FAS 100 Asset Accounting
FAS 100 Asset Inventory

Network Installation & Administration Guide

Version 2012

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Chapter 1
Introduction

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

- FAS 100 Asset Accounting - Network Edition
- FAS 100 Asset Inventory - 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 Sage FAS Network application 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,® 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.

Note: You can operate the Sage 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.

Server System Requirements

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

* We have tested the Sage FAS Network application 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 application.

Client System Requirements

Operating System	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
Processor	700 MHz or higher minimum; 1 GHz or higher recommended
Memory (RAM)	256 MB or higher; (**Note:** For FAS Report Writer 1 GB is required.)
Screen Resolution	Sage FAS is optimized for 1024 x 768 viewing resolution.
Free Disk Space	500 MB for the Sage FAS application; 2 GB required for full install with FAS Report Writer (if applicable)

* We have tested the Sage FAS Network application 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 application.

Remote Access Requirements

Client-Based Solutions	Windows XP, Windows 2000 Professional, Windows Vista, and Windows 7 with Remote Desktop Connection enabled; Third-party remote access solution (such as PC Anywhere)
Server- and Network-Based Solutions	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 **Note:** Cannot be used across WAN subnets due to the use of the Sybase Database Engine. Customers must use Windows Terminal Services or Citrix.

Security Requirements

The following rights are required to install and run the Sage FAS 100 Fixed Assets applications 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.

Chapter 2
Installing FAS 100 Asset Accounting the First Time

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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 2-9.
3. Registering the program on the server, page 2-10.
4. Sharing the FASServ folder, page 2-12.
5. **Optional:** Mapping a drive to the FASServ folder, page 2-16.
6. Installing the client components, page 2-16.
7. Starting the application, page 2-21.

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

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 Sage FAS Fixed Assets server installation dialog.

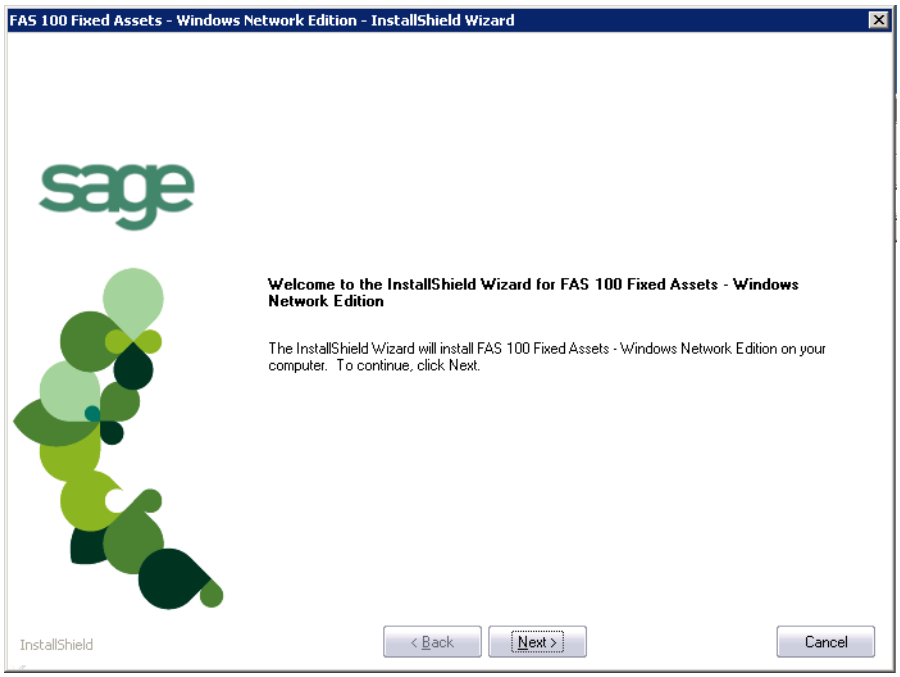
Note: If your computer's AutoRun option is not enabled, follow these steps to start the installation:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog.
- 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 Sage FAS Fixed Assets server Installation dialog.

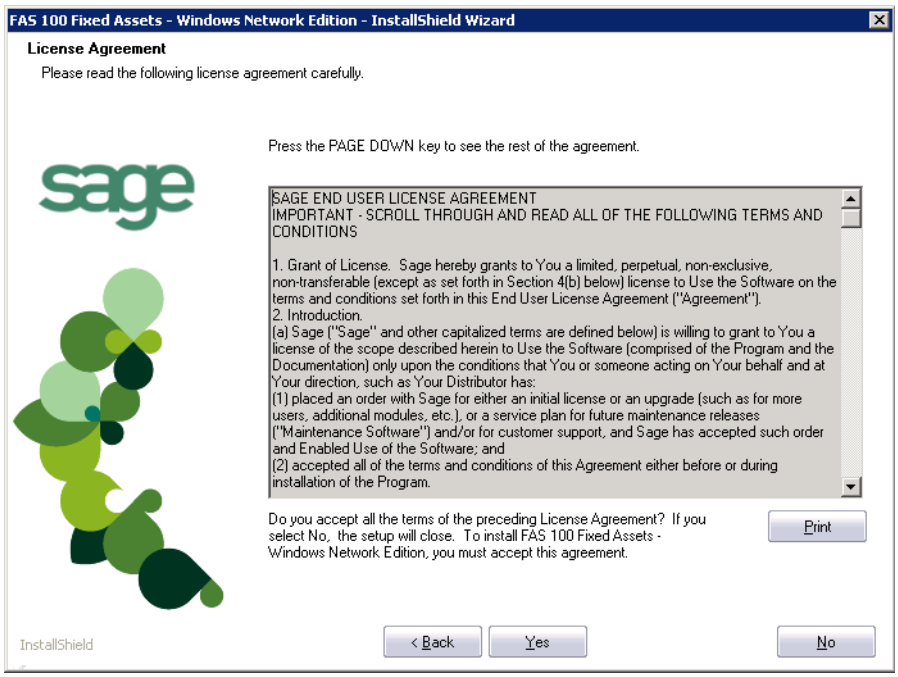
2. Select the Install FAS Server Components option.

   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 dialog appears.



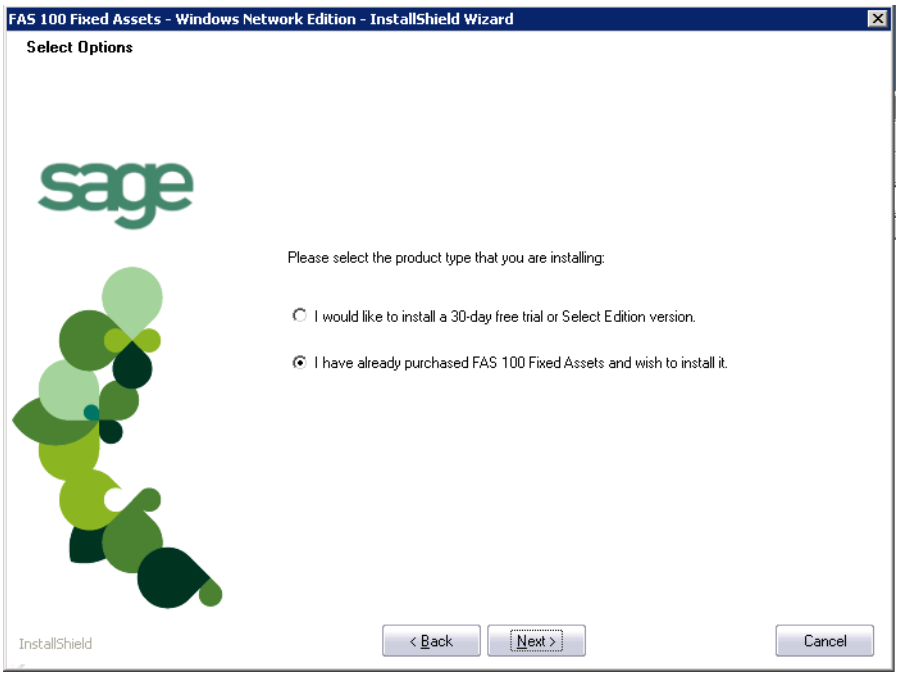
4. Click the Next button. The Software License Agreement dialog appears.



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

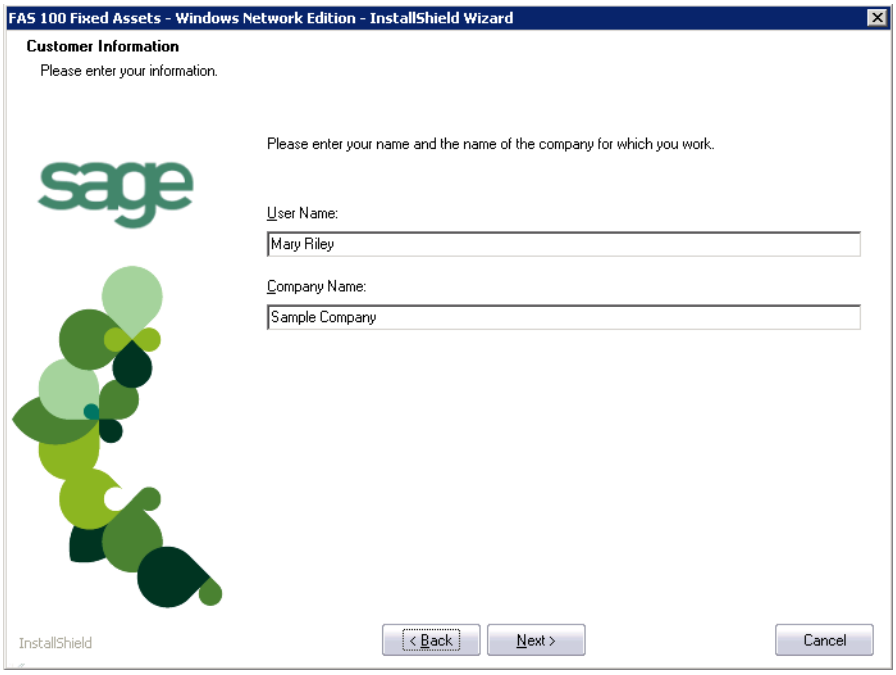
5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

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



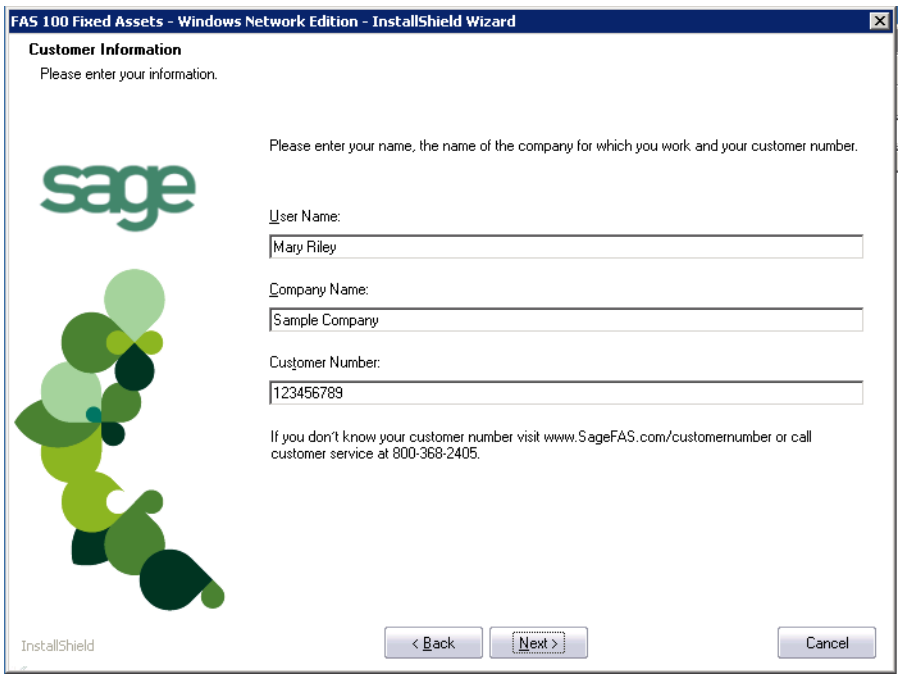
6. Select either the 30-day free trial option or the purchased option.

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



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

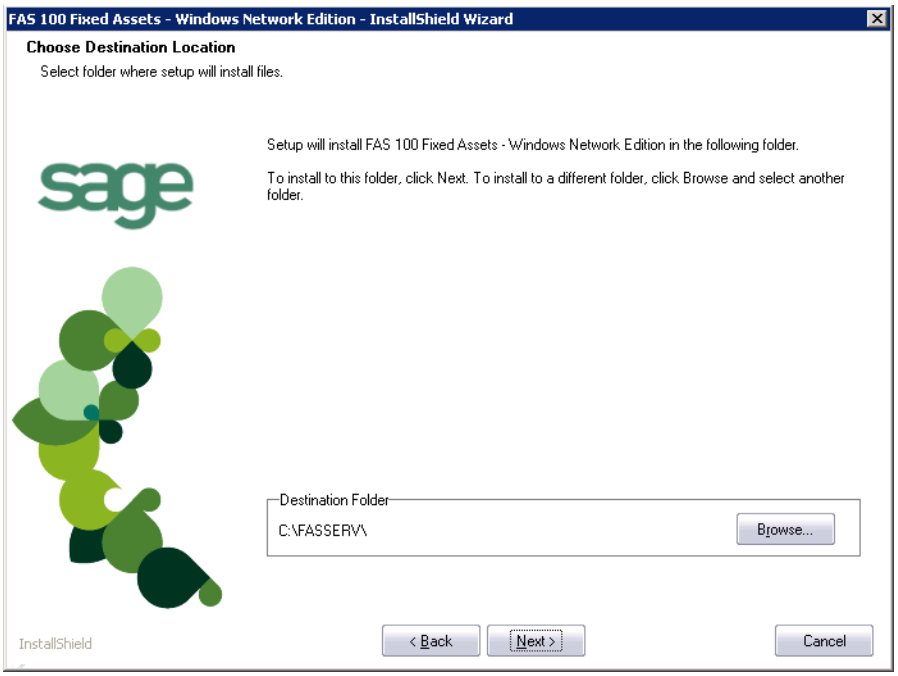
If you selected the purchased option, the following Customer Information dialog appears.



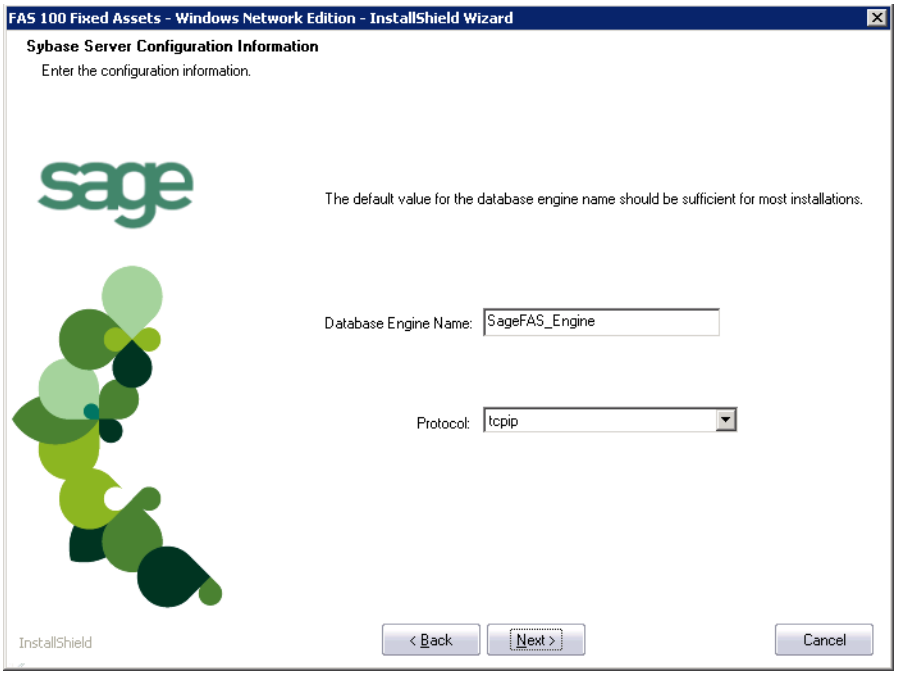
8. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

Note: You can find the customer number on the packing slip. If you cannot find your customer number, visit www.sagefas.com/customernumber, or call Customer Service at 800-368-2405.

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



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

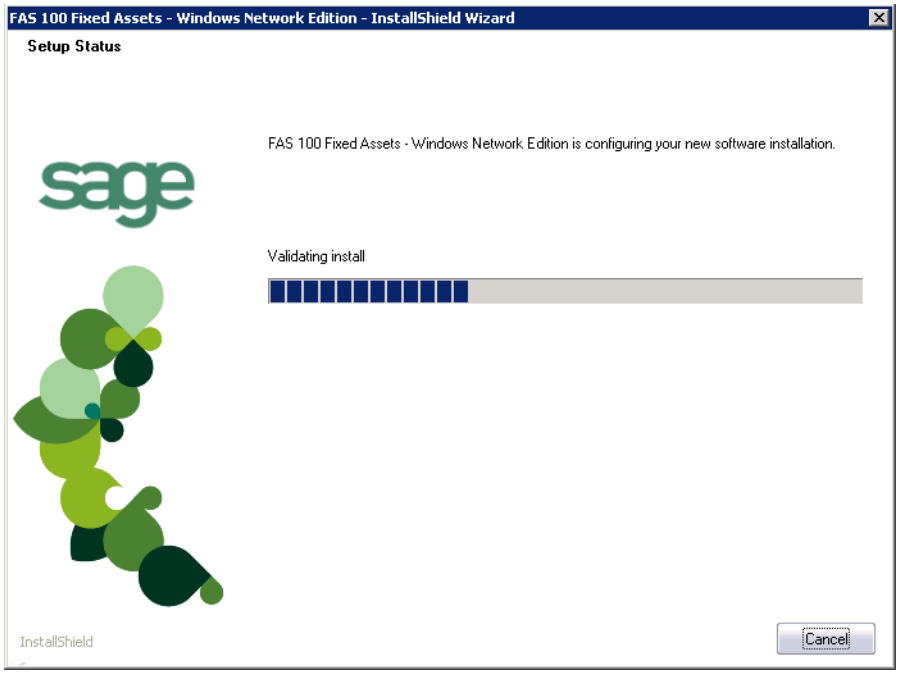


- **Database Engine Name**
  We recommend that you accept the default Database Engine name of SageFAS_Engine unless you are using a different Sybase database engine name.

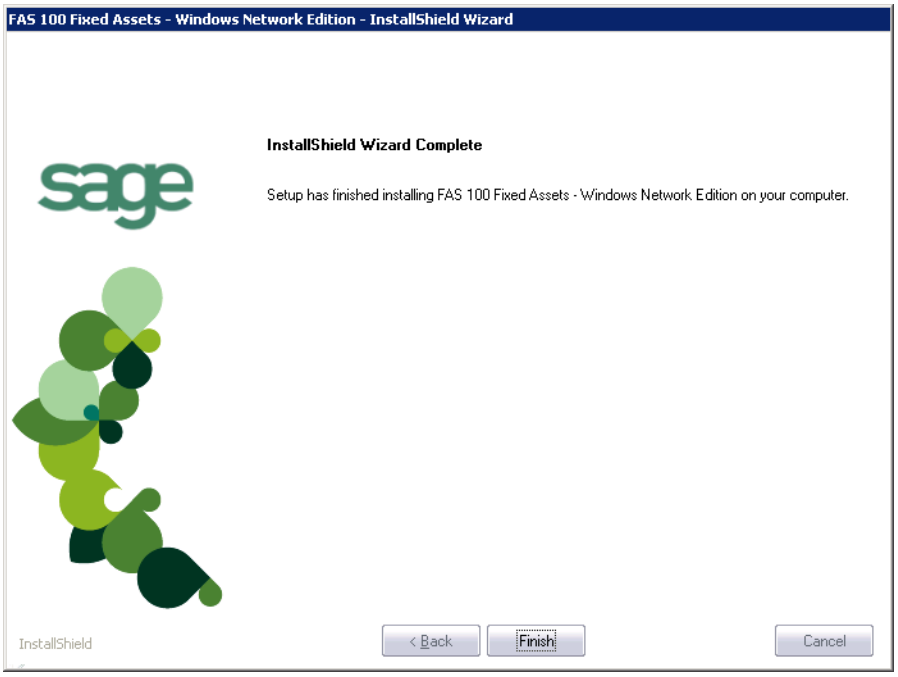
Note: This field is unavailable if you have already installed a Sage FAS network server application on this machine. You will use the same Database Engine name that was used in the previous installation.

- **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 dialog appears.



When all of the files have been installed, the InstallShield Wizard Complete dialog 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.

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

12. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation dialog.
13. Click Exit to close the Server Installation dialog.

Note: The Server Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

14. 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 (such as Notepad), open the INSTALL.CFG file. It is located in the folder where the FAS Server components were installed (default folder is FASServ) on the server machine.
2. In the PARAMETERS line, change XXX.XXX.XXX.XXX to either the IP address or server name 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.

Note: 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 Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Sage FAS Fixed Assets server installation dialog.

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.
- 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 Sage FAS Fixed Assets server installation dialog.

2. Select the Install FAS Report Writer Server option, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 6, "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.

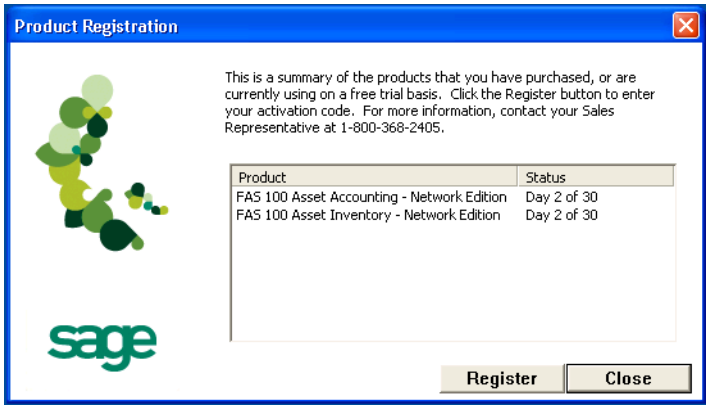
After you have installed the database server and the network client, follow the steps below to register the network application.

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

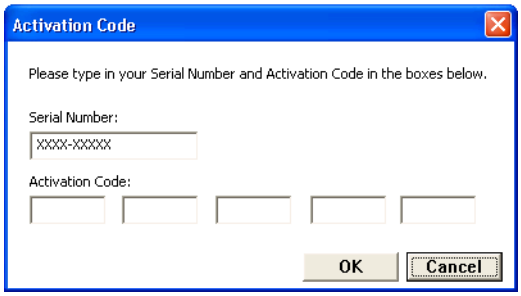
To register the application

Note: Before you perform the steps below, make sure the Database Engine has been started. The installation program should have started the Database Engine automatically. However, you must start the Database Engine if it has been stopped for any reason. **The Database Engine must be running when you register the program.** For instructions on starting the Database Engine, see "Managing a Sage FAS Fixed Assets Database Service," page 8-1.

1. On the server machine, click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage FAS Fixed Assets program group.
3. Select the Tools program group.
4. Select the FAS 100 Product Registration icon. The Product Registration dialog appears.



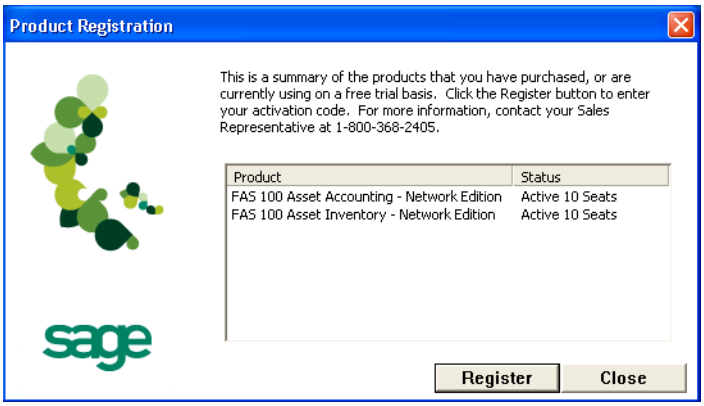
5. Click the Register button. A dialog appears that allows you to enter your serial number and activation code.



- **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 dialog.



Note that the registered products appear in the list with a status of "Active."

7. Click the Close button to close the registration dialog.

Step 4: Sharing the FASServ Folder

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

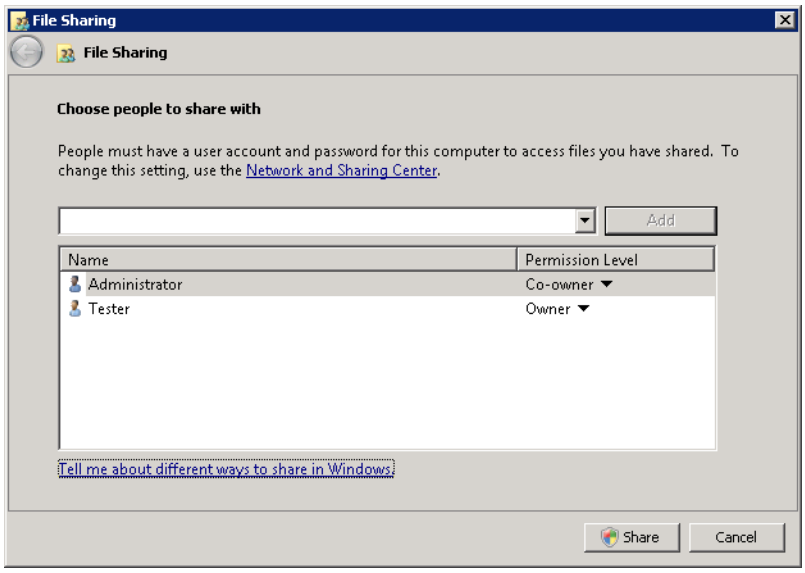
- Users of the Sage FAS application
- Domain Administrators
- Local operating SYSTEM group

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 2008.

To share the FASServ folder

1. In Windows Explorer, right-click on the FASServ folder.
2. From the popup menu, select Share. The File Sharing dialog appears.

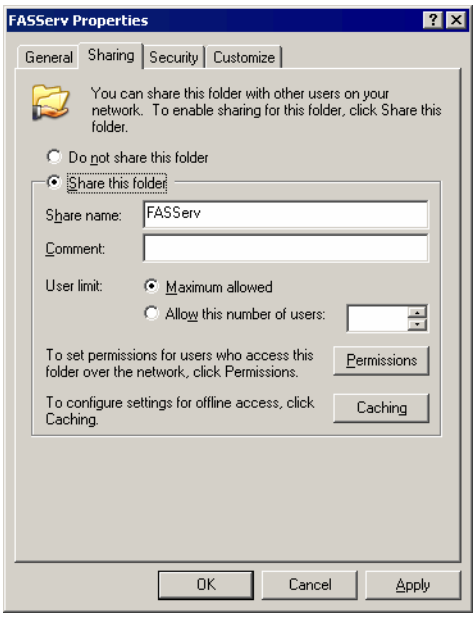


3. In the Choose People to Share With field, click the down arrow and select Administrator from the drop-down list.
4. Click the Add button. The Administrator appears in the list box.
5. In the Permission Level column, click the down arrow and change the permission level for the Administrator to "Co-owner."
6. Repeat step 3 and select the Everyone group.
7. Repeat steps 4 and 5.
8. Click the Share button.

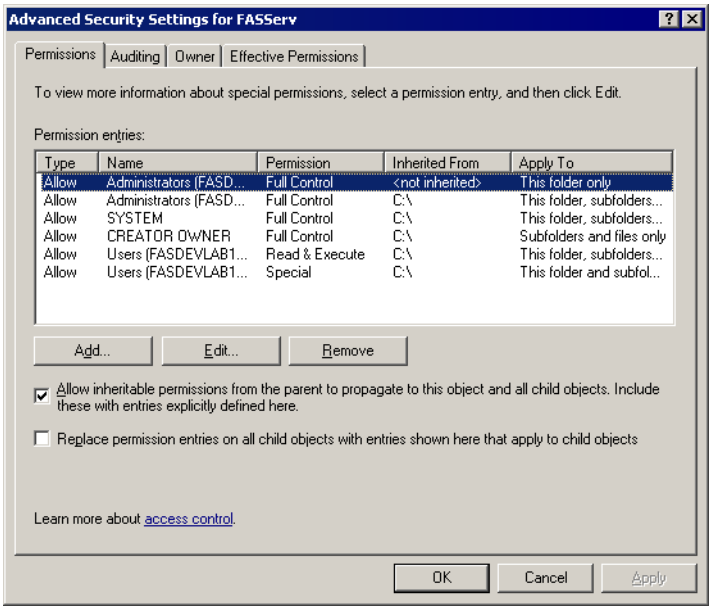
Below we show the steps for sharing a folder on Windows Server 2003.

To share the FASServ folder

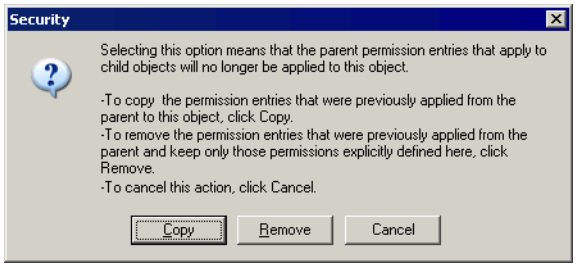
1. In Windows Explorer, right-click on the FASServ folder.
2. From the popup menu, select Sharing and Security. The FASServ Properties dialog appears.

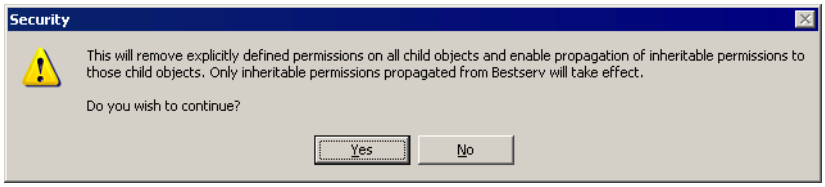


3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for FASServ dialog appears.

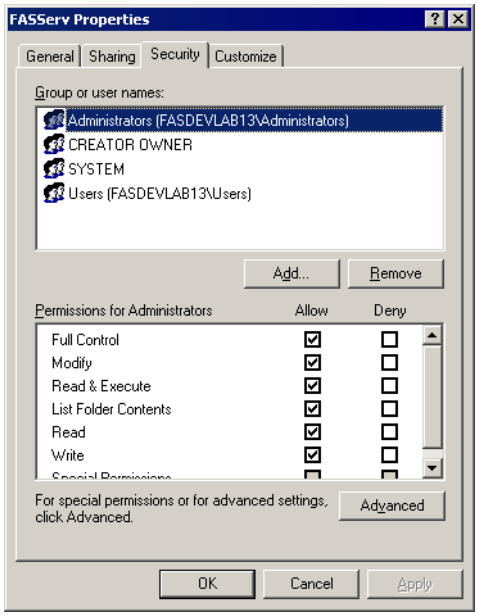


6. Clear the "Allow Inheritable Permissions from the Parent to Propagate to this Object . . ." check box. A security message appears.
7. Click the Copy button to return to the Advanced Security Settings for FASServ dialog.
8. Select the "Replace Permission Entries on All Child Objects . . ." check box.
9. Click OK. A second Security message appears.





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



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 dialog.

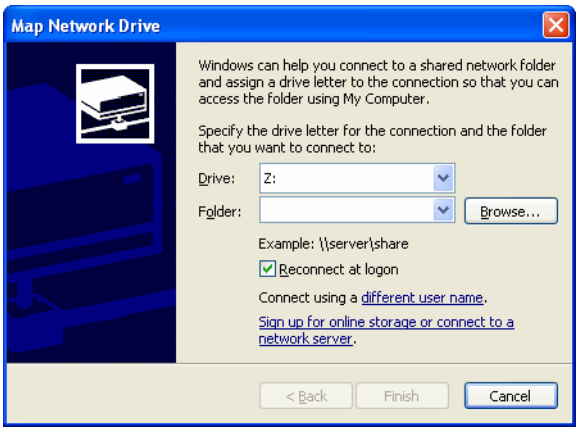
Step 5: Mapping a Drive to the FASServ Folder (Optional)

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

Note: Instead of mapping a drive to the FASServ folder, you can install the client components by entering the UNC path (\\Servername\Foldername) in the Run dialog on the client machine.

To map a drive to the FASServ folder

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



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

Note: Do **NOT** map a drive to a folder underneath the FASServ folder, such as the FAS100SETUP folder.

Tip: We recommend that you select the Reconnect at Logon check box.

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

Step 6: Installing the Client

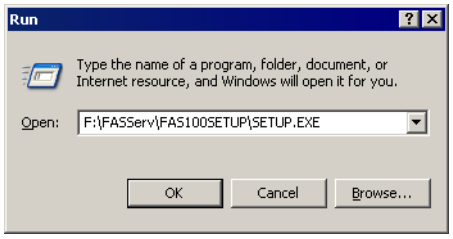
Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

To install a client on a workstation

1. Do one of the following:

   - Go to My Computer, and browse to the network drive that you mapped in the previous step. Locate the folder in which you installed the server components (FASServ is the default), and double-click the SETUP.EXE file in the FAS100SETUP subfolder.

- Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components, or enter the local server path to the folder (for example, Z:\FASServ\FAS100SETUP\SETUP.EXE.



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

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

Z:\FAS100SETUP\SETUP.EXE.

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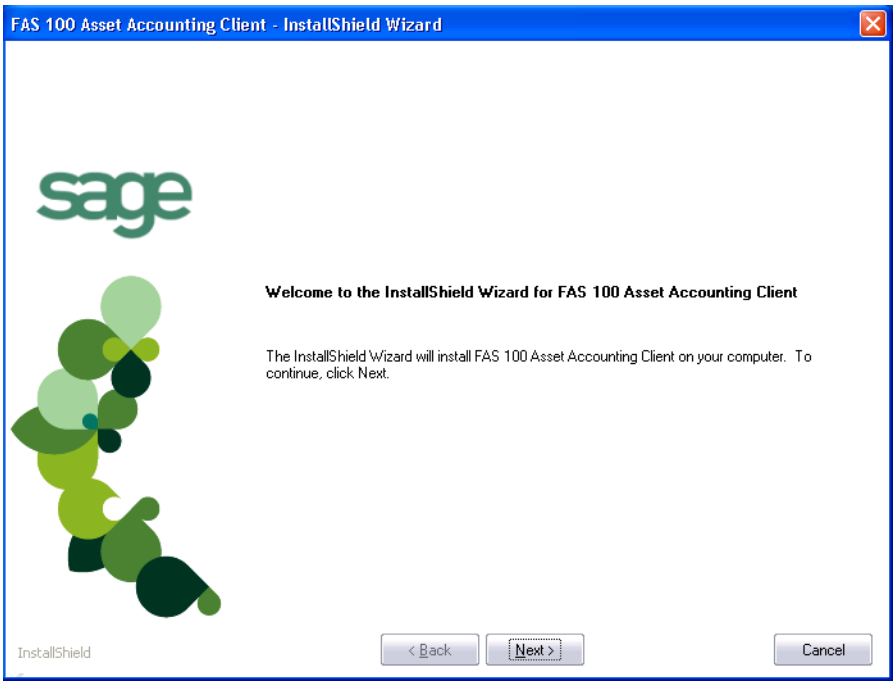
2. Click OK. The Client Installation dialog appears.

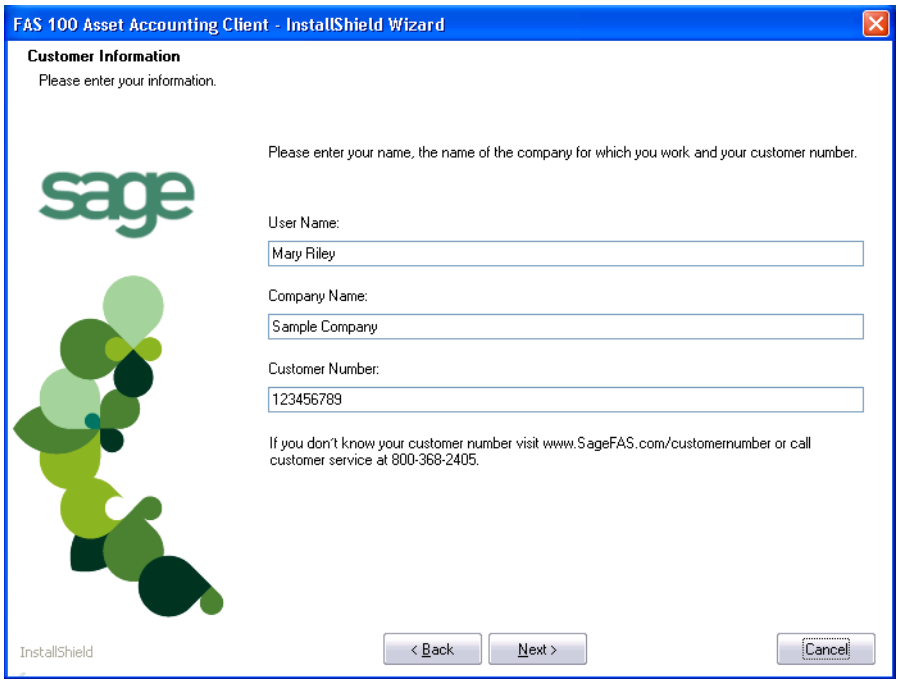
3. Select the Install FAS 100 Asset Accounting option. A message asks if you want to install Microsoft .Net 2.0 Framework if it is not already installed.
4. Click Yes to continue, and then follow the on-screen instructions. When the installation is complete, the Welcome dialog appears.



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

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 dialog 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. If you cannot find your customer number, visit www.sagefas.com/customernumber, or call Customer Service at 800-368-2405.

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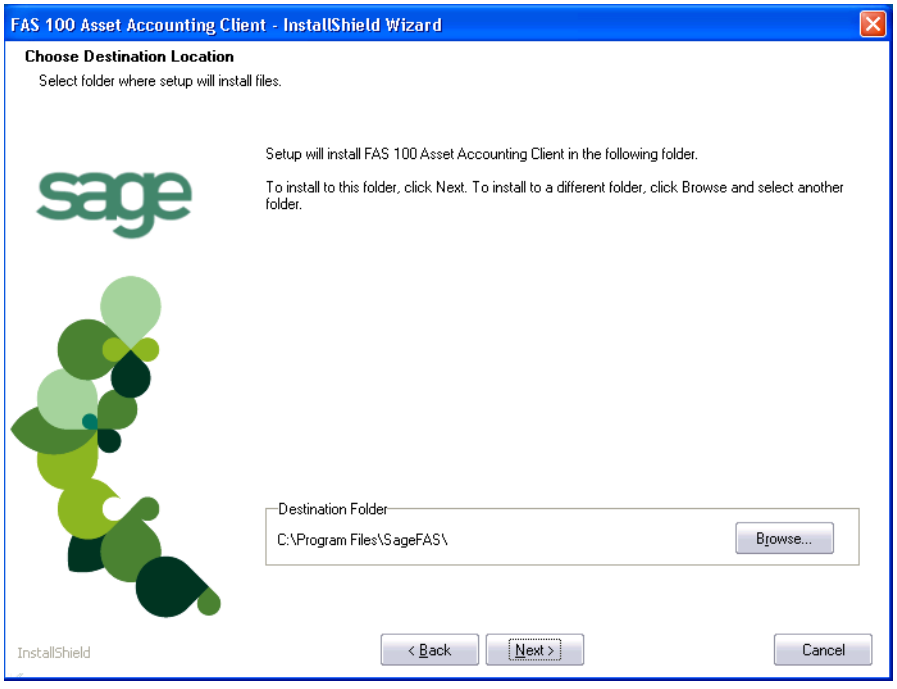
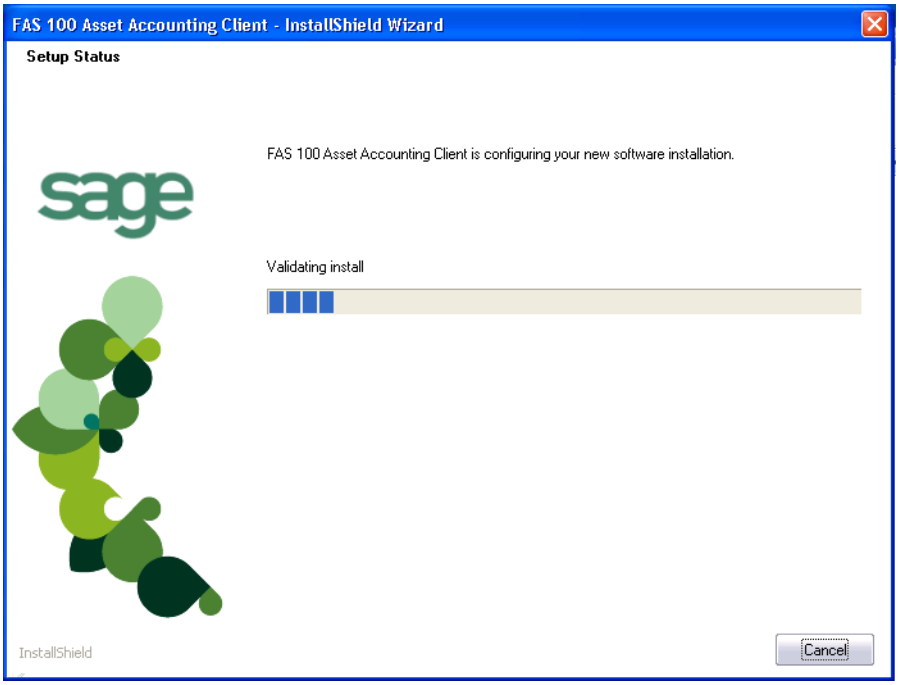
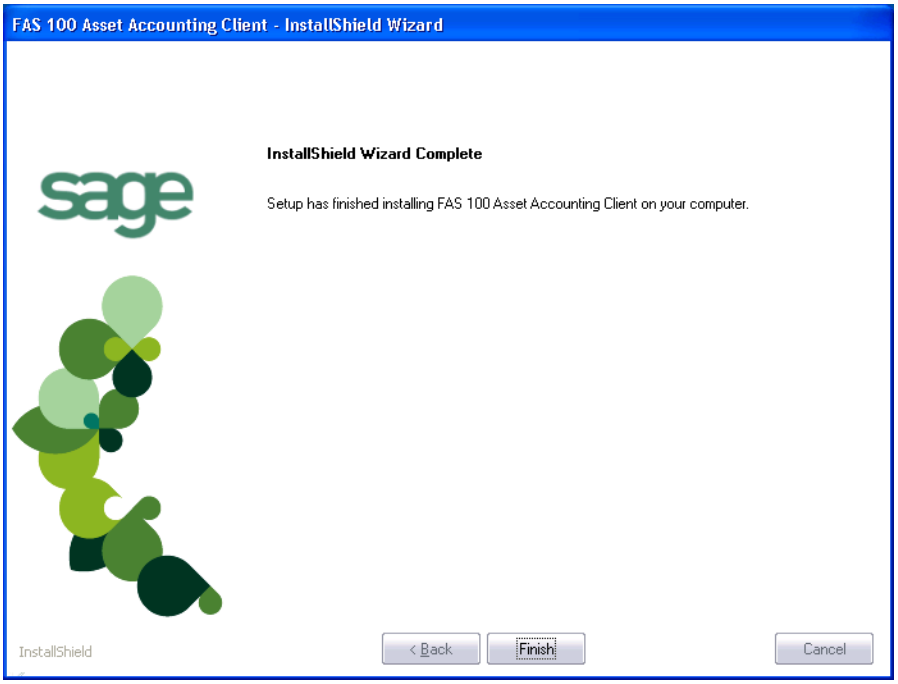
8. Click the Next button. The Choose Destination Location dialog appears.



9. Click the Next button. The system begins installing the software, and the Setup Status dialog appears.



When all of the files have been installed, the InstallShield Wizard Complete dialog 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. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Tip: 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 dialog.
11. Click Exit to close the Client Installation dialog.

Note: The Client Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

Step 7: Starting the Application

Follow the steps below to start the network application from a workstation.

Note: You can start the program by double-clicking the icon on your desktop.

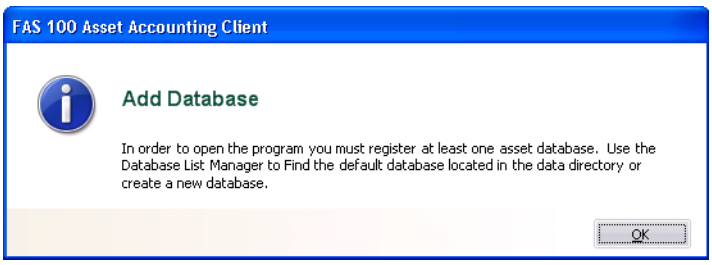
To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage FAS Fixed Assets program group.
3. Select the FAS 100 Asset Accounting 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.)

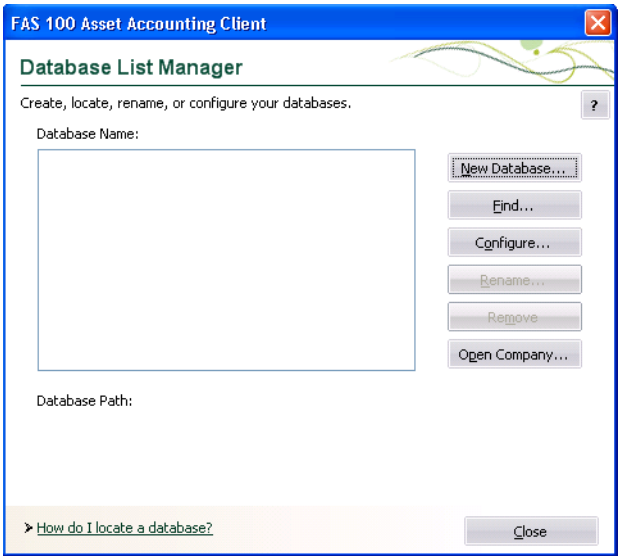
The first time you start the program on the client machine, a message appears indicating that an asset database needs to be added.



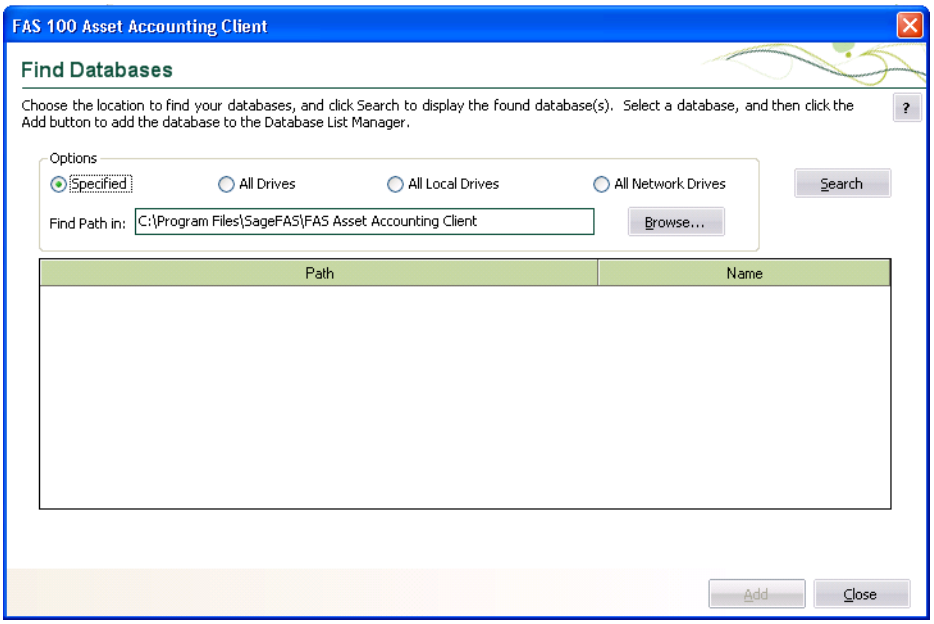
Once an asset database has been added, you will not have to add it again for any other clients.

To locate the default database

1. Click OK on the message to continue. The Database List Manager dialog appears after a moment.



2. Click the Find button. The Find Databases dialog appears.



3. Click the Browse button. The Browse for Folder dialog appears.

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

   The installation program installed a default database in the F:\FASServ\DATA directory on the server, if you accepted the default directory when you installed the database server files. You can browse to this folder on the mapped network drive.

Note: Instead of clicking the Browse button to locate the database, you can enter the UNC path (\\Servername\Foldername) in the Find Path In field.

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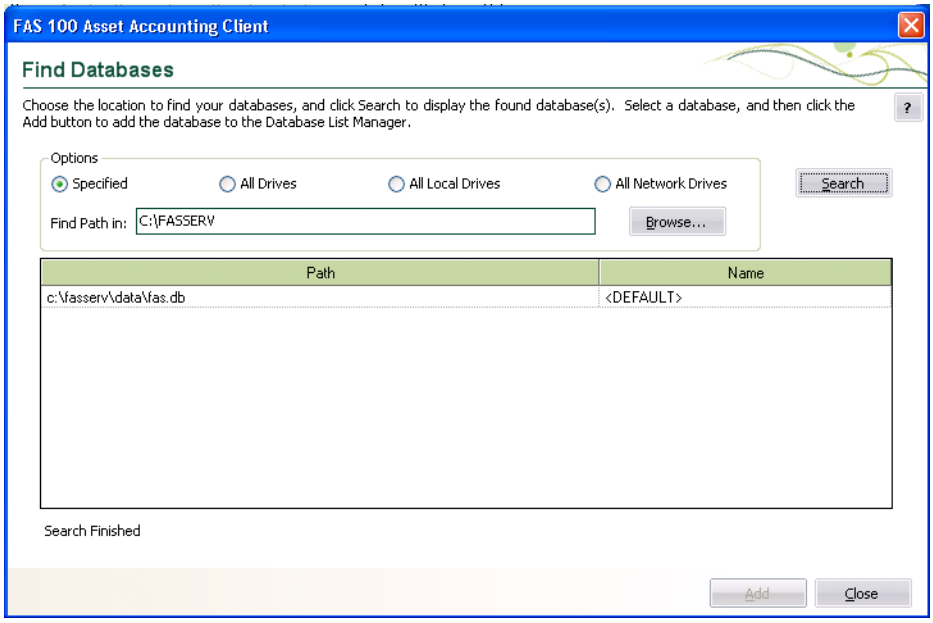
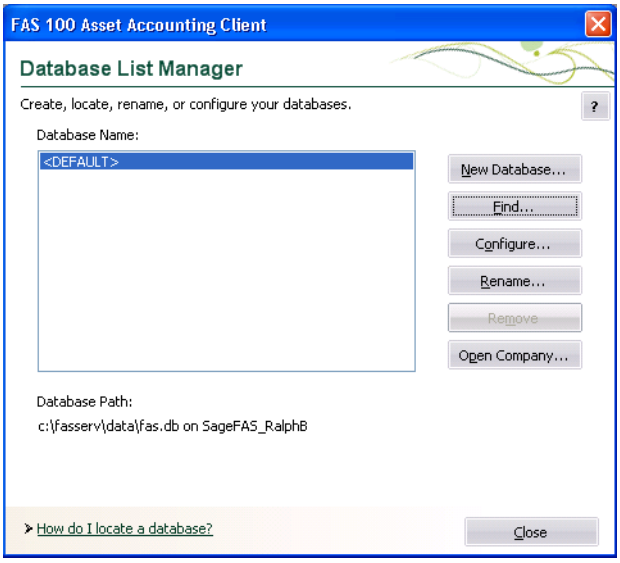
5. Click OK to return to the Find Databases dialog.
6. Click the Search button. The system lists all of the databases that it finds in the list box.



7. Select (highlight) the database that you want to use, and then click the Add button. The selected database disappears from the list of search results after it has been added.

8. Click the Close button. The system returns to the Database List Manager dialog. The selected database appears in the Database Name field.

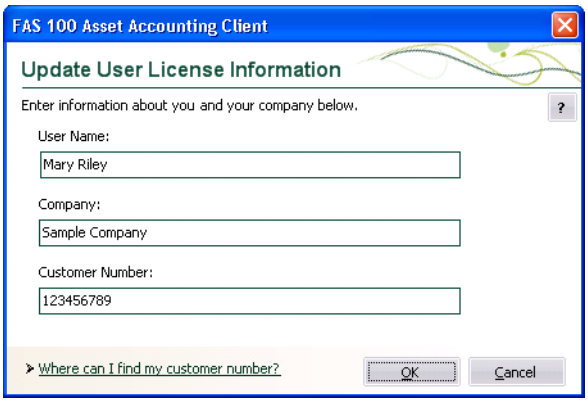


9. Click the Close button. The system starts the application using the selected database.
10. To open a company, select File/Open Company from the menu bar.

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 from the menu bar. A dialog appears that allows you to enter your customer number.

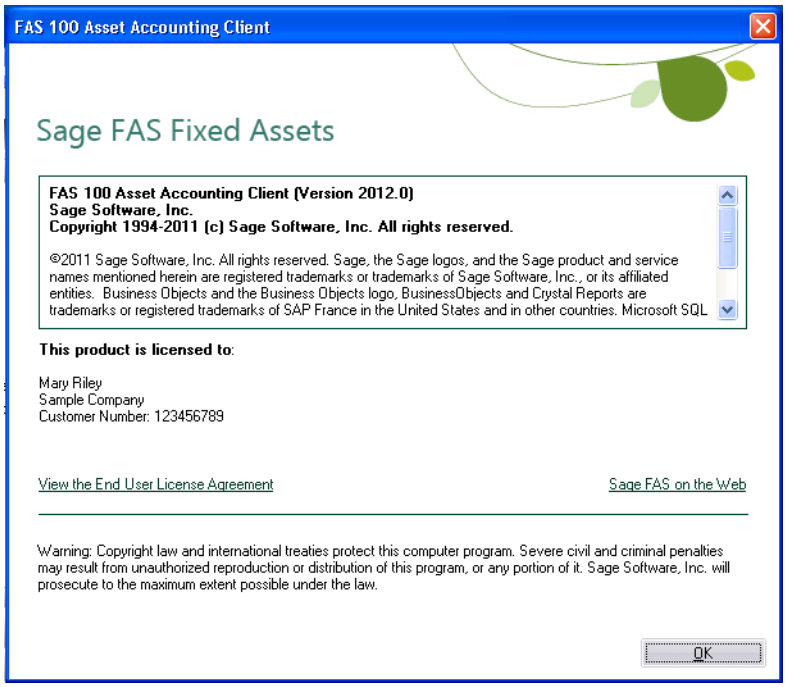


2. Enter your name, company name, and customer number, and then click OK.

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 Accounting from the menu bar. A dialog appears that provides information about your application, including your customer number.



Chapter 3
Installing FAS 100 Asset Accounting: Upgrading from a Prior Version

In this chapter:

Preparing for an Upgrade 3-1
Overview of the Upgrade Process 3-1
Step 1: Backing Up Your Data 3-2
Step 2: Installing the Fixed Assets Server Components 3-3
Step 3: Installing the FAS Report Writer Server Components 3-7
Step 4: Converting Your Data 3-8
Step 5: Upgrading the Client 3-13
Step 6: Starting the Application 3-17

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

Note: You must be currently using **version 2011.1 or later** of FAS 100 Asset Accounting to follow the steps in this chapter. If you are not running version 2011.1 or later, you will need to install prior releases in sequential order through 2011.1 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 application 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 3-2.

2. Installing the Fixed Assets server components, page 3-3.
3. **Optional:** Installing the FAS Report Writer server components, page 3-7.

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

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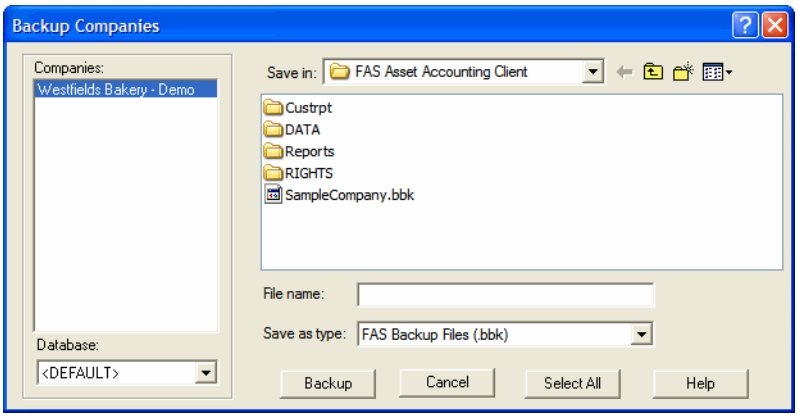
4. Converting your current data, page 3-8.
5. Installing the client components, page 3-13.
6. Starting the application, page 3-17.

Step 1: Backing Up Your Data

To back up your data

1. Select File/Company Utilities/Backup Company from the menu bar. The Backup Companies dialog appears.



2. Select the database containing the company or companies you want to back up.

Note: You can repeat these steps and select a different database if you have multiple databases.

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3. Select the company or companies that you want to back up.

Note: Click the Select All button to select all of the companies listed in the Companies field.

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4. Designate the destination directory, enter a file name for the backup file, and then click the Backup button.
5. After the backup is complete, click the Cancel button to close the Backup Companies dialog, 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

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 Sage FAS Fixed Assets server installation dialog.

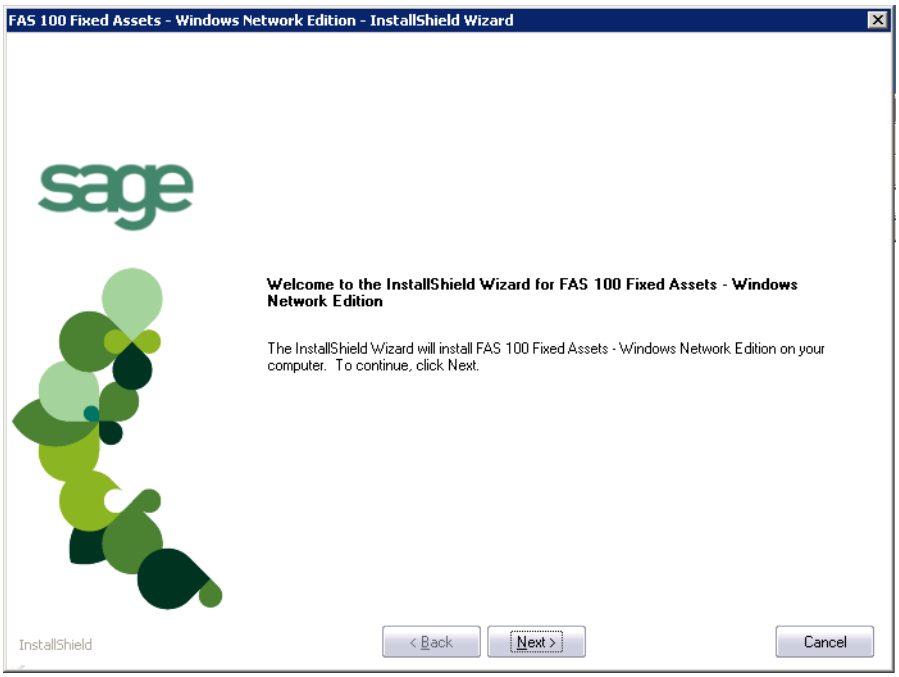
Note: If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- 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 Sage FAS Fixed Assets server installation dialog.

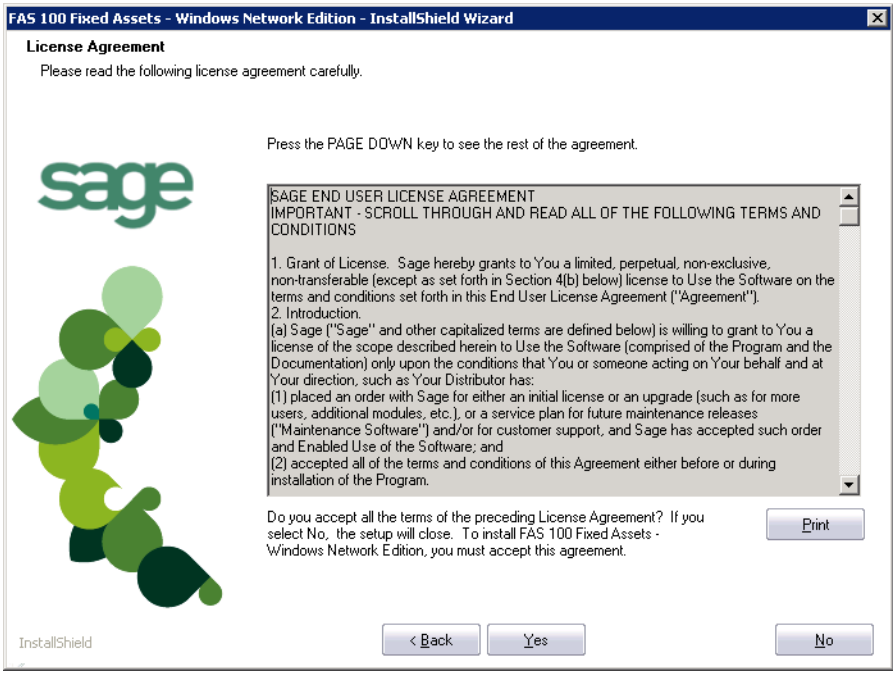
2. Select the Install FAS Server Components option.

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



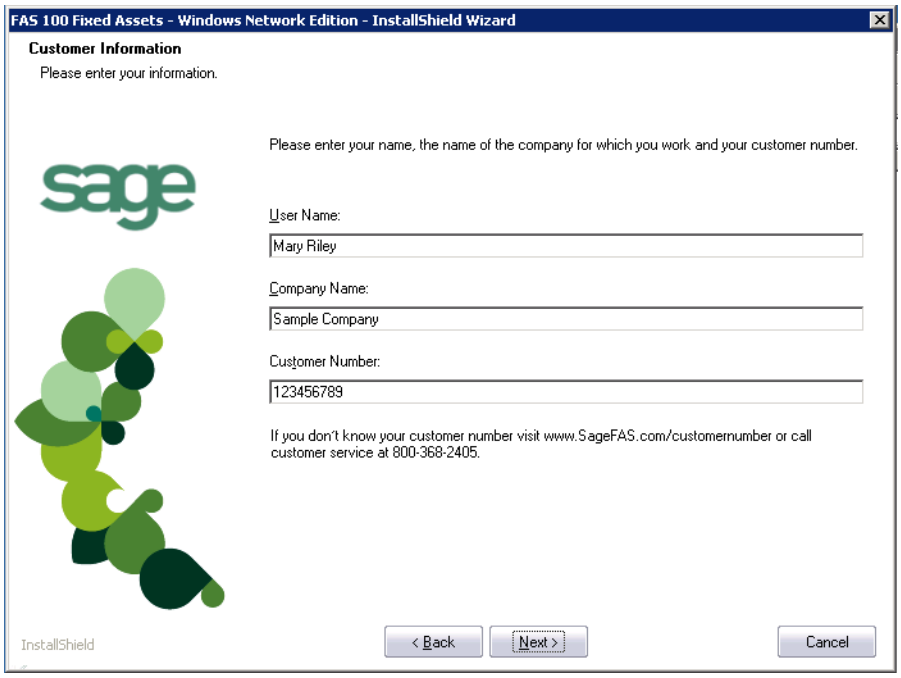
5. Click the Next button. The Software License Agreement dialog appears.



- **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.)

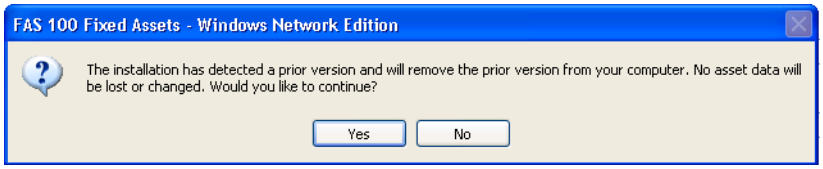
After you click the Yes button, the Customer Information dialog appears.



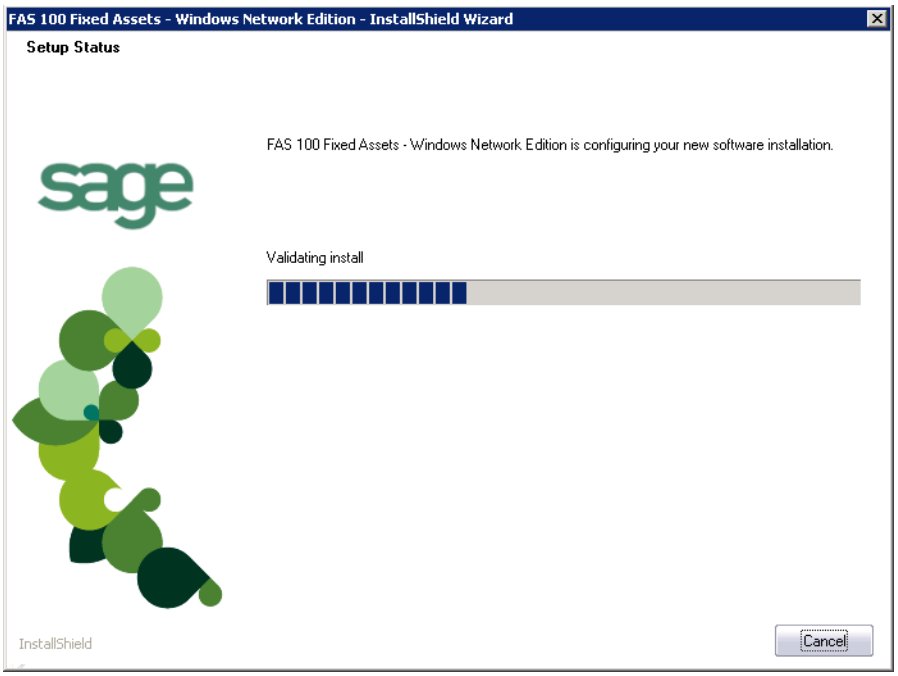
7. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

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, or call Customer Service at 800-368-2405.

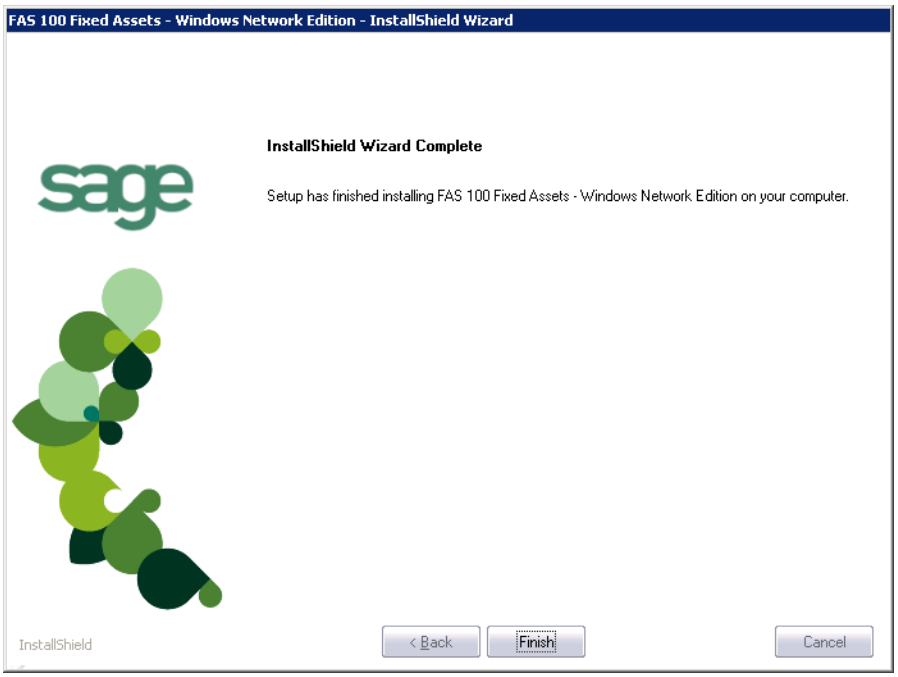
8. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



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



The InstallShield Wizard Complete dialog 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. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Note: 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 dialog.
11. Click Exit to close the Server Installation dialog.

Note: The Server Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

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 (such as Notepad), open the INSTALL.CFG file. It is located in the folder where the FAS Server components were installed (default folder is FASServ) on the server machine.
2. In the PARAMETERS line, change XXX.XXX.XXX.XXX to either the IP address or server name 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 Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Sage FAS Fixed Assets server installation dialog.

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.
- 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 Sage FAS Fixed Assets server installation dialog.

2. Select the Install FAS Report Writer Server option, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 6, "Installing FAS Report Writer."

Step 4: Converting Your Data

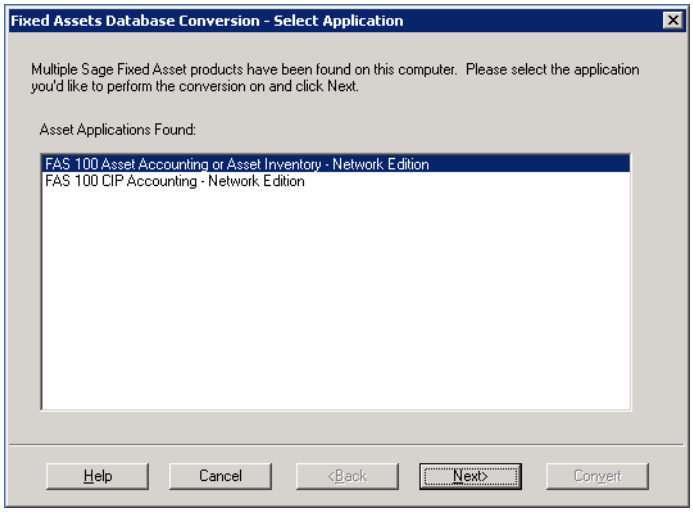
As new features and enhancements are added to the program, the system requires additional information to support the new features. This requires that changes be made to your asset database so that the system can store the new information. To update your database(s) to hold the new information, you must perform a database conversion.

Note: You must be currently using **version 2011.1 or later** of FAS 100 Asset Accounting to follow the steps in this section.

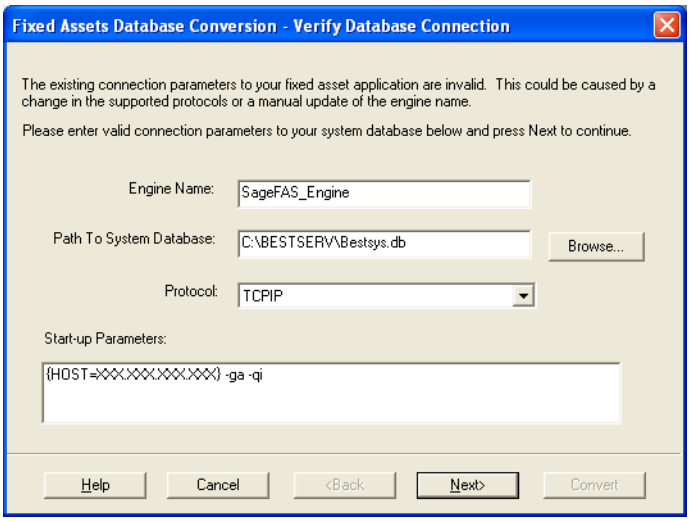
To convert your data

1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage FAS Fixed Assets program group.
3. Select the Tools program group.
4. Select the FAS Database Conversion Program icon.

   If more than one Sage FAS program is installed on your machine, the Select Application dialog appears.

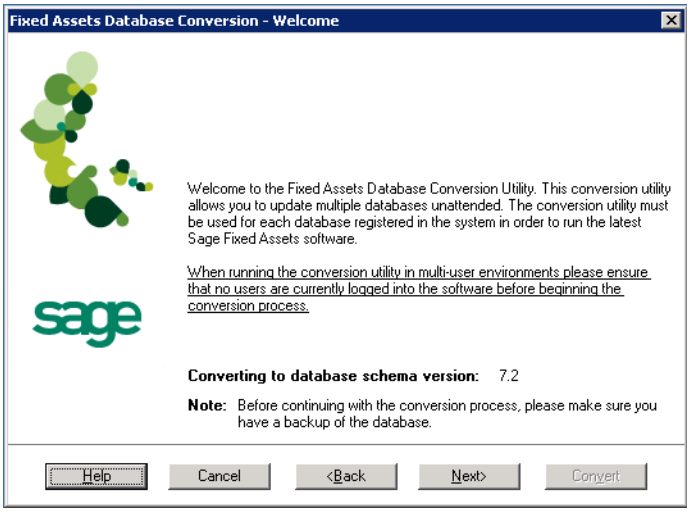


5. Select the Sage FAS application containing the database that you want to convert.
6. Click the Next button. If the system cannot connect to the system database, the Verify Database Connection dialog appears.

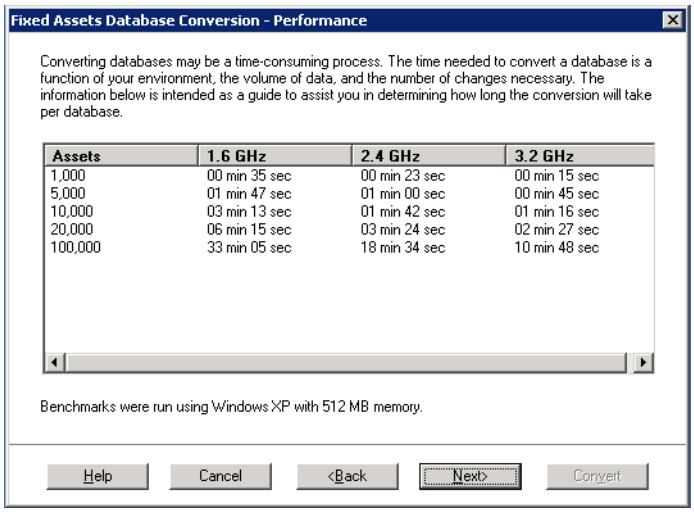


Note: If the Verify Database Connection dialog appears, please call Customer Support. There may be several possible reasons that the system cannot connect to the database.

The Fixed Assets Database Conversion Welcome dialog appears.

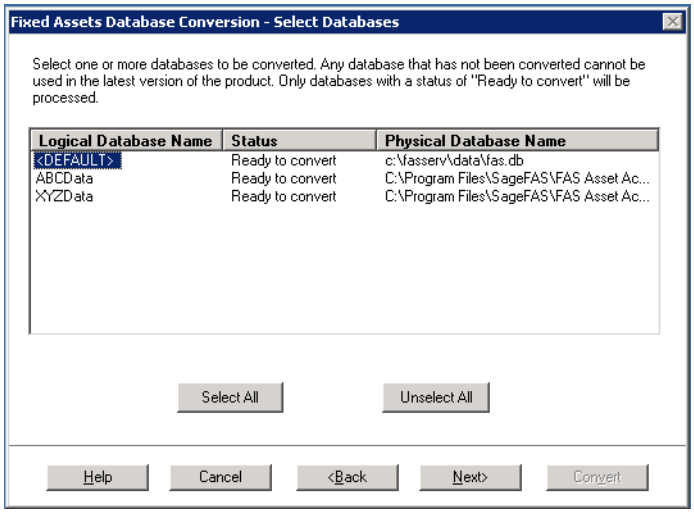


7. Click the Next button. The Fixed Assets Database Conversion Performance dialog appears.



8. Review the Performance dialog to estimate how long the database conversion will take.

9. Click the Next button. The Fixed Assets Database Conversion Select Databases dialog appears.



This dialog displays the status of each database.

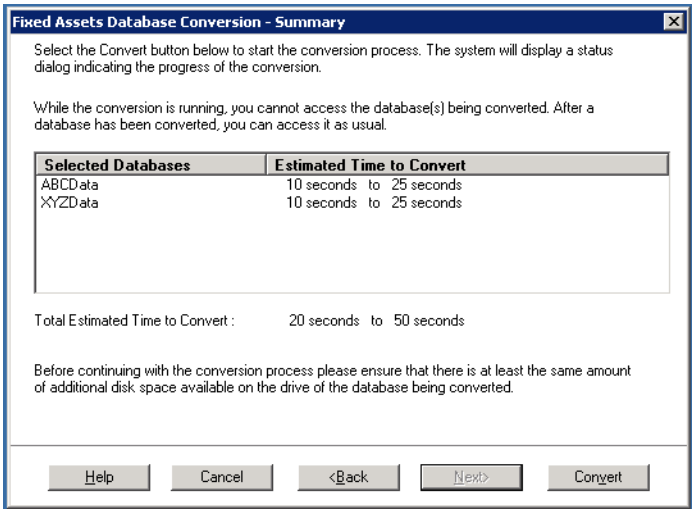
- **Conversion Complete**
  This status indicates that the database has already been converted to the latest version.

- **Ready to Convert**
  This status indicates that the database is ready to be converted to the latest version.

- **Incompatible Version**
  This status indicates that the database cannot be converted because it has not yet been converted to version 2011.1 or later. For assistance in converting your databases to version 2011.1, please contact Sage FAS Customer Support.

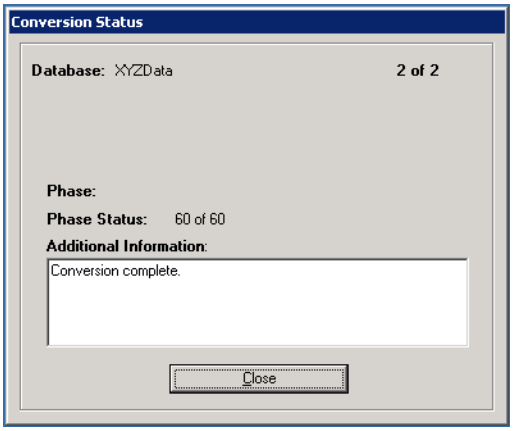
- **Cannot Open**
  This status indicates that the database cannot be converted for an unknown reason. The database may have been moved and the system cannot locate it, the database may be corrupted, or the local System account or group does not have Full Control access rights to the shared folder where the server components are installed. For assistance in resolving the problem, please contact Sage FAS Customer Support.

10. Select the database(s) that you want to convert, and then click the Next button. The Fixed Assets Database Conversion Summary dialog appears.



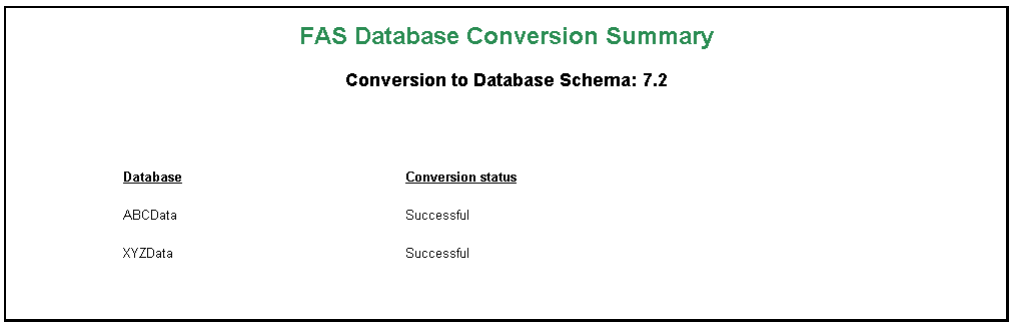
11. Review the Database Conversion Summary dialog, and then click the Convert button.

    The system checks your computer's disk space to make sure there is sufficient space to convert your data. If there is sufficient space for the conversion, it begins to convert the database(s) and displays the Conversion Status message box.



    When the conversion is complete, the system displays a "Conversion Complete" message in the Additional Information text box.

12. Click the Close button. The system displays the FAS Database Conversion Summary report, which indicates whether the conversion was successful for each database.


FAS Database Conversion Summary

Conversion to Database Schema: 7.2

Database	Conversion status
ABCData	Successful
XYZData	Successful

Step 5: Upgrading the Client

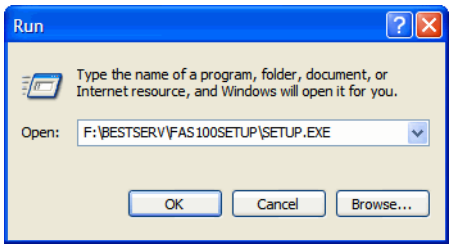
Follow the steps below on each workstation on which you will run the network application. You can also upgrade the client application on the server for testing purposes.

Before you upgrade 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 upgrade a client on a workstation

1. Do one of the following:

   - Go to My Computer, and browse to the network drive that you mapped in the previous step. Locate the folder in which you installed the server components (FASServ is the default), and double-click the SETUP.EXE file in the FAS100SETUP subfolder.
   - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components.
   - In the Run dialog, enter the local server path to the folder (for example, Z:\FASServ\FAS100SETUP\SETUP.EXE.



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

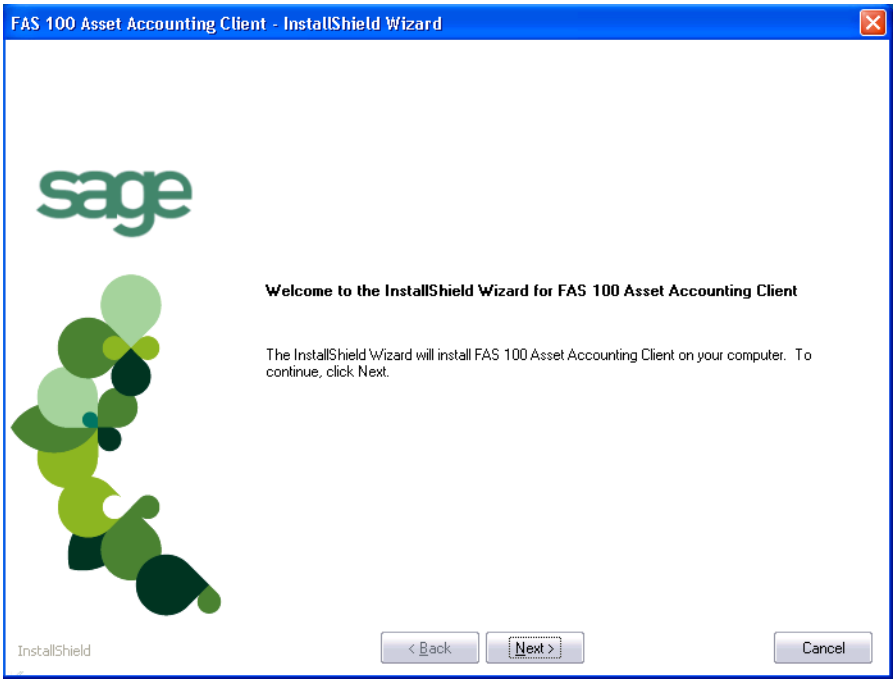
Note: If you mapped the Z: drive to \FASServ or \BESTSERV, then the path would be:

Z:\FAS100SETUP\SETUP.EXE

---

2. Click OK. The Client Installation dialog appears.

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

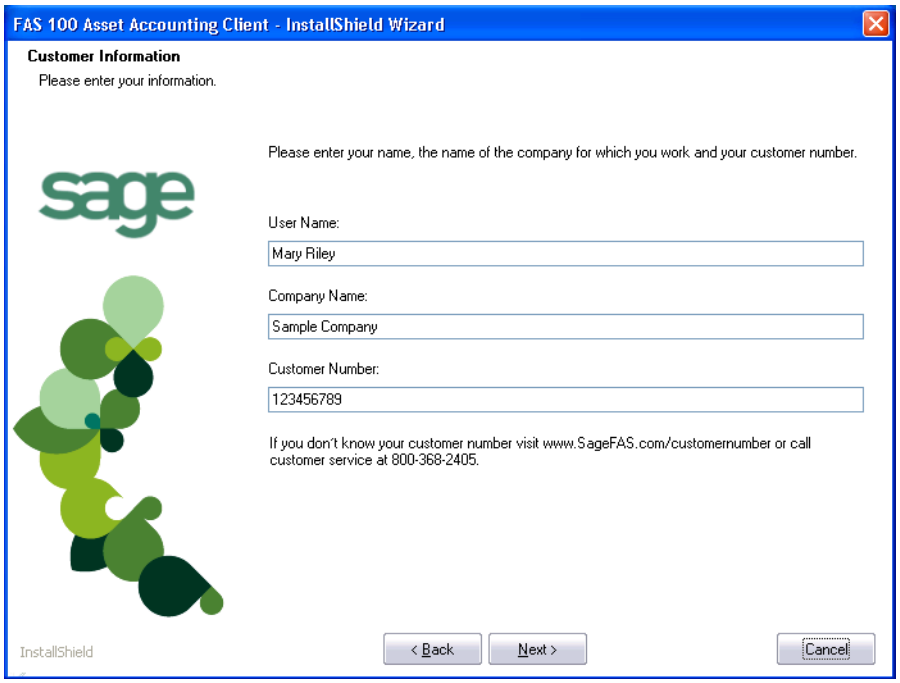


4. Click the Next button. The Software License Agreement dialog appears.

- **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.)

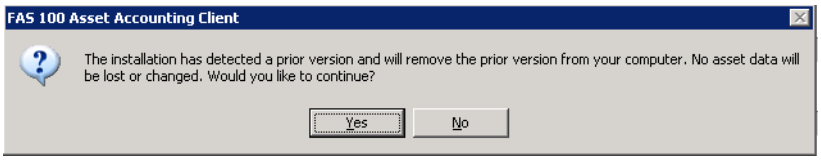
   After you click the Yes button, the Customer Information dialog appears.



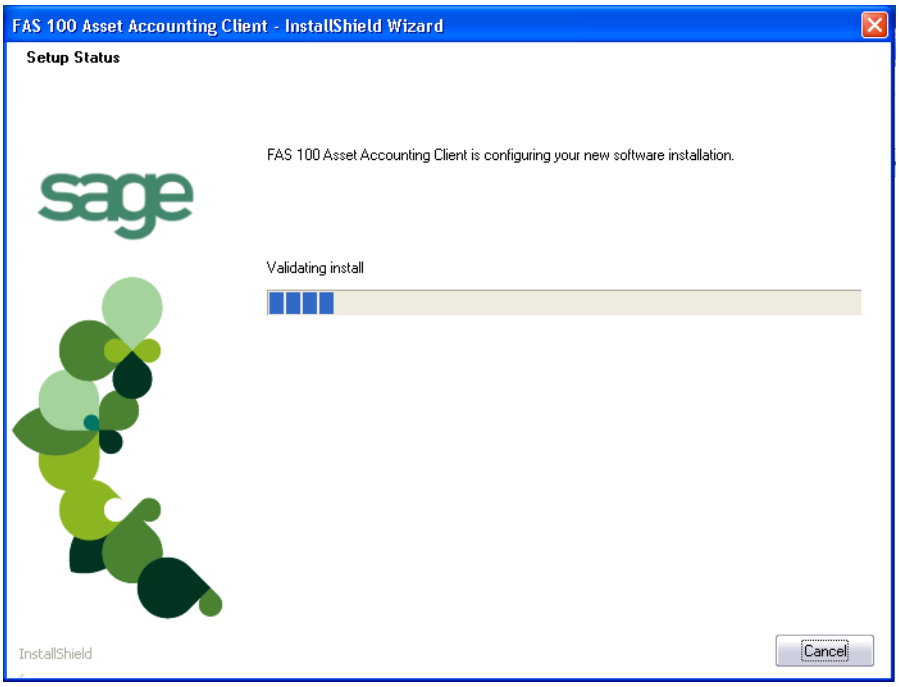
6. Enter your name, company name, and customer number. You will need your customer number if you call Sage FAS Customer Support with a technical question.

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, or call Customer Service at 800-368-2405.

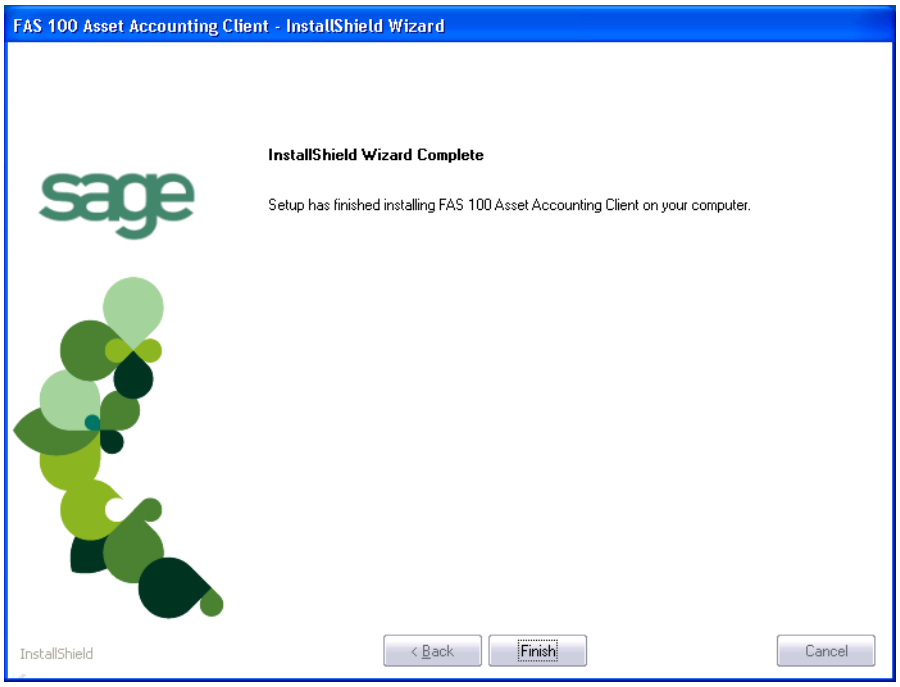
7. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



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



When all of the files have been installed, the InstallShield Wizard Complete dialog 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. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

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

9. Click the Finish button. The system returns to the Client Installation dialog.
10. Click Exit to close the Client Installation dialog.

Note: The Client Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

Step 6: Starting the Application

Follow the steps below to start the network application from a workstation.

Note: You can start the program by double-clicking the icon on your desktop.

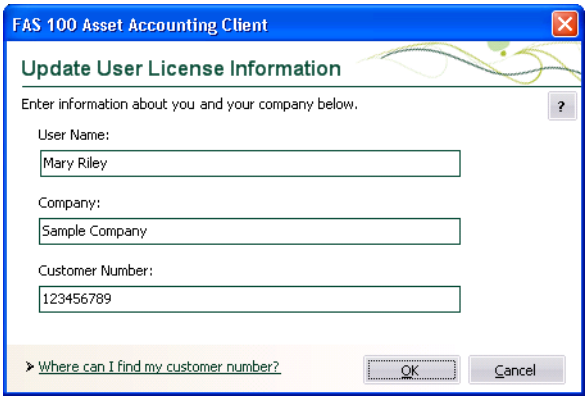
To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage FAS Fixed Assets program group.
3. 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 from the menu bar. A dialog appears that allows you to enter your customer number.

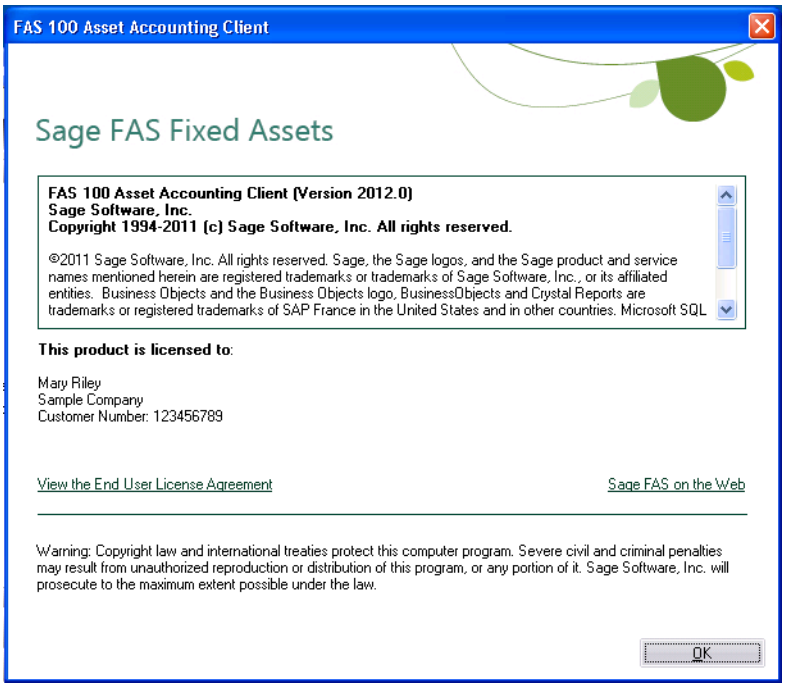


2. Enter your name, company name, and customer number, and then click OK.

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 Accounting from the menu bar. A dialog appears that provides information about your program, including your customer number.



Chapter 4
Installing FAS 100 Asset Inventory the First Time

In this chapter:

Preparing for a New Install 4-1
Overview of the Install Process 4-1
Step 1: Installing the Fixed Assets Server Components 4-2
Step 2: Installing the FAS Report Writer Server Components 4-9
Step 3: Registering the Application 4-10
Step 4: Sharing the FASServ Folder 4-12
Step 5: Mapping a Drive to the FASServ Folder (Optional) 4-14
Step 6: Attaching Your Barcode Reader 4-15
Step 7: Installing the Client Components 4-15
Step 8: Installing the FAS Reader Program 4-20
Step 9: Starting the Application 4-23

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 4-9.
3. Registering the application, page 4-10.
4. Sharing the FASServ folder, page 4-12.
5. **Optional:** Mapping a drive to the FASServ folder, page 4-14.
6. Attaching your barcode reader to the workstation, page 4-15.

7. Installing the client components on a workstation, page 4-15.
8. Installing the FAS Reader program, page 4-20.
9. Starting the application, page 4-23.

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 2012.1 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

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 Sage FAS Fixed Assets server installation dialog.

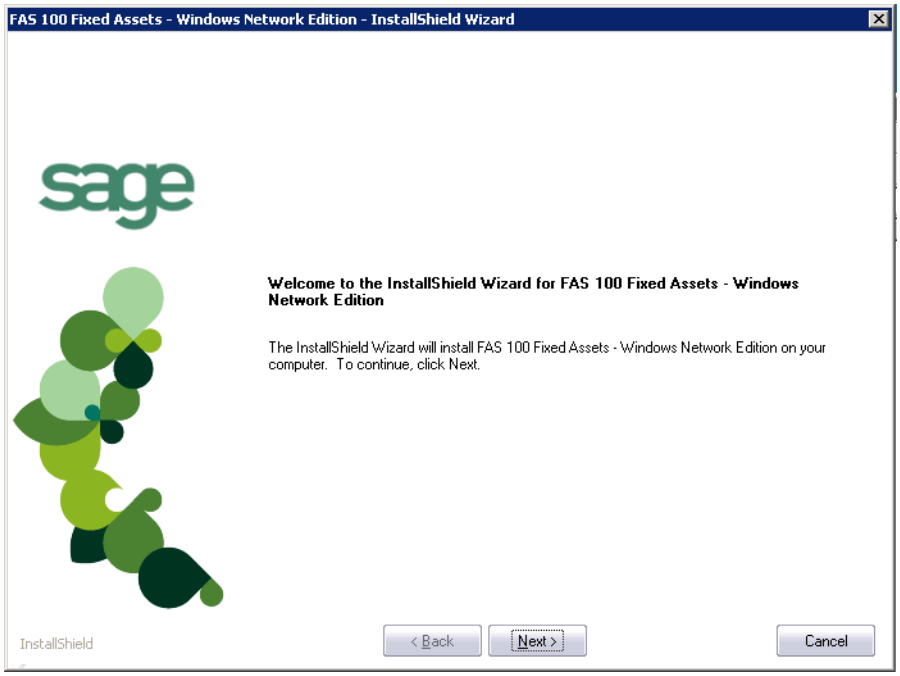
Note: If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- 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 Sage FAS Fixed Assets server installation dialog.

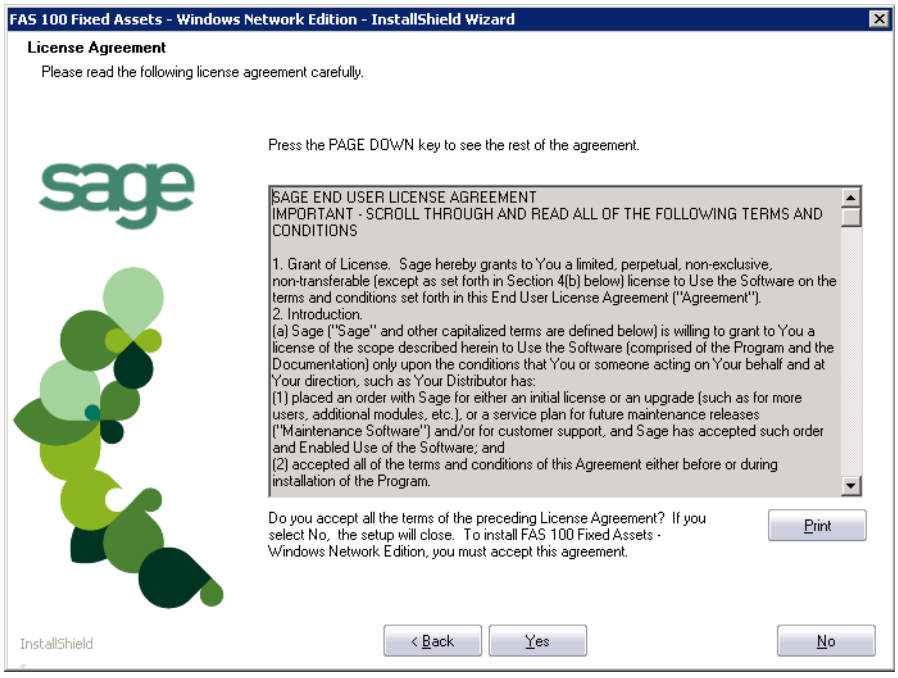
2. Select the Install FAS Server Components option.

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 dialog appears.



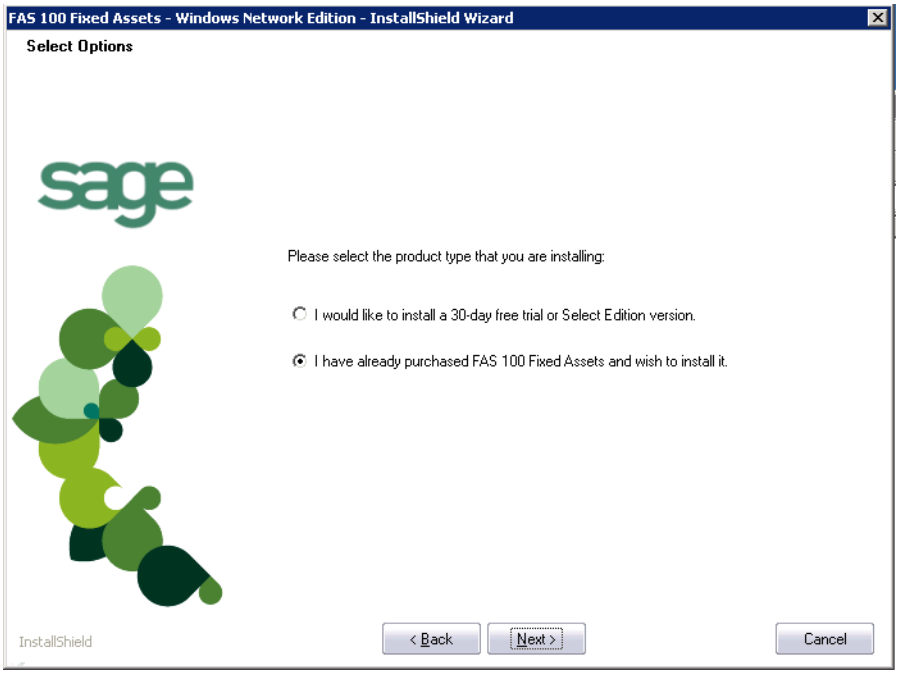
4. Click the Next button. The Software License Agreement dialog appears.



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

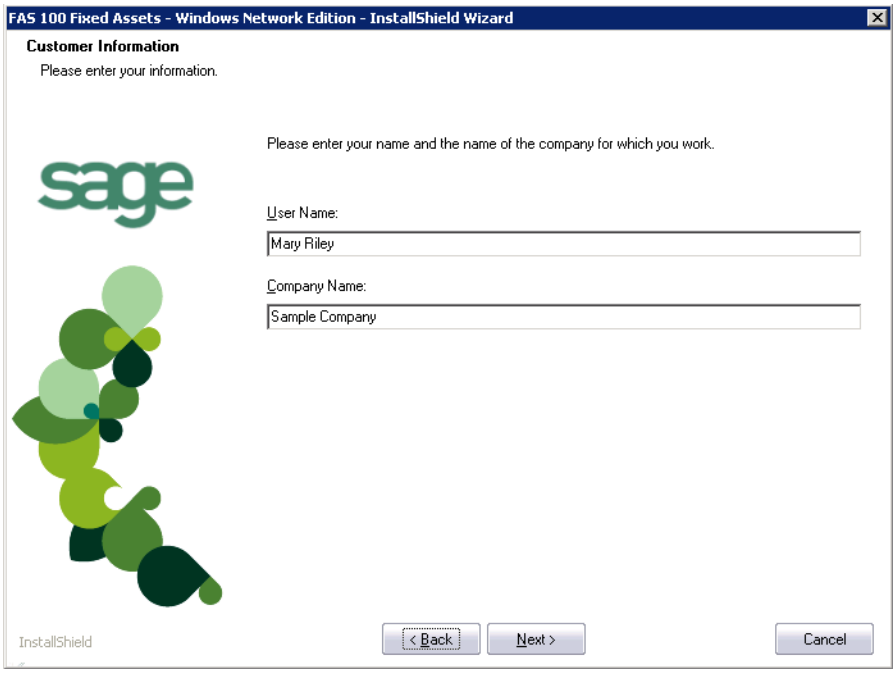
5. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

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



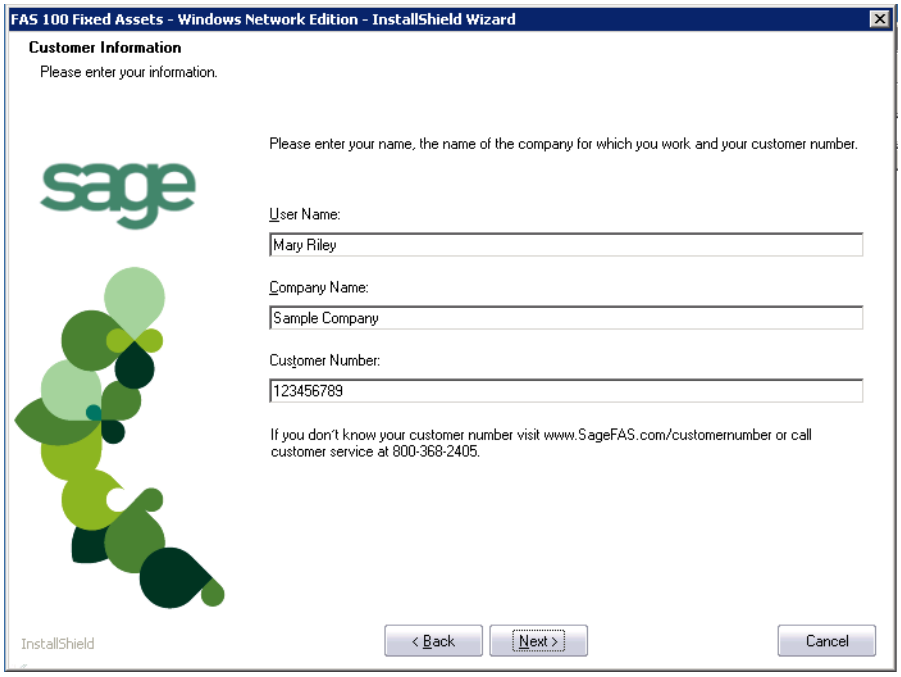
6. Select either the 30-day free trial option or the purchased option.

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



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

   If you selected the purchased option, the following Customer Information dialog 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: You can find the customer number on the packing slip. If you cannot find your customer number, visit www.sagefas.com/customernumber, or call Customer Service at 800-368-2405.

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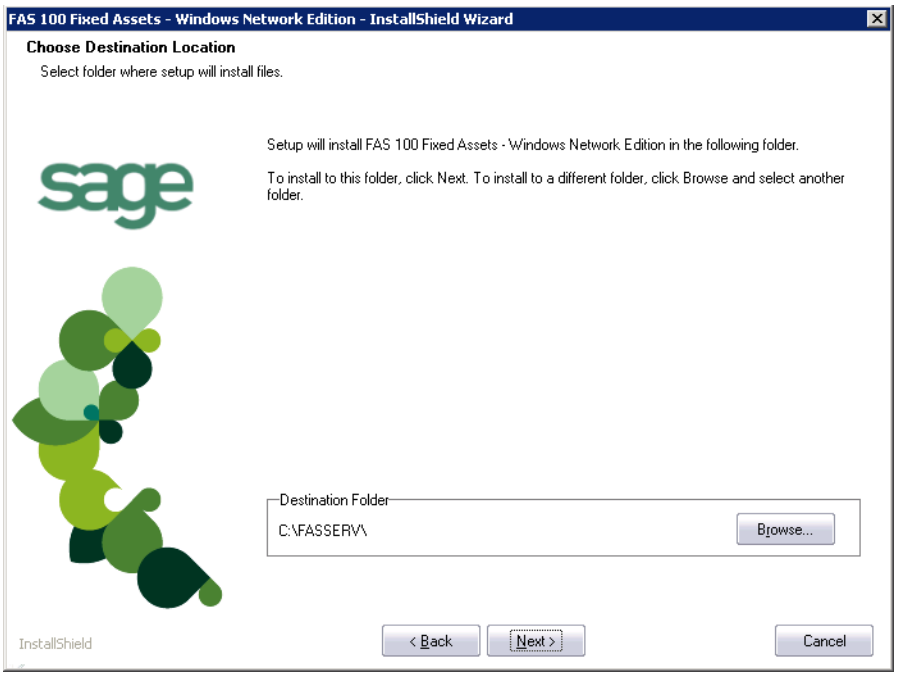
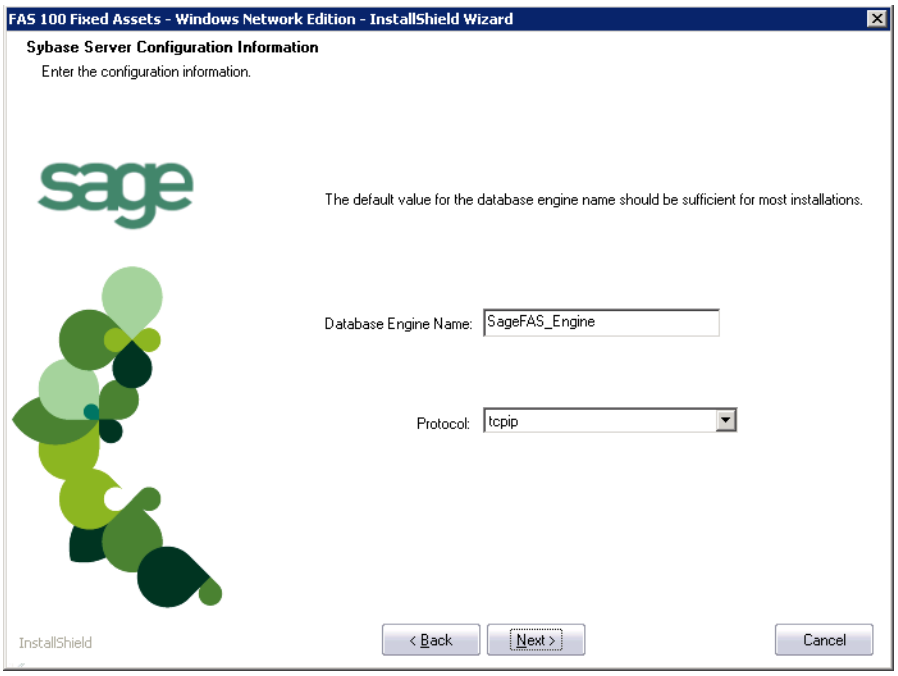
9. Click the Next button. The Choose Destination Location dialog appears.



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

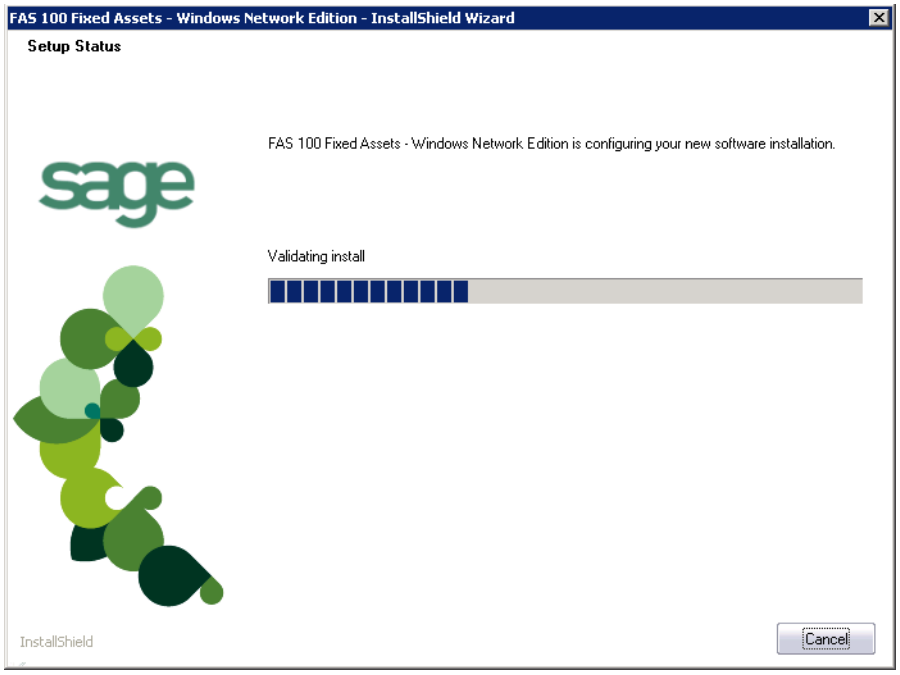


- **Database Engine Name**
  We recommend that you accept the default Database Engine name of SageFAS_Engine unless you are using a different Sybase database engine name.

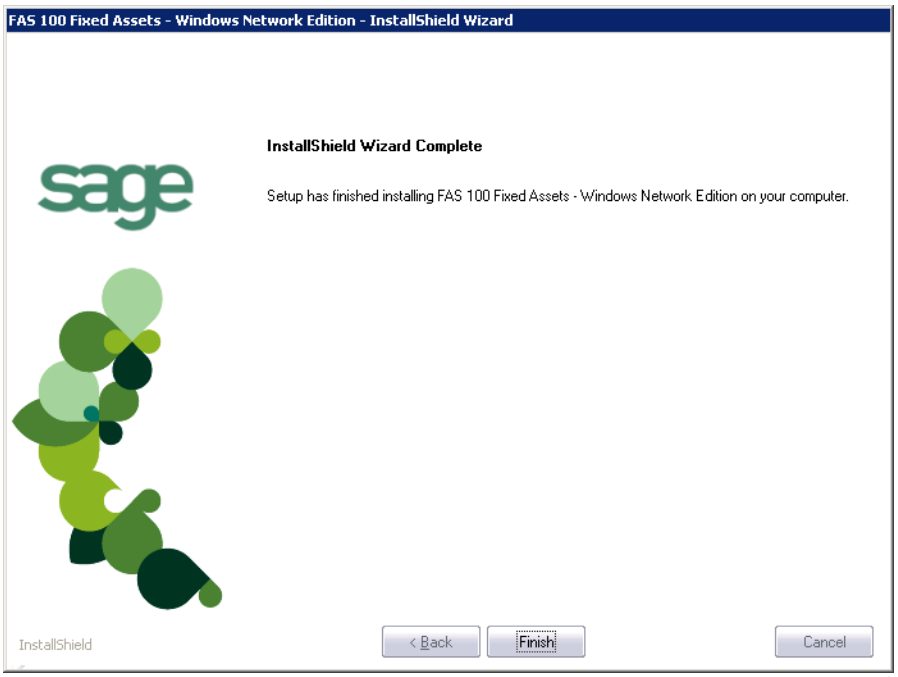
Note: This field is unavailable if you have already installed a Sage FAS network server application on this machine. You will use the same Database Engine name that was used in the previous installation.

- **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 dialog appears.



When all of the files have been installed, the InstallShield Wizard Complete dialog 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. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

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

12. Click the Finish button. The system returns to the Sage FAS Fixed Asset Management Solutions installation dialog.
13. Click Exit to close the Server Installation dialog.

Note: The Server Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

14. 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 (such as Notepad), open the INSTALL.CFG file. It is located in the folder where the FAS Server components were installed (default folder is FASServ) on the server machine.
2. In the PARAMETERS line, change XXX.XXX.XXX.XXX to either the IP address or server name 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.

Note: 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 Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Sage FAS Fixed Assets server installation dialog.

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.
- 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 Sage FAS Fixed Assets server installation dialog.

2. Select the Install FAS Report Writer Server option, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 6, "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.

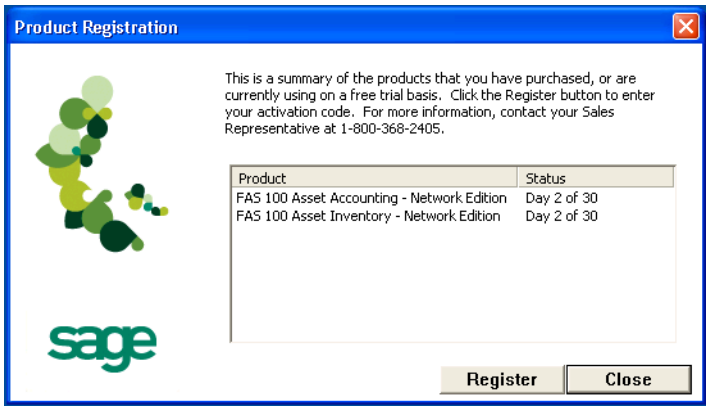
After you have installed the database server and the network client, follow the steps below to register the network application.

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

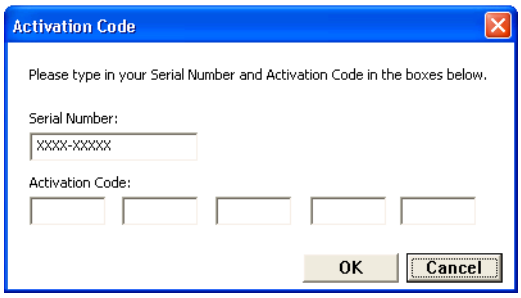
To register the application

Note: Before you perform the steps below, make sure the Database Engine has been started. The installation program should have started the Database Engine automatically. However, you must start the Database Engine if it has been stopped for any reason. **The Database Engine must be running when you register the program.** For instructions on starting the Database Engine, see "Managing a Sage FAS Fixed Assets Database Service," page 8-1.

1. On the server machine, lick the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage FAS Fixed Assets program group.
3. Select the Tools program group.
4. Select the FAS 100 Product Registration icon. A registration dialog appears.



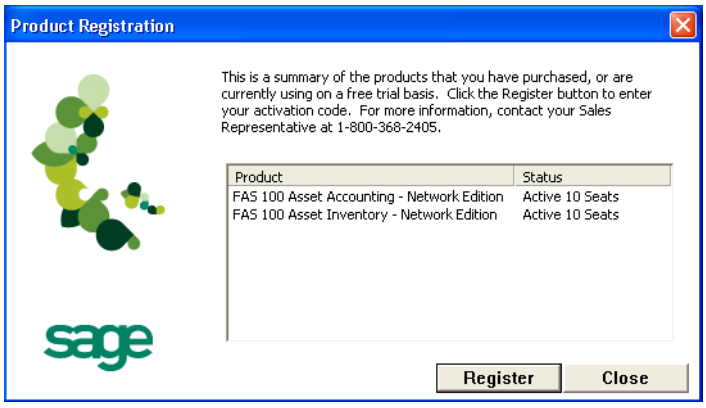
5. Click the Register button. A dialog appears that allows you to enter your serial number and activation code.



- **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 dialog.



Note that the registered products appear in the list with a status of "Active."

7. Click OK to close the registration dialog.

Step 4: Sharing the FASServ Folder

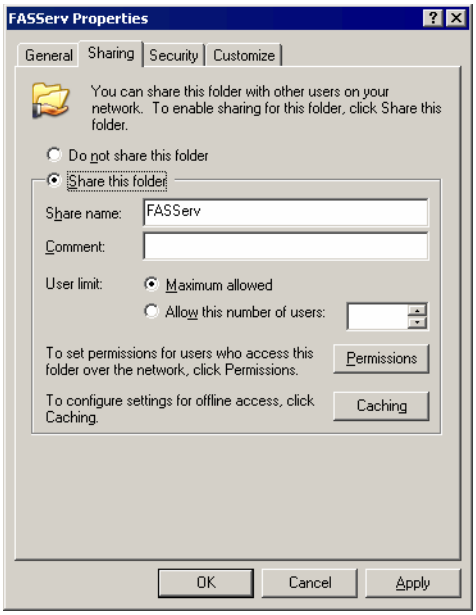
The next step is to share the \FASServ folder with **full control** for the following users or groups:

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

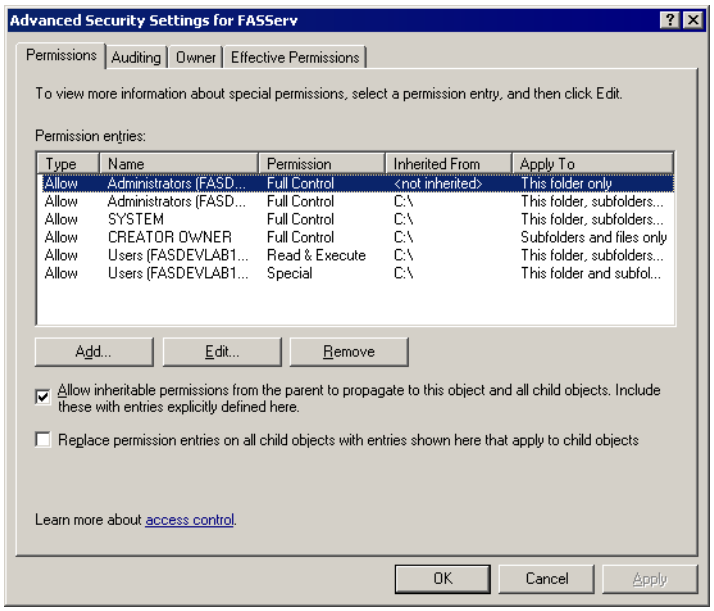
The procedure for sharing the FASServ folder is slightly different depending on the platform you are using. Below we show the steps for sharing a folder on Windows Server 2003.

To share the FASServ folder

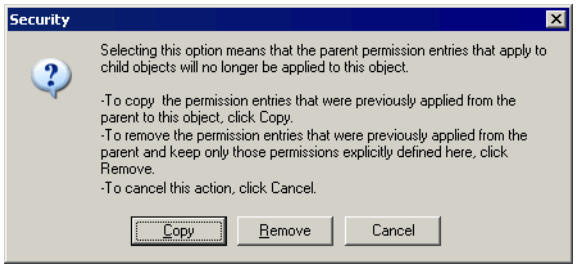
1. In Windows Explorer, right-click on the FASserv folder.
2. From the popup menu, select Sharing and Security. The FASserv Properties dialog appears.



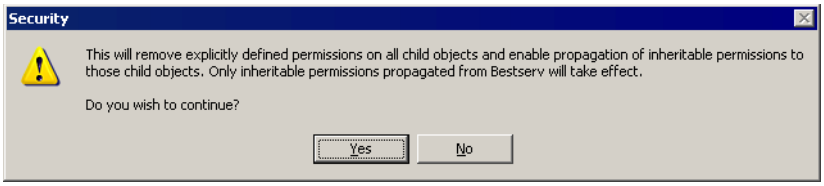
3. Click the Share This Folder option button.
4. Select the Security tab.
5. On the Security page, select the Advanced button. The Advanced Security Settings for FASServ dialog appears.



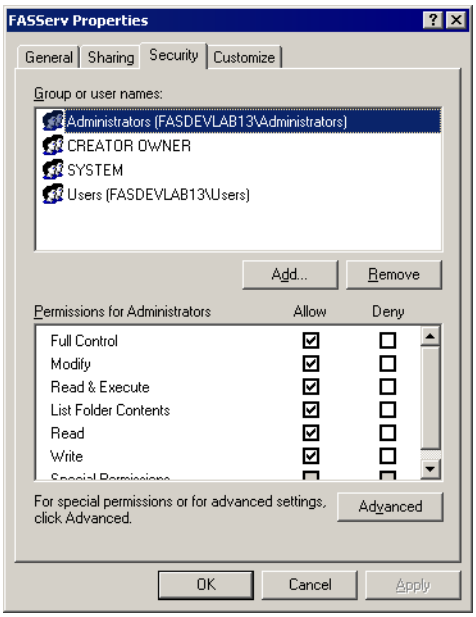
6. Clear the "Allow Inheritable Permissions from the Parent to Propagate to this Object . . ." check box. A security message appears.



7. Click the Copy button to return to the Advanced Security Settings for FASServ dialog.
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 dialog.



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 dialog.

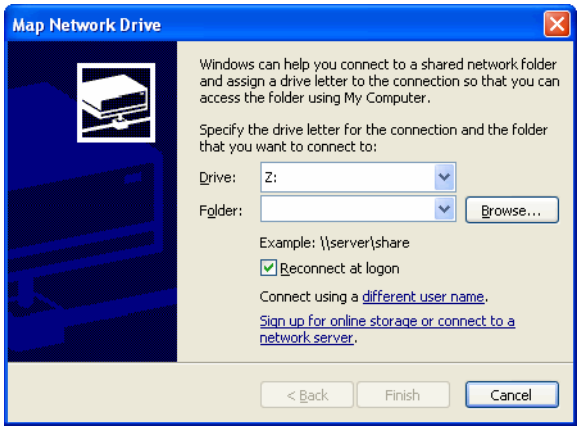
Step 5: Mapping a Drive to the FASServ Folder (Optional)

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

Note: Instead of mapping a drive to the FASServ folder, you can install the client components by entering the UNC path (\\Servername\Foldername) in the Run dialog.

To map a drive to the FASServ folder

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



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

Note: Do **NOT** map a drive to a folder underneath the FASServ folder, such as the FAS100SETUP folder.

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

Step 6: Attaching Your Barcode Reader

In this step, you attach your Windows Mobile reader or Palm 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 4-20).

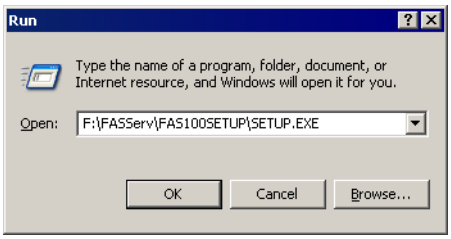
Step 7: Installing the Client Components

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. Do one of the following:

   - Go to My Computer, and browse to the network drive that you mapped in step 5. Locate the folder in which you installed the server components (FASServ is the default), and double-click the SETUP.EXE file in the FAS100SETUP subfolder.
   - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components, or enter the local server path to the folder (for example, Z:\FASServ\FAS100SETUP\SETUP.EXE.



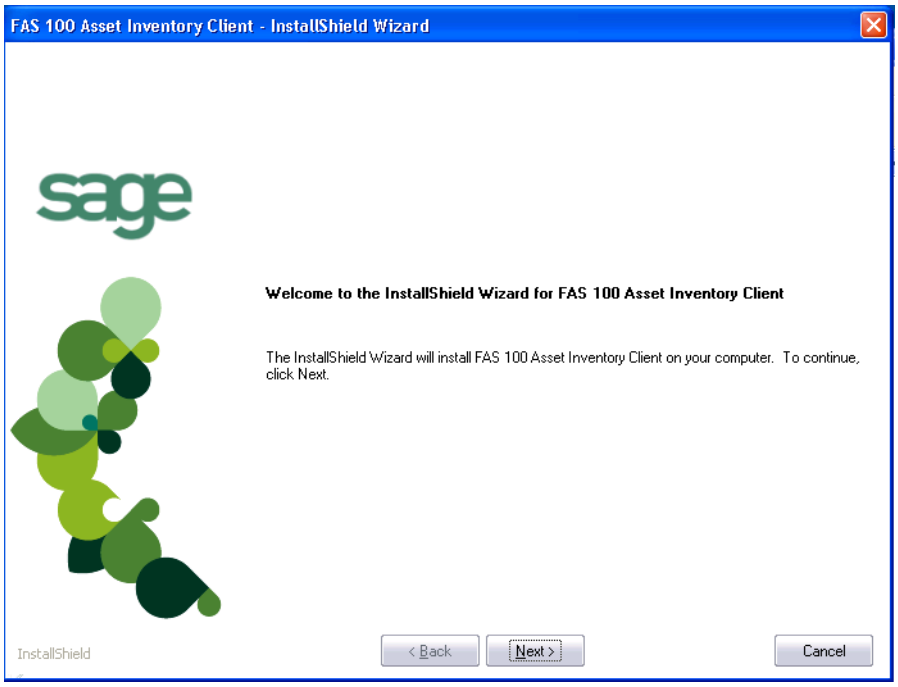
(Substitute your network drive letter for "Z" if it is different.)

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

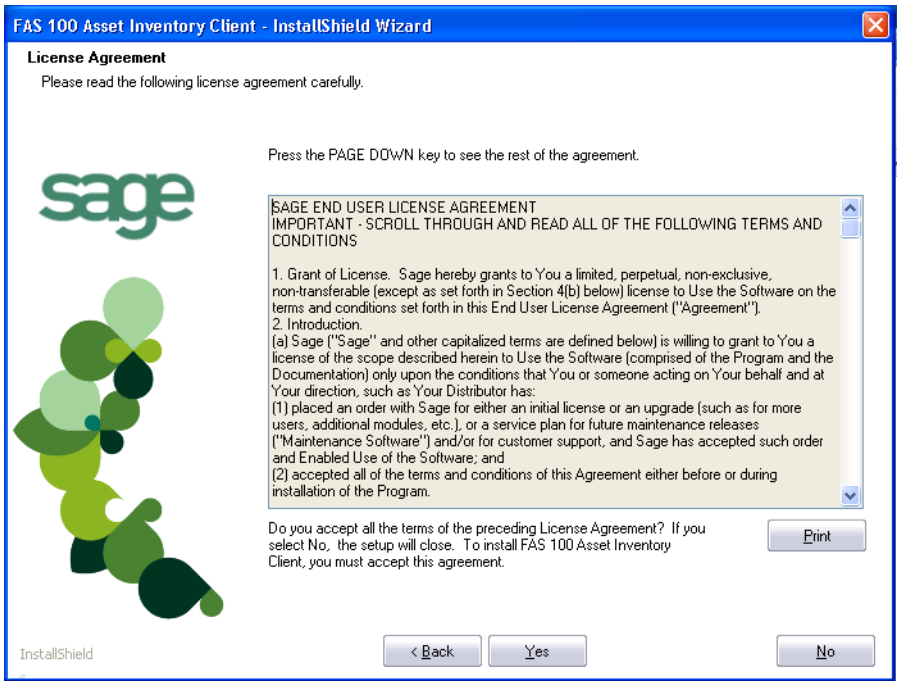
F:\FAS100SETUP\SETUP.EXE

2. Click OK. The Client Installation dialog appears.

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

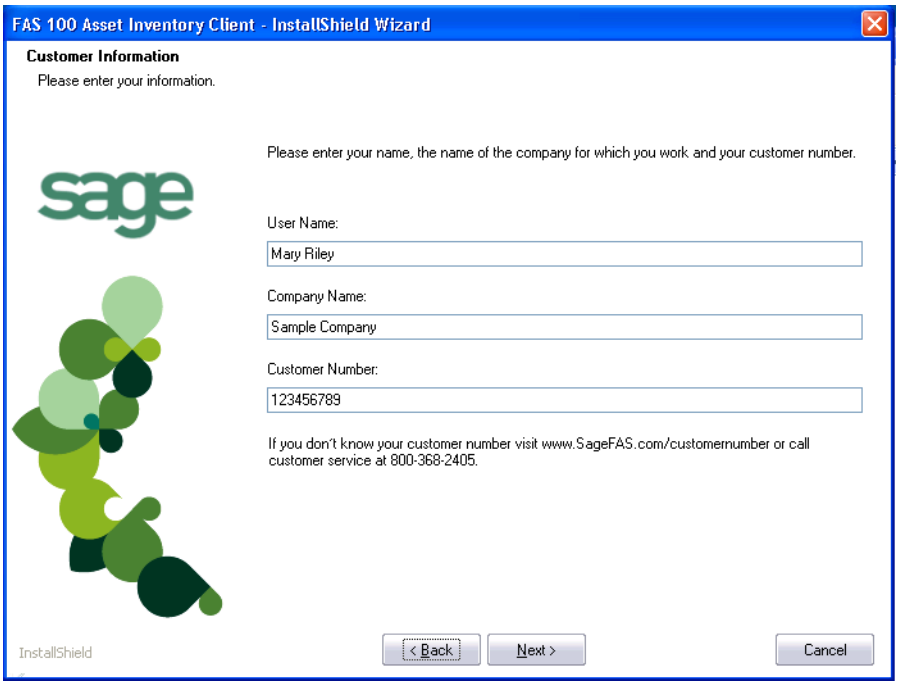


4. Click the Next button. The Software License Agreement dialog appears.



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 dialog 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. If you cannot find your customer number, visit www.sagefas.com/customernumber, or call Customer Service at 800-368-2405.

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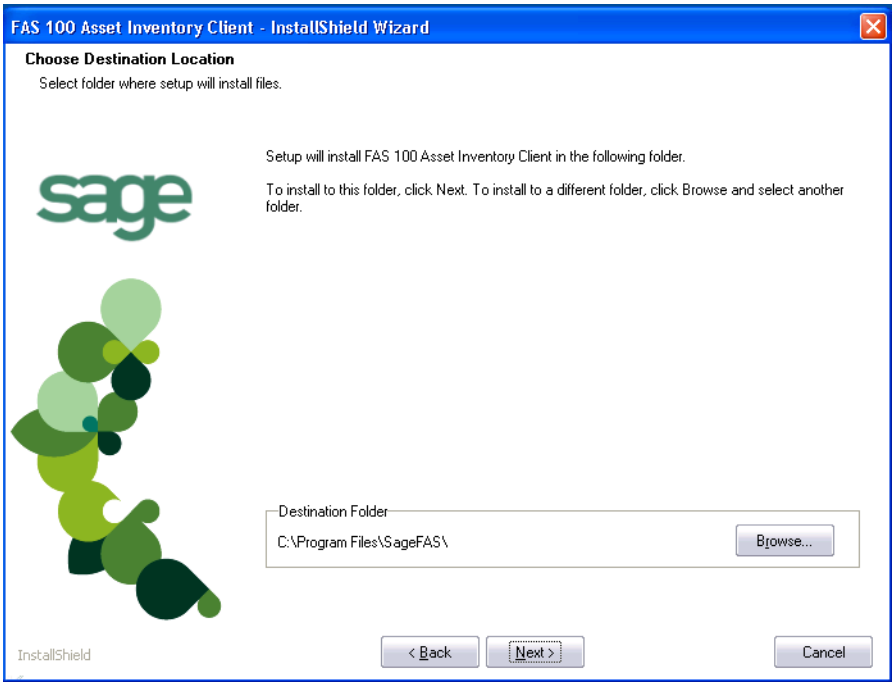
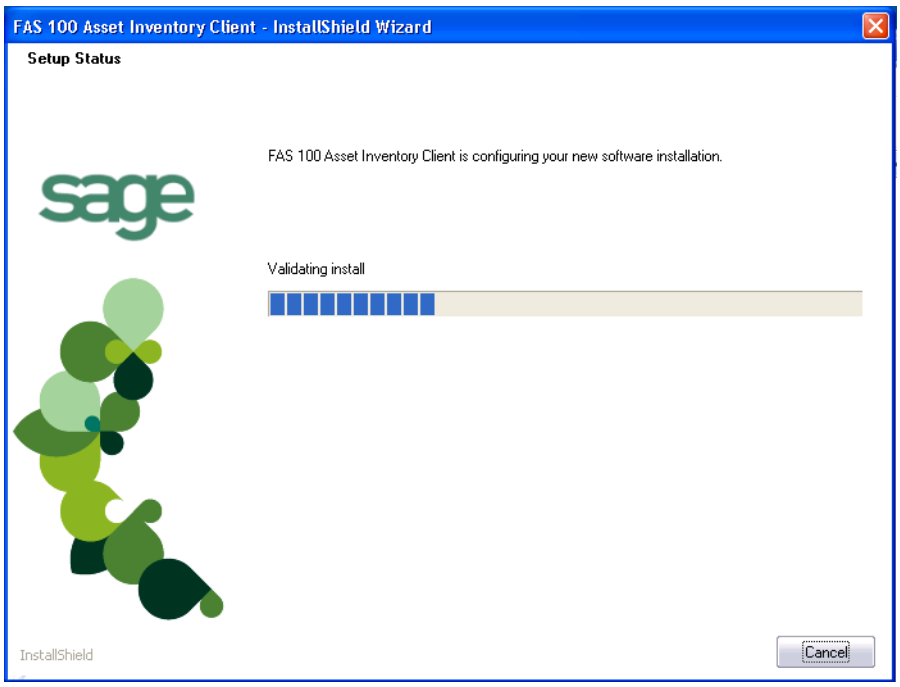
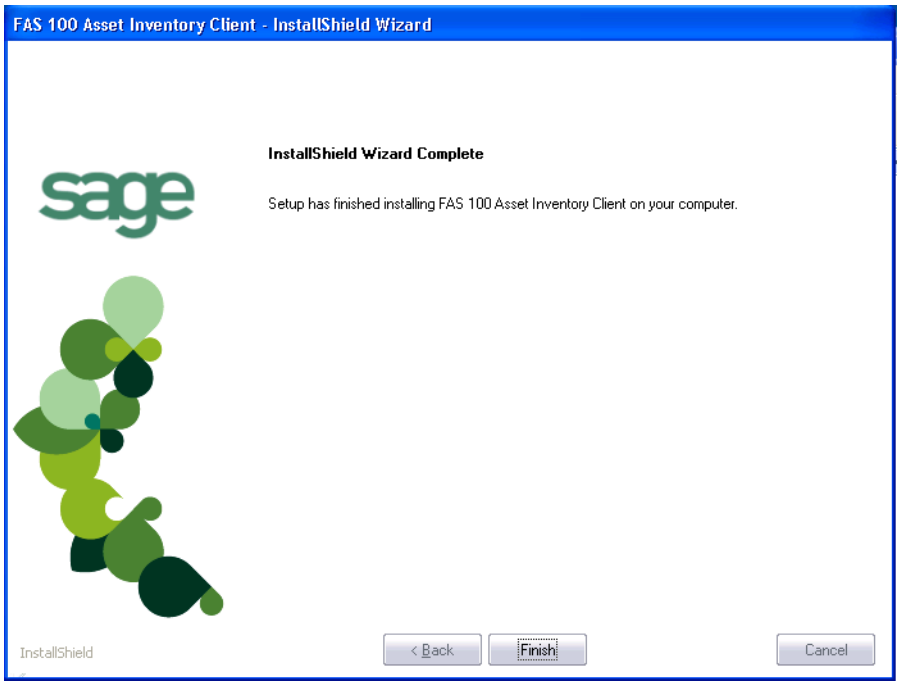
7. Click the Next button. The Choose Destination Location dialog appears.



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



When all of the files have been installed, the InstallShield Wizard Complete dialog 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.

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

9. Click the Finish button. The system returns to the Client Installation dialog.
10. Click Exit to close the Client Installation dialog.

Note: The Client Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

Step 8: Installing the FAS Reader Program

To successfully operate barcode readers during a Dynamic or Baseline inventory, you must transfer the FAS Reader program files from your computer to the reader. You must have already installed Microsoft ActiveSync on your computer before installing FAS Reader.

You only need to follow the procedure that downloads the inventory program to the barcode reader once. You will not need to repeat this procedure unless there is an update to the program.

Please note the following:

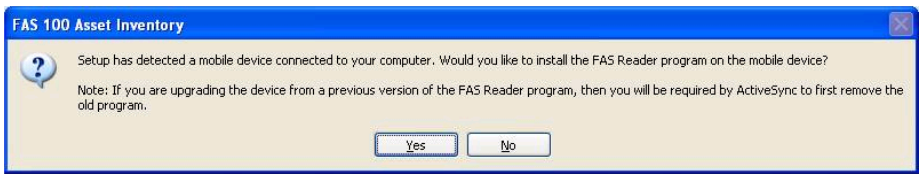
- If you are running Windows XP, before installing the FAS Reader program, you must install Microsoft ActiveSync on your computer. You can obtain it for free from the download page on the Microsoft Web site at www.microsoft.com.
- If you are running Microsoft Vista or Windows 7, Microsoft ActiveSync is not required because these operating systems ship with Windows Mobile Device Center. The autosync process occurs when you connect the reader to your computer.
- If you are running Windows Server 2008, you must download Windows Mobile Device Center from the Microsoft Web site before installing the FAS Reader program.

The following steps describe how to install the FAS Reader program during the installation of FAS Asset Inventory. You can install the FAS Reader program at any time after you have installed FAS Asset Inventory by double-clicking the SETUP.EXE file located in the Reader folder where you installed FAS Asset Inventory. The default location is C:\Program Files\SageFAS\Reader.

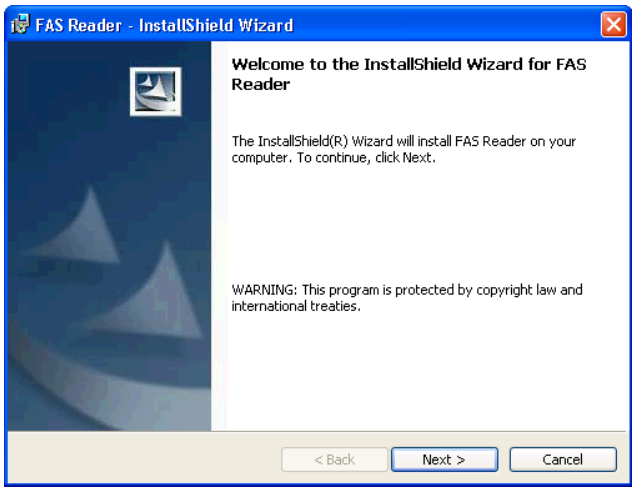
To install the FAS Reader program to the barcode reader from the computer

1. Make sure your barcode reader is connected to your computer.

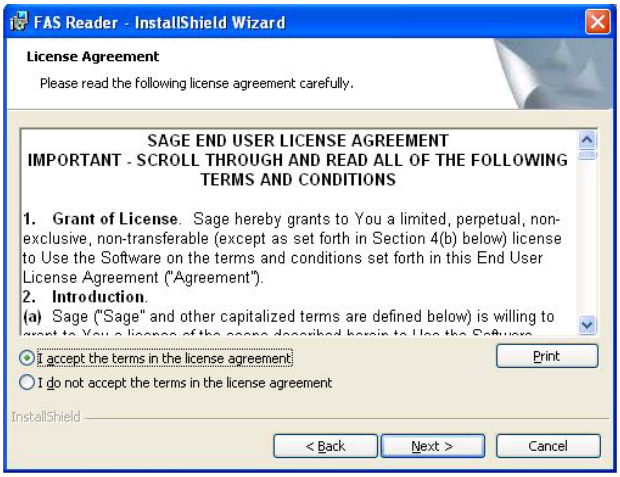
   From the FAS 100 Asset Inventory Installation process, the system asks if you would like to install the FAS Reader program.



2. Click Yes. The system displays the Welcome dialog.

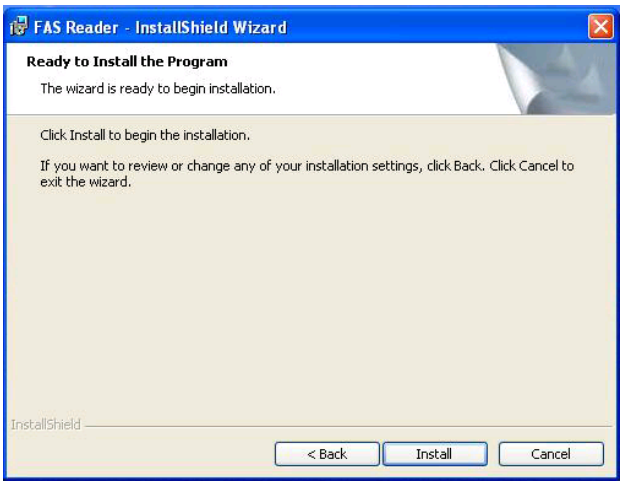


3. Click the Next button. The system displays the License Agreement dialog.

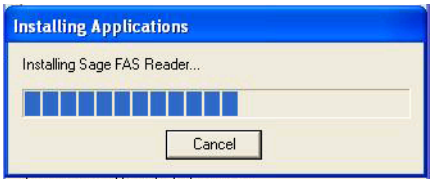


4. Read the license agreement, and then click the Next button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the Cancel button and the system exits from the installation program.)

   The system displays the Ready to Install the Program dialog.

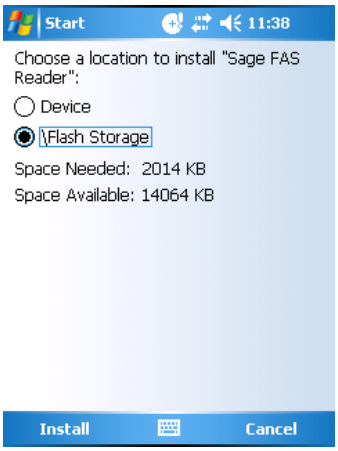


5. Click the Install button. The system displays a message that indicates the progress of the installation.

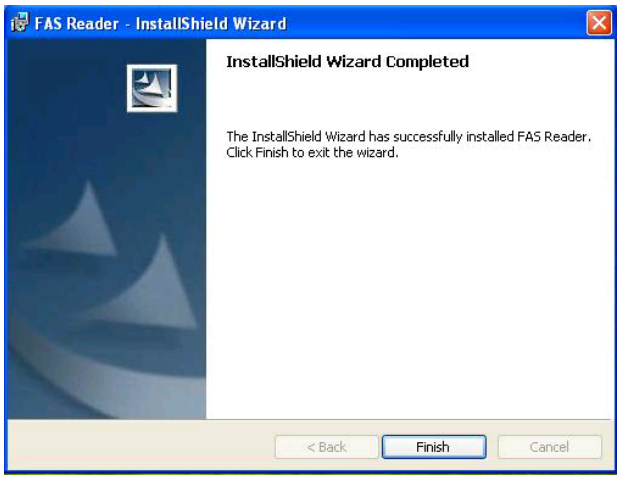


When the installation is complete, a message asks you to check your mobile device screen for additional steps to complete the installation.

6. Click OK. On the mobile device, a message allows you to select the location for installing the FAS Reader program.



7. Click the Flash Storage option, and then click Install. On the computer desktop, the system displays the InstallShield Wizard Completed dialog.



8. Click the Finish button. After installation is complete, it is recommended that you restart the barcode 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: You can start the program by double-clicking the icon on your desktop.

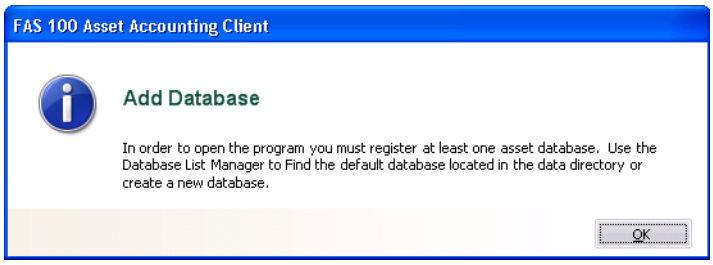
To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage FAS Fixed Assets program group.
3. Select the FAS 100 Asset Inventory Client icon.

Starting the Application the First Time

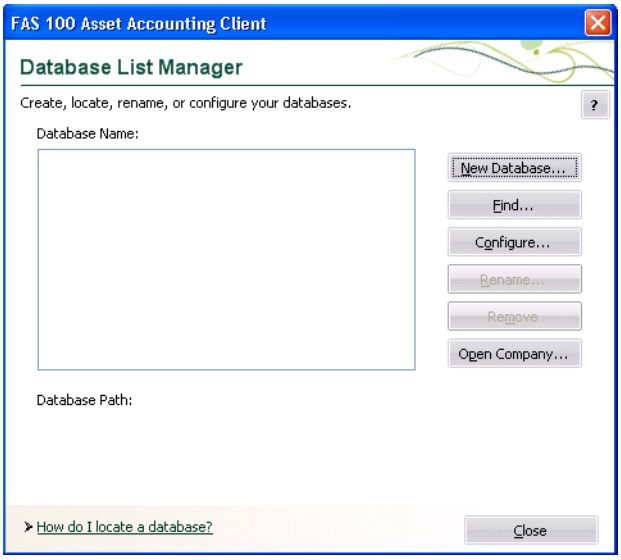
Every time you start the FAS 100 Asset Inventory program on a client workstation, the system reads information in the Configuration database. (The Configuration database is a file named BESTSYS.DB that contains information about your system, including the location of all of your databases.)

The first time you start the program on the client machine, a message appears indicating that an asset database needs to be added.

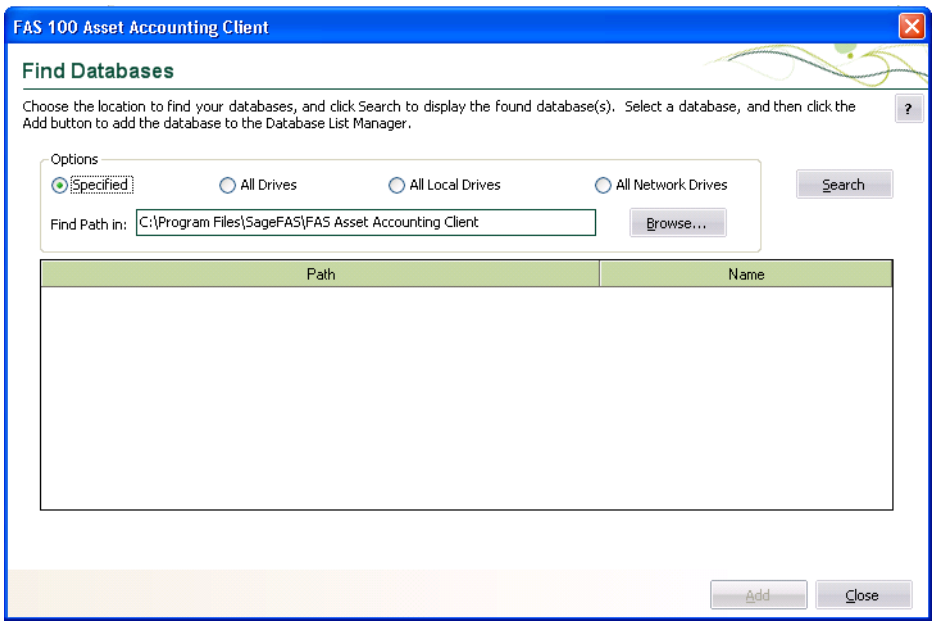


Once an asset database has been added, you will not have to add it again for any other clients.

1. Click OK on the message to continue. The Database List Manager dialog appears after a moment.



2. Click the Find button. The Find Databases dialog appears.



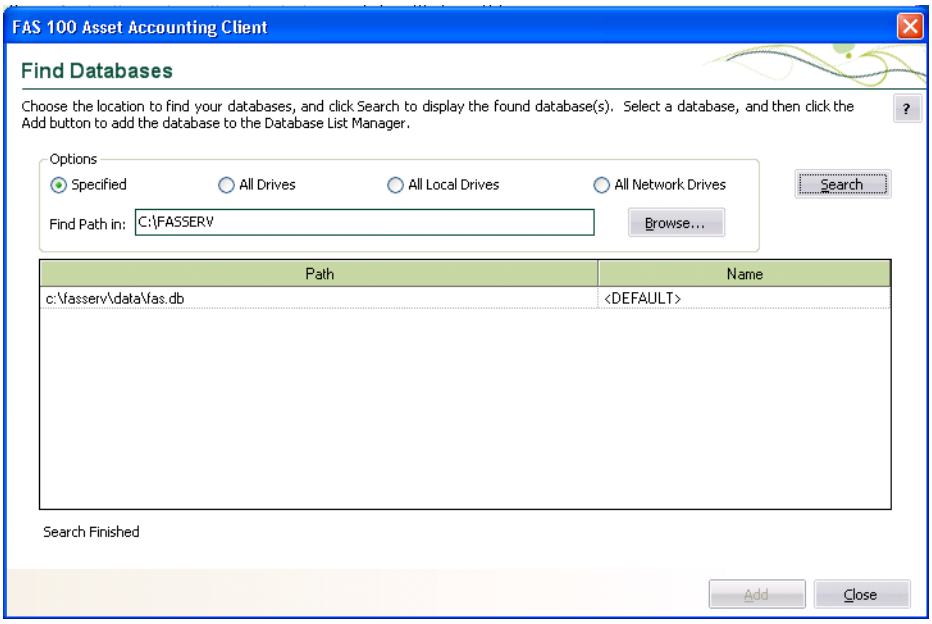
3. Click the Browse button. The Browse for Folder dialog appears.

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

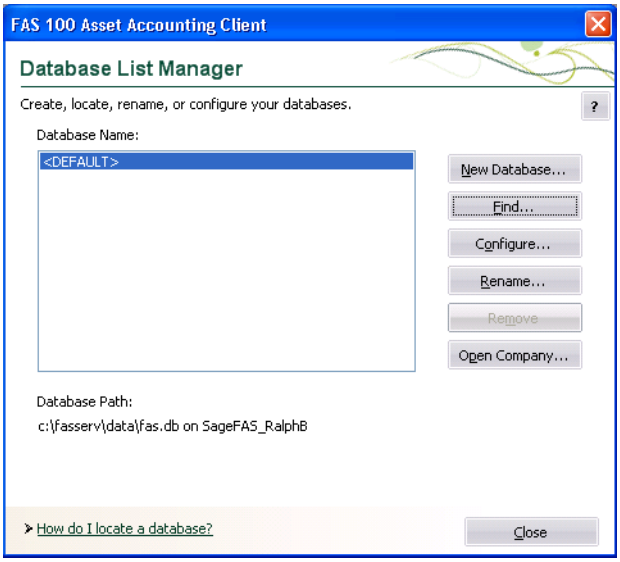
   The installation program installed a default database in the F:\FASServ\DATA directory on the server, if you accepted the default directory when you installed the database server files. You can browse to this folder on the mapped network drive.

> **Note:** Instead of clicking the Browse button to locate the database, you can enter the UNC path (\\Servername\Foldername) in the Find Path In field.

5. Click OK to return to the Find Databases dialog.
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, and then click the Add button. The selected database disappears from the list of search results after it has been added.
8. Click the Close button. The system returns to the Database List Manager dialog. The selected database appears in the Database Name field.

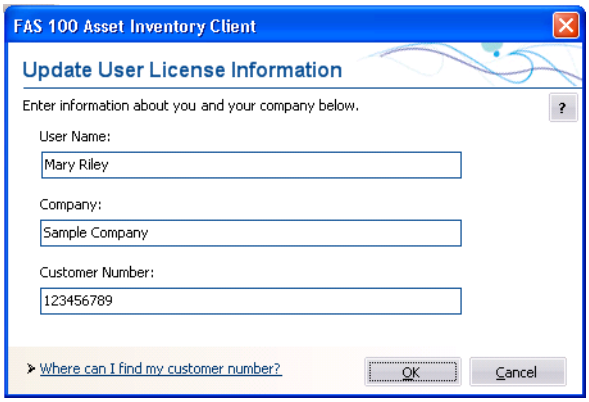


9. Click the Close button. The system starts the application using the selected database.
10. To open a company, select File/Open Company from the menu bar.

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 from the menu bar. A dialog appears that allows you to enter your customer number.

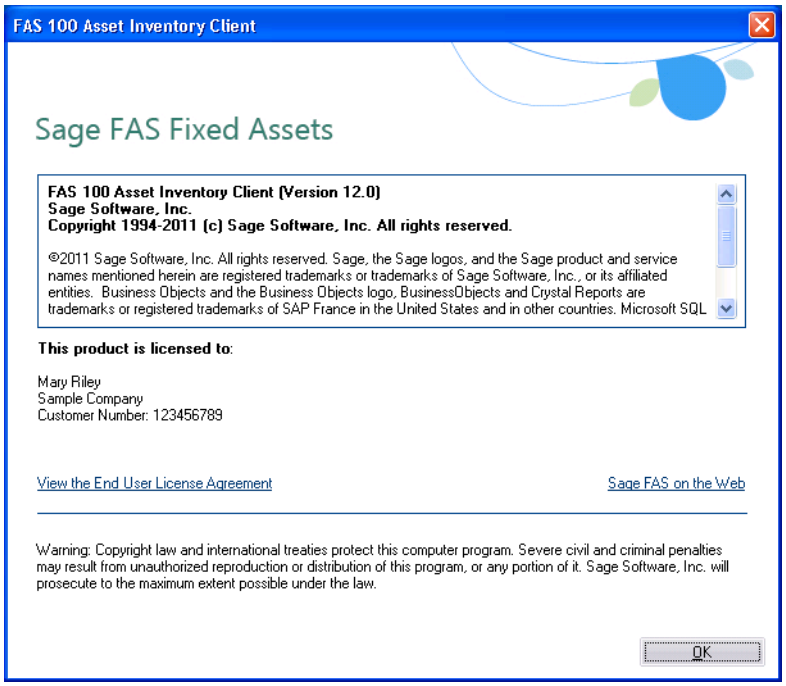


2. Enter your name, company name, and customer number, and then click OK.

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 dialog appears that provides information about your program, including your customer number.



Chapter 5
Installing FAS 100 Asset Inventory: Upgrading from a Prior Version

In this chapter:

Preparing for the Upgrade 5-1
Overview of the Upgrade Process 5-1
Step 1: Backing Up Your Data 5-2
Step 2: Installing the Fixed Assets Server Components 5-2
Step 3: Installing the FAS Report Writer Server Components 5-7
Step 4: Converting Your Data 5-8
Step 5: Upgrading the Client Components 5-13
Step 6: Upgrading the FAS Reader Program 5-18
Step 7: Starting the Application 5-22

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

Note: You must be currently using **version 11.1 or later** of FAS 100 Asset Inventory to follow the steps in this chapter. If you are not running version 11.1 or later, you will need to install prior releases in sequential order through 9.1 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 5-2.
2. Installing the Fixed Assets server components, page 5-2.
3. **Optional:** Installing the FAS Report Writer server components, page 5-7.

> **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. Converting your current data, page 5-8.
5. Installing the client components, page 5-13.
6. Upgrading the FAS Reader program, page 5-18.
7. Starting the application, page 5-22.

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.
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 the Backup button.
3. After the backup is complete, click the Cancel button to close the Backup Companies dialog, 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

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 Sage FAS Fixed Assets server installation dialog.

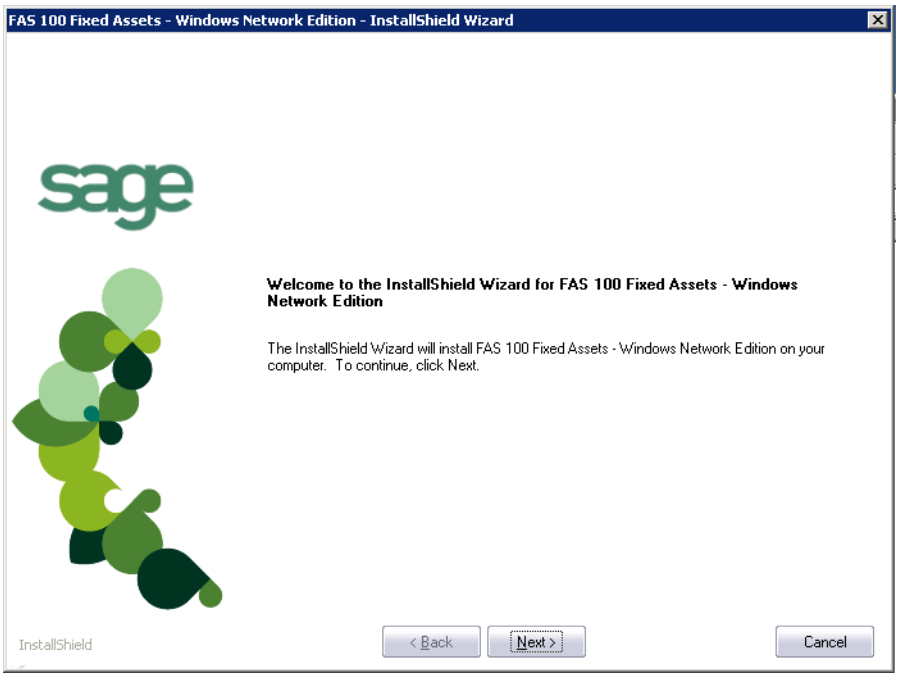
Note: If your computer's AutoRun option is not enabled, follow these steps to start the install program:

- Select Start/Run from the Windows taskbar. The system displays the Run dialog.
- 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 Sage FAS Fixed Assets server installation dialog.

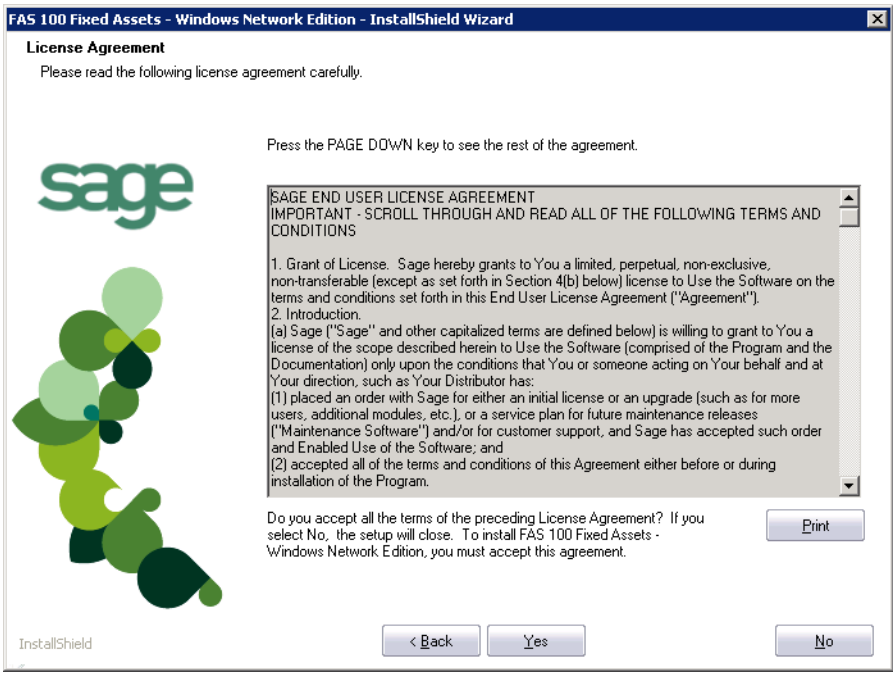
2. Select the Install FAS Server Components option.

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



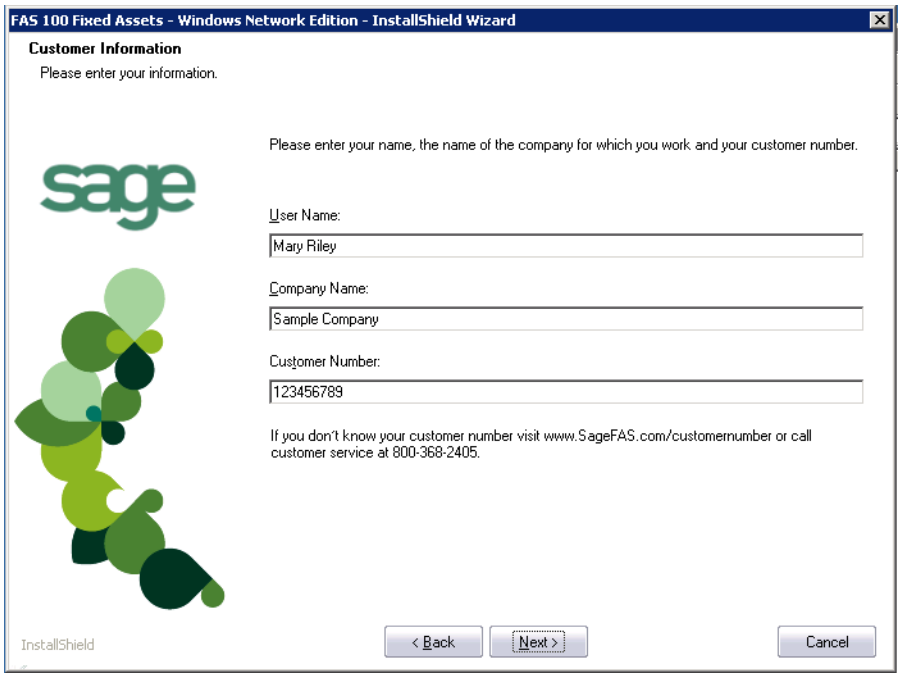
5. Click the Next button. The Software License Agreement dialog appears.



- **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.)

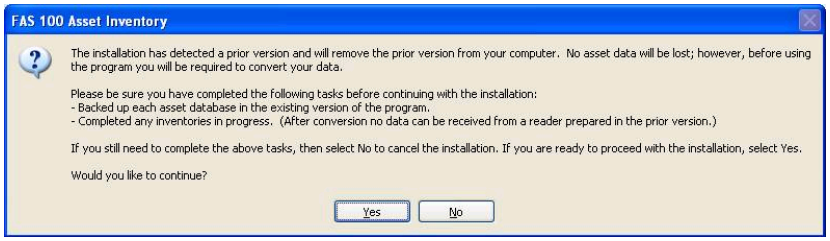
After you click the Yes button, the Customer Information dialog appears.



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.

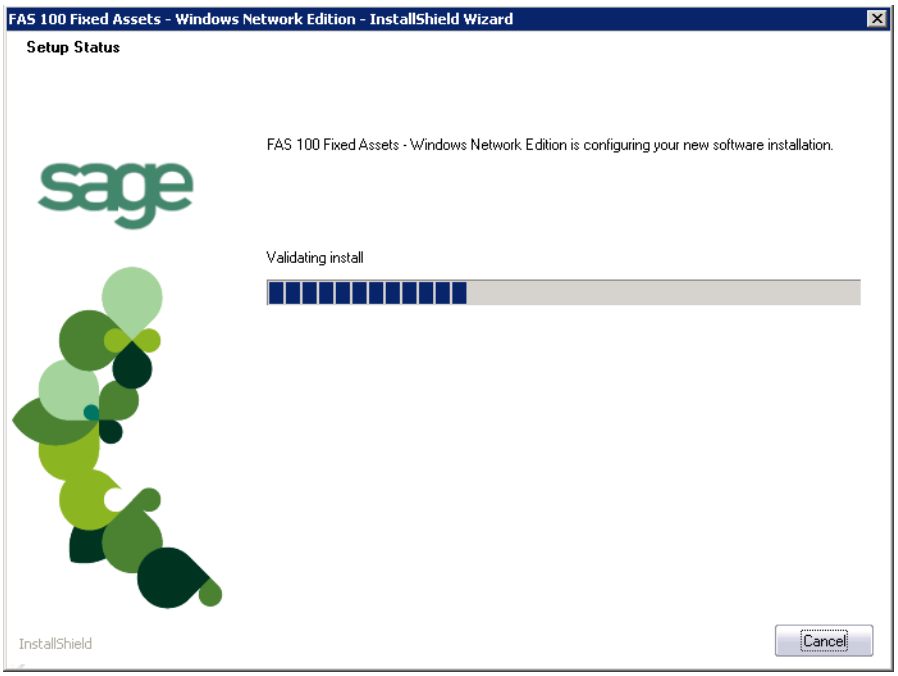
Note: You can find the customer number on the packing slip in the upgrade package or by clicking About FAS Asset Inventory from the Help menu. If you cannot find your customer number, visit www.sagefas.com/customernumber, or call Customer Service at 800-368-2405.

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

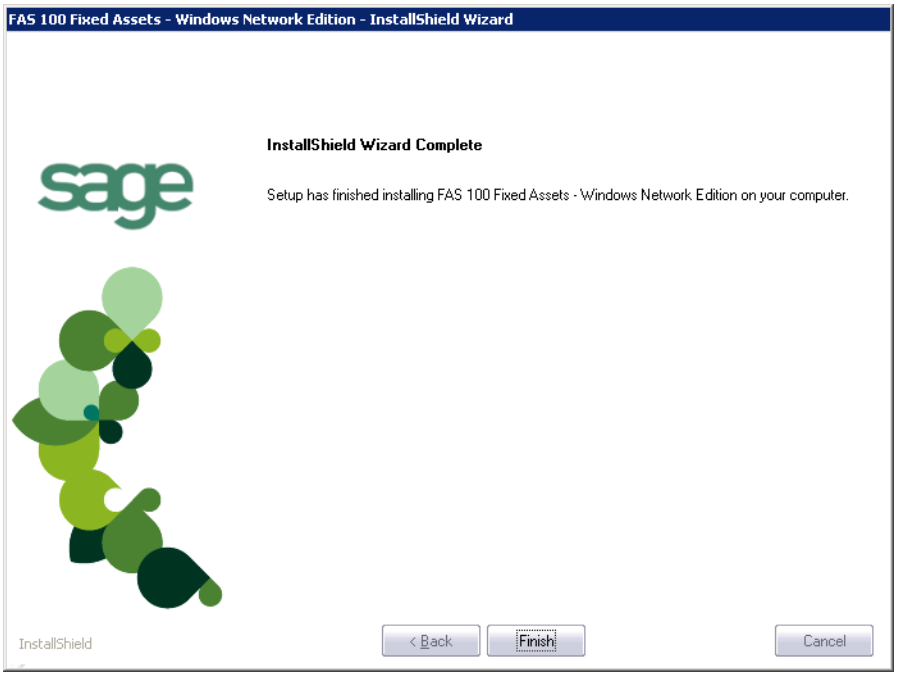


Note: Before you continue, make sure you do not have inventories in progress. After you install the latest version, the system will not be able to receive data from readers prepared in a prior version of the application.

9. Do one of the following:
   - Click No to cancel the installation and receive data from your reader(s).
   - Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status dialog appears.



When all of the files have been installed, the InstallShield Wizard Complete dialog 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. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Tip: 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 dialog.
11. Click Exit to close the Server Installation dialog.

Note: The Server Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

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 (such as Notepad), open the INSTALL.CFG file. It is located in the folder where the FAS Server components were installed (default folder is FASServ) on the server machine.
2. In the PARAMETERS line, change XXX.XXX.XXX.XXX to either the IP address or server name 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 Fixed Assets Server installation DVD in your computer's DVD drive. If your computer's AutoRun option is enabled, the system automatically displays the Sage FAS Fixed Assets server installation dialog.

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.
- 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 Sage FAS Fixed Assets server installation dialog.

2. Select the Install FAS Report Writer Server option, and follow the on-screen instructions.

For instructions on installing the FAS Report Writer client components, see Chapter 6, "Installing FAS Report Writer."

Step 4: Converting Your Data

As new features and enhancements are added to the program, the system requires additional information to support the new features. This requires that changes be made to your asset database so that the system can store the new information. To update your database(s) to hold the new information, you must perform a database conversion.

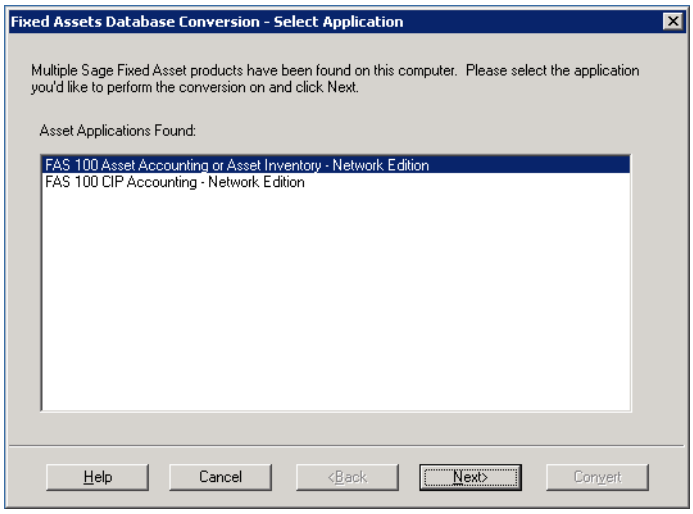
Note: You must be currently using **version 11.1 or later** of FAS 100 Asset Inventory to follow the steps in this section.

Note: Before you convert your data, make sure you do not have inventories in progress. After your data has been converted, the system will not be able to receive data from readers prepared in a prior version of the application. **To receive the reader data, you must reinstall the prior version.**

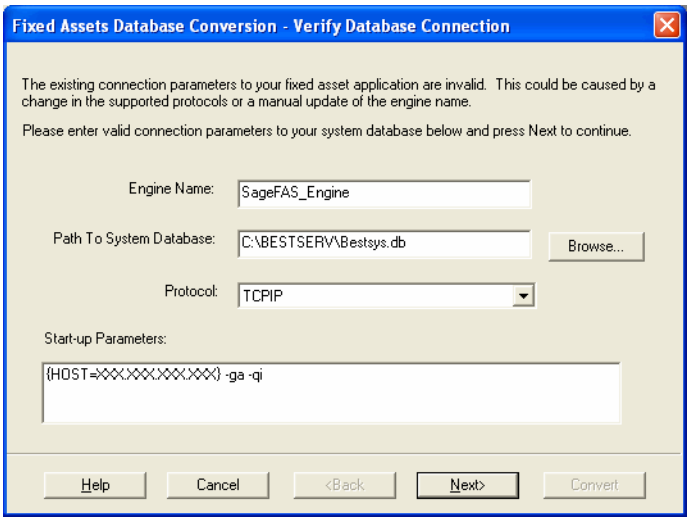
To convert your data

1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage FAS Fixed Assets program group.
3. Select the Tools program group.
4. Select the FAS Database Conversion Program icon.

   If more than one Sage FAS program is installed on your machine, the Select Application dialog appears.

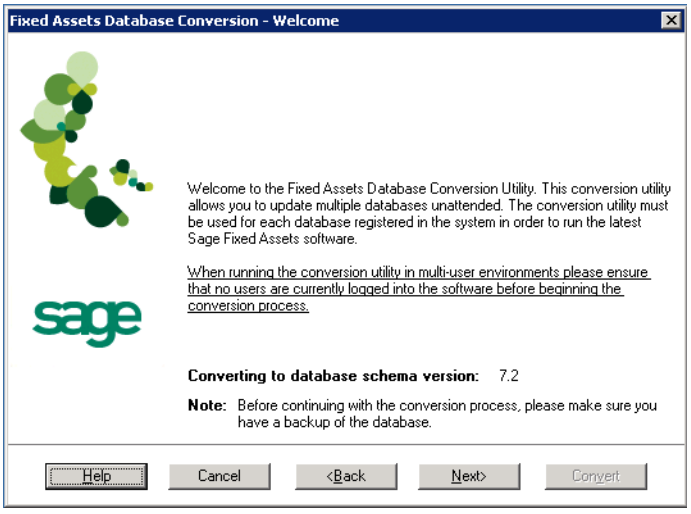


5. Select the Sage FAS program containing the database that you want to convert.
6. Click the Next button. If the system cannot connect to the system database, the Verify Database Connection dialog appears.

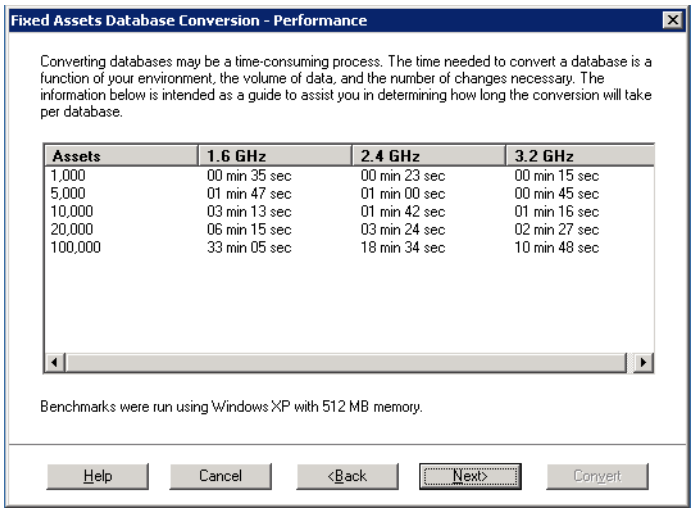


Note: If the Verify Database Connection dialog appears, please call Customer Support. There may be several possible reasons that the system cannot connect to the database.

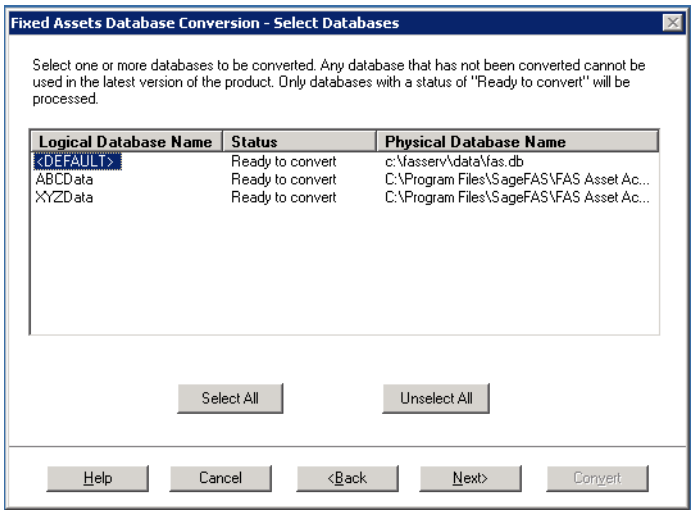
The Fixed Assets Database Conversion Welcome dialog appears.



7. Click the Next button. The Fixed Assets Database Conversion Performance dialog appears.



8. Review the Performance dialog to estimate how long the database conversion will take.
9. Click the Next button. The Fixed Assets Database Conversion Select Databases dialog appears.



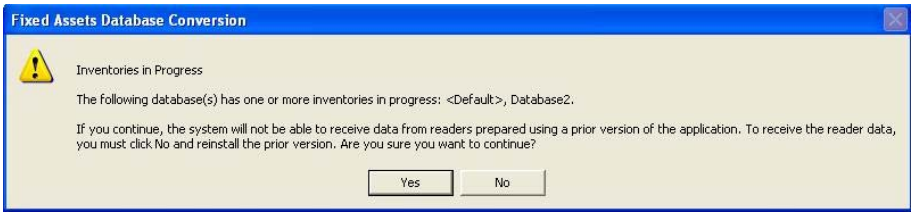
This dialog displays the status of each database.

- **Conversion Complete**
  This status indicates that the database has already been converted to the latest version.
- **Ready to Convert**
  This status indicates that the database is ready to be converted to the latest version.
- **Incompatible Version**
  This status indicates that the database cannot be converted because it has not yet been converted to version 11.1. For assistance in converting your databases to version 11.1, please contact Sage FAS Customer Support.

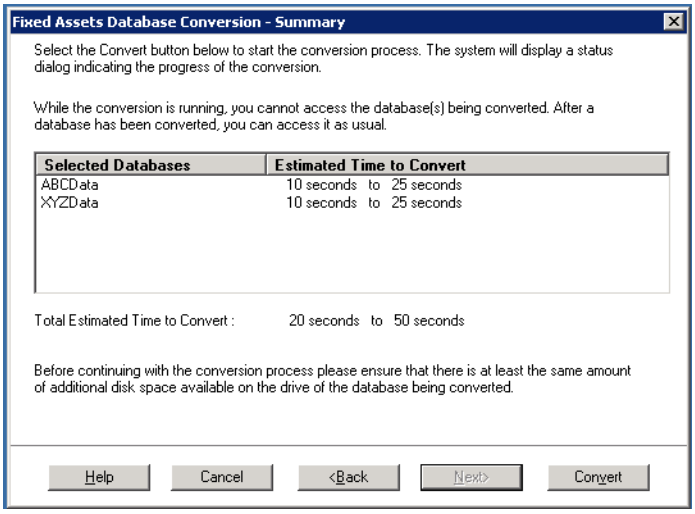
- **Cannot Open**
  This status indicates that the database cannot be converted for an unknown reason. The database may have been moved and the system cannot locate it, the database may be corrupted, or the local System account or group does not have Full Control access rights to the shared folder where the server components are installed. For assistance in resolving the problem, please contact Sage FAS Customer Support.

10. Select the database(s) that you want to convert, and then click the Next button.

    If a selected database contains a company with an inventory in progress, a message warns you that after the database conversion the system will be unable to receive data from readers prepared in a prior version of the application. **To receive the reader data, you must click No and reinstall the prior version.**

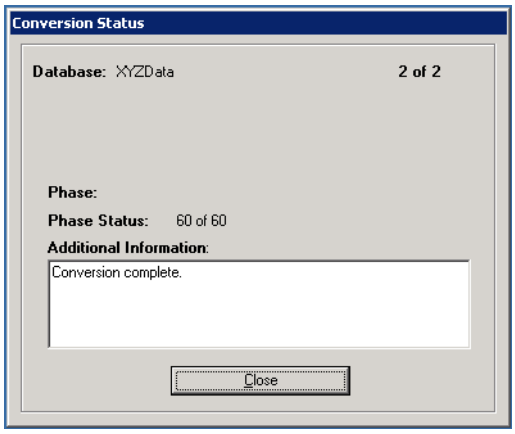


11. Click Yes to continue. The FAS Database Conversion Summary dialog appears.



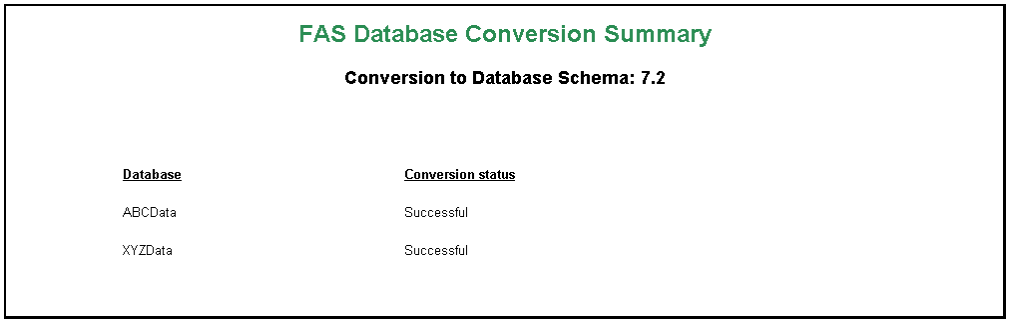
12. Review the Database Conversion Summary dialog, and then click the Convert button.

    The system checks your computer's disk space to make sure there is sufficient space to convert your data. If there is sufficient space for the conversion, it begins to convert the database(s) and displays the Conversion Status message box.



When the conversion is complete, the system displays a "Conversion Complete" message in the Additional Information text box.

13. Click the Close button. The system displays the FAS Database Conversion Summary report, which indicates whether the conversion was successful for each database.



Step 5: Upgrading the Client Components

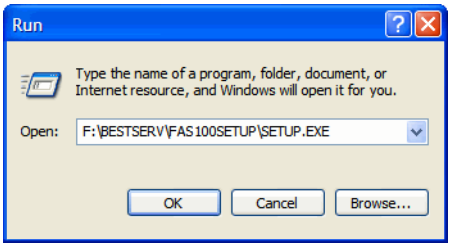
Follow the steps below on each workstation on which you will run the network application. You can also upgrade the client application on the server for testing purposes.

Before you upgrade 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 upgrade a client on a workstation

1. Do one of the following:
   - Go to My Computer, and browse to the network drive that you mapped in the previous step. Locate the folder in which you installed the server components (FASServ is the default), and double-click the SETUP.EXE file in the FAS100SETUP subfolder.
   - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components

- In the Run dialog, enter the local server path to the folder (for example, Z:\FASServ\FAS100SETUP\SETUP.EXE.



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

Note: If you mapped the Z: drive to \FASServ or \BESTSERV, then the path would be:

Z:\FAS100SETUP\SETUP.EXE

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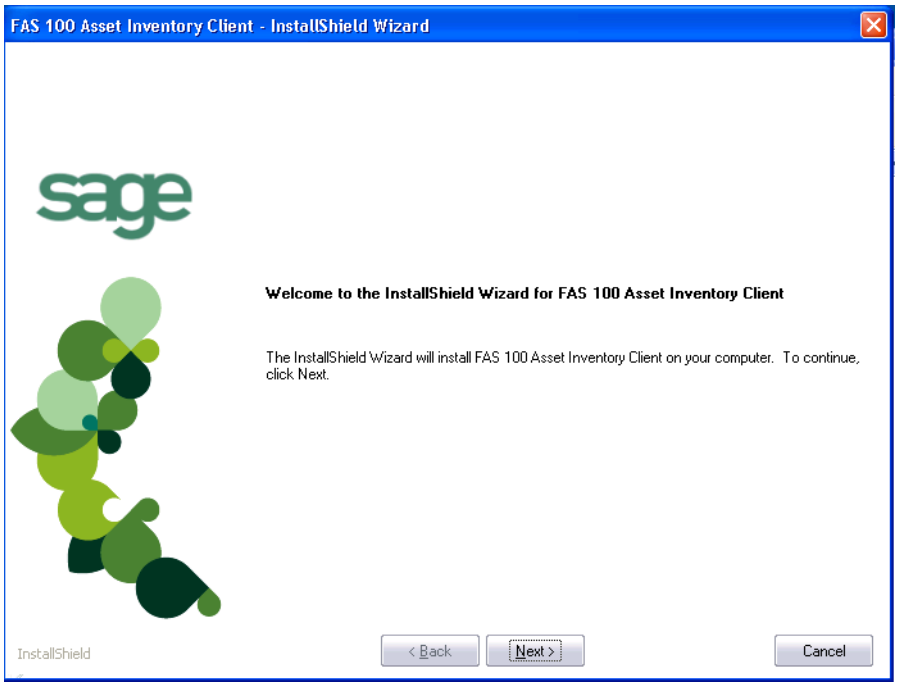
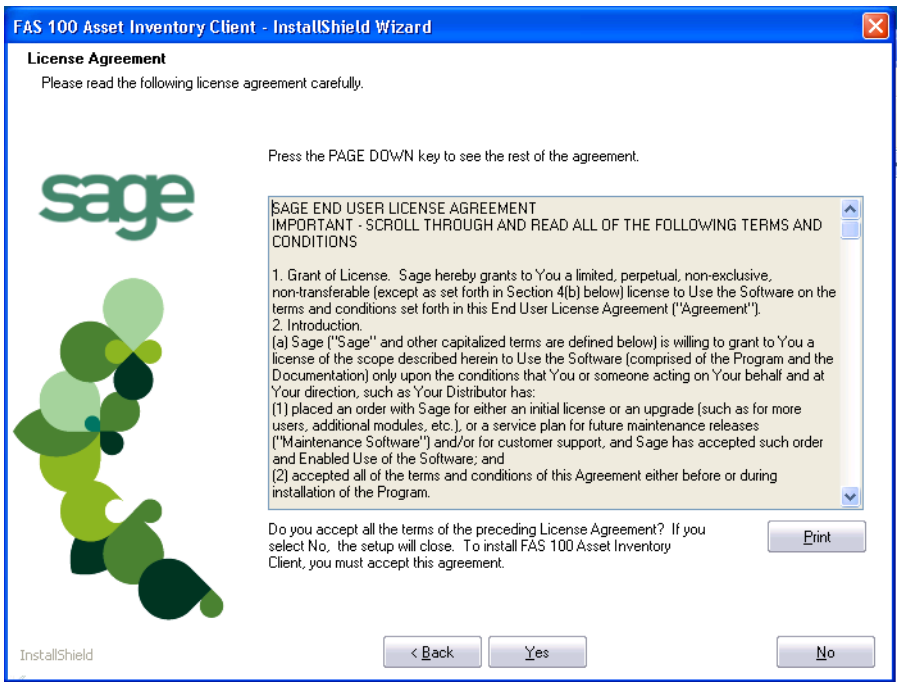
2. Click OK. The Client Installation dialog appears.

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



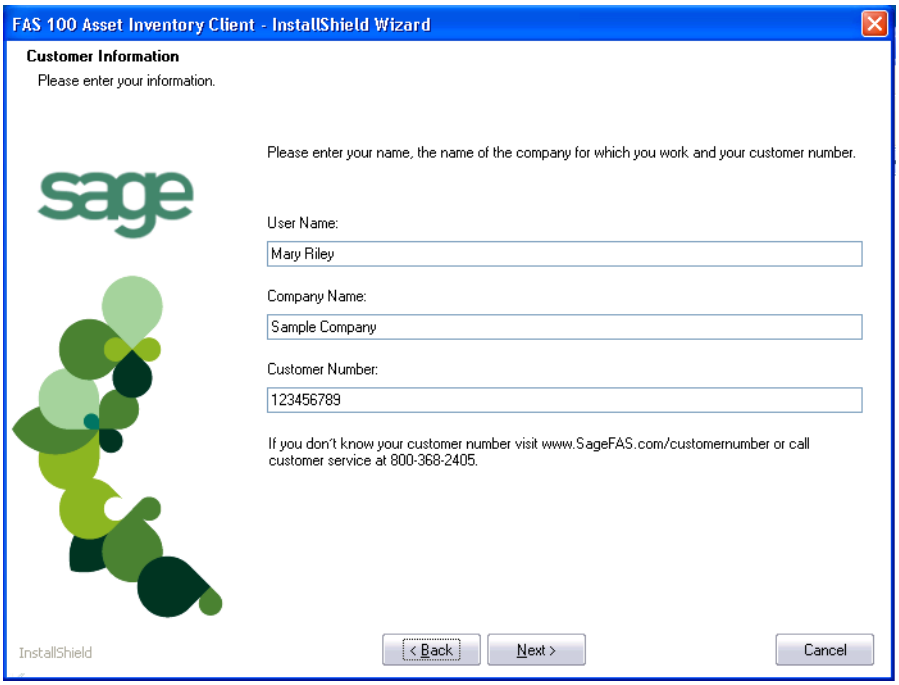
4. Click the Next button. The Software License Agreement dialog appears.



- **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 dialog 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, or call Customer Service at 800-368-2405.

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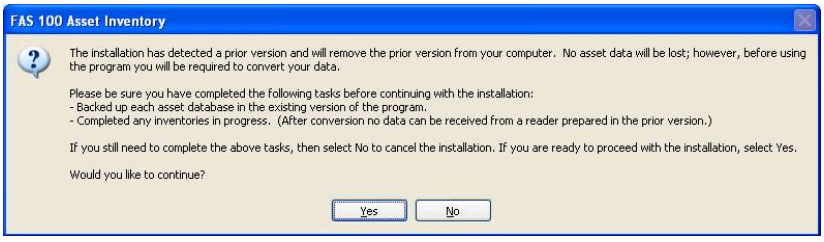
7. Click the Next button. A message appears indicating that a previous version of the application has been found on your computer.



Note: Before you continue, make sure you do not have inventories in progress. After you install the latest version, the system will not be able to receive data from readers prepared in a prior version of the application.

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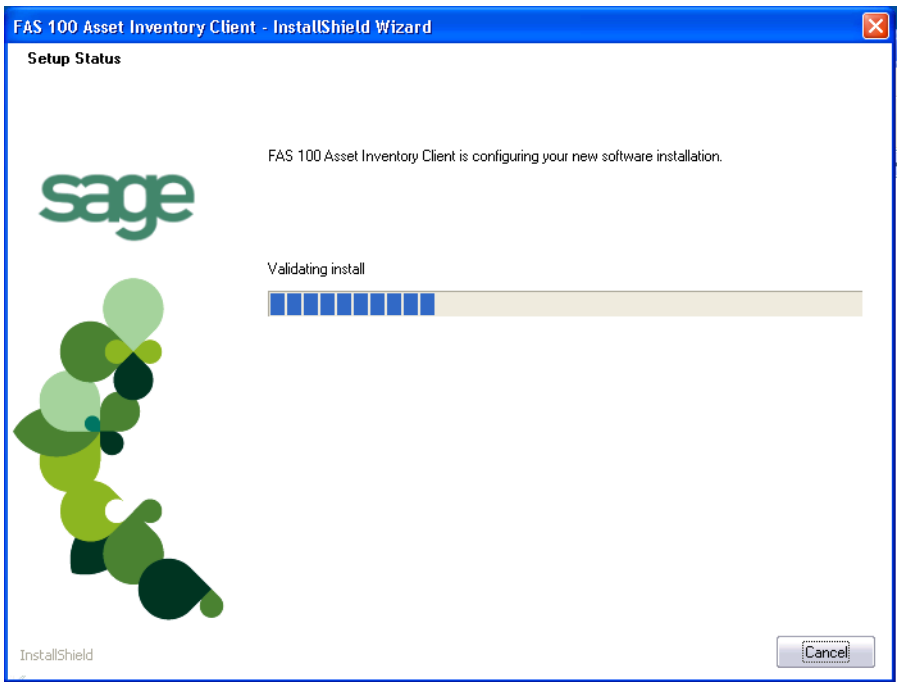
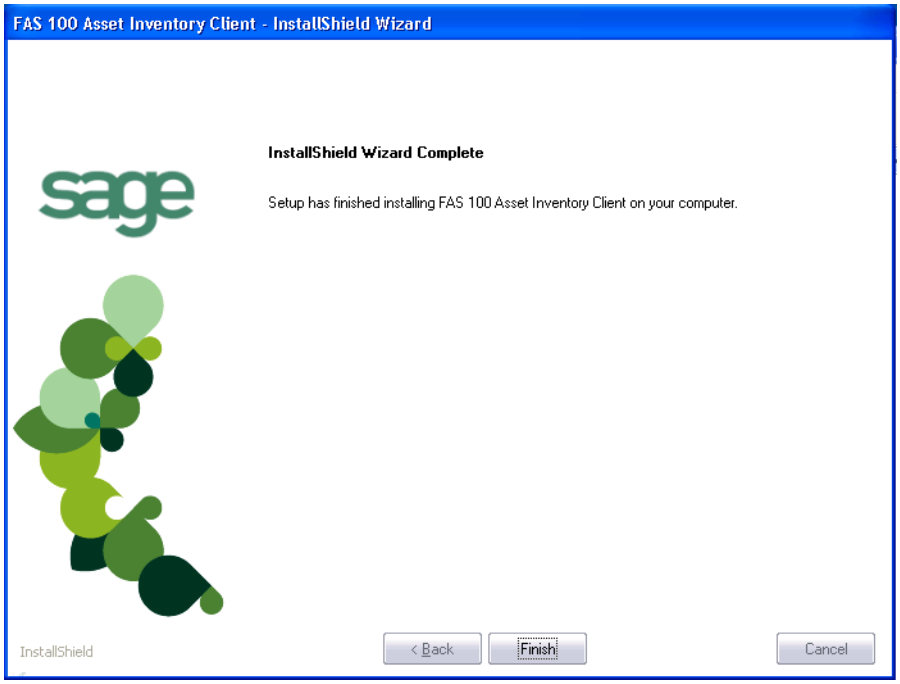
8. Do one of the following:

   - **If you need to receive reader data, click No to cancel the installation. Reinstall the previous version of the application and receive the reader data before installing the latest version.**

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



When all of the files have been installed, the InstallShield Wizard Complete dialog 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 dialog. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

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

9. Click the Finish button. The system returns to the Client Installation dialog.
10. Click Exit to close the Client Installation dialog.

Note: The Client Installation dialog will not close immediately after the installation is completed because of background processes that continue to run.

Step 6: Upgrading the FAS Reader Program

To successfully operate barcode readers during a Dynamic or Baseline inventory, you must transfer the FAS Reader program files from your computer to the reader. You must have already installed Microsoft ActiveSync on your computer before installing FAS Reader.

You only need to follow the procedure that downloads the inventory program to the barcode reader once. You will not need to repeat this procedure unless there is an update to the program.

Please note the following:

- If you are running Windows XP, before installing the FAS Reader program, you must install Microsoft ActiveSync on your computer. You can obtain it for free from the download page on the Microsoft Web site at www.microsoft.com.
- If you are running Microsoft Vista or Windows 7, Microsoft ActiveSync is not required because these operating systems ship with Windows Mobile Device Center. The autosync process occurs when you connect the reader to your computer.
- If you are running Windows Server 2008, you must download Windows Mobile Device Center from the Microsoft Web site before installing the FAS Reader program.

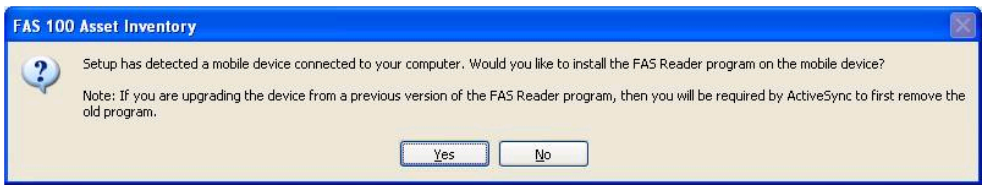
The following steps describe how to install the FAS Reader program during the installation of FAS Asset Inventory. You can install the FAS Reader program at any time after you have installed FAS Asset Inventory by double-clicking the SETUP.EXE file located in the Reader folder where you installed FAS Asset Inventory. The default location is C:\Program Files\SageFAS\Reader.

To upgrade the FAS Reader program

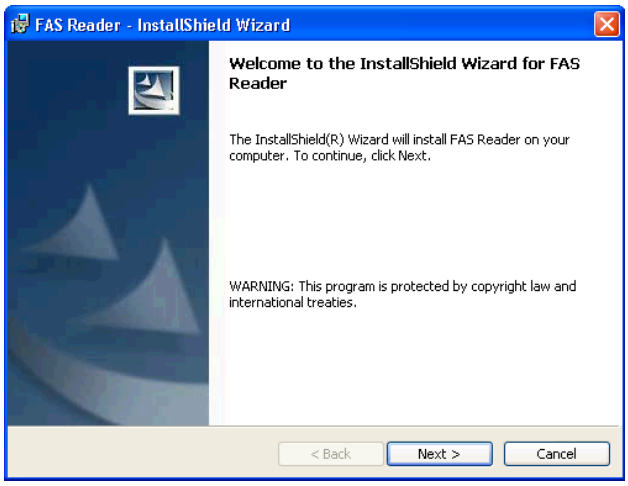
Complete the following steps if you have already installed a previous version of the FAS Reader program on your mobile device.

1. Make sure your barcode reader is connected to your computer.

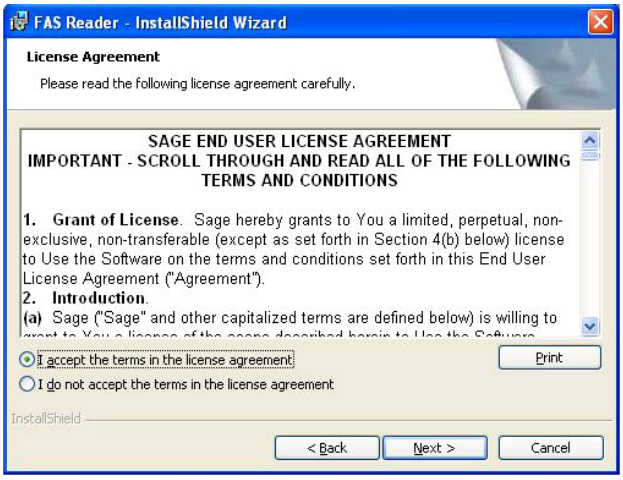
   From the FAS 100 Asset Inventory Installation process, the system asks if you would like to install the FAS Reader program.



2. Click Yes. The system displays the Welcome dialog.

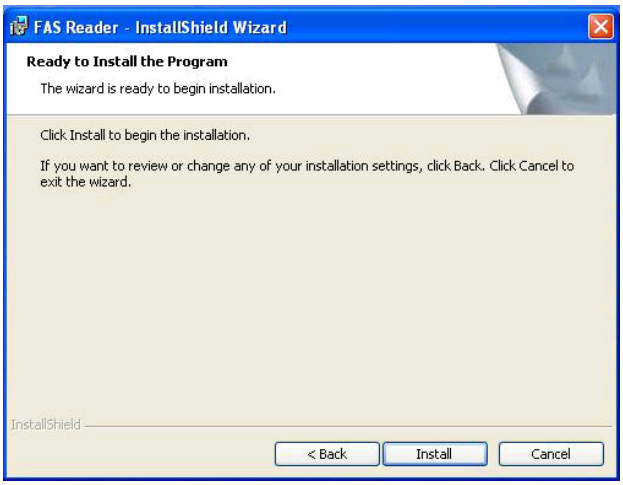


3. Click the Next button. The system displays the License Agreement dialog.



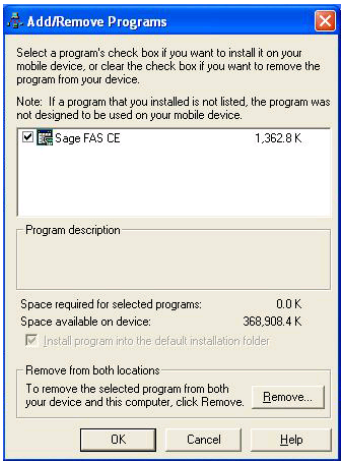
4. Read the license agreement, and then click the Next button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the Cancel button and the system exits from the installation program.)

   The system displays the Ready to Install the Program dialog.

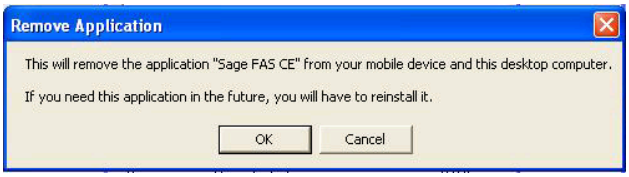


Note: Because you are upgrading the device from a previous version of the FAS Reader program, you will be required by AciveSync to first remove the old program.

5. Click the Install button. The system displays the Add Remove Program dialog. In previous versions, the FAS Reader program was called Sage FAS CE.

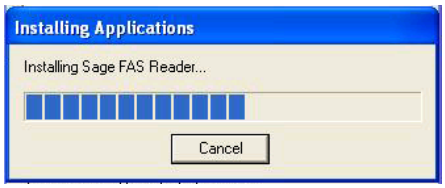


6. Click the Remove button. The system displays a confirmation message.

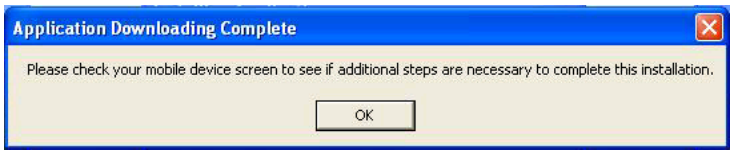


7. Click OK. The system displays a message that confirms your intention to uninstall the previous version of the program.

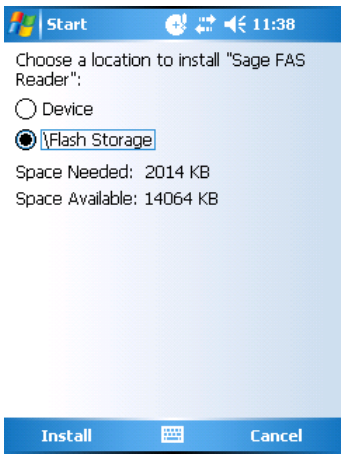
8. Click Yes. The system displays a message that indicates the progress of the installation of the FAS Reader program.



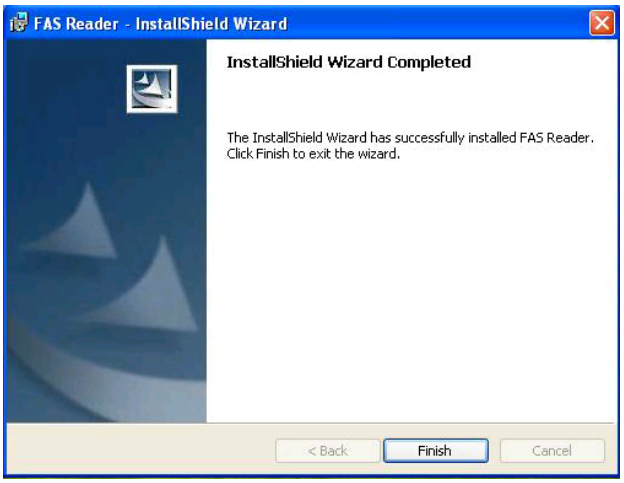
When the installation is complete, a message asks you to check your mobile device screen for additional steps to complete the installation.



9. Click OK. On the mobile device, a message allows you to select the location for installing the FAS Reader program.



10. Click the Flash Storage option, and then click Install. On the computer desktop, the system displays the InstallShield Wizard Completed dialog.



11. Click the Finish button. After installation is complete, it is recommended that you restart the barcode reader.

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: You can start the program by double-clicking the icon on your desktop.

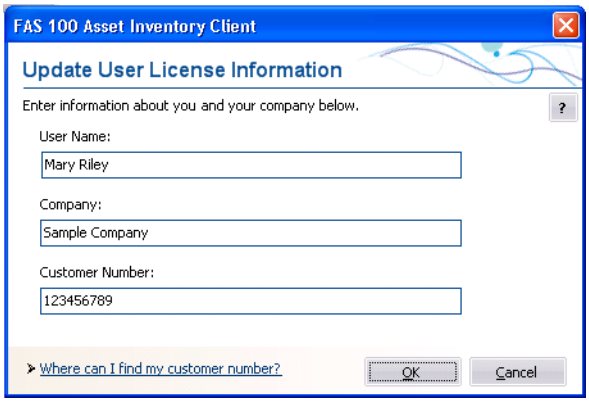
To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage FAS Fixed Assets program group.
3. 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 dialog appears that allows you to enter your customer number.

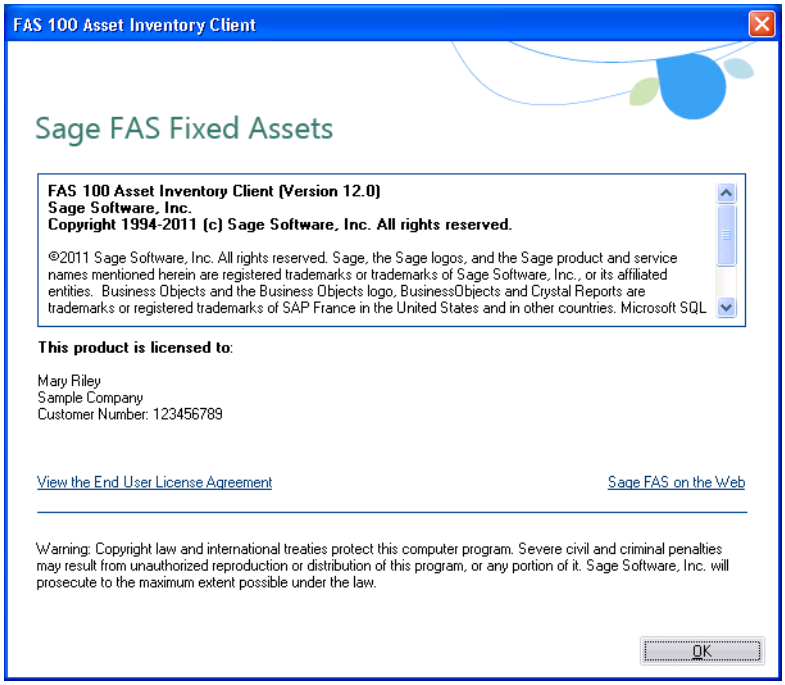


2. Enter your name, company name, and customer number, and then click OK.

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 dialog appears that provides information about your program, including your customer number.



Chapter 6
Installing FAS Report Writer

In this chapter:

Installing the Latest Version 6-1

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 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.

Installing the Latest Version

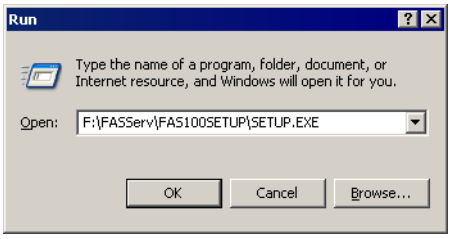
Before you begin to install the application, you should do the following:

- 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 dialog 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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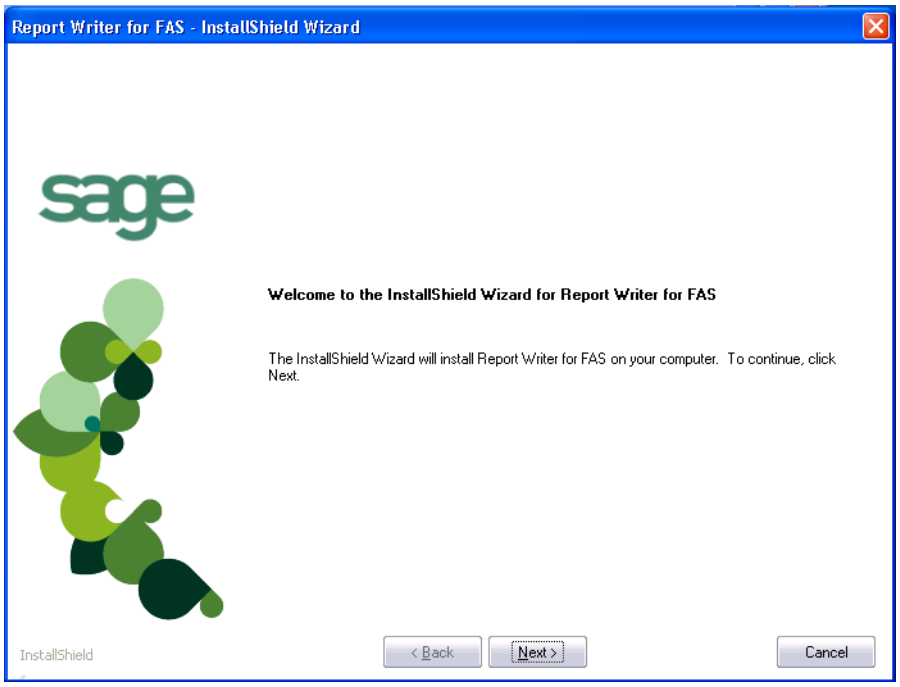
2. Click OK. The Client Installation dialog appears.

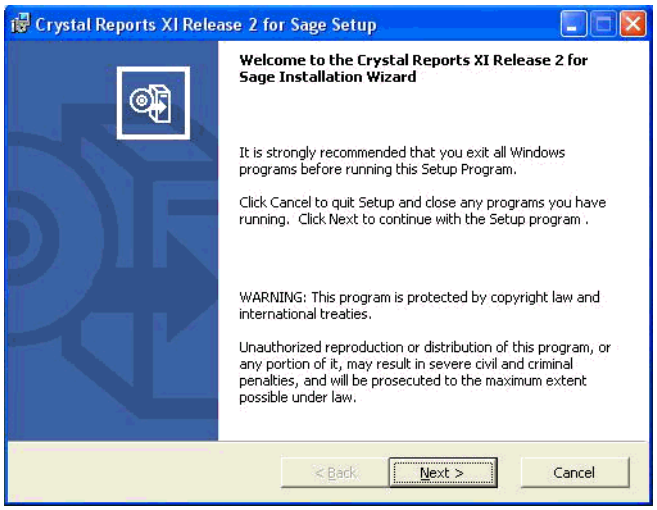
3. From the installation dialog, click the Install FAS Report Writer option.

Note: The Install FAS Report Writer option appears only if you have installed the FAS Report Writer server components. For more information, see "Step 2: Installing the FAS Report Writer Server Components," page 2-9.

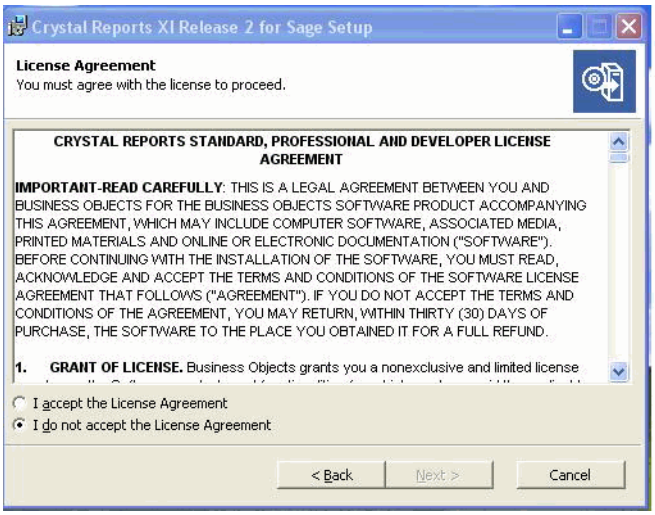
The FAS Report Writer Welcome dialog appears.



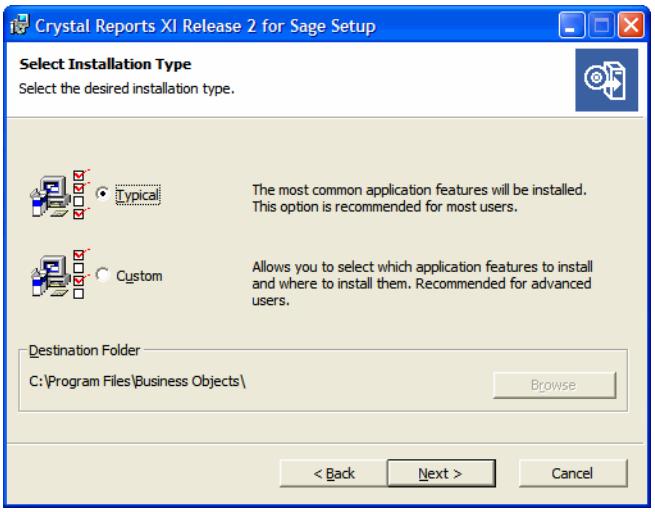
4. Click the Next button. The system displays the Crystal Reports Welcome dialog.



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

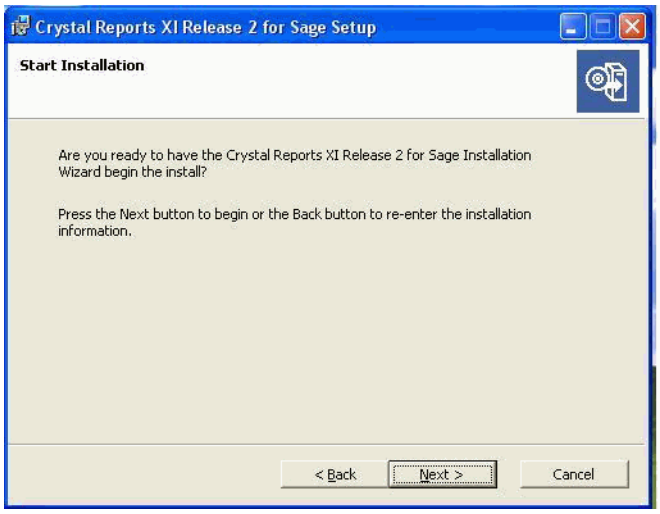


6. Click the I Accept the License Agreement option button, and then click the Next button. The system displays the Select Install Type dialog.

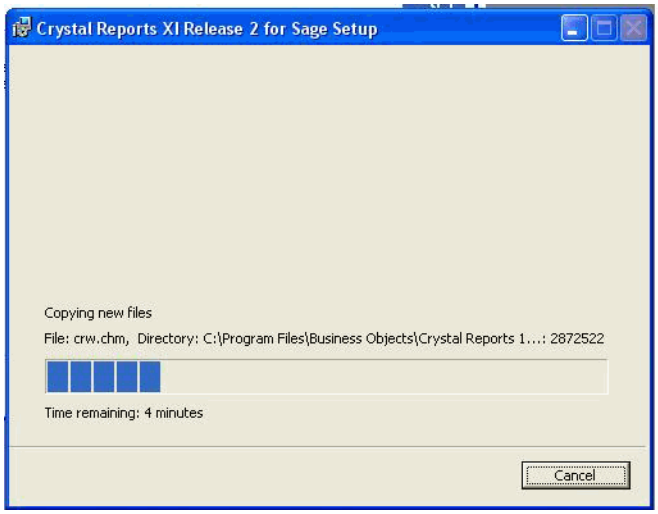


We recommend that you select the Typical installation option.

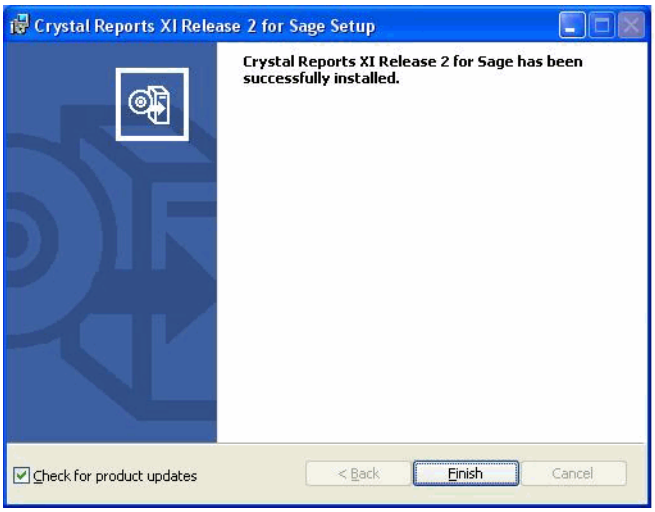
7. Click the Next button. The system displays the Start Installation dialog.



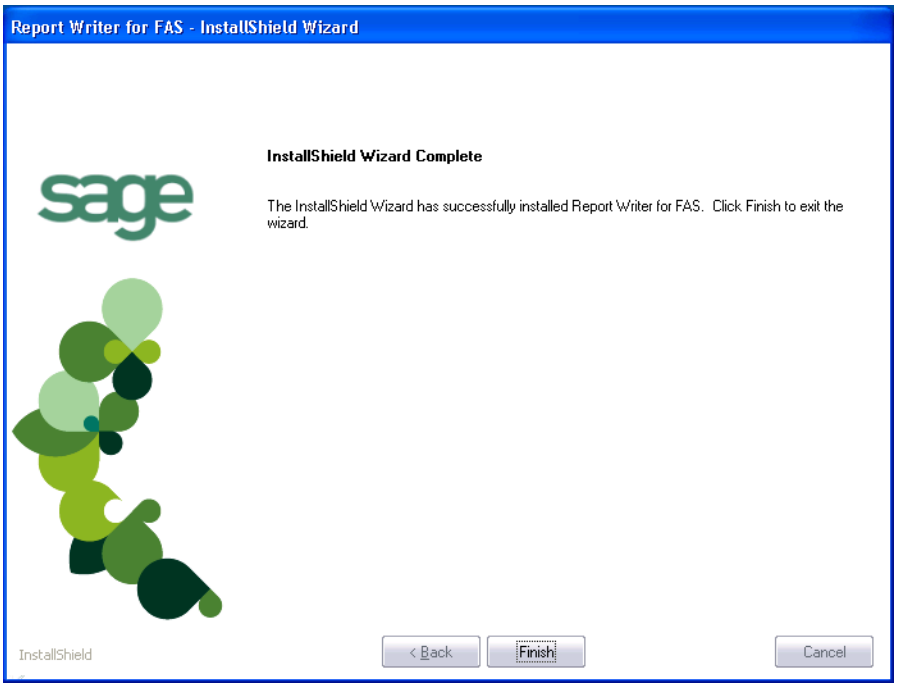
8. Click the Next button. The system begins installing the software.



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



9. Clear the Check for Product Updates button.
10. Click the Finish button. The system displays the InstallShield Wizard Complete dialog.



11. Click the Finish button. The system returns to the Client Installation dialog.
12. Click the Exit button to close the dialog.

    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*.

Chapter 7
Installing in a Microsoft Windows Terminal Server/Citrix Environment

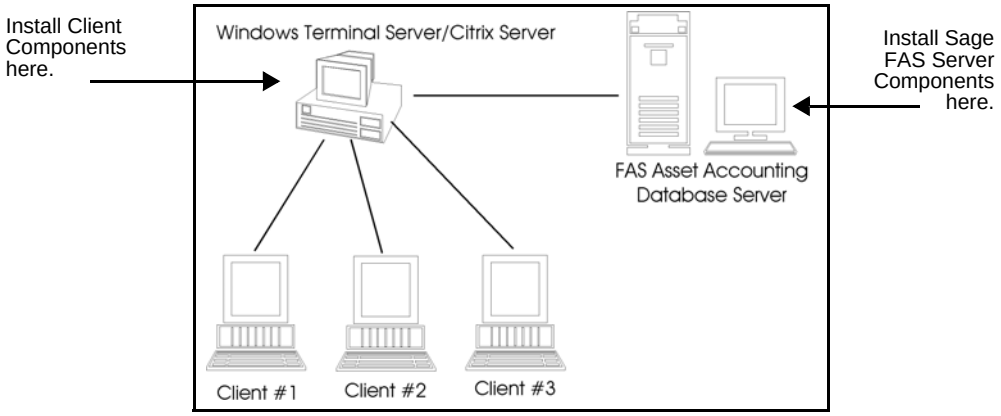
In this chapter:

Three-tiered Environment 7-1

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

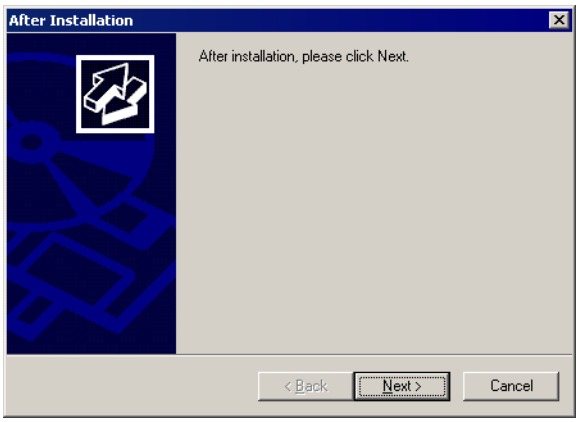
Perform these steps on the Database Server:

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.

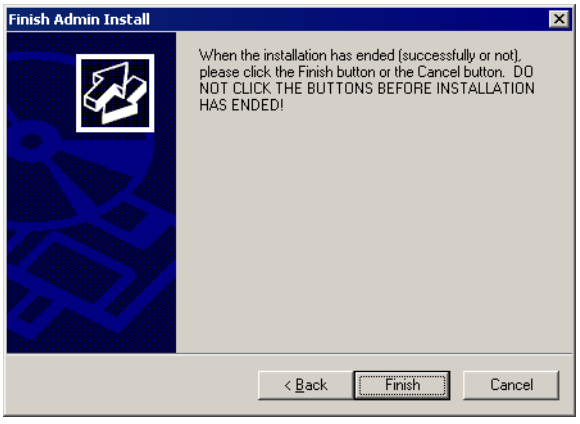
Perform these steps on the WTS/Citrix Server:

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 dialog appears.
6. Click the Next button. The Run Installation Program dialog 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 dialog, click the Next button. The Sage FAS 100 Fixed Assets client installation dialog appears.
9. Select the application that you want to install, and then follow the instructions on the installation dialogs.
10. After you install the client components, the After Installation dialog appears.



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

Chapter 8
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.

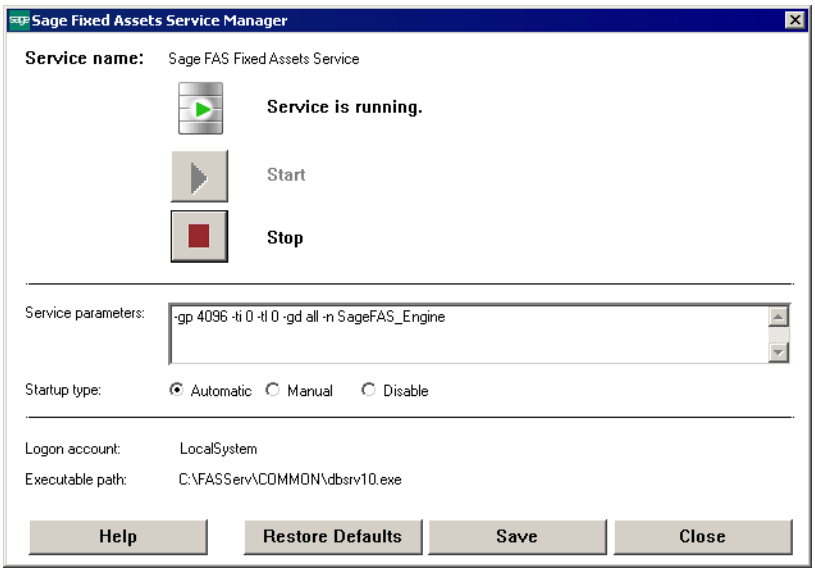
To edit the database service

1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage FAS Fixed Assets program group.
3. Select the Tools program group.
4. Select the "Sage Fixed Assets Service Manager" icon. The system displays the Sage Fixed Assets Service Manager dialog.

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.



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.

Appendix A
How to Contact Us

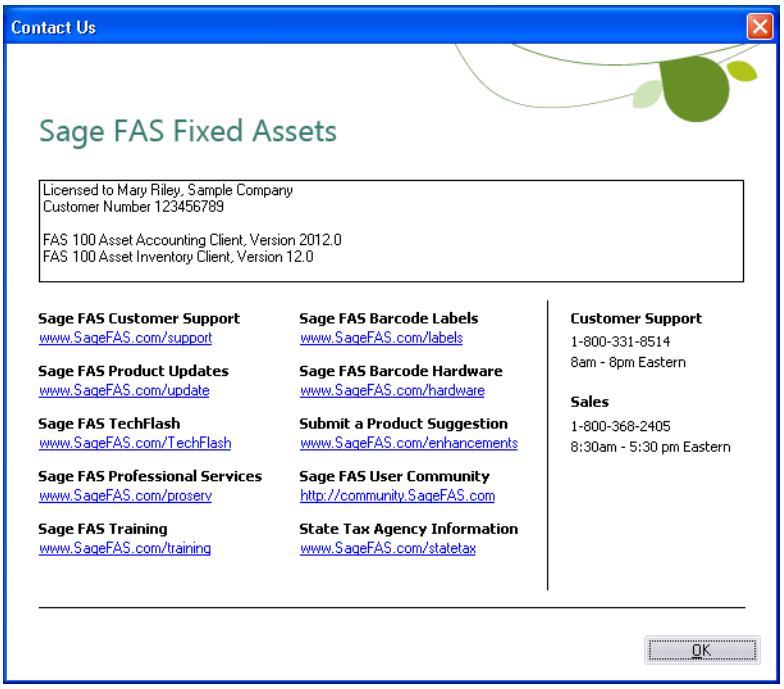
Here are some of the quickest ways to contact us if you have a question about operating the application, or if you need assistance in purchasing a Sage FAS product.

Customer Support	**Phone:** 1-800-331-8514 (8 a.m.—8 p.m. EST) **FAX:** 1-866-856-6844 **e-mail:** FASSupport@sage.com **web:** www.sagefas.com/support Customer number required
Website	www.sagefas.com
Sales/Customer Service	1-800-368-2405 (8:30 a.m.—7 p.m. EST) To enroll in or renew Sage Business Care

Sage FAS operates a web site for our customers at www.sagefas.com. You can quickly access various pages on this web site within the application by selecting Help/Contact Us from the menu bar.

To contact Sage FAS

1. Select Help/Contact Us from the menu bar. The Contact Us dialog appears.



2. 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.

Appendix B
Troubleshooting

In this appendix:

Moving and Reconfiguring Databases B-1

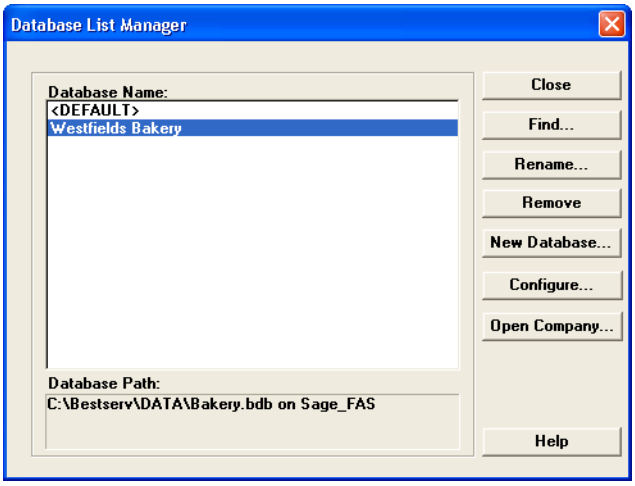
Moving and Reconfiguring Databases

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.

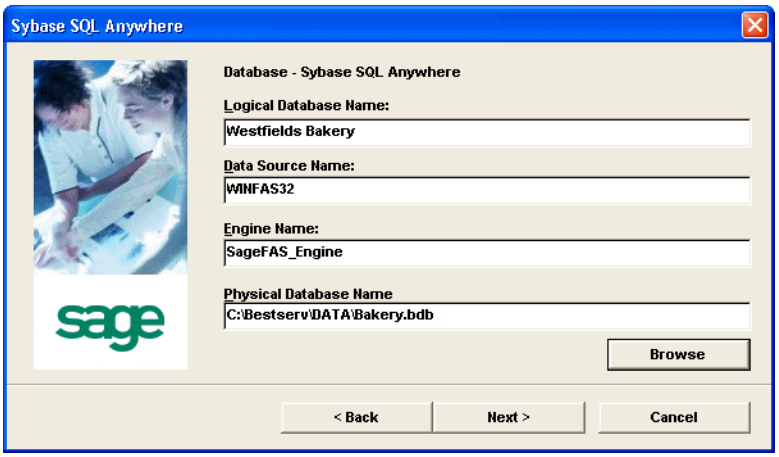


2. Select each database and review the Database Path information to determine the location of the physical database file.
3. If the database file is located in C:\Program Files\Best Software or any other non-virtualized location outside of My Documents, then close the application. You are ready to install 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.

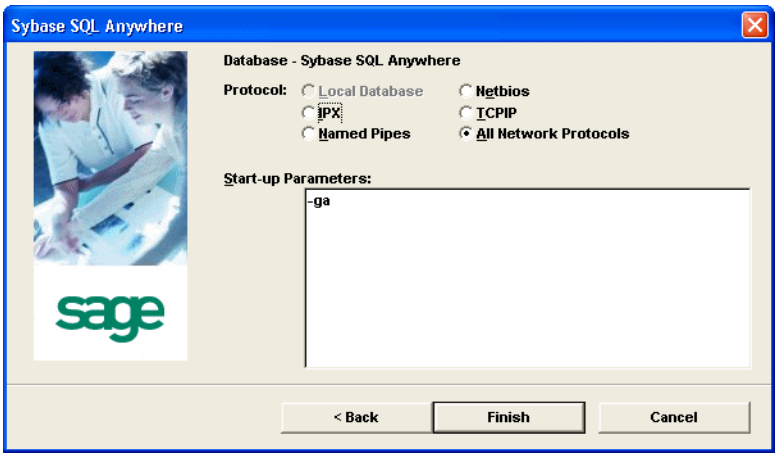
If databases are in an unsupported Windows Vista or Windows 7 location

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.

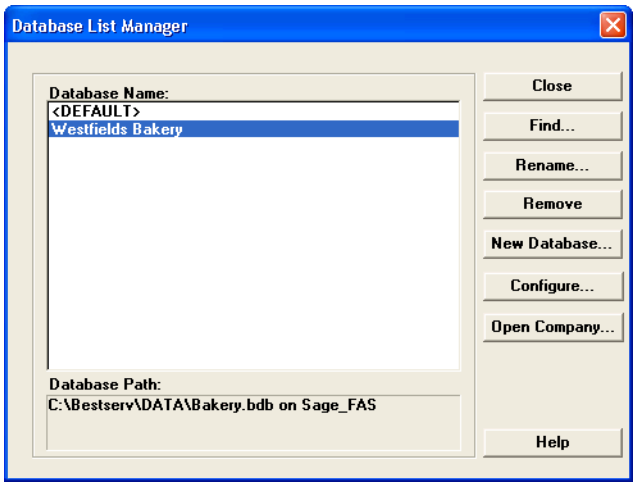
5. Open your Sage FAS application and access Database List Manager.
6. Select the database that has been moved to a new location and click the Configure button.



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.



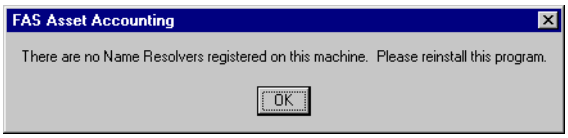
9. Click the Finish button to return to the Database List Manager dialog. Notice that the Database Path information has been updated.



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.

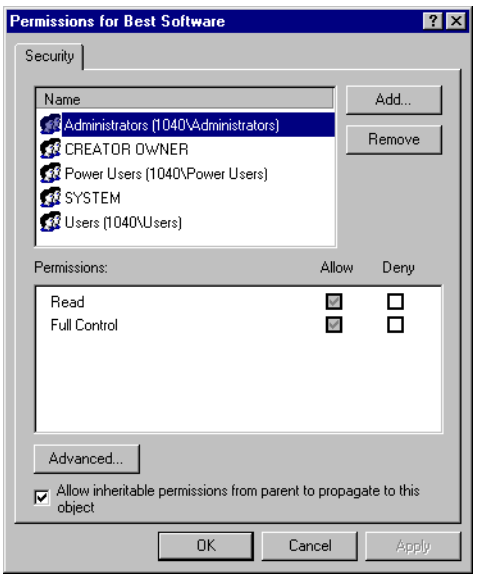
To change the permissions on Windows 2000

Note: 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.

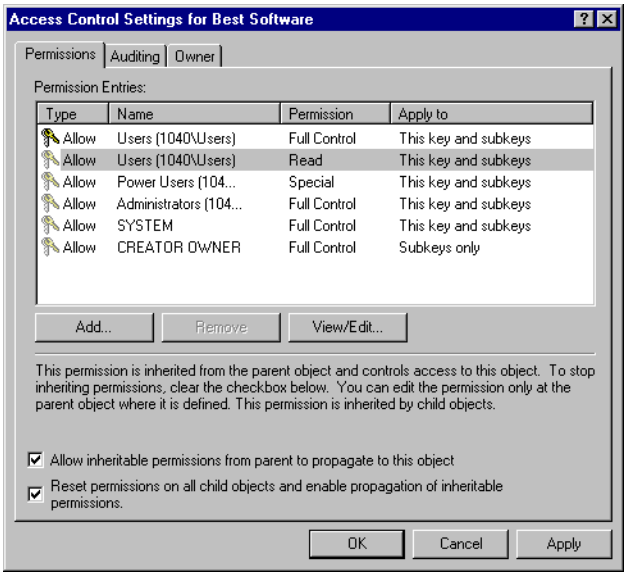
You should be logged on as an Administrator before you complete the steps below.

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



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.
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.



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

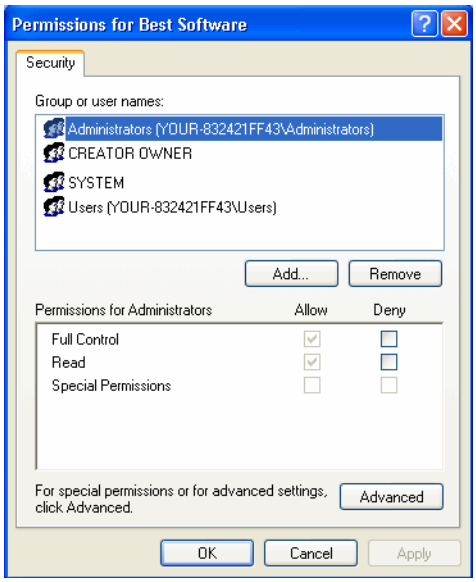
Note: You should perform the steps below only if you are familiar with the Windows Registry. Please contact your local IT administrator or Help desk for assistance if needed.

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

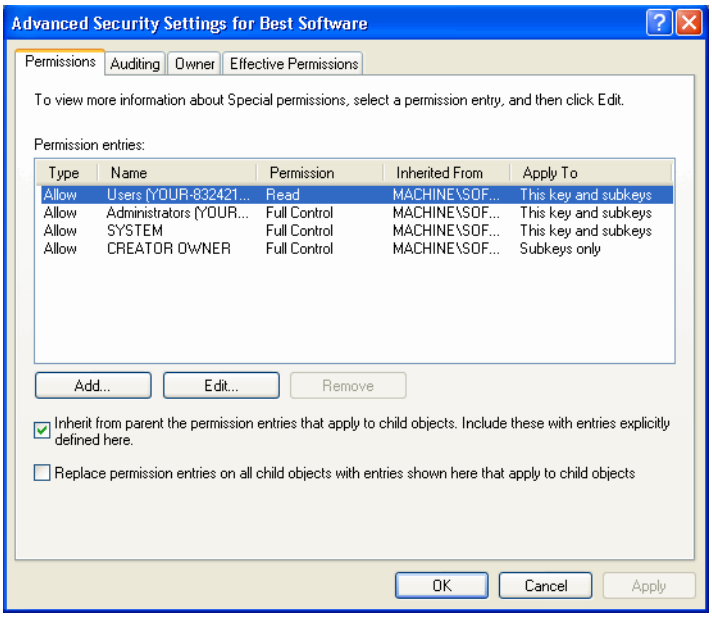
1. Select Start/Run from the Windows taskbar. The system displays the Run dialog.
2. Enter either REGEDT32.EXE or REGEDIT.EXE in the Open field. (Either one will work.) The system displays the Registry Editor.

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

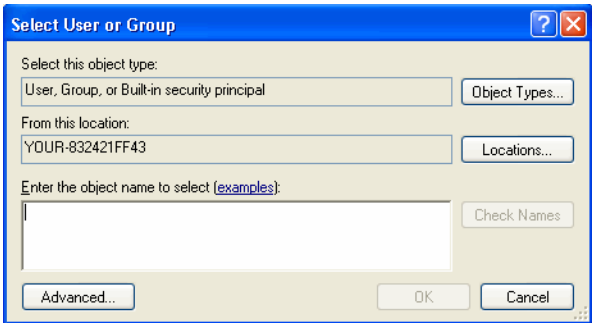
   Hkey_Local_Machine\Software\Best Software
3. Navigate to this key to grant the permissions.
4. Right-click on the Best Software key, and select Permissions from the pop-up menu. The system displays the Permissions for Best Software dialog.



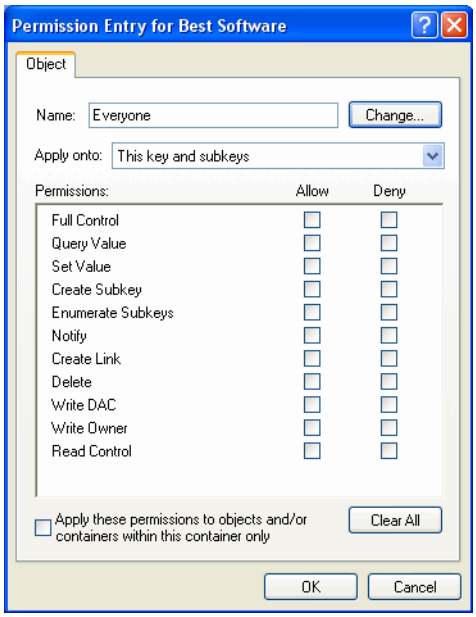
5. Click the Advanced button. The system displays the Advanced Security Settings for Best Software dialog.



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.
8. Click the Add button. The system displays the Select User or Group dialog.



9. Click the Advanced button to access the advanced features on the dialog.
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. The system returns to the Select User or Group dialog.
12. Click OK again. The system displays the Permission Entry for Best Software dialog.



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.
15. When you return to the Advanced Security Settings for Best Software dialog, 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.
19. Click OK again. The system returns to the Permissions for Best Software dialog.
20. Click OK to close the Permissions for Best Software dialog. 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 dialog.

Solution 1:

The solution may be: Change the XXX.XXX.XXX.XXX in the Parameters field to the IP address or the server name of the server.

Solution 2:

The problem may be the type of pathing that each workstation uses to access the server. The Service Provider dialog 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.

Note: 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 dialog, 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, and 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 on the FAS client machine.

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. Stop the Sybase SQL Service on the old server.
2. Install the program from the installation CD on the new server. For complete instructions, see "Step 1: Installing the Fixed Assets Server Components," page 2-2.
3. On the client workstation, 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.

4. Install the network client. For complete instructions, see "Step 6: Installing the Client," page 2-16.
5. On the client workstation, use Database List Manager to create a new database.
6. 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.

Note: 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 dialog 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 20003 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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