click OK to close the Bestserv Properties screen.

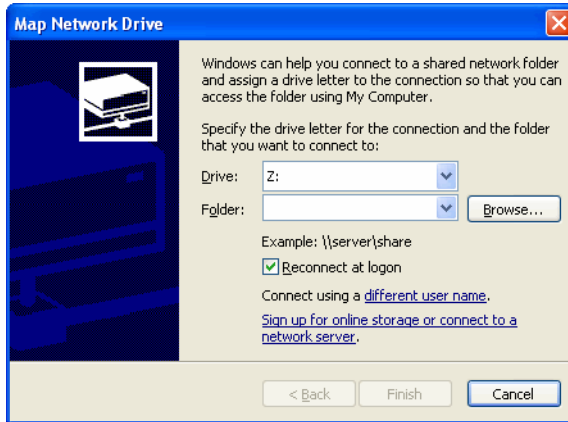
## Step 5: Mapping a Drive to FASServ or Bestserv

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation. Since you are upgrading from a previous version, a drive may already be mapped to the \FASServ or \Bestserv folder.



## ***To map a drive to the FASServ or Bestserv folder***

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive screen appears.



2. Click the Browse button to locate the \FASServ or \Bestserv folder on the server.

---

**Note** We recommend that you click the Reconnect at Logon check box.

---

3. Click the Finish button to close the Map Network Drive screen.

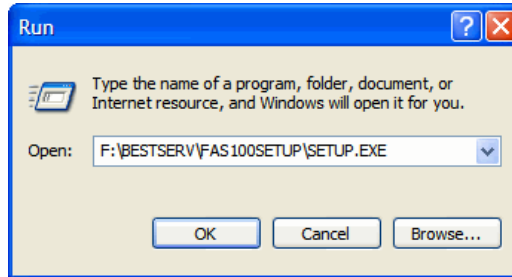
## **Step 6: Installing the Client Components**

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation.

## ***To install a client on a workstation***

1. Select Start/Run from the Windows taskbar. The Run screen appears.



■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASServ\FAS100SETUP\SETUP.EXE

or

F:\BESTSERV\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for “F” if it is different.)

---

**Note** If you mapped the F: drive to \FASServ or \BESTSERV, then the path would be:  
F:\FAS100SETUP\SETUP.EXE

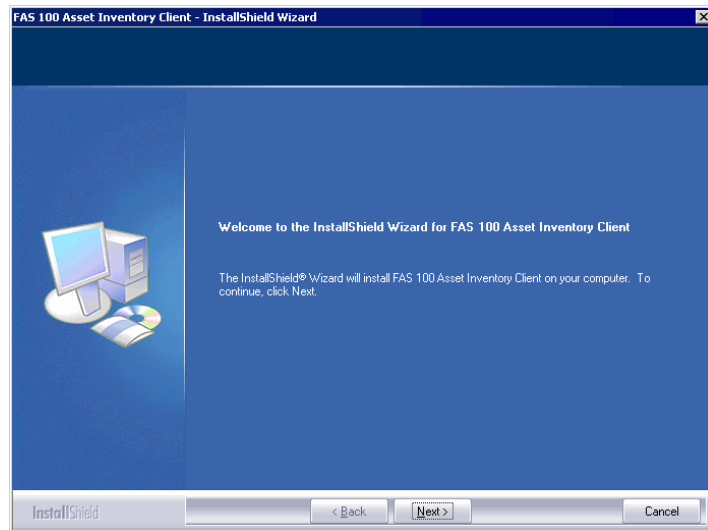
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2. Click OK. The Client Installation screen appears.

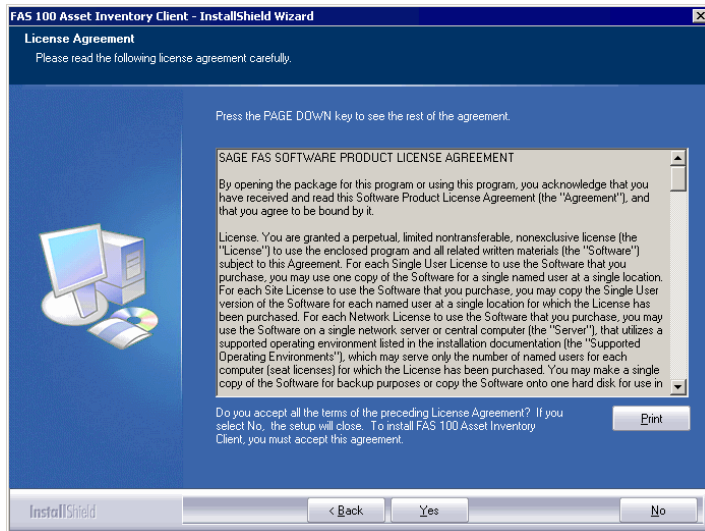


**Note** The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components.

3. Select the Install FAS 100 Asset Inventory option. The Welcome screen appears.



4. Click the Next button. The Software License Agreement screen appears.

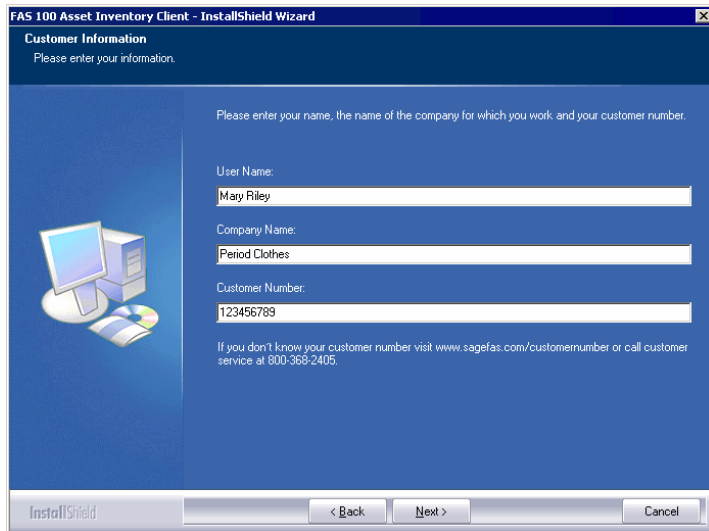


■ **Print Button**

Click this button to send the license agreement to the default printer.

5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.



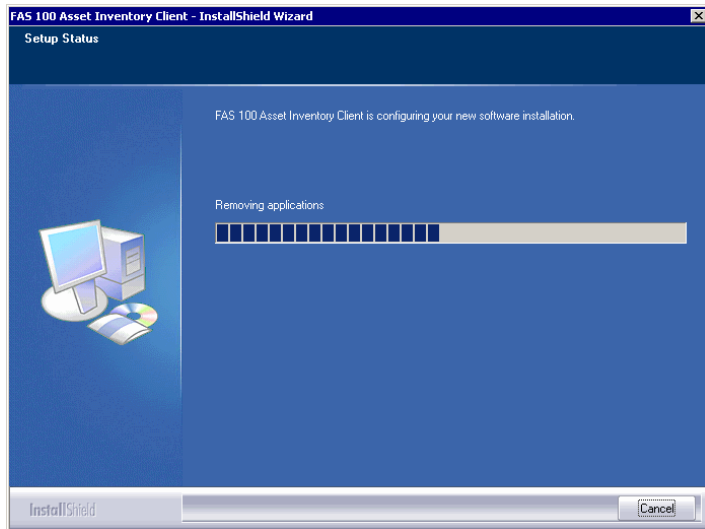
6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

**Note** You can find the customer number on the packing slip in the upgrade package or by clicking About FAS Asset Inventory from the Help menu. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

---

7. Click the Next button. A message appears indicating that a previous version of the application has been found on your computer.
8. Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status screen appears.



When all of the files have been installed, the Create Desktop Icon screen appears.

- **Create a Desktop Icon for FAS 100 Asset Accounting Client**  
Select this check box if you want to add an icon to your desktop that enables you to start the application.
- **View Readme for FAS 100 Asset Accounting Client**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

9. Click the Next button. The InstallShield Wizard Complete screen appears.

If the installation program determines that you need to restart your computer before you use the application, it displays two options on the InstallShield Wizard Complete screen. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button.

## Step 7: Starting the Application

After you have started the Database Engine, follow the steps below to start the network application from a workstation. The FAS 100 Asset Inventory client icon is located in the Sage Software program group by default.

---

**Note** If you chose to install a desktop icon during the client installation, you can start the program by double-clicking the icon on your desktop.

---

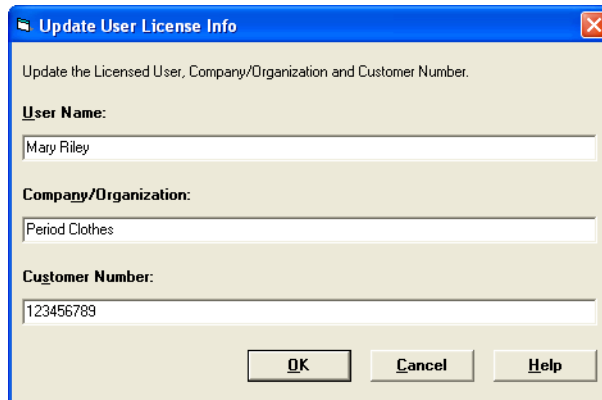
### ***To start the application from a workstation***

1. Select Start/Programs from the Windows taskbar.
2. Select the Sage Software program group.
3. Select the FAS 100 Asset Inventory Client program group.
4. Select the FAS 100 Asset Inventory Client icon.

### ***To update your customer number***

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User License Info from the menu bar. A screen appears that allows you to enter your customer number.



Update User License Info

Update the Licensed User, Company/Organization and Customer Number.

**User Name:**  
Mary Riley

**Company/Organization:**  
Period Clothes

**Customer Number:**  
123456789

OK Cancel Help

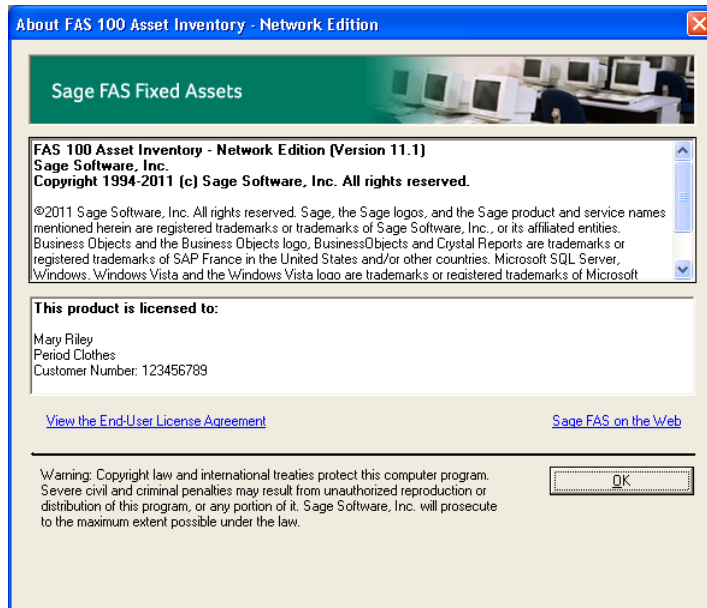
2. Enter your name, company name, and customer number, and then click OK.

### ***To view your customer number***

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number.



1. Select Help/About FAS Asset Inventory from the menu bar. A screen appears that provides information about your program, including your customer number.





# 6

## Installing FAS 100 CIP Accounting the First Time

### Preparing for a New Install

- 1\_\_\_ Does each user of the application and each local system account have full control access to the FASServ directory?

To run the application, each network user must have full control access to the FASServ directory. After the application has been installed, make sure the FASServ directory has the correct permissions.

- 2\_\_\_ Is the person performing the installation logged on as an Administrator? You cannot install the program if you do not have Administrative rights.
- 3\_\_\_ Are you running a supported operating system on the server? For more information, see [“Server System Requirements,” page 1-2.](#)

### Overview of the Install Process

The install process consists of the following steps:

1. Installing the Fixed Assets server components, [page 6-2.](#)
2. **Optional:** Installing the FAS Report Writer server components, [page 6-11.](#)
3. Registering the program on the server, [page 6-12.](#)

4. Sharing the FASServ folder, [page 6-14](#).
5. Mapping a drive to the FASServ folder, [page 6-17](#).
6. Installing the client components, [page 6-18](#).
7. Starting the application, [page 6-25](#).

## **Step 1: Installing the Fixed Assets Server Components**

In this step, you install the server components on the server machine for the following applications:

- FAS 100 Asset Accounting
- FAS 100 Asset Inventory
- FAS 100 CIP Accounting

You install the Database Server components on the database server machine.

### ***To install the Fixed Assets server components***

1. Insert the Sage FAS Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Server Installation screen.



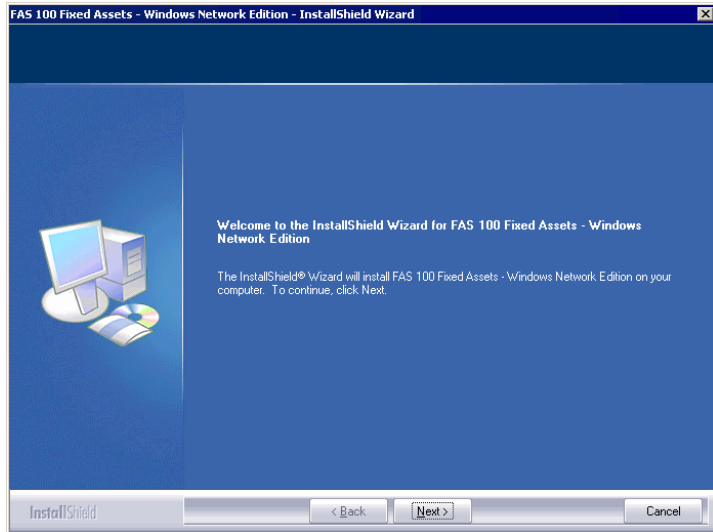
**Note** If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
- Type (or browse to) D:\SETUP.EXE in the Open field, and then click OK. (Substitute your computer's DVD drive letter for "D" if it is different.) The system displays the Server Installation screen.

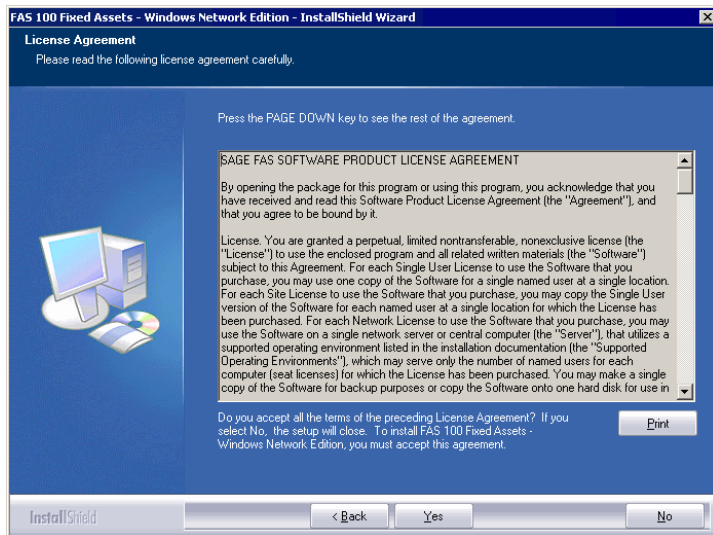
2. Select the Install FAS Server Components option.

If you are on Windows Vista or Windows Server 2008, a message asks if you want to view important information about running Sage FAS applications on your operating system.

3. Click Yes to view the information; otherwise, click No to continue. The Welcome screen appears.



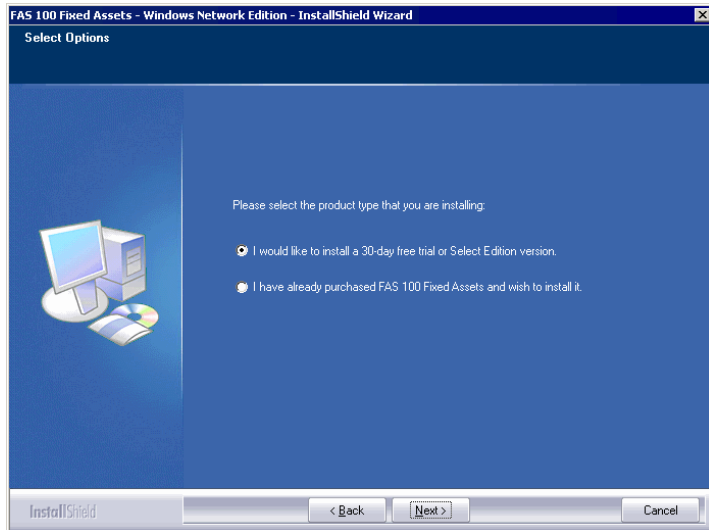
4. Click the Next button. The Software License Agreement screen appears.



- **Print Button**  
Click this button to send the license agreement to the default printer.

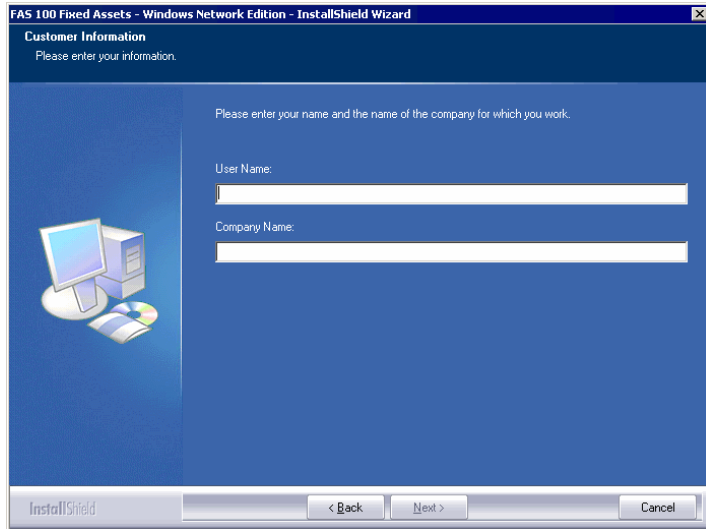
5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Select Options screen appears.



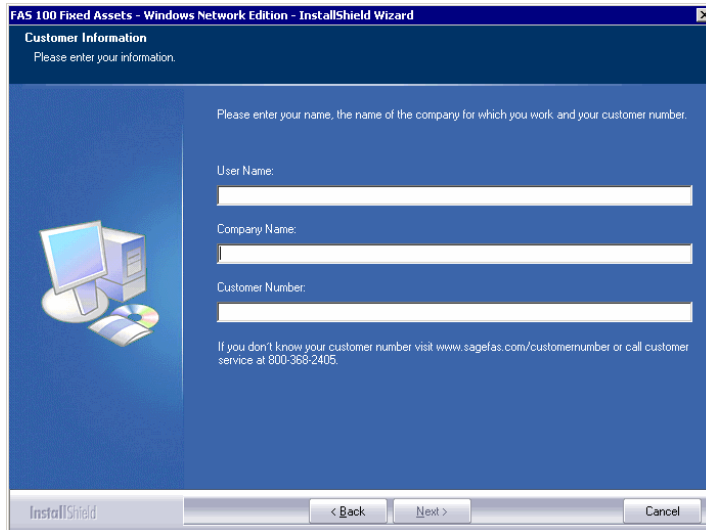
6. Select either the 30-day free trial option or the purchased option.

If you selected the 30-day free trial option, the following Customer Information screen appears.



7. Enter your name and company name, and continue to step 9.

If you selected the purchased option, the following Customer Information screen appears.





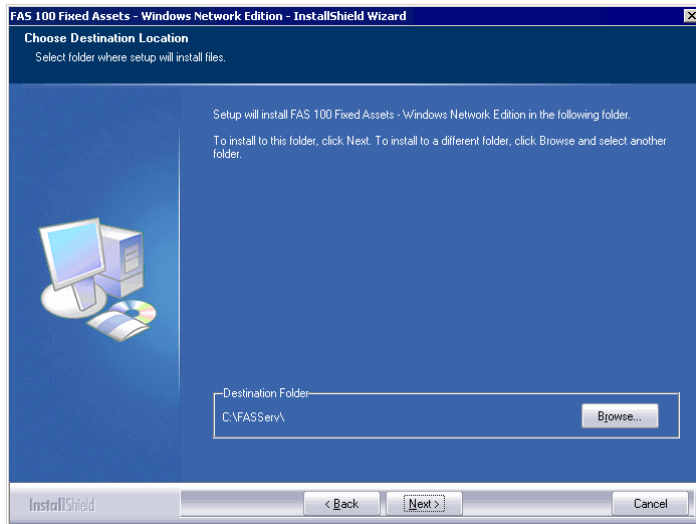
8. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

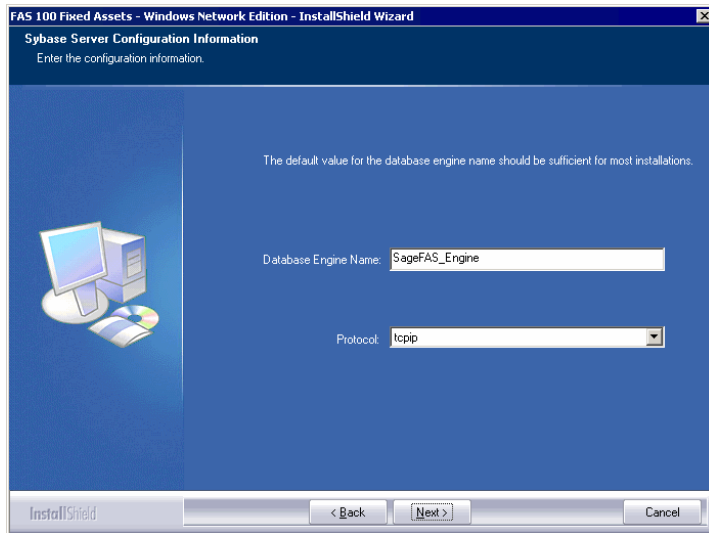
**Note** The customer number appears on the packing slip. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

---

9. Click the Next button. The Choose Destination Location screen appears.



10. Select the folder in which to install the server components, and then click the Next button. The Sybase Server Configuration Information screen appears.



■ **Database Engine Name**

We recommend that you accept the default Database Engine name of SageFAS\_Engine unless you are using a different Sybase database engine name.

---

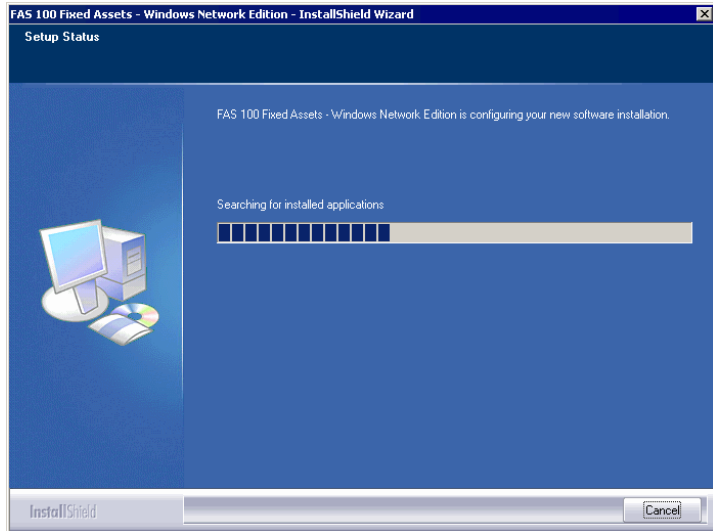
**Note** This field is unavailable if you have already installed a Sage FAS network server application on this machine. You will use the same Database Engine name that was used in the previous installation.

---

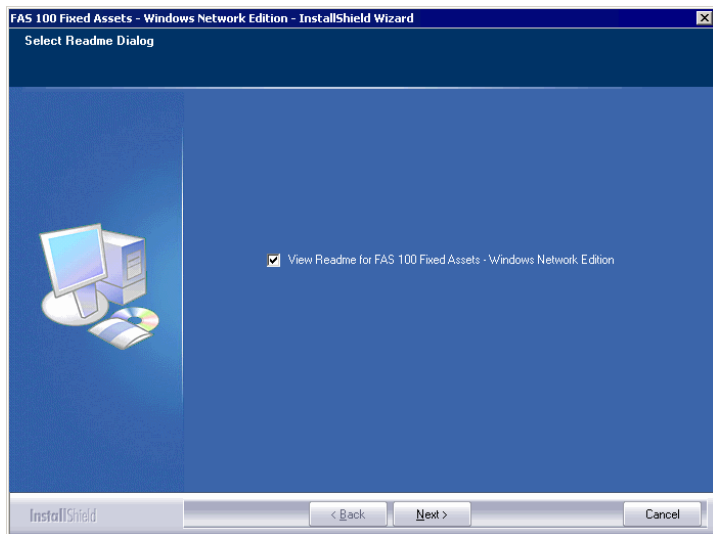
■ **Protocol**

We recommend that you make a note of the communication protocol information. The selected protocol must match the communication protocol that you specify when you establish the network Database server.

11. Click the Next button. The system begins installing the software, and the Setup Status screen appears.

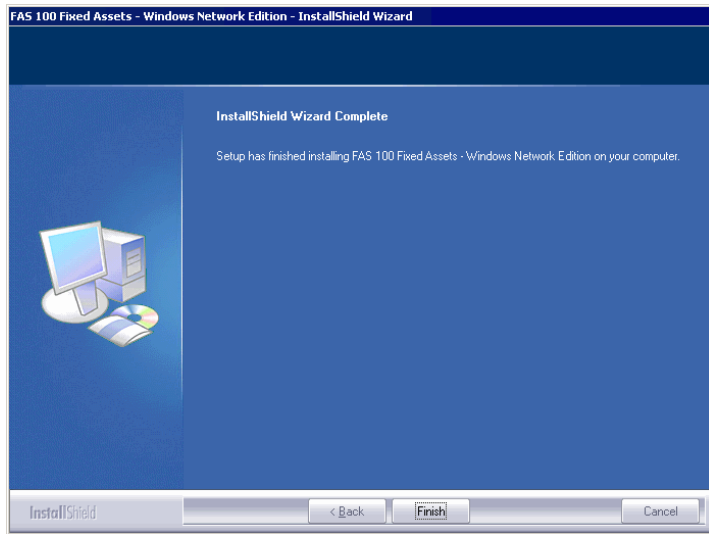


When all of the files have been installed, the Select Readme screen appears.



- **View Readme for FAS 100 Fixed Assets**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

12. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time.

---

13. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation screen.
14. Click Exit to close the Server Installation screen.
15. The database engine must be started before you can run the network client on a local workstation.

The installation program automatically creates a database service called Sage\_FAS\_Fixed\_Assets. The installation program starts this service for you.

---

**Note** If you run the FAS Database Server as an interactive server, you must start the database engine before installing the network client.

---

## **Optional Step: Editing the Config File**

This step is recommended in network environments in which the FAS Server and the client workstation(s) are located on different subnets.

### ***To edit the config file***

1. Using a text editor, open the INSTALL.CFG file. It is located in the FASServ folder on the server machine.
2. In the Host PARAMETERS line, substitute the X's with the IP address of the server machine.
3. Save the file.

## **Step 2: Installing the FAS Report Writer Server Components**

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

In this step, you install the FAS Report Writer server components on the server machine. This step is optional. You should install the FAS Report Writer server components only if you have purchased FAS Report Writer, or you want to explore its features on a 30-day, free trial basis.

---

**Important** The latest version of FAS Report Writer uses Crystal Reports XI. You must install FAS Report Writer to create custom reports, even if you have previously installed FAS Report Writer.

---

---

**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

---

### ***To install the FAS Report Writer server components***

1. Insert the Sage FAS Report Writer DVD in your computer's DVD drive, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see [Chapter 8, "Installing FAS Report Writer."](#)

## **Step 3: Registering the Application**

The process of registering the program is a one-time event. After you enter your registration codes, you won't have to enter them again—not even when you receive your next program update.

After you have installed the database server and the network client, follow the steps below to register the network application.

---

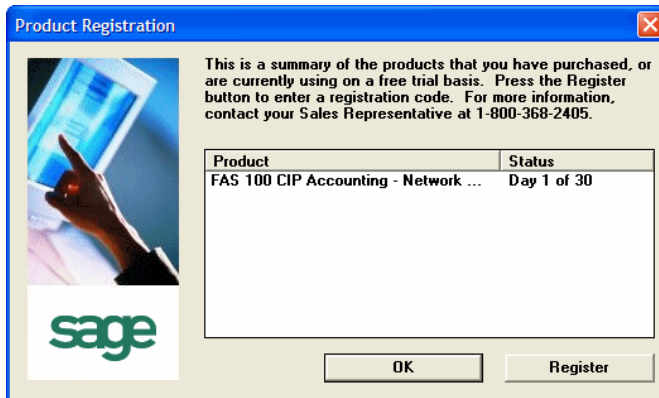
**Note** You have 30 days to register the Sage FAS application.

---

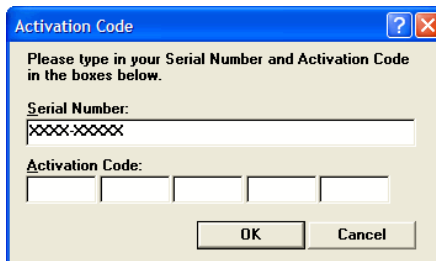
### ***To register the application***

1. Start the Database Engine. **The Database Engine must be running when you register the program.**

1. On the server machine, click the Start button on the Windows taskbar, and then select Programs from the Start menu.
2. Select the Sage Software program group.
3. Select the FAS 100 Server Administration program group.
4. Select the FAS 100 CIP Product Registration icon. The Product Registration screen appears.



5. Click the Register button. A screen appears that allows you to enter your serial number and activation code.



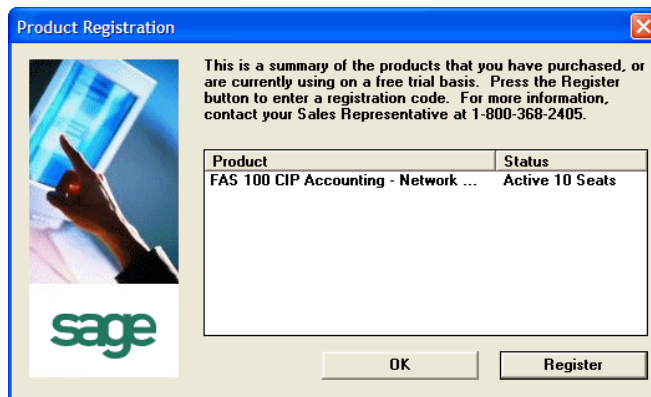
- **Serial Number**  
Enter your serial number. **You must enter the hyphen.** The system displays XXXX-XXXX in this field to demonstrate the required format. Replace the X's with your serial number.

### ■ Activation Code

Enter your activation code.

Please contact Customer Service at 800-368-2405 if you cannot find your serial number and activation code.

6. Click OK. The system returns to the previous registration screen.



7. Click OK to close the registration screen.

## Step 4: Sharing the FASServ Folder

The next step is to share the \FASServ folder with **full control** for the following users or groups:

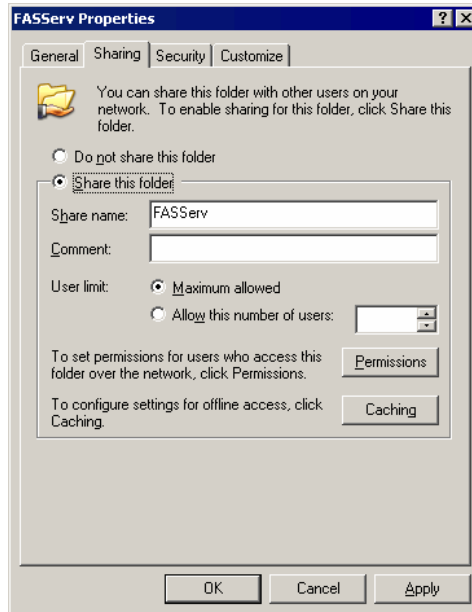
- Users of the Sage FAS application
- Domain Administrators
- Local operating System group

The procedure for sharing the FASServ folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

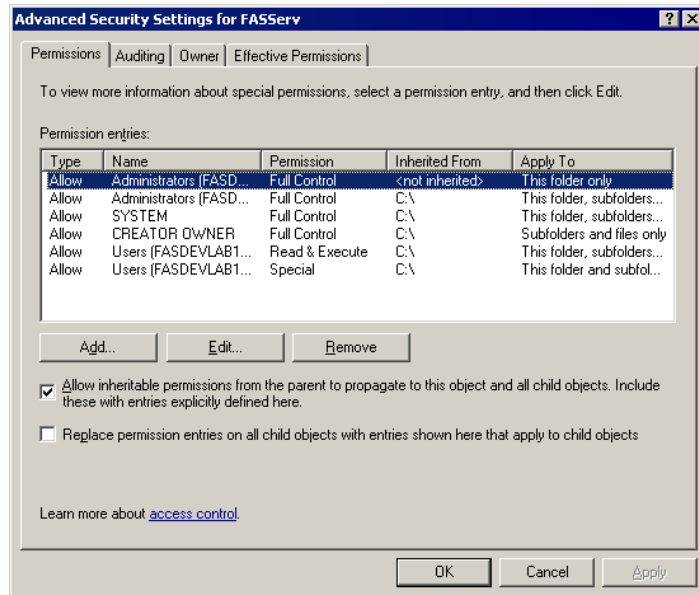


## ***To share the FASServ folder***

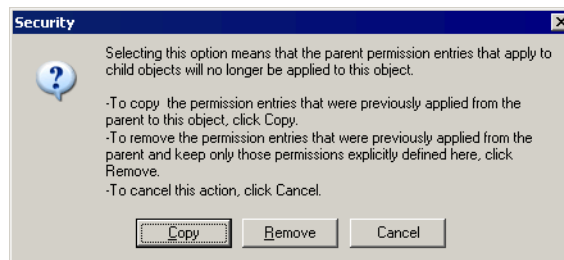
1. In Windows Explorer, right-click on the FASServ folder.
2. From the popup menu, select Sharing and Security. The FASServ Properties screen appears.



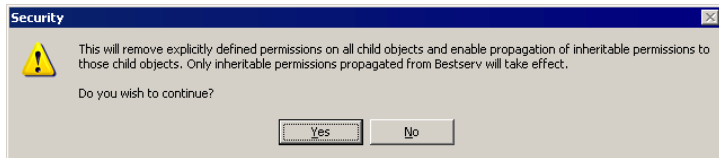
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for FASServ screen appears.



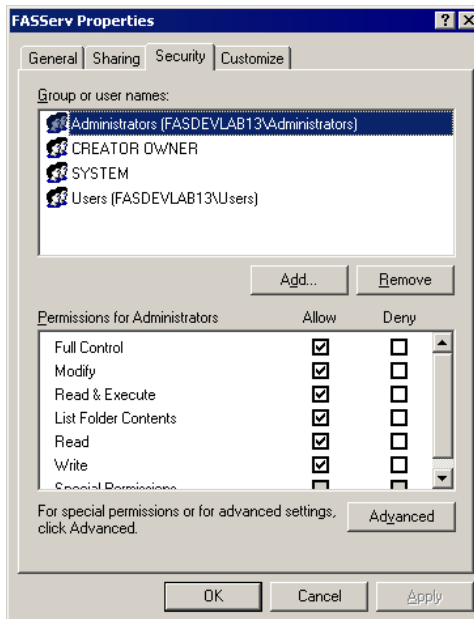
6. Clear the “Allow Inheritable Permissions from the Parent to Propagate to this Object . . .” check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for FASServ screen.
8. Select the “Replace Permission Entries on All Child Objects . . .” check box.
9. Click OK. A second Security message appears.



10. Click Yes to return to the FASServ Properties screen.



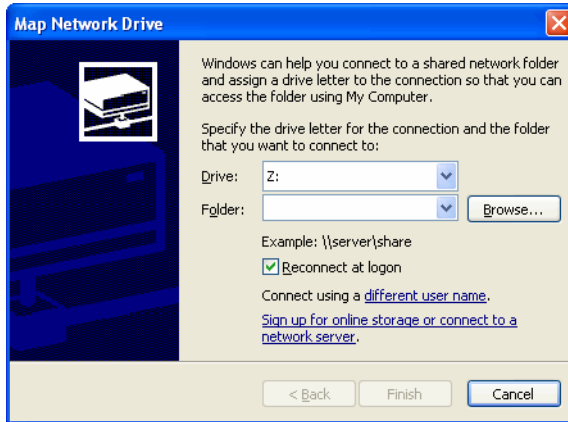
11. Make sure the Full Control check box is selected.
12. Click OK to close the FASServ Properties screen.

## Step 5: Mapping a Drive to the FASServ Folder

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation.

### ***To map a drive to the FASserv folder***

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive screen appears.



2. Click the Browse button to locate the FASserv folder on the server.

---

**Note** We recommend that you click the Reconnect at Logon check box.

---

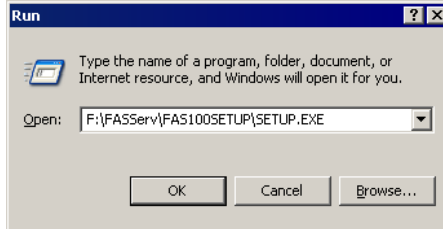
3. Click the Finish button to close the Map Network Drive screen.

## **Step 6: Installing the Client Components**

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

## To install a client on a workstation

1. Select Start/Run from the Windows taskbar. The Run screen appears.



### ■ Browse

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASserv\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for “F” if it is different.)

---

**Note** If you mapped the F: drive to \FASserv or \BESTSERV, then the path would be:  
F:\FAS100SETUP\SETUP.EXE

---

2. Click OK. The Client Installation screen appears.

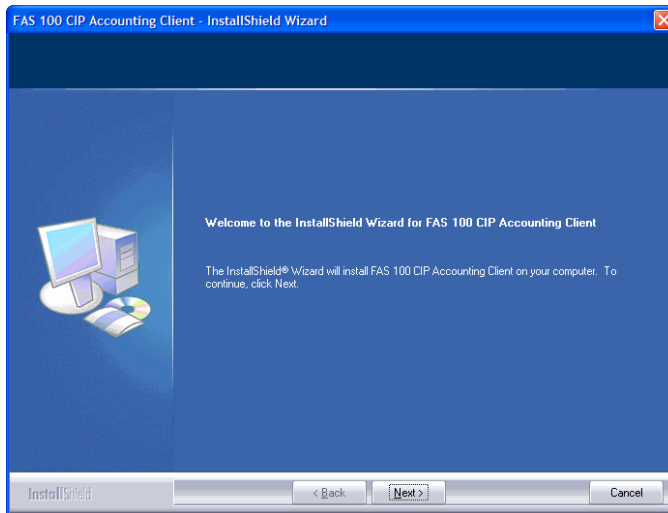


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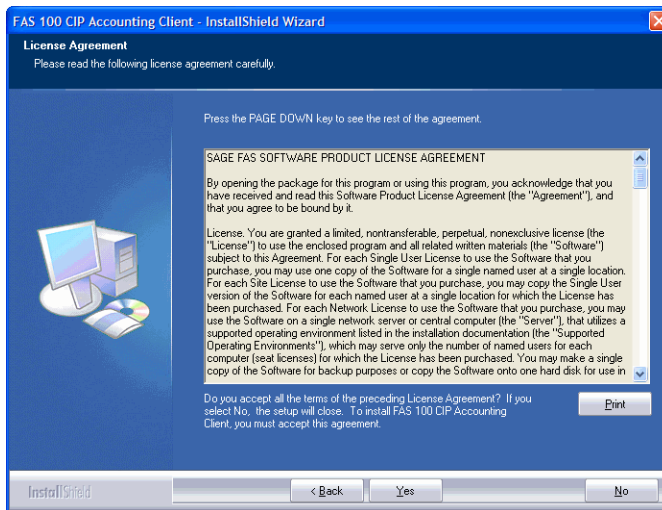
**Note** The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components.

---

3. Select the Install FAS 100 CIP Accounting option. The Welcome screen appears.



4. Click the Next button. The Software License Agreement screen appears.

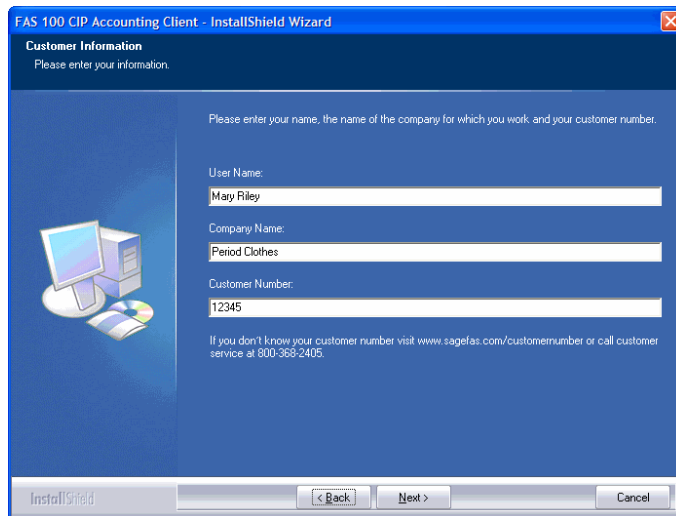


■ **Print Button**

Click this button to send the license agreement to the default printer.

5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.



6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

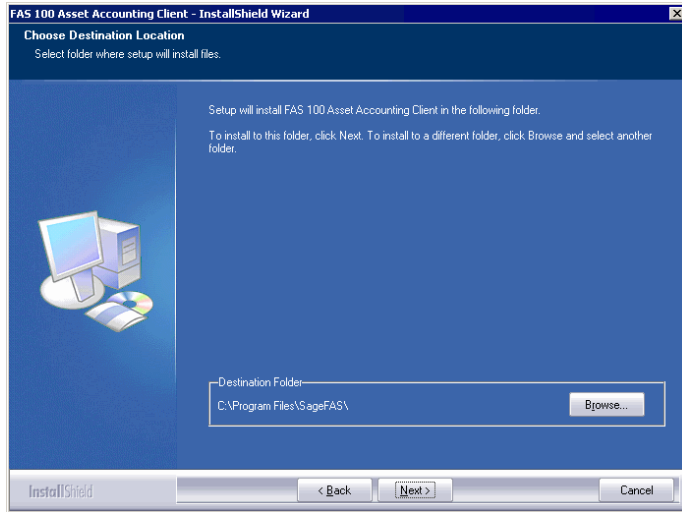
---

**Note** The customer number on the packing slip. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

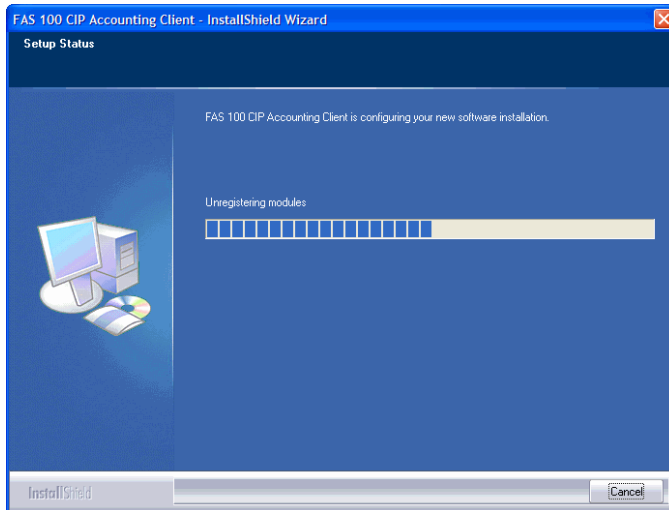
---

7. Click the Next button. The Choose Destination Location screen appears.

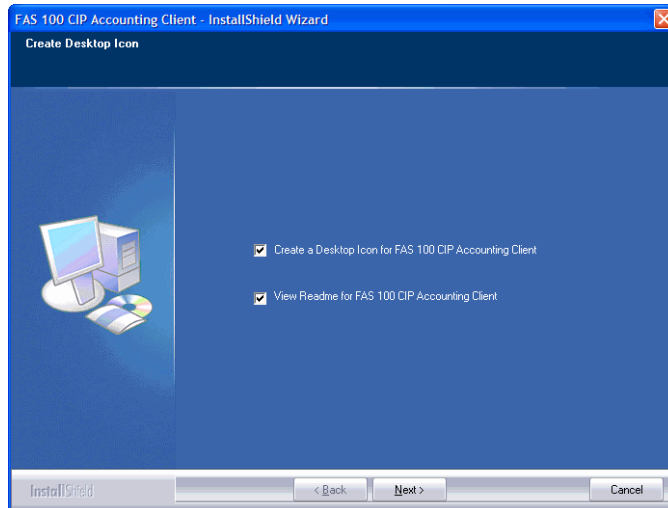




8. Click the Next button. The system begins installing the software, and the Setup Status screen appears.



When all of the files have been installed, the Create Desktop Icon screen appears.



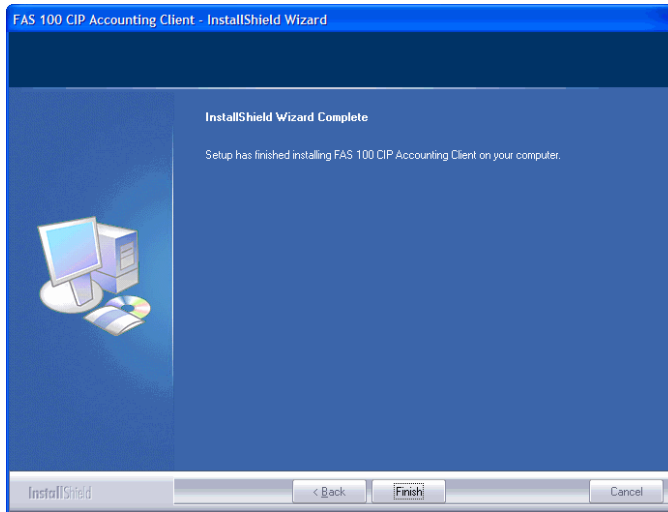
- **Create a Desktop Icon for FAS 100 CIP Accounting Client**

Select this check box if you want to add an icon to your desktop that enables you to start the program.

- **View Readme for FAS 100 CIP Accounting Client**

Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

9. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time.

---

10. Click the Finish button. The system returns to the Client Installation screen.
11. Click Exit to close the Client Installation screen.

## Step 7: Starting the Application

After you have started the Database Engine, follow the steps below to start the network application from a workstation. The Sage FAS client icon is located in the Sage Software program group by default.

---

**Note** If you chose to install a desktop icon during the client installation, you can start the program by double-clicking the icon on your desktop.

---

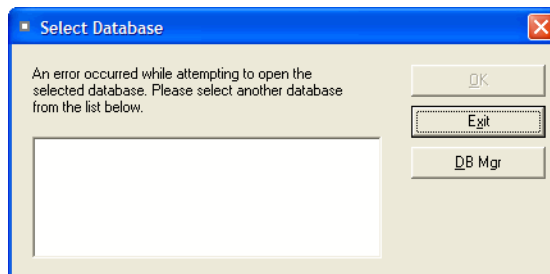
### ***To start the application from a workstation***

1. Select Start/Programs from the Windows taskbar.
2. Select the Sage Software program group.
3. Select the FAS 100 CIP Accounting Client program group.
4. Select the FAS 100 CIP Accounting Client icon.

### **Starting the Application the First Time**

Every time you start the FAS 100 CIP Accounting program on a client workstation, the system reads information in the Configuration database. (The Configuration database is a file named CIPSYS.DB that contains information about your system, including the location of all of your databases.)

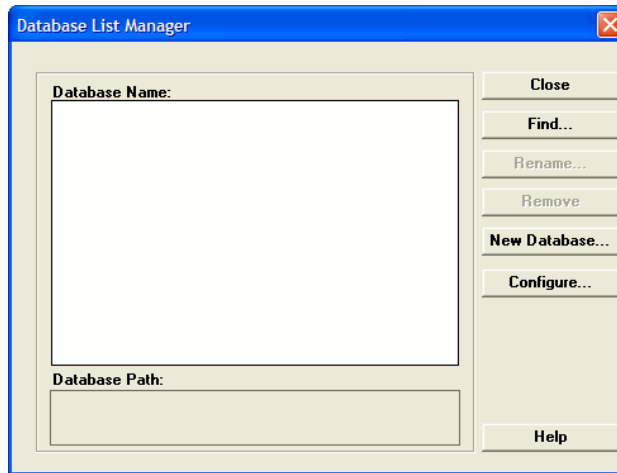
If a previous version of FAS 100 CIP Accounting does not exist on the workstation, the Configuration database file is empty the first time you start the application. The application is unable to locate the default asset database (FAS.DB), and it displays the Select Database dialog box.



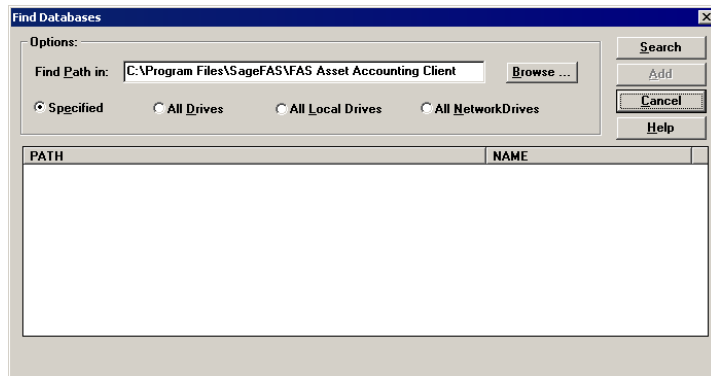
To remedy this problem, you must specify the location of the default asset database (FAS.DB). After you specify the location of the default asset database, you will not have to provide it again.

### ***To locate the default asset database***

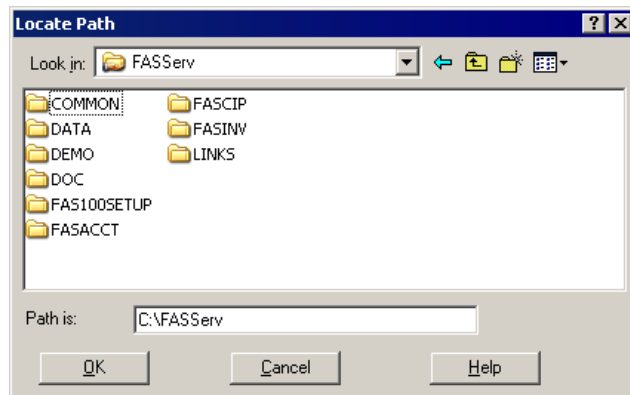
1. Click the DB Mgr (for Database Manager) button. The system displays the Database List Manager dialog box.



2. Click the Find button. The system displays the Find Databases dialog box.



3. Click the Browse button. The system displays the Locate Path dialog box.



4. Use the directory tree to locate the folder containing the default database.

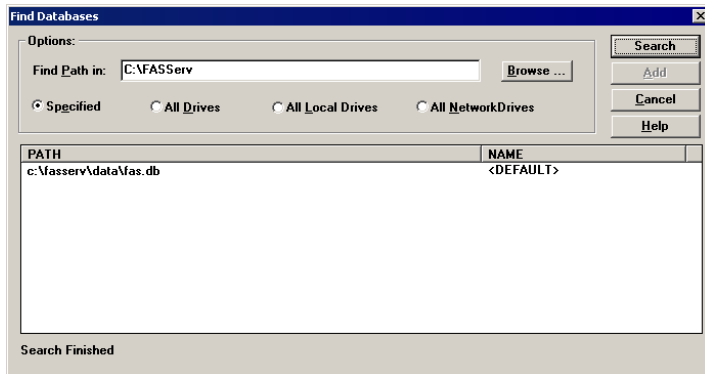
The installation program installed a default database in the C:\FAServ\DATA directory, if you accepted the default directory when you installed the database server files.

---

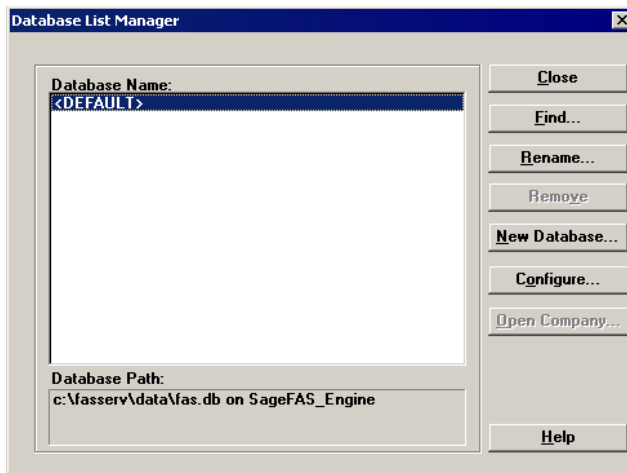
**Note** If you installed the client on a computer other than where the server components were installed, you must browse to the shared network location to locate the default asset database.

---

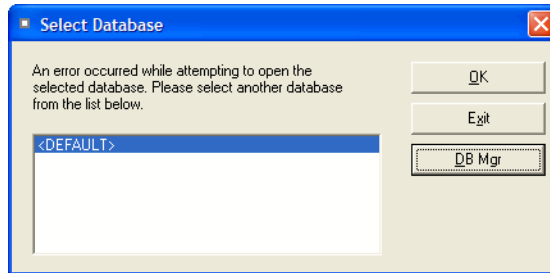
5. Click OK to return to the Find Databases dialog box.
6. Click the Search button. The system lists all of the databases that it finds in the list box.



7. Select (highlight) the database that you want to use as the default database, and then click the Add button. The system removes the selected database from the list.
8. Click the Cancel button. The system returns to the Database List Manager dialog box. The selected database appears in the Database Name field.



9. Click the Close button. The system returns to the Select Database dialog box.

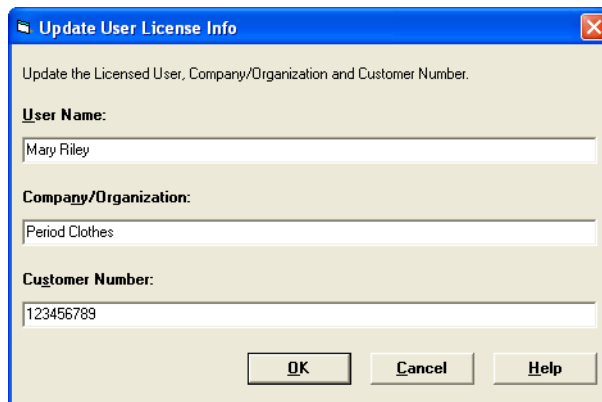


10. Select (highlight) the <DEFAULT> database, and then click OK. The system starts the FAS 100 CIP Accounting program using the selected database.

### ***To update your customer number***

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User License Info from the menu bar. A screen appears that allows you to enter your customer number.



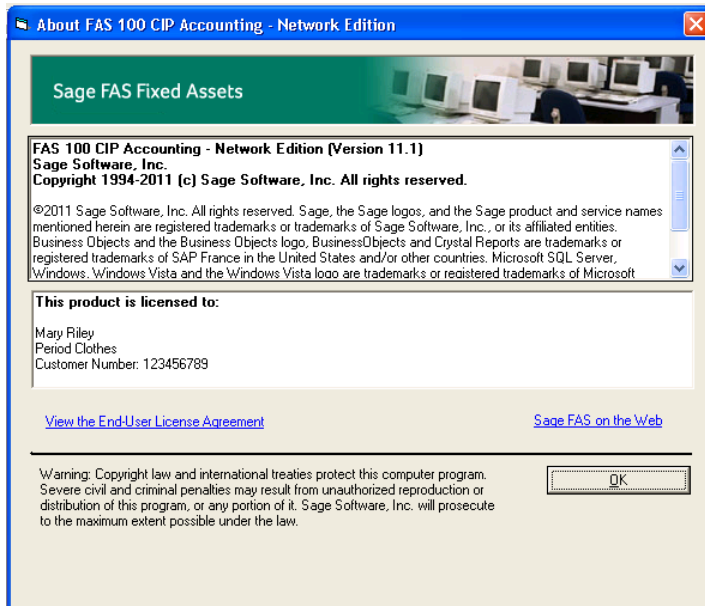
2. Enter your name, company name, and customer number, and then click OK.



## ***To view your customer number***

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number.

1. Select Help/About FAS CIP Accounting from the menu bar. A screen appears that provides information about your program, including your customer number.





# 7

## Installing FAS 100 CIP Accounting: Upgrading from a Prior Version

This chapter provides instructions for upgrading from a previous version of FAS 100 CIP Accounting.

---

**Important** You must be currently using **version 10.1** of FAS 100 CIP Accounting to follow the steps in this chapter. If you are not running version 10.1, you will need to install prior releases in sequential order through 10.1 before you upgrade.

---

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with Sage FAS version 2008.2 or later, you do not need to install it again.

A previous version of FAS Report Writer used Crystal Reports 8.5. If this version of Crystal Reports is still on your machine, we **strongly recommend** that you uninstall it to avoid conflicts with the latest version of Crystal Reports. The latest version of FAS Report Writer requires 1.5 GB of hard disk space. To uninstall FAS Report Writer, go to Control Panel, click the Add or Remove Programs icon, select FAS Report Writer from the list, and click the Remove button.

---

## Preparing for an Upgrade

- 1\_\_\_ Is the person performing the installation logged on as an Administrator? You cannot install the program unless you have Administrative rights.

## Overview of the Upgrade Process

The upgrade process consists of the following steps:

1. Backing up your current data, [page 7-3](#).
2. Installing the Fixed Assets server components, [page 7-3](#).
3. **Optional:** Installing the FAS Report Writer server components, [page 7-10](#).

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with version 2008.2 or later, you do not need to reinstall it.

---

4. Making sure the location of the server components, either the FASServ or Bestserv folder by default, is still shared, [page 7-11](#).
5. Making sure you have a mapped drive to the location of the server components, either the FASServ or Bestserv folder by default, [page 7-15](#).
6. Installing the client components, [page 7-16](#).
7. Starting the application, [page 7-22](#).

## Step 1: Backing Up Your Data

### *To back up your data*

1. Select Projects/Utilities/Backup from the menu bar. The system displays the Backup Projects dialog box.
2. Select the projects that you want to back up, designate the destination directory, enter a file name for the backup file, and then click the Backup button. The system takes a few moments to analyze the data. If you're backing up to disk, you'll receive a message informing you of the number of disks necessary to back up your data. Then you'll be prompted to change disks at the appropriate time.
3. After the backup is complete, click the Cancel button to close the Backup Projects dialog box, or select another project to back up.

## Step 2: Installing the Fixed Assets Server Components

---

**Note** You need to install the server components only once. If you have already installed the server components for the 2010.1 tax update, you do not need to repeat these steps again.

---

In this step, you install the server components on the server machine for the following applications:

- FAS 100 Asset Accounting
- FAS 100 Asset Inventory
- FAS 100 CIP Accounting

You install the Database Server components on the database server machine.

## ***To install the Fixed Assets server components***

1. Insert the Sage FAS Fixed Assets installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Server Installation screen.



---

**Note** If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
- Type (or browse to) D:\SETUP.EXE in the Open field, and then click OK. (Substitute your computer's DVD drive letter for "D" if it is different.) The system displays the Server Installation screen.

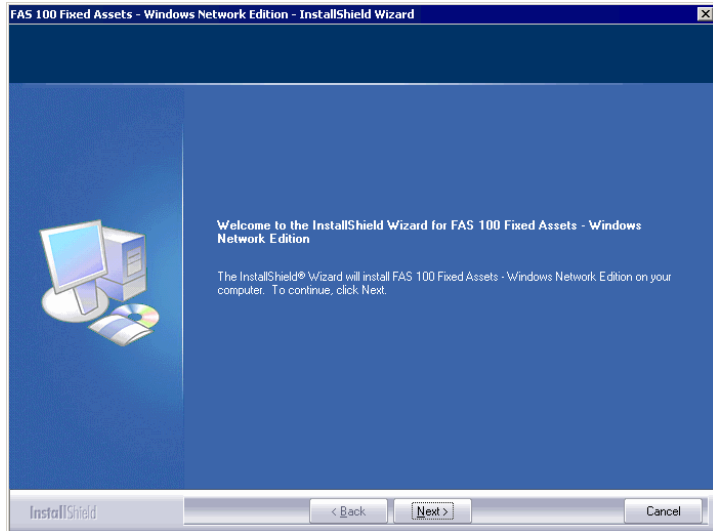
- 
2. Select the Install FAS Server Components option.

If you are on Windows Vista or Windows 2008 Server, a message asks if you want to view important information about running Sage FAS applications on your operating system.

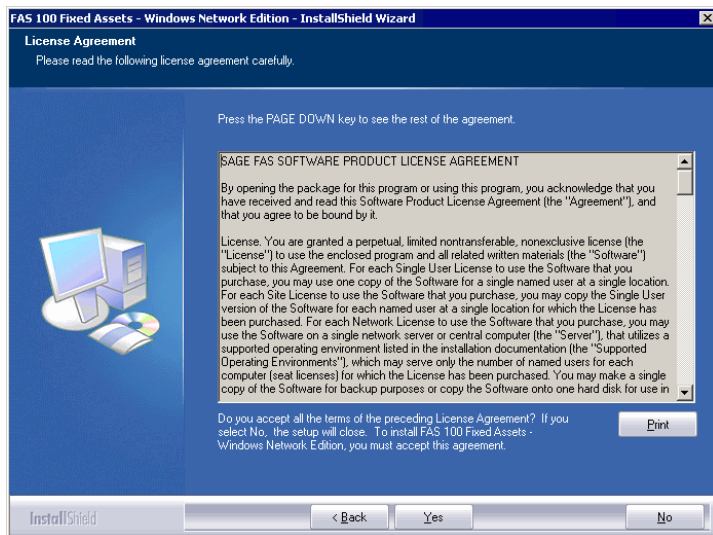
3. Click Yes to view the information; otherwise, click No to continue.

A message reminds you to shut down and remove the database service.

4. Click OK to continue. The Welcome screen appears.



5. Click the Next button. The Software License Agreement screen appears.



■ **Print Button**

Click this button to send the license agreement to the default printer.

6. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.

The screenshot shows a window titled "FAS 100 Fixed Assets - Windows Network Edition - InstallShield Wizard" with a sub-header "Customer Information". Below the sub-header, it says "Please enter your information." On the left side, there is an illustration of a computer monitor, a tower PC, and a CD/DVD. The main area contains the instruction: "Please enter your name, the name of the company for which you work, and your customer number." followed by three input fields labeled "User Name:", "Company Name:", and "Customer Number:". At the bottom of the main area, there is a note: "If you don't know your customer number visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber) or call customer service at 800-368-2405." The bottom of the window has a grey bar with the "InstallShield" logo on the left and three buttons: "< Back", "Next >", and "Cancel".

7. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

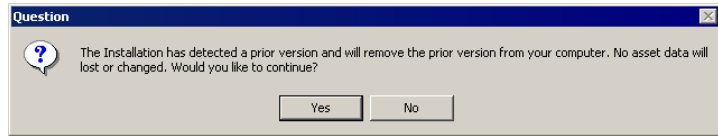
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**Note** You can find the customer number on the packing slip in the upgrade package or by clicking About FAS CIP Accounting from the Help menu. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

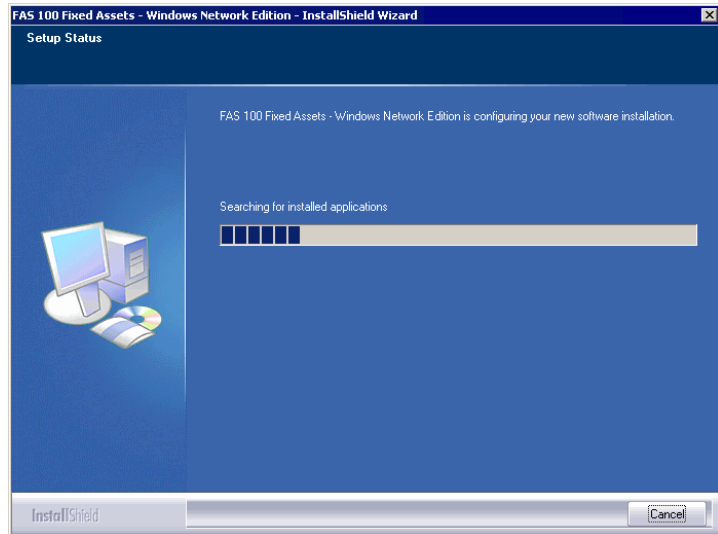
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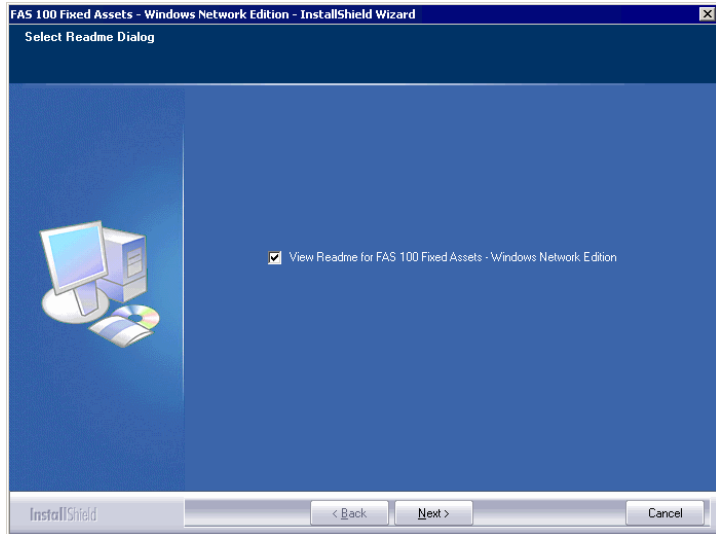
8. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



9. Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status screen appears.



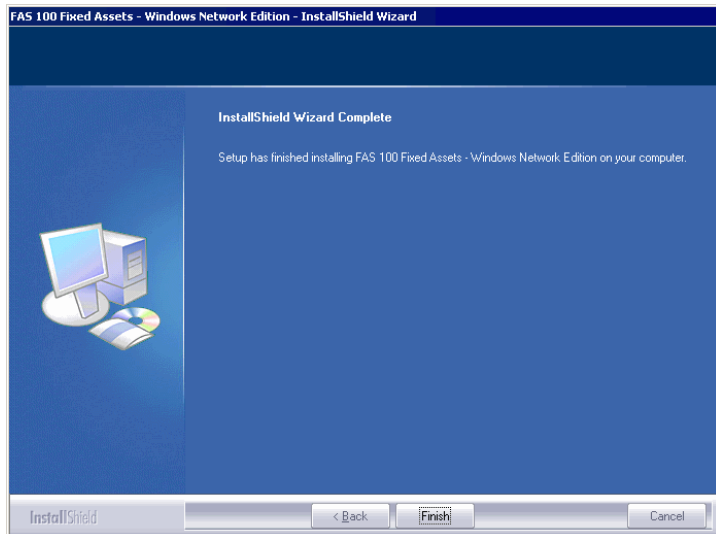
When all of the files have been installed, the Select Readme screen appears.



■ **View Readme for FAS 100 Fixed Assets**

Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation screen.
11. Click Exit to close the Server Installation screen.
12. The database engine must be started before you can run the network client on a local workstation.

The installation program automatically creates a service called Sage\_FAS\_Fixed\_Assets. The installation program starts this service for you.

---

**Note** If you run the FAS Database Server as an interactive server, you must start the database service before installing the network client.

---

## **Optional Step: Editing the Config File**

This step is recommended in network environments in which the FAS Server and the client workstation(s) are located on different subnets.

### ***To edit the config file***

1. Using a text editor, open the INSTALL.CFG file. It is located in the FASServ folder on the server machine.
2. In the Host PARAMETERS line, substitute the X's with the IP address of the server machine.

3. Save the file.

## Step 3: Installing the FAS Report Writer Server Components

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

---

**Note** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer with version 2008.2 or later, you do not need to reinstall it.

---

In this step, you install the FAS Report Writer server components on the server machine. This step is optional. You should install the FAS Report Writer server components only if you have purchased FAS Report Writer, or you want to explore its features on a 30-day, free trial basis.

---

**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

---

### ***To install the FAS Report Writer server components***

1. Insert the Sage FAS Report Writer DVD in your computer's DVD drive, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see [Chapter 8, "Installing FAS Report Writer."](#)

## Step 4: Sharing the FASServ or Bestserv Folder

---

**Note** Since you are upgrading from a previous version, the FASServ or Bestserv folder may already be shared.

---

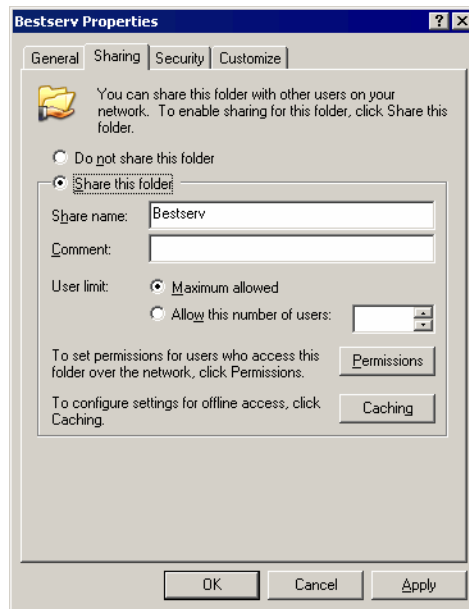
The next step is to share the \FASServ or \BESTSERV folder with **full control** for the following users or groups:

- Users of the Sage FAS application
- Domain Administrators
- Local operating System group

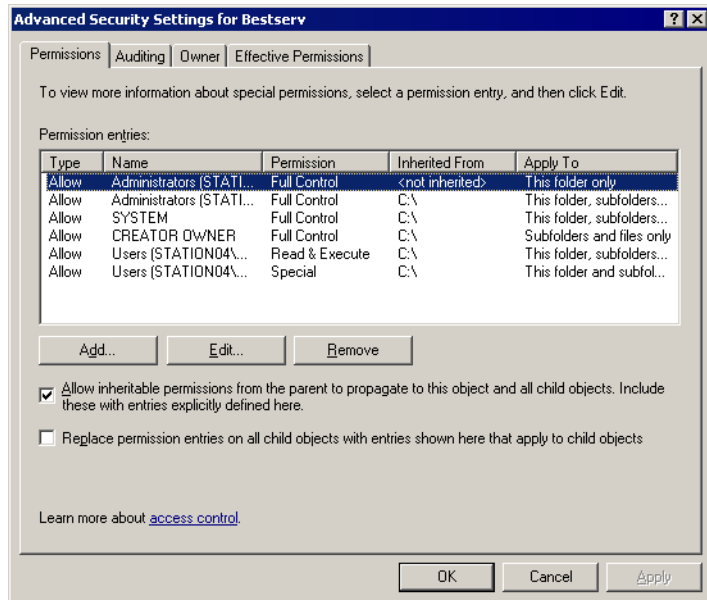
The procedure for sharing the \FASServ or \BESTSERV folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

### ***To share the \FASServ or \Bestserv folder***

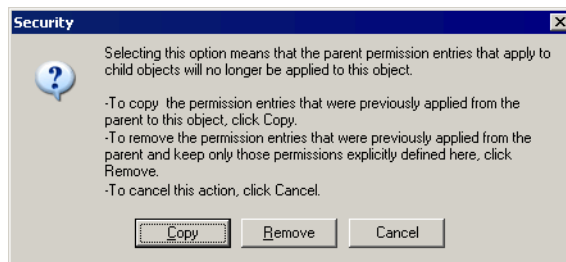
1. In Windows Explorer, right-click on the \FASServ or \Bestserv folder.
2. From the popup menu, select Sharing and Security. The Bestserv Properties screen appears.



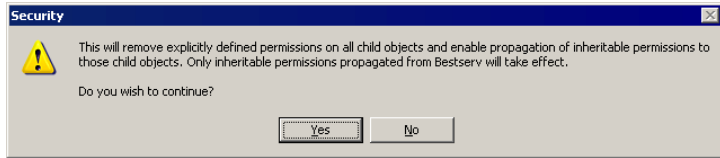
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for Bestserv screen appears.



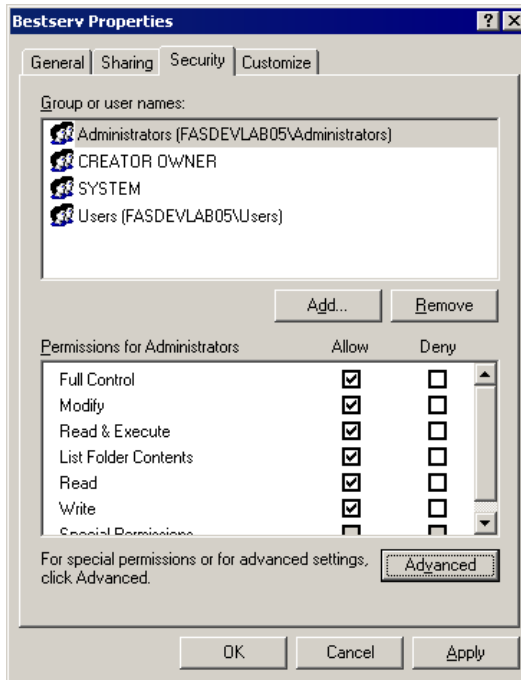
6. Clear the "Allow Inheritable Permissions from the Parent to Propagate to this Object . . ." check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for Bestserv screen.
8. Select the "Replace Permission Entries on All Child Objects . . ." check box.
9. Click OK. A second Security message appears.



10. Click Yes to return to the Bestserv Properties screen.



11. Make sure the Full Control check box is selected.

12. Click OK to close the Bestserv Properties screen.

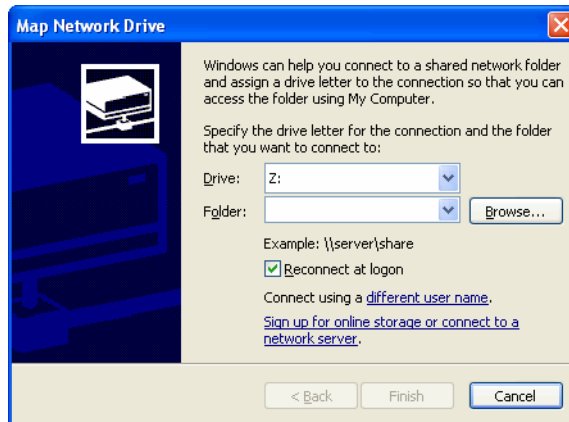


## Step 5: Mapping a Drive to FASServ or Bestserv

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation. Since you are upgrading from a previous version, a drive may already be mapped to the Bestserv folder.

### *To map a drive to the \FASServ or \Bestserv folder*

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive screen appears.



2. Click the Browse button to locate the \FASServ or \Bestserv folder on the server.

---

**Note** We recommend that you click the Reconnect at Logon check box.

---

3. Click the Finish button to close the Map Network Drive screen.

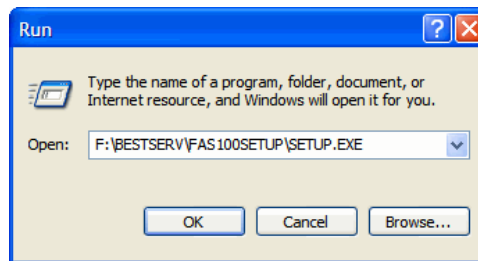
## Step 6: Installing the Client Components

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

Before you install the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation.

### ***To install a client on a workstation***

1. Select Start/Run from the Windows taskbar. The Run screen appears.



■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASserv\FAS100SETUP\SETUP.EXE

or

F:\BESTSERV\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for "F" if it is different.)

---

**Note** If you mapped the F: drive to \FASserv or \BESTSERV, then the path would be:  
F:\FAS100SETUP\SETUP.EXE

---

2. Click OK. The Client Installation screen appears.

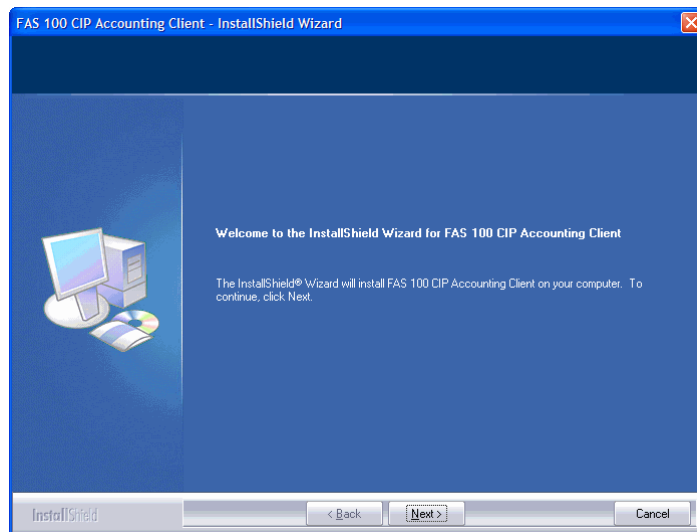


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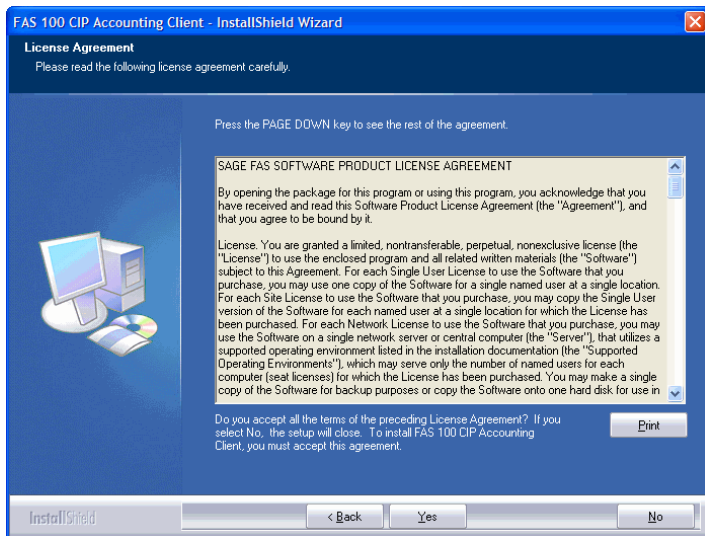
**Note** The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components.

---

3. Select the Install FAS 100 CIP Accounting option. The Welcome screen appears.



4. Click the Next button. The Software License Agreement screen appears.

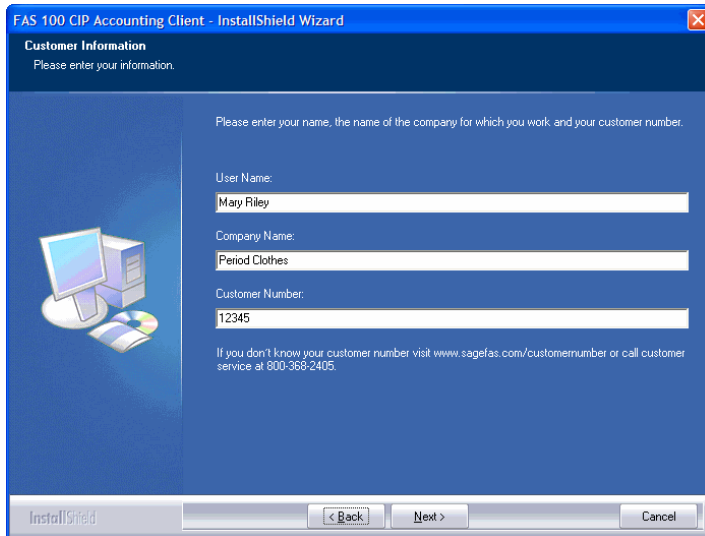


■ **Print Button**

Click this button to send the license agreement to the default printer.

5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Customer Information screen appears.



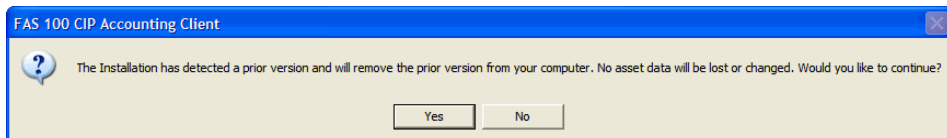
6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

---

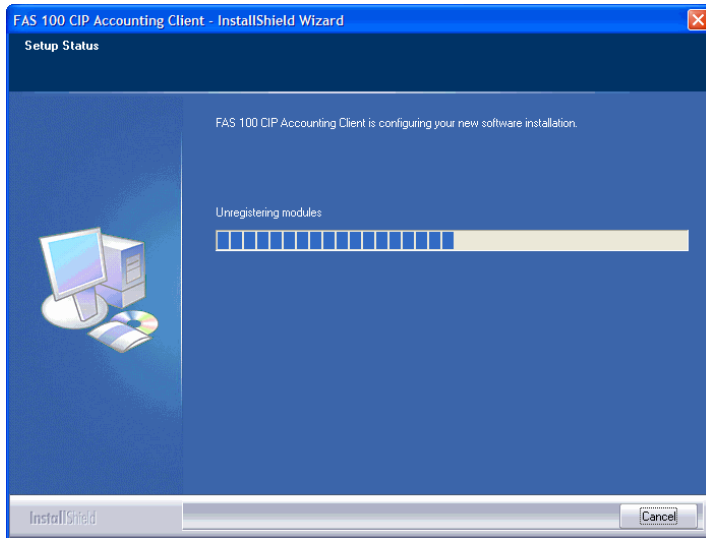
**Note** You can find the customer number on the packing slip in the upgrade package or by clicking About FAS CIP Accounting from the Help menu. If you cannot find your customer number, visit [www.sagefas.com/customernumber](http://www.sagefas.com/customernumber), or call Customer Service at 800-368-2405.

---

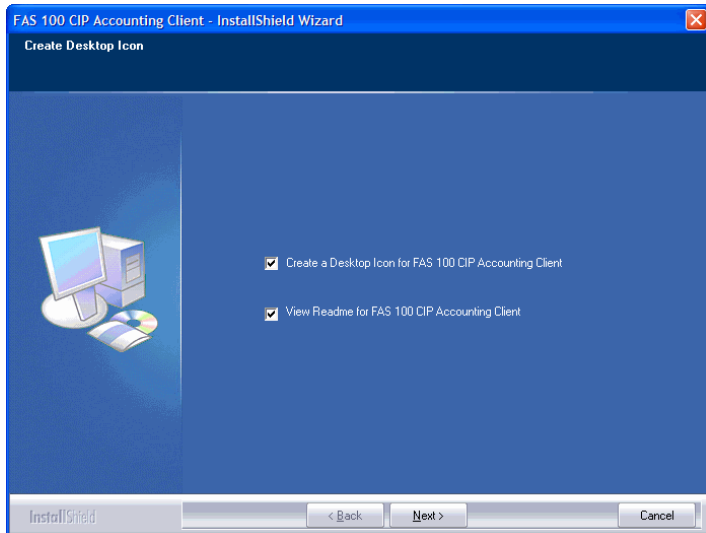
7. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



8. Click Yes to continue. The system begins installing the software, and the Setup Status screen appears.



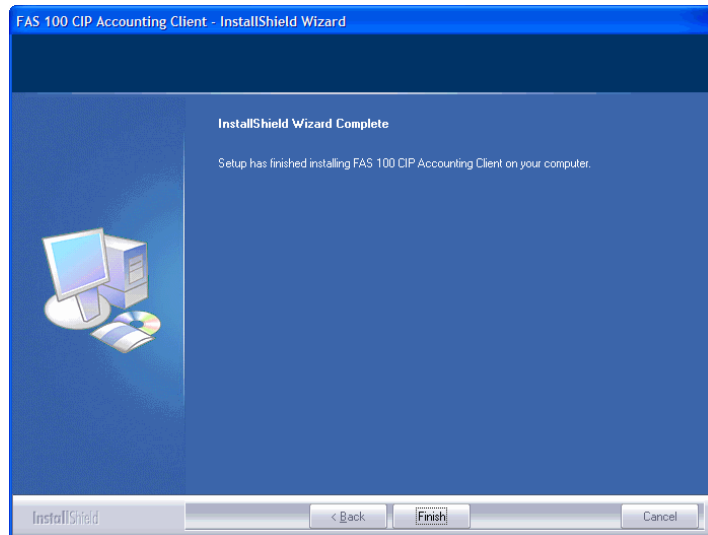
When all of the files have been installed, the Create Desktop Icon screen appears.



- **Create a Desktop Icon for FAS 100 CIP Accounting Client**  
Select this check box if you want to add an icon to your desktop that enables you to start the program.

- **View Readme for FAS 100 CIP Accounting Client**  
Click this check box if you want to view the Readme file, which contains additional information not included in the printed or online documentation.

9. Click the Next button. The InstallShield Wizard Complete screen appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog box. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

---

**Important** We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

10. Click the Finish button.

## Step 7: Starting the Application

After you have started the Database Engine, follow the steps below to start the network application from a workstation. The Sage FAS client icon is located in the Sage Software program group by default.

---

**Note** If you chose to install a desktop icon during the client installation, you can start the program by double-clicking the icon on your desktop.

---

### ***To start the application from a workstation***

1. Select Start/Programs from the Windows taskbar.
2. Select the Sage Software program group.
3. Select the FAS 100 CIP Accounting Client program group.
4. Select the FAS 100 CIP Accounting Client icon.

### ***To update your customer number***

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User License Info from the menu bar. A screen appears that allows you to enter your customer number.



Update the Licensed User, Company/Organization and Customer Number.

**User Name:**  
Mary Riley

**Company/Organization:**  
Period Clothes

**Customer Number:**  
123456789

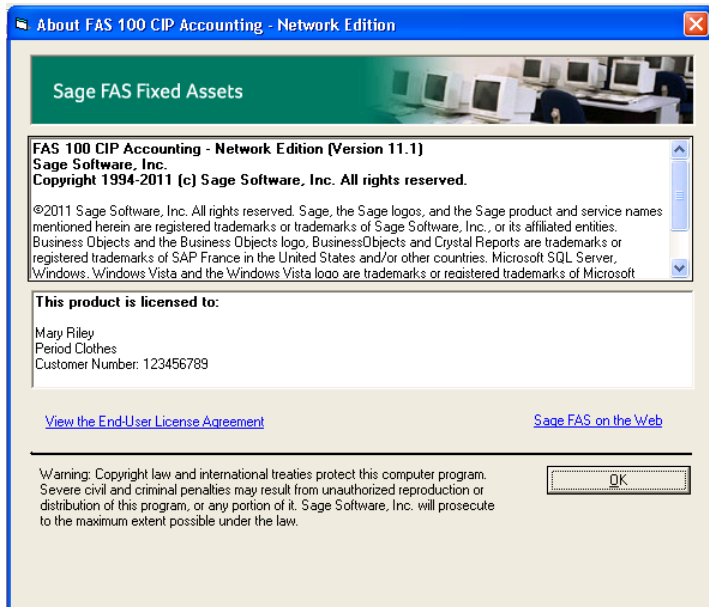
OK Cancel Help

2. Enter your name, company name, and customer number, and then click OK.

### ***To view your customer number***

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number.

1. Select Help/About FAS CIP Accounting from the menu bar. A screen appears that provides information about your program, including your customer number.



# 8

## Installing FAS Report Writer

---

**Important** FAS Report Writer uses Crystal Reports XI, which was shipped with Sage FAS versions 2008.2 and later. If you installed FAS Report Writer when you installed Sage FAS version 2008.2 or later, you do not need to reinstall it.

---

FAS Report Writer enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

---

**Note** The FAS Report Writer program uses Crystal Reports XI. FAS Report Writer may not be compatible with other versions of Crystal Reports. Before installing FAS Report Writer, we recommend that you make sure version Crystal Reports XI is compatible with your other applications that run Crystal Reports.

---

### Step 1: Installing the Latest Version

Before you begin to install the application, you should do the following:

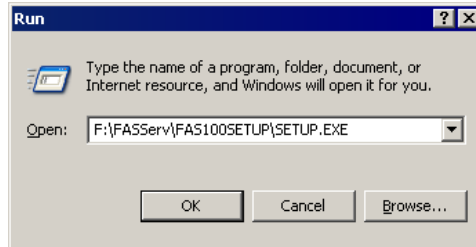
- Close all other Windows programs.
- Close all tool bars on your computer's desktop (such as the Microsoft Office tool bar).
- Close all programs that run in the background after you start your computer (such as virus-checking programs).

- Make sure you have administrative rights to the local computer.

When installing the application, we recommend you accept the default options and directory locations the installation program provides. However, you can customize the installation to suit your needs by choosing the components you want to install.

### ***To install FAS Report Writer***

1. Select Start/Run from the Windows taskbar. The Run screen appears.



■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is

F:\FASSERV\FAS100SETUP\SETUP.EXE.

(Substitute your network drive letter for "F" if it is different.)

---

**Note** If you mapped the F: drive to \FASServ, then the path would be:

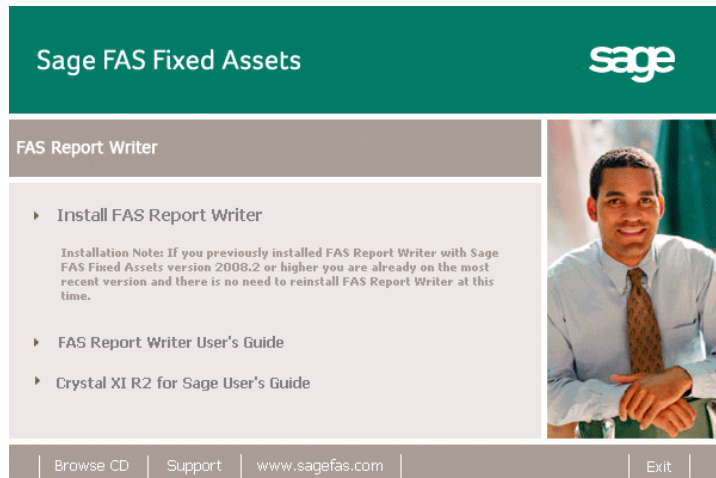
F:\FAS100SETUP\SETUP.EXE

---

2. Click OK. The Client Installation screen appears.



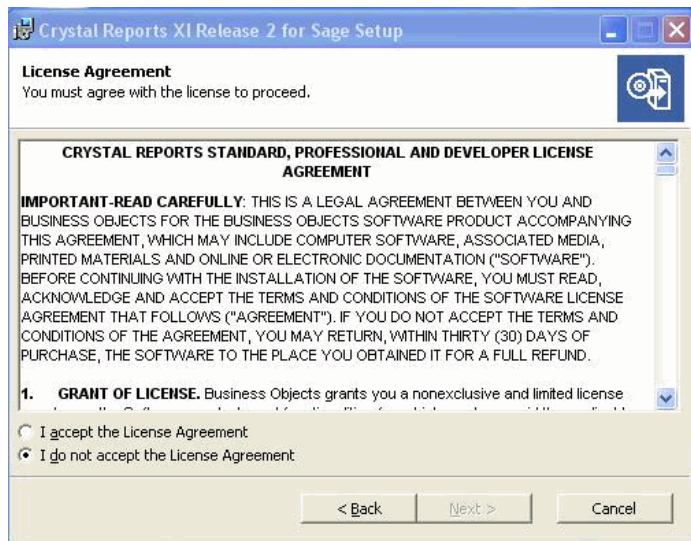
3. From the installation screen, click the Install FAS Report Writer option. The FAS Report Writer installation screen appears.



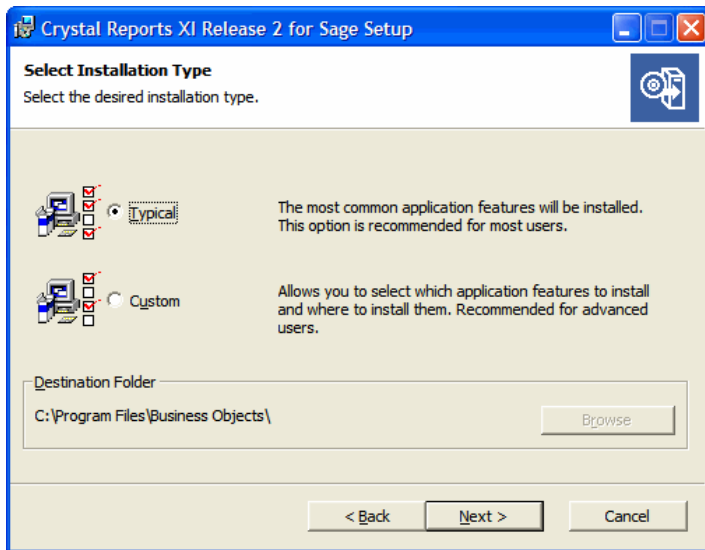
4. Click Install FAS Report Writer. The system begins the installation of the application and displays the Welcome screen.



5. Click the Next button. The system displays the License Agreement.

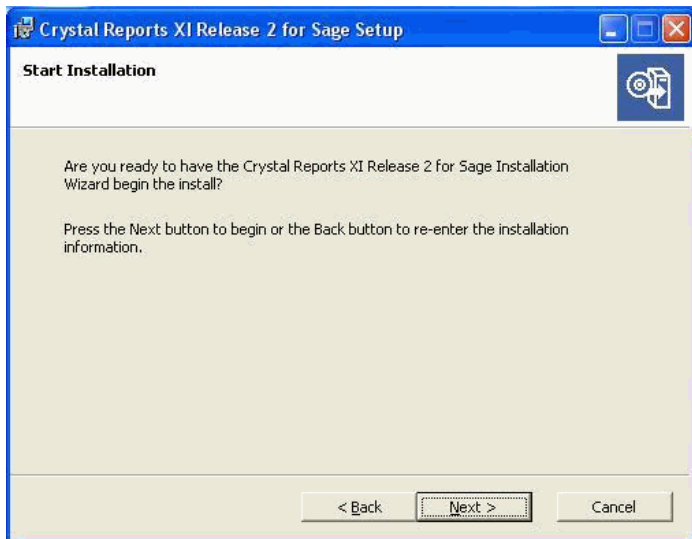


6. Click the I Accept the License Agreement option button, and then click the Next button. The system displays the Select Install Type dialog box.

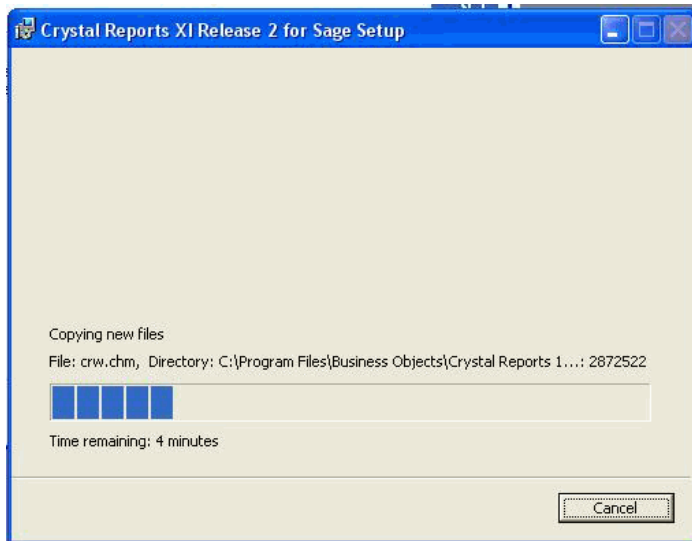


We recommend that you select the Typical installation option.

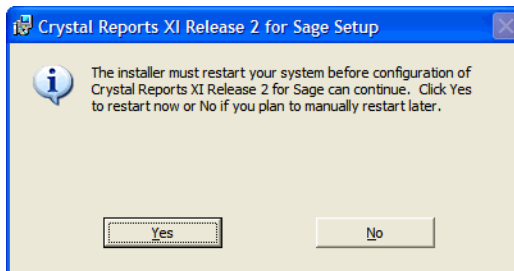
7. Click the Next button. The system displays the Start Installation dialog box.



8. Click the Next button. The system begins installing the software.



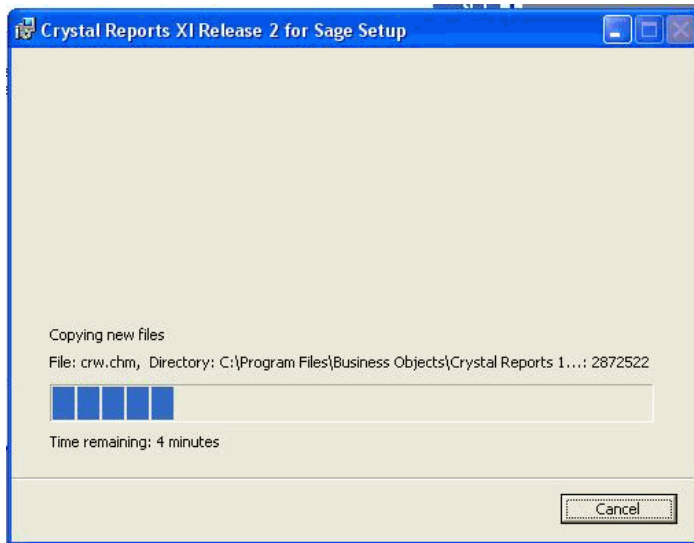
When the installation is complete, a message asks if you want to restart your machine.



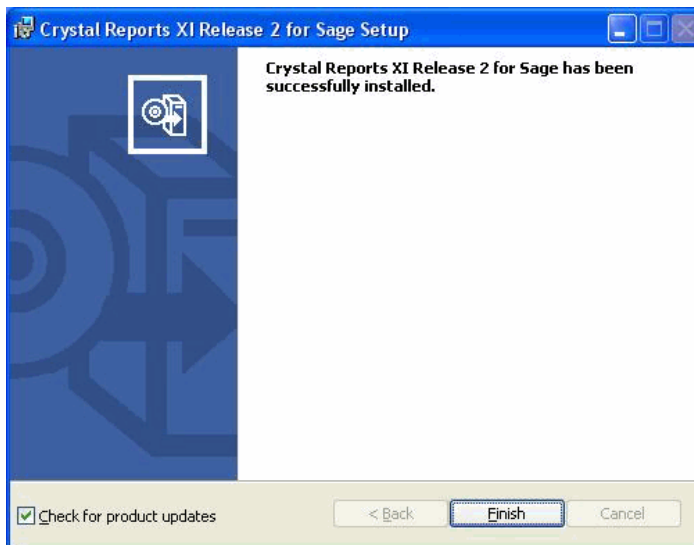
9. Click Yes to restart your machine and continue with the installation.

When your machine restarts, the installation program configures the Crystal Reports program.



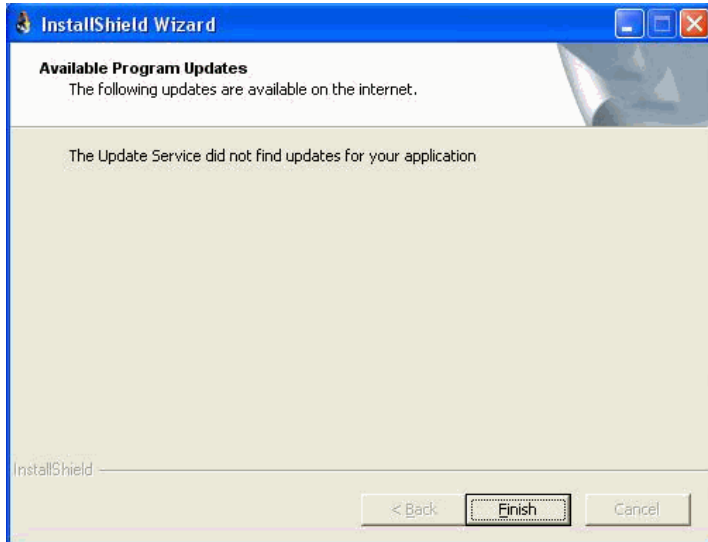


When the installation is complete, a message indicates the installation has been completed successfully.



10. Clear the Check for Product Updates button if you do not want to install product updates at this time. The process can be time-consuming.

11. Click the Finish button. The installation program determines whether you need to install updates to the Crystal Reports program.



12. Click the Finish button. The system installs updates to the program if necessary.

You are now ready to begin using FAS 100 Asset Accounting and creating custom reports with FAS Report Writer. For information on using FAS Report Writer, see the online *FAS Report Writer User's Guide*.

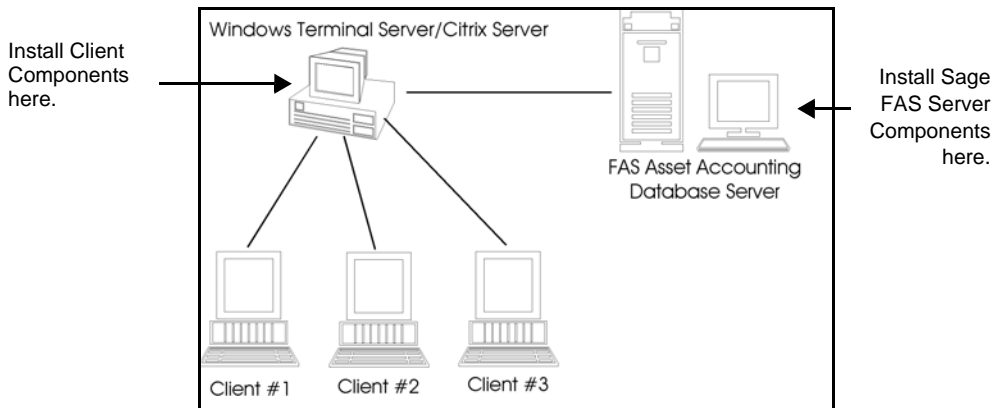
# 9

## Installing in a Microsoft Windows Terminal Server/ Citrix Environment

To manage fixed assets at a central location, and provide remote users with access to fixed asset data, you can install the application on a Windows Terminal Server (WTS) or in a Citrix environment.

The Sage FAS application works best in a Windows Terminal Server or Citrix environment when you install it in a “three-tiered” configuration; that is, where the Database Server and the Client are on separate servers.

### Three-tiered Environment



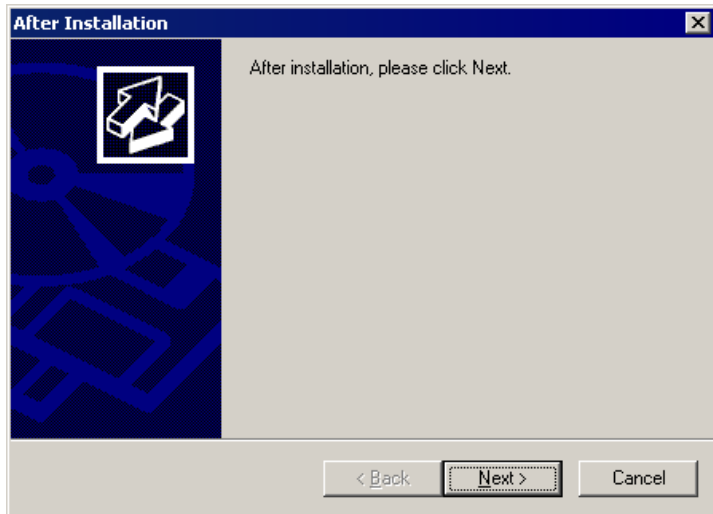
## ***To install in a three-tiered environment***

### **Perform these steps on the Database Server:**

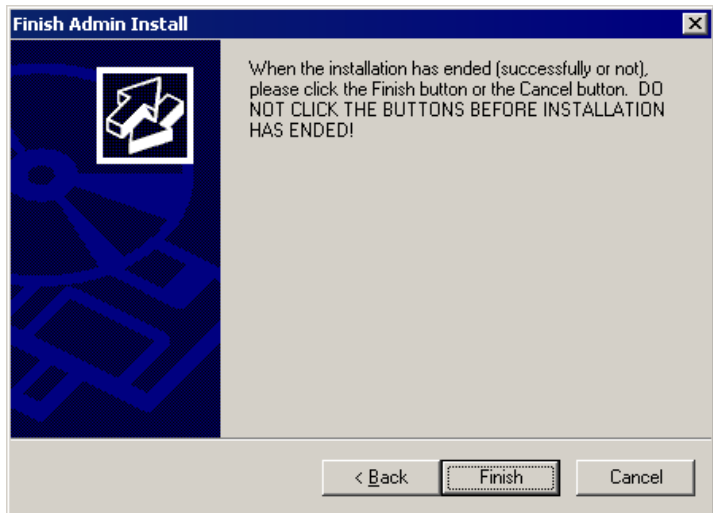
1. Perform the network server installation on the server that will run the database engine.
2. Share the FASSERV directory so that you can perform the client installation on the WTS server.

### **Perform these steps on the WTS/Citrix Server:**

1. Make sure that each user who will be using the program has a home directory set up **on the WTS/Citrix server**.
2. Map a drive to the shared directory FASSERV on the Database Server.
3. In the Control Panel, double-click Add/Remove Programs.
4. Select Add New Programs.
5. Click the CD or Floppy button. The Install Program from Floppy Disk or CD-ROM screen appears.
6. Click the Next button. The Run Installation Program screen appears.
7. Click the Browse button, and select the SETUP.EXE file in the FASSERV\FAS100SETUP folder on the server.
8. On the Run Installation Program screen, click the Next button. The Sage FAS 100 Fixed Assets client installation screen appears.
9. Select the application that you want to install, and then follow the instructions on the installation screens.
10. After you install the client components, the After Installation screen appears.



11. After the installation is complete, click the Next button. The Finish Administration Install screen appears.



12. Click the Finish button. **IMPORTANT:** Do **NOT** click the Finish button before the installation has completed!

You are now ready to set up the client workstations to do one of the following:

- Run the FAS.EXE file, which is located by default in the following directory on the WTS server:  
    \Program Files\SageFAS\FAS Asset Accounting
- Run the FASINV.EXE file, which is located by default in the following directory on the WTS server:  
    \Program Files\SageFAS\FAS Asset Inventory

For information on setting up your client workstations to run the application, please refer to your Microsoft documentation.

# 10

## Managing a Sage FAS Fixed Assets Database Service

When you install the Database Server, the system creates a database service with default parameters. You can edit the default parameters if needed.

### ***To edit the database service***

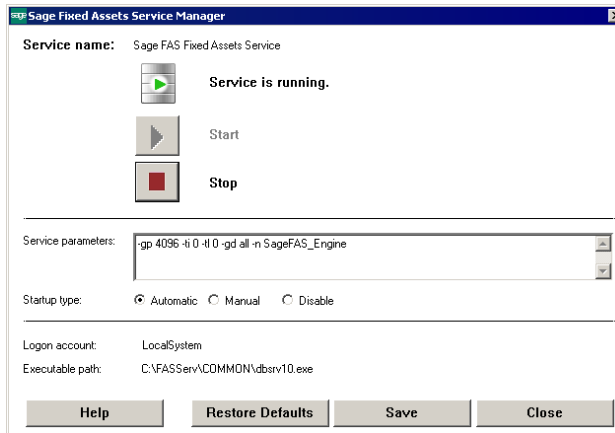
1. Click the Start button on the Windows taskbar, and then select Programs from the Start menu.
2. Select the Sage Software program group.
3. Select the FAS 100 Server Administration program group.
4. Select the “Sage FAS Service Manager” icon. The system displays the Sage Fixed Assets Service Manager dialog box.

### ***To edit the database service on Windows Vista, Windows 7, and Windows 2008***

1. In Windows Explorer, navigate to the folder containing the Sage Fixed Asset Service Manager. The default folder is:

```
C:\Program Files\SageFAS\Common  
Files\FASSVCMGR.EXE
```

2. Right-click on the FASSVCMGR.EXE file.
3. From the pop-up menu, select Run as Administrator. The system displays the Sage Fixed Assets Service Manager dialog box.



A service name of Sage\_FAS\_Fixed\_Assets is required. You cannot change the name of the service.

4. Edit the default parameters in the Parameters field, if desired. If you want to specify a particular protocol, enter the following:

```
-gp 4096 -ti 0 -tl 0 -gd all -x protocol -n SageFAS_Engine
```

where *protocol* is the communication protocol you selected when you installed the Database Server components.

Protocol	Command
spx	spx
tcpip*	tcpip{myip=x.x.x.x;dobroadcast=no}

\* When you are entering the TCPIP parameters, replace X.X.X.X with the server's IP address.

For example, to specify the spx protocol, enter the following:

```
-gp 4096 -ti 0 -tl 0 -gd all -x spx -n SageFAS_Engine
```

---

**Note** The fifth parameter, -tl, contains the letter "L," not the number one.

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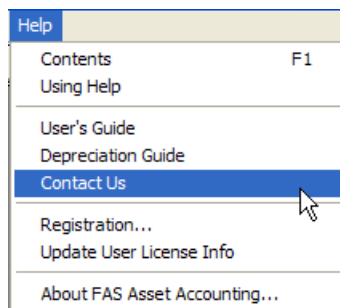
# A

## How to Contact Us

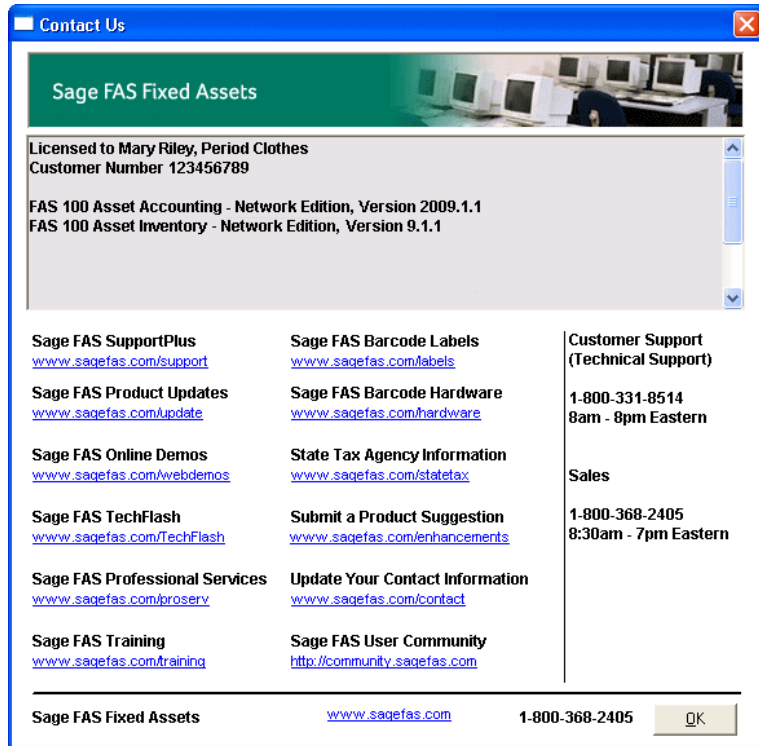
Here are some of the quickest ways to contact us if you have a question about operating the program, or if you need assistance in purchasing a Sage FAS product.

<b>Customer Support</b>	<b>Phone:</b> 1-800-331-8514 (8 a.m.—8 p.m. EST) <b>FAX:</b> 1-866-856-6844 <b>e-mail:</b> <a href="mailto:FASsupport@sage.com">FASsupport@sage.com</a> <b>web:</b> <a href="http://www.sagefas.com/support">www.sagefas.com/support</a> Customer number required
<b>Website</b>	<a href="http://www.sagefas.com">www.sagefas.com</a>
<b>Sales/Customer Service</b>	1-800-368-2405 (8:30 a.m.—7 p.m. EST) To enroll in or renew Sage FAS SupportPlus

Sage FAS operates a Web site for our customers at [www.sagefas.com](http://www.sagefas.com). To quickly access this Web site from within the application, select Help/Contact Us from the menu bar.



The Contact Us screen appears.



Click on a link to receive customer support, find information about training opportunities, view online demos of our products, purchase barcode labels or barcode hardware, or to send us a product suggestion.

# B

## Troubleshooting

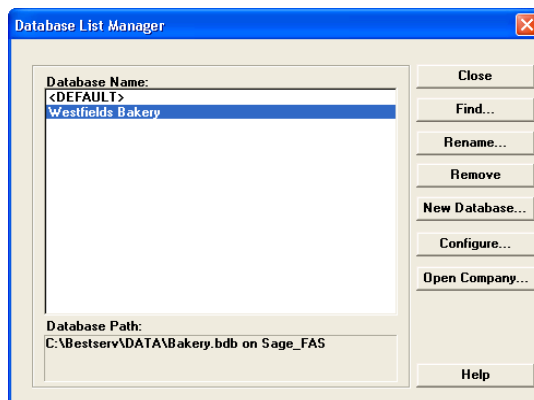
### Moving and Reconfiguring Databases

Due to changes in the Windows Vista and Windows 7 operating systems, you may have to change the location of your Sage FAS asset databases.

If you have a database located in a virtualized location, you will need to move it to a new location and update the location information in Database List Manager. The virtualization feature occurs in the C:\Windows and C:\Program Files folders.

#### *To determine if you need to move your databases*

1. Open your existing Sage FAS application and select File\Database List Manager from the menu bar.



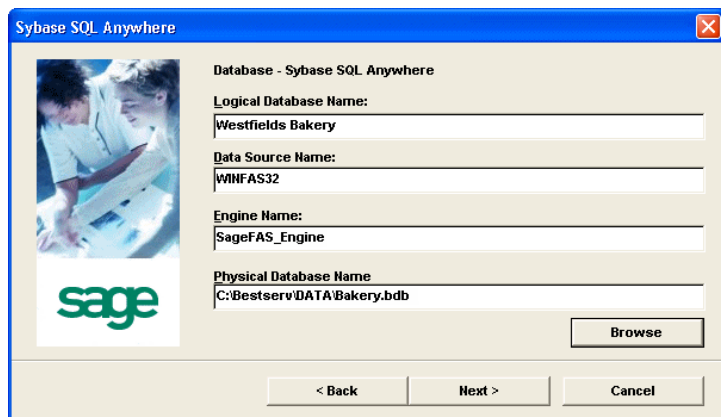
2. Select each database and review the Database Path information to determine the location of the physical database file.

3. If the database file is located in C:\Program Files\Best Software or any other non-virtualized location outside of My Documents, then close the application. You are ready to install the latest version and operate the program under Windows Vista or Windows 7.
4. If the database is located in a virtualized location (i.e., C:\Windows or C:\Program Files), or a folder within My Documents, you will need to move the database. Close the application and continue with step 5 below.

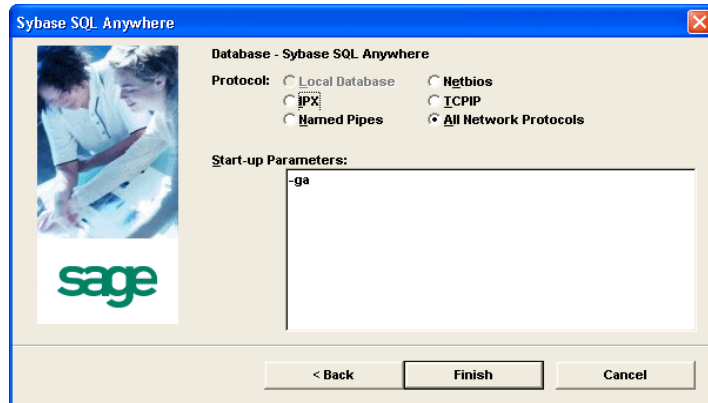
### ***If databases are in an unsupported Windows Vista or Windows 7 location***

For any database located in a virtualized location, use Windows Explorer to move the physical files to a non-virtualized location. We recommend using the Data folder or any other subfolder created under the Best Software installation directory. For any databases previously located in the My Documents folder, you will need to confirm the current location of the physical database file under C:\Users.

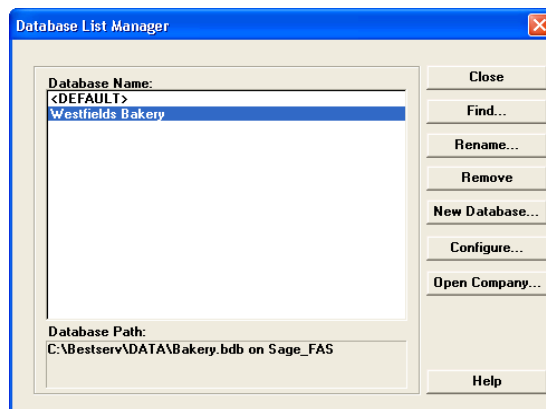
5. Open your Sage FAS application and access Database List Manager.
6. Select the database that has been moved to a new location and click the Configure button.



7. Click the Browse button to locate the newly located database and update the Physical Database Name location.
8. Click the Next button to move to the second panel of the Configure wizard.



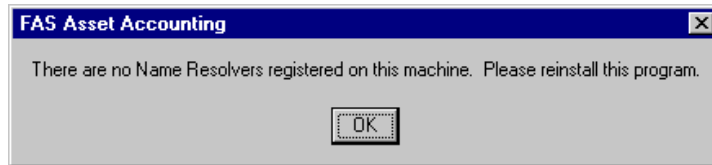
9. Click the Finish button to return to the Database List Manager dialog box. Notice that the Database Path information has been updated.



10. Repeat this process for each database that has been moved to a new location.

## Why do I receive a No Name Resolvers Error?

When running FAS 100 Asset Accounting - Network Edition on a Windows 2000/2003 Server/XP workstation, users who do not have local Administrator privileges to their own machines may receive an error message similar to the one shown below.



This message occurs because the application attempts to open the registry with read/write access. Users who do not have Administrator privileges to their own machines do not have this access by default. The problem can be resolved in one of two ways:

- Make each user who will be using the application a member of the Administrators group on the machine where the application is installed. Consult your Windows documentation for more information on groups and user rights.
- Change the permissions on the Best Software key in the Windows Registry.

### ***To change the permissions on Windows 2000***

---

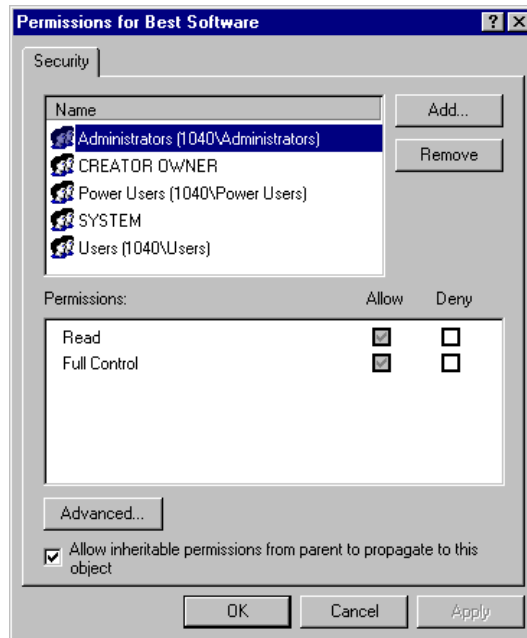
**Caution** You should perform the steps below only if you are familiar with the Windows Registry. Please contact your local IT administrator or Help desk for assistance if needed.

---

You should be logged on as an Administrator before you complete the steps below.

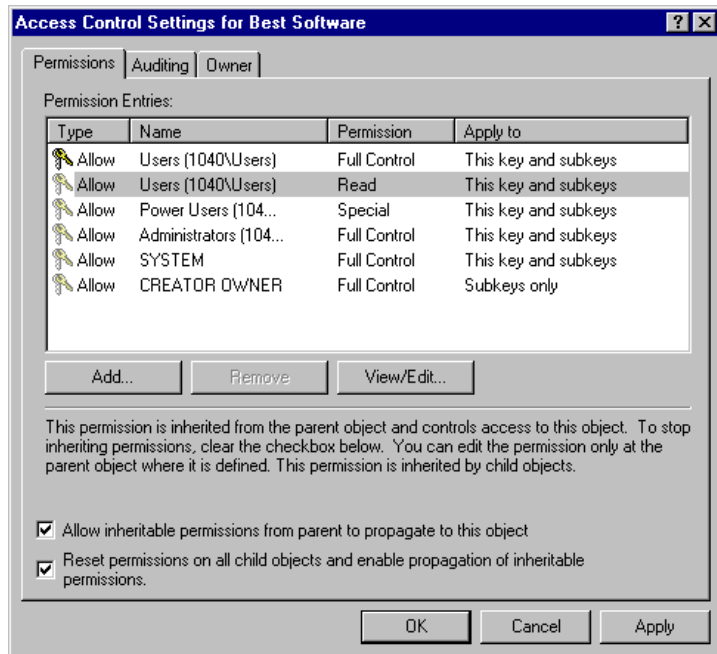
1. Select Start/Run from the Windows taskbar. The system displays the Run dialog box.

2. Type REGEDT32.EXE in the Open field, and then click OK. (Do **not** run REGEDIT, as this program does not support Windows Registry security.)
3. Select the HKEY\_LOCAL\_MACHINE key.
4. Select the SOFTWARE key.
5. Select the Best Software key.
6. Select Security/Permissions from the menu bar. The system displays the Permissions for Best Software dialog box.



7. Clear the Allow Inheritable Permissions from Parent to Propagate to this Object check box. The system displays a Security message box.
8. Click the Copy button. The system returns to the Permissions for Best Software dialog box.

9. Select the Everyone group (or the desired user name) in the Name list box, and then select the Full Control check box in the Allow column of the Permissions list box.
10. Click the Advanced button. The system displays the Access Control Settings for Best Software dialog box.



11. Highlight the desired user name, and then select the Reset Permissions on All Child Objects and Enable Propagation of Inheritable Permissions check box.
12. Click the Apply button, and then click OK.

### ***To change permissions on Windows XP***

---

**Caution** You should perform the steps below only if you are familiar with the Windows Registry. Please contact your local IT administrator or Help desk for assistance if needed.

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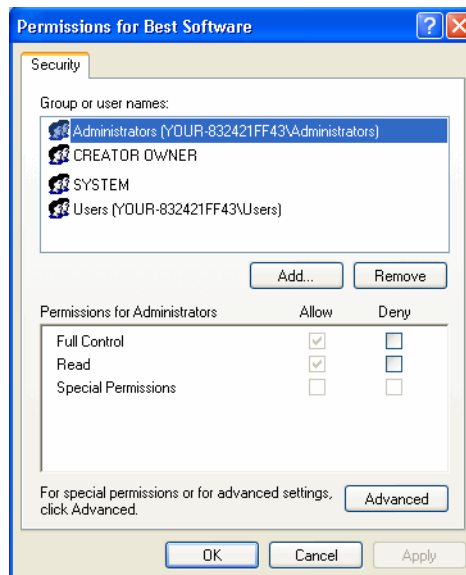
You should be logged on as an Administrator before you complete the steps below.

1. Select Start/Run from the Windows taskbar. The system displays the Run dialog box.
2. Enter either REGEDT32.EXE or REGEDIT.EXE in the Open field. (Either one will work.) The system displays the Registry Editor.

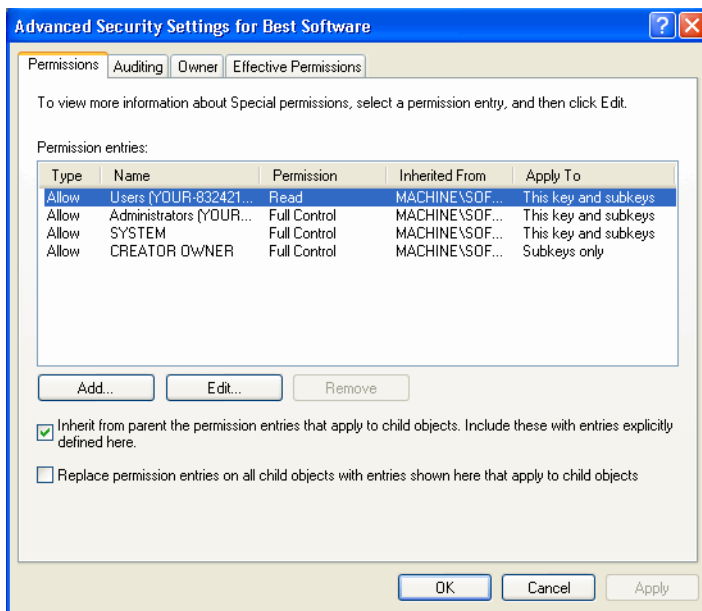
You need to grant Full Control Access to the following registry key:

Hkey\_Local\_Machine\Software\Best Software

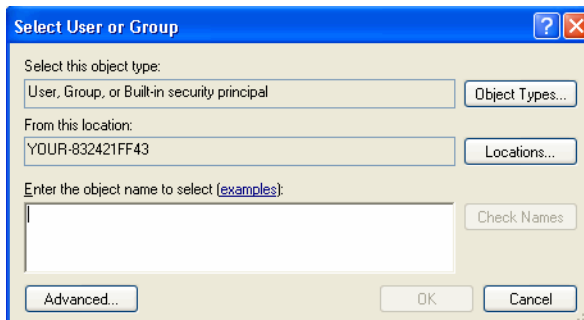
3. Navigate to this key to grant the permissions.
4. Right-click on the Best Software key, and select Permissions from the pop-up menu. The system displays the Permissions for Best Software dialog box.



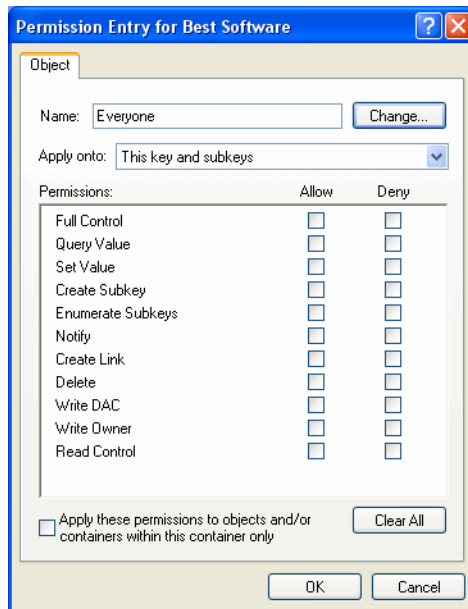
5. Click the Advanced button. The system displays the Advanced Security Settings for Best Software dialog box.



6. Clear the Inherit from Parent the Permission Entries that Apply to Child Objects check box. The system displays a Security message box.
7. Click the Copy button. The system returns to the Advanced Security Settings for Best Software dialog box.
8. Click the Add button. The system displays the Select User or Group dialog box.



9. Click the Advanced button to access the advanced features on the dialog box.
10. Click the Find Now button.
11. Hold down the CTRL key, and select the Everyone and System groups, and then click OK to close the dialog box. The system returns to the Select User or Group dialog box.
12. Click OK again. The system displays the Permission Entry for Best Software dialog box.



13. Select the Full Control check box in the “Allow” column, which selects all of the check boxes in the column.
14. Click OK to return to the Advanced Security Settings for Best Software dialog box.
15. When you return to the Advanced Security Settings for Best Software dialog box, make sure that the Everyone and System groups have Full and Read Control access.

16. Click the Replace Permission Entries on all Child Objects check box.
17. Click the Apply button. The system displays a Security message box.
18. Click the Yes button to continue. The system returns to the Advanced Security Settings for Best Software dialog box.
19. Click OK again. The system returns to the Permissions for Best Software dialog box.
20. Click OK to close the Permissions for Best Software dialog box. The system returns to the Registry Editor.
21. Select File/Exit to exit from the Registry Editor.
22. Log off and log back in as the user. You should be able to access the application now.

## **How do I add a database to the List Manager?**

You may need to move a database from a workstation to a network drive, or move a database from one computer to another. After you move the database, you will need to let the application know the location of the database by adding it to the Database List Manager.

The recommended procedure is to perform a company backup from the old system and then do a Company Restore onto the new system. However, if this is not an option, it is possible to copy the BEST.DB or \*.BDB file to the new location and use Database List Manager to associate the moved files with the new system.

### ***To add a database to the system***

1. Install the application from the CD onto the new server.
2. Configure and start the Sybase SQL Service.
3. If the existing server and service will be running for the interim, either use different engine name (the -n parameter),

or stop the original Service/NLM before proceeding. Please refer to the Installation & Administration Guide for more specific details about service parameters.

On the workstation:

4. Uninstall any previous Sage FAS Fixed Assets applications.
5. In the Control Panel, select Add/Remove Programs.
6. Install the Sage FAS Fixed Assets client from the new server.
7. Open the application on the workstation, and connect to the default company to insure connectivity with the new server.
8. Copy only the BEST.DB or \*.BDB file(s) the new folders on the new server or workstation. (Do not overwrite the default database.)
9. Use Database List Manager to reassociate the copied databases to the new system.

You will now be able to open the companies within the databases.

---

**Note** If the file is 2.64 MB or 3.11 MB, it is most likely the default database with the sample company in it. If the file is 1.3 MB, it is an empty database.

---

## Why am I unable to connect to the system database?

You may find that one workstation is unable to connect to the database on the server, while another workstation is able to do so. When you attempt to connect to the server, you see a Service Provider screen.

The problem may be the type of pathing that each workstation uses to access the server. The Service Provider screen may require either a local server pathing (X:\FASSERV) or a UNC pathing (\\SERVER\SHARE\FASSERV), depending on how the server rights are configured.

The procedures below may be useful if one workstation can access the server while another server cannot. The steps describe how to copy the Sage FAS configuration settings from the working computer to the non-working computer. These settings are stored in the Windows Registry.

---

**Caution** You should perform the steps below only if you are familiar with the Windows Registry. Please contact your local IT administrator or Help desk for assistance if needed.

---

### ***To copy configuration settings***

1. On the working client workstation, select Start/Run.
2. In the Run screen, enter REGEDIT, and then click OK.
3. Browse to the following key:  
  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Best  
Software\NWBESTSYS.
4. Write down the Data values for the following keys:
  - ENGINENAME
  - LOGICALNAME
  - PARAMETERS
  - PROTOCOL
5. On the non-working client workstation, repeat steps 1 through 3.
6. Compare the Data values for the four keys in step 4. If any of the keys differ from the working computer, double-click on the key to get the Edit String window and change the value to match the value on the working computer.

For example, the LOGICALNAME can be either UNC or Drive letter. If the working computer is using Drive letter, then change the non-working client workstation to match it.

Drive Letter = C:\FASSERV\BESTSYS.DB (use the actual drive letter the on which the program was installed to the server)

UNC = \\SERVERNAME\FASSERV\BESTSYS.DB

7. Close the registry editor.
8. Launch the Sage FAS Fixed Assets client application.

## **How do I move the application to a new server?**

Follow the instructions below to move the application to a new server machine.

---

**Note** Before you follow the instructions below, make sure you have first backed up your databases. You can use your normal network backup procedures, or you can select File/Company Utilities/Backup Company from the menu bar.

---

The instructions below assume you are moving the same version of the program to the new server machine.

### ***To move the application to a new server***

1. Install the program from the installation CD on the new server.
2. Configure and start the Sybase SQL Service. If you are leaving your existing server and service running for the interim, you will need to use a different service name. Otherwise, stop the original service or NLM before proceeding.
3. Share the installation folder (default is C:\FASSERV). For Windows 2000 and 2003 servers, verify that both the SHARE permissions and Security tab on the FASSERV directory have been granted FULL CONTROL rights for:
  - The users of the Sage FAS application

- The System group (Local Operating System)
  - The Domain Administrator and Administrator (default).
4. On the client workstation, and if running Windows 2000 Professional or Windows XP Professional, be sure to log on as a local Administrator.
  5. Uninstall any previous Sage FAS client applications (if applicable). The uninstall will remove only application files and will not remove custom reports, configuration, or database files.
  6. Install the network client by running the following executable file:  
  
`\\SERVER\FASSERV\FAS100SETUP\SETUP.EXE`
  7. On the client workstation, use Database List Manager to create a new database. (Select File/Database List Manager, and then click the New Database button.)
  8. Restore the backup files. (Select File/Company Utilities/Restore Company.) Select one of the newly created databases for the location of the restored company.

You should now be able to open your companies.

## **What do I do if I cannot use Database List Manager?**

If the configuration database (BESTSYS) becomes corrupted, you will be unable to locate, add, or remove databases in Database List Manager. Follow the instructions below to replace the configuration database.

---

**Warning** Security information will be lost by replacing the BESTSYS.DB file.

---



### ***To replace the configuration database***

1. Verify the path to the BESTSYS.DB.
2. Make sure that the user account being used for the service has FULL CONTROL to the FASserv folder on the server.
3. Shut down the Sybase SQL Engine on the server.
4. In Windows Explorer, browse to the FASserv folder on the server.
5. Rename the BESTSYS.DB file.
6. Rename the BESTSYS.LOG file.
7. Copy the BESTSYS.SAV file, and then paste it into the same directory to create a Copy of BESTSYS.SAV.
8. Rename the Copy of BESTSYS.SAV to BESTSYS.DB.
9. Restart the Sybase SQL Engine.
10. On the client workstation, launch the Sage FAS Fixed Assets application.
11. If you are prompted to enter your Contact information, click Close.
12. If you are asked to register the application, click Register Later.

A screen appears with a message that "An error occurred while attempting to open the selected database," and the list of databases is empty.

13. Click the DB MGR button.
14. Add the existing databases to the list.

---

**Note** The BESTSYS.DB file may have become corrupted if the application connects to a corrupt database file. In this case, troubleshoot by adding a known good database or create a new database. One at a time, add and open each database to see if the

application encounters an error. The BESTSYS.DB can be backed up by copying it after each database is added until an error occurs. In this way, if the BESTSYS.DB becomes corrupted again, you can follow the steps above to replace the BESTSYS.DB. However, you can use the backup copy of BESTSYS.DB instead of the BESTSYS.SAV file. Restore any databases from a backup that produce an error in the application.

---

## **Why do I receive an Error 5: Access Denied Message?**

Security on the FASSERV folder has been tightened to include specific group. The EVERYONE or SYSTEM groups have been removed from NTFS settings. You must make sure that all users or groups have the required access rights to the FASSERV folder.

### **On Windows 2000 and 2003 Server:**

1. Ensure that the following users/groups have FULL CONTROL rights (to both the Share Permissions and Security) to the FASSERV directory:
  - All users/groups of the Sage FAS Fixed Assets application (for example, the "Accounting" group, or each Sage FAS user)
  - The local SYSTEM group
  - Domain and Local Administrators (usually granted by default).

### **On Windows 2000 Server:**

2. On the Security tab, clear the "Allow Inheritable Permissions from the Parent to Propagate this Object" check box.
3. Click the Copy button.
4. Click the Apply button.
5. Click OK.

### **On Windows 2003 Server:**

1. On the Security tab, click the Advanced button.
2. Clear the “Inherit from the Parent the Permission Entries that Apply to the Child Object” check box.
3. Click the Copy button.
4. Select the “Replace Permission Entries on Child Objects with Entries Shown Here That Apply to Child Objects” check box.
5. Click the Apply button.
6. Click OK.



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