Sage Fixed Assets

for Sage 50—U.S. Edition

Lite Depreciation 2013.1

Quick Start Guide



Sage Fixed Assets

Lite Depreciation for Sage 50 Quick Start Guide

Version 2013.1

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Welcome to Lite Depreciation for Sage 50

Welcome to the Lite Depreciation for Sage 50 product. We think you'll find it to be the easiest and most complete software tool available to help you calculate the depreciation of your fixed assets. The application contains all the tools necessary for you to complete depreciation calculations without ever having to lift a pencil or press the keys on a calculator — that's because Lite Depreciation for Sage 50 does all the work for you!

The application is designed to work with the Sage Peachtree product. After you create a company in the Lite Depreciation for Sage 50 application, you can "map" it to a company in the Peachtree application. The system links the two companies in the following ways:

- The application automatically imports the chart of accounts from the Peachtree application.
- The application posts depreciation expense directly to the Peachtree general ledger.

Supported Operating Environments

You can operate the application in the following environments:

- Windows XP (Home and Professional Editions), 32-bit and 64-bit compatibility
- Windows Vista,[®] 32-bit and 64-bit compatibility
- Windows 7, 32-bit and 64-bit compatibility
- Windows 8, 32-bit and 64-bit compatibility

System Requirements

The following table displays the minimum system requirements for running the application. Enhancing your hardware and system software may improve system performance.

Operating System	Windows XP (Professional or Home) with Service Pack 2 or 3 *; Windows Vista with Service Pack 2*; Windows 7 with Service Pack 1*; Windows 8; 32-bit and 64-bit compatibility
Processor	1 GHz or higher recommended
Memory (RAM)	1 GB of RAM or higher
Screen Resolution	Sage Fixed Assets is optimized for 1024 x 768 viewing resolution.
Free Disk Space	400 MB for the Sage Fixed Assets application; Additional free disk space for new and/or existing data

* We have tested the 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 program.

Limit to Number of Assets

Important: The application allows you to enter up to 1,000 assets per company. The system does not allow you to enter new assets in a company after 1,000 assets have been created in that company.

Security Requirements

The following rights are required to install the application properly.

Installation

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

Chapter 2 Installing Lite Depreciation for Sage 50 the First Time

In this chapter:

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This chapter provides instructions for users who have never installed the application before. If you are currently using Lite Depreciation for Sage 50, please see Chapter 3, "Installing Lite Depreciation for Sage 50: Upgrading from a Prior Version."

Overview of the Install Process

The install process consists of the following steps:

- 1. Installing the latest version, page 2-1.
- 2. Starting the application, page 2-6.

Step 1: Installing the Latest Version

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

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

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

To start the install program

- 1. Point your browser to the Sage Customer Portal at: https://customers.sagenorthamerica.com.
- 2. Click the Logon link and enter your Customer Logon information.
- 3. Click the Product Downloads link. The system opens a web page with downloads for system requirements, Sage Fixed Assets products, and their installation guides.
- 4. Click the Download link for the Lite Edition for Sage 50.
- 5. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.

🎸 Sage Downl	oad Manager 🛛 🔀
Product:	Sage Fixed Assets-Lite Depreciation for Sage 50
File Name:	Lite Depreciation for Sage 50\setup.exe
Destination:	C:\Documents and Settings\rileym\Desktop
	✓ Launch setup once download completes?
	OK Cancel

6. Click OK. The system begins to download the file.



The system prompts you to install Sage Advisor Update.

- 7. Click the Install button. The system installs Sage Advisor Update. A message indicates that you must install Microsoft .NET Framework if it is not already installed.
- 8. Click the Install button. The system installs Microsoft .NET Framework and then displays the Welcome dialog. (You may need to restart your machine.)

Lite Depreciation for Sage 50 -	InstallShield Wizard	×
sage		
	Welcome to the InstallShield Wizard for Lite Depreciation for Sage 50 The InstallShield Wizard will install Lite Depreciation for Sage 50 on your computer. To continue, click Next.	
InstallShield	< <u>B</u> ack Cancel	

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

Lite Depreciation for Sage 50	- InstallShield Wizard	X
License Agreement Please read the following license	agreement carefully.	
~~~~~	Press the PAGE DOWN key to see the rest of the agreement.	
Saye	SAGE END USER LICENSE AGREEMENT IMPORTANT - SCROLL THROUGH AND READ ALL OF THE FOLLOWING TERMS AND CONDITIONS	^
	<ol> <li>Grant of License. Sage hereby grants to You a limited, perpetual, non-exclusive, non-transferable (except as set forth in Section 4(b) below) license to Use the Software on the terms and conditions set forth in this End User License Agreement ("Agreement").</li> <li>Introduction.</li> <li>(a) Sage ("Sage" and other capitalized terms are defined below) is willing to grant to You a license of the scope described herein to Use the Software (comprised of the Program and the Documentation) only upon the conditions that You or someone acting on Your behalf and at Your direction, such as Your Distributor has:</li> <li>(1) placed an order with Sage for either an initial license or an upgrade (such as for more users, additional modules, etc.), or a service plan for future maintenance releases</li> <li>("Maintenance Software") and/or for customer support, and Sage has accepted such order and Enabled Use of the Software; and</li> <li>(2) accepted all of the terms and conditions of this Agreement either before or during installation of the Program.</li> </ol>	•
	Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install Lite Depreciation for Sage 50, you must accept this agreement.	
InstallShield	< <u>B</u> ack <u>Y</u> es <u>N</u> o	

#### Print Button

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

10. 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.)

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

Lite Depreciation for Sage 50 -	InstallShield Wizard	×
Customer Information Please enter your information.		
	Please enter your name, the name of the company for which you work and your customer number.	
sage	User Name:	
	Mary Riley	
	Company Name:	
	Period Clothes	
	Customer Number:	
	123456789	
	If you don't know your customer number visit www.SageFAS.com/customernumber or call customer service at 800-368-2405.	
InstallShield	Cancel	

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

**Note:** You can find the customer number on the packing slip. If you cannot find your customer number, call Customer Service at 800-368-2405.

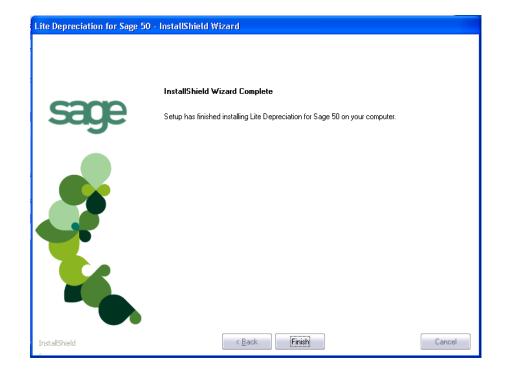
13. Click the Next button. The Choose Destination Location dialog appears.

Sage Fixed Assets - Lite Dep	preciation for Sage 50 - InstallShield Wizard	×
Choose Destination Location Select folder where setup will in		
	Setup will install Sage Fixed Assets - Lite Depreciation for Sage 50 in the following folder.	
sage	To install to this folder, click Next. To install to a different folder, click Browse and select another folder.	
	Destination Folder C:\Program Files\Sage Fixed Assets\ B <u>r</u> owse	
InstallShield	Kext >         Cancel	

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

Lite Depreciation for Sage 50	InstallShield Wizard	×
Setup Status	Lite Depreciation for Sage 50 is configuring your new software installation.	
	Validating install	
InstallShield	Cano	el

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 prompted to do so.

15. Click the Finish button. The system returns to the Sage Fixed Assets installation dialog.

# **Step 2: Starting the Application**

The Lite Depreciation for Sage 50 program icon appears in the Sage Fixed Assets program group by default.

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

#### To start the application

- 1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
- 2. Select the Sage Fixed Assets program group from the Programs submenu.
- 3. Select the Lite Depreciation for Sage 50 icon.

The system opens the application and displays the main window.

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

Sage Fixed Assets - Lite Depreciation for Sage 50	×
Update User Information	2
Stay connected with us by providing the information below. Please enter a value for each field then click OK to close.	?
Name:	
Mary Riley	
Job Title:	
Senior Accountant	
Email:	
mary.riley@pc.com	
Company:	
Period Clothes	
Customer Number:	
123456789	
Where can I find my customer number?     OK     Cancel	

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



# Chapter 3 Installing Lite Depreciation for Sage 50: Upgrading from a Prior Version

#### In this chapter:

Overview of the Install Process 3-1
Step 1: Backing Up Your Data 3-2
Step 2: Installing the Latest Version 3-2
Step 3: Converting Your Data
Step 4: Starting the Application

This chapter provides instructions for upgrading from a previous version of Lite Depreciation for Sage 50.

**Note:** You must be currently using **version 2012.1 or later** of Lite Depreciation for Sage 50 to follow the steps in this chapter. If you are not running version 2012.1 or later, you will need to install prior releases in sequential order through 2012.1 before you upgrade.

## **Overview of the Install Process**

The install process consists of the following steps:

- 1. Backing up your current data, page 3-2.
- 2. Installing the latest version, page 3-2.
- 3. Converting your current data, page 3-7.
- 4. Starting the application, page 3-13.

# Step 1: Backing Up Your Data

#### To back up your database

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

Sage Fixed Assets - Lite Depreciation for Sage 50
Backup Company
Select the company or companies you want to backup, and then click Next to save the backup file.
Companies:
Sample U.S. Company
Database: <dffault></dffault>
Select All Next >> Cancel

- 2. Select the company that you want to back up, and click the Next button.
- 3. Designate the destination directory, enter a file name for the backup file, and then click the Backup button.
- 4. After the backup is complete, click the Cancel button to close the Backup Company dialog, or select another company to back up.

## **Step 2: 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 start the install program

- 1. Point your browser to the Sage Customer Portal at: https://customers.sagenorthamerica.com.
- 2. Click the Logon link and enter your Customer Logon information.
- 3. Click the Product Downloads link. The system opens a web page with downloads for system requirements, Sage Fixed Assets products, and their installation guides.
- 4. Click the Download link for the Lite Edition for Sage 50.

5. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.

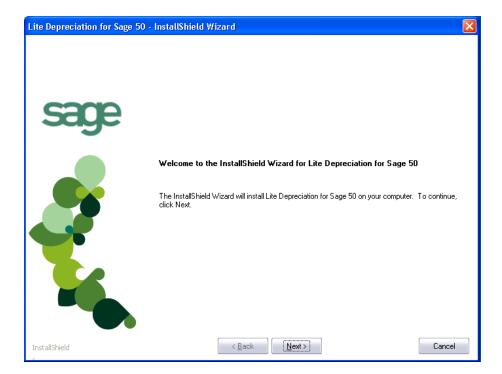
脊 Sage Downl	oad Manager 🛛 🔀
Product:	Sage Fixed Assets-Lite Depreciation for Sage 50
File Name:	Lite Depreciation for Sage 50\setup.exe
Destination:	C:\Documents and Settings\rileym\Desktop
	✓ Launch setup once download completes?
	OK Cancel

6. Click OK. The system begins to download the file.

	' <b>ich. Cor</b> ‹You for Cho	nnect. Grow. osing Sage.
com	Product:	Sage Fixed Assets-Lite Depreciation for Sage 50
sage	Product:	Sage Fixed Assets-Lite Depreciation for Sage 50 228.9 MB 732 KB/s
sage	Size:	228.9 MB 732 KB/s
	Size: Speed:	228,9 MB 732 KB/s Calculating
Downloading:	Size: Speed: Estimated time remaining:	228,9 MB 732 KB/s Calculating

The system prompts you to install Sage Advisor Update.

- 7. Click the Install button. The system installs Sage Advisor Update. A message indicates that you must install Microsoft .NET Framework if it is not already installed.
- 8. Click the Install button. The system installs Microsoft .NET Framework and then displays the Welcome dialog. (You may need to restart your machine.)



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

Lite Depreciation for Sage 50 -	InstallShield Wizard	X
License Agreement		
Please read the following license a	greement carefully.	
~~~~~	Press the PAGE DOWN key to see the rest of the agreement.	
Saye	SAGE END USER LICENSE AGREEMENT IMPORTANT - SCROLL THROUGH AND READ ALL OF THE FOLLOWING TERMS AND CONDITIONS	
	 Grant of License. Sage hereby grants to You a limited, perpetual, non-exclusive, non-transferable (except as set forth in Section 4(b) below) license to Use the Software on the terms and conditions set forth in this End User License Agreement ("Agreement"). Introduction. (a) Sage ("Sage" and other capitalized terms are defined below) is willing to grant to You a license of the scope described herein to Use the Software (comprised of the Program and the Documentation) only upon the conditions that You or someone acting on Your behalf and at Your direction, such as Your Distributor has: (1) placed an order with Sage for either an initial license or an upgrade (such as for more users, additional modules, etc.), or a service plan for future maintenance releases ("Maintenance Software") and/or for customer support, and Sage has accepted such order and Enabled Use of the Software; and (2) accepted all of the terms and conditions of this Agreement either before or during installation of the Program. 	>
	Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install Lite Depreciation for Sage 50, you must accept this agreement.	
InstallShield	<u>≺B</u> ack <u>Y</u> es <u>N</u> o	

Print Button

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

10. 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.)

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

Lite Depreciation for Sage 50	- InstallShield Wizard	×
Customer Information Please enter your information.		
C 2000	Please enter your name, the name of the company for which you work and your customer number	
sage	User Name:	
	Mary Riley	
	Company Name:	
	Period Clothes	
	Customer Number:	
	123456789	
	If you don't know your customer number visit www.SageFAS.com/customernumber or call customer service at 800-368-2405.	
InstallShield	< Back Cancel	

12. Enter your name, company name, and customer number. You will need your customer number if you call Sage Fixed Assets 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 Depreciation from the Help menu. If you cannot find your customer number, call Customer Service at 800-368-2405.

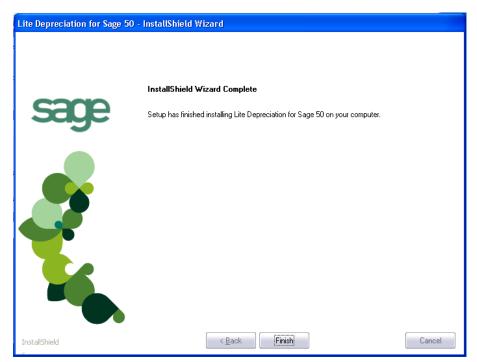
13. Click the Next button. A message appears indicating that a previous version of the program has been found on your computer.



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

Lite Depreciation for Sage 50	- InstallShield Wizard	
Setup Status		
sage	Lite Depreciation for Sage 50 is configuring your new software installation.	
	Validating install	
InstallShield		cel

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 prompted to do so.

15. Click the Finish button. The system returns to the Sage Fixed Assets installation dialog.

Step 3: 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 2012.1 or later** of Lite Depreciation for Sage 50 to follow the steps in this section.

You have two options for converting your databases.

- **Database Conversion Utility:** You can use the utility to convert two or more databases at a time. You run the utility from the Sage Fixed Assets program group.
- **In-place Database Conversion:** You perform this type of database conversion when you open a database. You can convert only one database at a time with this type of conversion.

Note: A database conversion requires three to four GB of disk space. Make sure you have sufficient disk space before you convert your databases.

Converting a database is a time-consuming process. Please refer to the table below, which outlines the recommended conversion procedure:

Number of Databases	Number of Assets	Recommended Conversion Program
1	less than 3,000	In-place Database Conversion
1	3,000 or more	Database Conversion Utility
more than 1	any number	Database Conversion Utility

To use the Database Conversion Utility to convert databases

- 1. Click the Start button on the Windows taskbar, and then click Programs (or All Programs) on the Start submenu.
- 2. Select the Sage Fixed Assets program group.
- 3. Select the Tools program group.
- 4. Select the Conversion Utility icon.

If more than one Sage Fixed Assets program is installed on your machine, the Conversion Utility Select Application dialog appears.

Conversion Utility - Select Application	X
Multiple Sage Fixed Asset products have been found on this computer. Please select the application you'd like to perform the conversion on and click Next. Asset Applications Found: Sage Fixed Assets - Lite Depreciation or Depreciation or Tracking Sage 50 Fixed Assets or Sage Fixed Assets - Lite Depreciation for Sage 50	
Help Cancel <back next=""> Convert</back>]

- 5. Select the Sage Fixed Assets program containing the database that you want to convert.
- 6. Click the Next button. The Conversion Utility Welcome dialog appears.



7. Click the Next button. The Conversion Utility Performance dialog appears.

Assets	1 6 GHz	2 4 GHz	3 2 GHz
1.000	00 min 35 sec	00 min 23 sec	00 min 15 sec
5.000	01 min 47 sec	01 min 00 sec	00 min 45 sec
10.000	03 min 13 sec	01 min 42 sec	01 min 16 sec
20,000	06 min 15 sec	03 min 24 sec	02 min 27 sec
100,000	33 min 05 sec	18 min 34 sec	10 min 48 sec
<			

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

Logical Database Nam	e Status	Physical Database Name
<pre>cOEFAULT> ABCData XYZData</pre>	Ready to convert Ready to convert Ready to convert	C:\Program Files\SageFAS\FAS Asset Ac C:\Program Files\SageFAS\FAS Asset Ac C:\Program Files\SageFAS\FAS Asset Ac

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 2012.1 or later. For assistance in converting your databases to version 2012.1, please contact Sage Fixed Assets 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, or the database may be corrupted. For assistance in resolving the problem, please contact Sage Fixed Assets Customer Support.

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

Conversion Utility - Summary		×
Select the Convert button below to start the conversion process. The system will display a status dialog indicating the progress of the conversion. While the conversion is running, you cannot access the database(s) being converted. After a		
database has been converted, you car		
Selected Databases	Estimated Time to Convert	
ABCData	10 seconds to 25 seconds	
XYZData	10 seconds to 25 seconds	
Total Estimated Time to Convert :	20 seconds to 50 seconds	
	process please ensure that there is at least the same amount ne drive of the database being converted.	
Help Cancel	<back next=""> Convert</back>	

11. Review the Conversion Utility 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. The conversion requires three to four GB of disk space. If there is sufficient space for the conversion, it begins to convert the database(s) and displays the Conversion Status message box.

Conversion Status	
Database: XYZData 2 of 2	
Phase: Phase Status: 60 of 60 Additional Information:	
Conversion complete.	
Close	

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

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

C: @rogram Files\SageFAS\Common Files\FASDBCVT1355341728.htm	- Windows Internet Explorer	<u>^</u>
🚱 💿 🖉 C:\Program Files\SageFAS\Common Files\FASDBCVT1355341728.htm		v + ₇ ×
File Edit View Favorites Tools Help		
🚖 Favorites 🛛 🚔 🏉 Suggested Sites 👻 🔊 Free Hotmail 🔊 Web Slice Gallery 🔹		
C:\Program Files\SageFAS\Common Files\FASDBCVT1		<u>ه</u> -
Database Conversion Summary		
Conversion to Database Schema: 7.3		
Database	Conversion status	Ξ.
ABCData	Successful	
XYZData	Successful	
and and a second second second	and the second secon	and the second second

To perform an in-place database conversion

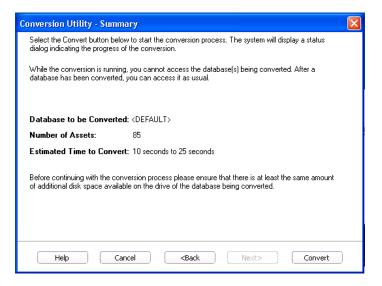
- 1. Click the Start button on the Windows taskbar, and then click Programs (or All Programs) on the Start submenu.
- 2. Select the Sage Fixed Assets program group.
- 3. Select the Lite Depreciation for Sage 50 icon. The application attempts to open a database that must be converted. The Conversion Utility Welcome dialog appears.

Conversion Utility	- Welcome 🔀		
	In-Place Conversion		
.	The system has determined that a database conversion is necessary in order to run the fixed asset software. A new version of the software has been installed that requires your existing data to be updated.		
16	As new features and enhancements are added to the product, additional information is needed. The database you are currently using needs to be updated to allow the system to save this new information.		
sage	If you need to convert more than one database, you may want to use the Conversion Utility, which allows for unattended processing of multiple databases. To convert multiple databases at the same time, select the Cancel button and access the Conversion Utility from the program group.		
Converting to database schema version: 7.3			
Note: Before continuing with the conversion process, please make sure you have a backup of the database.			
Help	Cancel <back next=""> Convert</back>		

4. Click the Next button. The Conversion Utility Performance dialog appears.

Assets	1.6 GHz	2.4 GHz	3.2 GHz
1,000 5,000 10,000 20,000 100,000	00 min 35 sec 01 min 47 sec 03 min 13 sec 06 min 15 sec 33 min 05 sec	00 min 23 sec 01 min 00 sec 01 min 42 sec 03 min 42 sec 18 min 34 sec	00 min 15 sec 00 min 45 sec 01 min 16 sec 02 min 27 sec 10 min 48 sec
<			

- 5. Review the Conversion Utility Performance dialog to estimate how long the database conversion will take.
- 6. Click the Next button. The Conversion Utility Summary dialog appears.



7. Review the Conversion Utility Summary dialog, and then click the Convert button.

The application 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.

onversion Sta	tus
Database: <d< th=""><th>EFAULT></th></d<>	EFAULT>
Phase:	
Phase Statu	is: 60 of 60
Additional I	nformation:
Conversion c	omplete.
	Close

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

Step 4: Starting the Application

The Lite Depreciation for Sage 50 program icon appears in the Sage Fixed Assets program group by default.

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

To start the application

- 1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
- 2. Select the Sage Fixed Assets program group from the Programs submenu.
- 3. Select the Lite Depreciation for Sage 50 icon.

The system opens the application and displays the main window.

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

Sage Fixed Assets - Lite Depreciation for Sage 50	X
Update User Information	2
Stay connected with us by providing the information below. Please enter a value for each field then click OK to close.	?
Name:	
Mary Riley	
Job Title:	
Senior Accountant	
Email:	
mary.riley@pc.com	
- Company:	
Period Clothes	
– Customer Number:	
123456789	
Where can I find my customer number? OK Cancel	

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





Appendix A How to Contact Us

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

Customer Support	Phone: 800-331-8514 (8:30 a.m.—5:30 p.m. ET) FAX: 866-856-6844 (24 hours) email: FixedAssetsSupport@sage.com website: www.SageFixedAssets.com/support Customer number required
Sales	800-368-2405 (8:30 a.m.—5:30 p.m. ET) To enroll in or renew Sage Business Care
Website	www.SageFixedAssets.com

Sage Fixed Assets operates a website for our customers at www.SageFixedAssets.com. You can quickly access various pages on this website within the application by selecting Help/ Contact Us from the menu bar.

To contact Sage Fixed Assets

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

ontact Us		
Sage Fixed Assets		
Licensed to Mary Riley, Period Clothes Customer Number 123456789		
Sage Fixed Assets - Lite Depreciation fo	or Sage 50, Version 2013.1	
Customer Support www.SageFixedAssets.com/support Product Updates www.SageFixedAssets.com/update Professional Services www.SageFixedAssets.com/proserv Training www.SageFixedAssets.com/training	Barcode Labels http://www.sagelabels.com Barcode Hardware www.SageFixedAssets.com/hardware Submit a Product Suggestion www.SageFixedAssets.com/enhancements User Community http://community.SageFixedAssets.com State Tax Agency Information www.SageFixedAssets.com/statetax	Customer Support 1-800-331-8514 8:30 a.m 5:30 p.m. ET Sales 1-800-368-2405 8:30 a.m 5:30 p.m. ET
		ОК

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.



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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 Fixed Assets 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 Fixed Assets application and select File\Database List Manager from the menu bar.

Database List Manager	
Database Name:	Close
<default> Westfields Bakery</default>	Find
	Rename
	Remove
	New Database
	Configure
	Open Company
Database Path: C:\FAS.bdb on Sage_FAS	
	Help

- 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\SageFAS 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 application 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 SageFAS 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 Fixed Assets application and access Database List Manager.
- 6. Select the database that has been moved to a new location and click the Configure button.

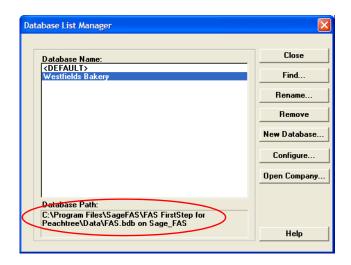
Sybase SQL Anywhere		×
	Database - Sybase SQL Anywhere Logical Database Name: Westfields Bakery Data Source Name: WINFA S32 Engine Name: Sage_FAS	
sage	Physical Database Name C:\Program Files\SageFAS\FAS FirstStep for Peachtree\DATA\FAS.BDB Browse	
	< Back Next > Cancel	

- 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.

Sybase SQL Anywhere			
Datab Proto	ase - Sybase SQL Anywhe col: • Shared Memory C SPX up Parameters: -gp 2048 -c 2048K -g	C TCPIP C All Network Protocols	
	< Back	Finish Cancel	

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

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

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Version 2013.1

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