

Release Notes

Residential Management 9.8

sage

NOTICE

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General Topics

Accounting and Management Products 9.8 DVD Required

You must install the Sage Timberline Office Accounting and Management Products 9.8 before you install Residential Management in order for Residential Management to integrate with Sage Timberline Office. If you are using Sage Timberline Office 9.4.0 or earlier, you need to upgrade to 9.4.1 before upgrading to 9.8.

Make sure that you install Accounting and Management products on the same computer as Residential Management so that you can effectively use reports. To install Accounting and Management products, see *Installation Guide* on your Sage Timberline Office Accounting and Management Products DVD at [\Documents\InstallationGuide.pdf](#).

Residential Management 9.4.1 Required Before Upgrade to 9.8

You must be using Residential Management 9.4.1 or later in order to upgrade to Residential Management 9.8. See the Residential Management *Installation Guide* for information on installing and upgrading Residential Management 9.8. This document is available on your installation CD or DVD in the **Documents** folder.

64 Bit Operating Systems

The Residential Management 9.8 release now supports installation on 64 bit operation systems. See “Supported Operating Systems” on page 2.

User Account Control (UAC)

Sage Timberline Office is designed to work with the Windows User Account Control (UAC) security scheme. For the 9.5 and later releases, many Sage Timberline Office Accounting & Management folders were moved to a shared location. The critical program files are being installed in the normal installation location (the **Program Files** folder by default), while data and all other files are being installed to a shared location. For new installations of Sage Timberline Office on Windows Vista or Windows Server 2008 operating systems, these data files are being installed in the [\[Drive\]:\ProgramData\Sage\Timberline Office](#) folder. For new installations on Windows XP, Windows Server 2003, and earlier operating systems, these files are being installed in the [\[Drive\]:\Documents and Settings\All Users\Application Data\Sage\Timberline Office](#) folder. For Sage Timberline Office applications to work correctly, you must ensure you have read/write permissions to these files.



NOTE: Some of these folders are hidden in their new location. To view them, open Windows Explorer, select **Tools > Folder Options**, and select the **View hidden files and folders** check box on the View tab.

If you are upgrading Sage Timberline Office Accounting & Management applications, your data folders will not be moved for you. You do not need to move your data unless you are using Windows Vista and your data is not in a shared location. If you install Windows Vista, and your data is not in a shared location, you need to share the data folders and assign read/write permissions or you must move the folders to a shared location and assign read/write permissions. If you move your data files, ensure you update their location using File Locations. In compliance with UAC requirements, you cannot save a file to a folder to which you do not have read/write permissions assigned. If such an attempt is made, Sage Timberline Office applications present you with an error message.

Supported Operating Systems

Residential Management 9.8 supports the following operating systems.

Operating System	Minimum Service Pack	Notes
64-bit operating systems		
Small Business Server		NOTE: Within this document, "Windows Server 2008" refers to all supported editions unless noted specifically.
Windows Server 2008 Enterprise Edition	SP2	
Windows Server 2008 Standard Edition	SP2	
Windows Server 2008 R2 Enterprise Edition		
Windows Server 2008 R2 Standard Edition		
Windows 7 Professional		NOTE: Within this document, "Windows 7" refers to all supported editions unless noted specifically.
Windows 7 Ultimate		
Windows 7 Enterprise		
Windows Server 2003 Small Business Server	SP2	NOTE: Within this document, "Windows Server 2003" refers to all supported editions unless noted specifically.
Windows Server 2003 Enterprise Edition	SP2	
Windows Server 2003 Standard Edition	SP2	

Operating System	Minimum Service Pack	Notes
Windows Server 2003 R2 Small Business Server		NOTE: Within this document, "Windows Server 2003" refers to all supported editions unless noted specifically.
Windows Server 2003 R2 Enterprise Edition		
Windows Server 2003 R2 Standard Edition		
Windows Vista Business	SP2	NOTE: Within this document, "Vista" refers to all supported editions unless noted specifically.
Windows Vista Ultimate	SP2	
Windows XP Professional	SP3	

Residential Management has been tested for compatibility with Microsoft's .Net 2.0. We only support the use of operating systems and service packs that have been tested for compatibility with Sage Timberline Office. For more information about the operating systems and service packs that we have tested, please see "Section 4: Compatibility Testing" in the Technical System Reference, which is available on your Accounting and Management Products DVD in the **Documents** folder.

Residential Management also supports installation on 64 bit versions of these operating systems.

Only SQL Server 2005 or SQL Server 2005 Express Supported

MSDE version 1, MSDE version 2, SQL Server version 7, and SQL Server 2000 are no longer supported for use with Residential Management. Only Server 2005 or SQL Server 2005 Express are supported. If you have MSDE version 1 or SQL Server version 7 installed, you will need to uninstall those versions before you install SQL Server 2005 Express. After you install SQL Server 2005 Express, you will need to move the old databases to the SQL Server 2005 Express data folder.

See the Residential Management *Moving the Database* document for more information. This document arrived with your Residential Management CD or DVD.

Residential Management 9.8

New Features

Residential Management 9.8 contains no new features.

Fixes

Character Conversion Error

Under some circumstances, you may have received a “Cannot convert a char value to money” error message when clicking on the **Household Demographics** tab. The issue has been resolved.

Known Issues

Potential Problem with What’s This? Help on Microsoft Vista Machines

If you use the Microsoft Vista operating system and you are used to using the What’s This Help feature in windows where it is available, the What’s This help topic may not open. However, all of the field and grid help information is available in each window. You can click [**Help**] in the window and find the field or grid description in the Window topic.

Database and Report Changes

No database or report changes were made for the 9.8 release.

Further Assistance

Read Supporting Documentation Before You Install

- The *Installation Guide* (shipped with your installation CD or DVD) includes an overview of this release, installation instructions, system requirements, and contact information.
- If you are upgrading, the *Installation Checklist for Sage Timberline Office* is shipped with your software. It contains a brief description of the steps involved in upgrading your software.
- The *Release Notes* provide details about new features, database changes, known issues, and fixes. This document is available on your CD or DVD in the **Documents** folder.

Release Notes for earlier releases are available on your CD or DVD in the **Documents\Archives** folder.

These documents are current at the time of the release. To learn about issues that have arisen since this document was published, log on to <https://customers.sagenorthamerica.com/>. See “Sage Customer Portal” below.

Online Help

Each Sage Timberline Office module includes online help, which provides answers to your questions about procedures as well as items in the windows.

To access the online help in the Sage Timberline Office software:

- In a window, click the Help button or icon, or press [F1] to display the help topic for that window.
- In the Desktop, select **Help > Search for help on**, and then choose the desired module.

To aid you in finding the information you need, the online help for each module includes the following panes:

- **Contents** pane containing links to the help topics
- **Index** pane containing keywords that link to help topics related to that keyword
- **Search** pane, where you can type text and click [Search] to locate that text in the help topics

For more information about using the online help, see the Sage Timberline Office Desktop help (in the Desktop, select **Help > Sage Timberline Office Desktop Help**). We would like your feedback about the online help so we can make improvements.

Each help topic contains an area where you can indicate whether the topic was helpful and provide additional comments. To protect your privacy, all comments are anonymous.

Training

Sage University offers online and classroom training sessions to help you get the most out of your Sage Timberline Office software. To access Sage University, from the Sage Timberline Office Desktop, visit www.sageu.com. You can also get access to Sage University from the Sage Timberline Desktop from **Help > Sage Timberline Office on the Web > Sage Software University**.

Contact Customer Support

Depending on your Sage Service Plan, you may be able to take advantage of the following services:

Sage Customer Portal

You may log on to the Sage Customer Portal at <https://customers.sagenorthamerica.com/irj/portal/anonymous/login> to access any of the following services:

- **Knowledgebase:** Find answers to your questions, access downloads, and subscribe to your favorite articles. This service is available online 24/7.
- **Live Chat:** Chat online with a customer support analyst - a great option for quick questions. Chat hours are the same as our telephone support hours.
- **Online Support Request:** Submit an online support ticket when you have a non-urgent question. One of our call center support analysts will assist you. Online support hours are the same as our customer support call center hours.

Sage Customer Support Call Center

Telephone Support: When you have a more urgent question or would prefer to speak to a customer support analyst directly, call us at 800-551-8307. Telephone support is available Monday through Friday from 6 a.m. to 5 p.m. Pacific time with the following exceptions:

- Every Thursday from 2 p.m. to 3 p.m. Pacific time (closed for customer support staff meetings)
- Standard United States holidays
- Quarterly company meetings

Upgrading Your Service Plan

If your service plan does not provide online or telephone customer support and you would like to add or upgrade a service plan, please call 800-858-7098.