

Question	How to Find the Answer
Has anything changed with your software, hardware, or workflow?	Ask your network administrator for technical information regarding anything that may have changed behind the scenes: upgrades to Sage 100 Contractor, new third-party software installations, moving of data from one server to another, new printers or print driver installation, or anything else that might affect the network.
Does the problem happen in the sample data sets?	Select [File> Open Company], then change the drive letter on the dropdown to C:, select Sample Company.
What kind of network are you using?	If you do not know, contact your network administrator.
What printers and print drivers are installed?	If you do not know, contact your network administrator.
When was your last backup?	If you do not know, contact your network administrator.

Training resources

When you choose to take online classes from Sage or work with a Sage business partner, you will learn how to use Sage 100 Contractor to support your business. Contact your business partner to find out about training options or visit Sage University at <http://www.sageu.com>.

Online classes

Online classes help you maximize your use of Sage 100 Contractor. Online classes are a convenient training option for your company and new users to learn more about Sage 100 Contractor so you can get the most out of the software. You can select from classes on all aspects of Sage 100 Contractor, including project management, estimating, scheduling, service management and payroll. Each online class is led by an instructor with years of experience using Sage 100 Contractor. During the class, you will be able to follow along as the instructor demonstrates functions and workflows in Sage 100 Contractor. In the online live session, you can ask questions and benefit from hearing answers to other students' questions.

For more information, visit <http://www.sageu.com>.

Getting started as a new user

We recommend that all new users should begin with our New Customer Training (NCT) series, which is included in our Essentials Training Package in recorded format for 24/7 access. If you prefer live online training led by an instructor, you can register for the Realtime Learning version of these NCT courses. For more information, visit <http://www.sageu.com>.

This version of the software has been reviewed

Business partners

To serve you better, Sage 100 Contractor products and services are available to you through an authorized network of business partners. Business partners have local expertise and regional knowledge working with contractors in the region.

Your business partner is available to serve you, from simple how-to questions and hands-on demonstrations, to installation, implementation, and training. They're fully equipped to help you get where you want to be. For more information, contact your Sage 100 Contractor business partner.

The Users Group

TUG, The Users Group for Sage 300 Construction and Real Estate, Sage 100 Contractor, and Sage Estimating is a not-for-profit, professional organization committed to supporting the users of Sage 100 Contractor and other Sage construction software.

You can find out more about the group, their services, and how to become a member at <http://tugweb.site-ym.com/default.asp?>.

Business forms

Sage 100 Contractor is designed to work with generic cheques and forms that are available from many sources. There is no single vendor that customers must use; however, you can get a complete portfolio of forms, tax forms, and cheques through *Sage Construction and Real Estate Forms* by calling 800-760-7929 or by visiting www.sagecreforms.biz.

This version of the software has been retired

- You must enable file sharing on your computers. To enable file sharing, follow the instructions in the Windows Help.
- TCP communication requires the selection of port numbers that are not in use by other processes on the local computer.
- Software firewalls running on the local computer can be configured to block processes from opening TCP ports, which will prevent communication through the TCP Remoting Channel.

Configuring Sage 100 Contractor Hosting Framework TCP port number

Sage 100 Contractor uses the TCP starting port number 48750 as the default. You can configure the port number using the XML file **Sage.CRE.HostingFramework.Service-InstanceConfig.xml**, located in the **Programs (x86)\Sage\Sage 100 Contractor** folder.

If you need to change the default port numbers for the Sage 100 Contractor Hosting Framework using the **Sage.CRE.HostingFramework.Service-InstanceConfig.xml** file, you must change it on every computer on the network where Sage 100 Contractor is installed. In addition, after making this change, the Sage 100 Contractor Hosting Framework on each computer running Sage 100 Contractor must be restarted.

Note: Consult your IT administrator for alternative port numbers.

To change the port numbers:

1. In Window Explorer, locate **Sage.CRE.HostingFramework.Service-InstanceConfig.xml** in the path **Programs(x86)\Sage\Sage 100 Contractor**.
2. Right-click **Sage.CRE.HostingFramework.Service-InstanceConfig.xml**, then open it with a text editor, such as Notepad.
3. Near the end of the file, between the **<StartingPort>** **</StartingPort>** tags, locate the port number.
4. Change the port number.
5. Save, and then close the file.

Repeat these steps on every computer running Sage 100 Contractor.

Configuring anti-virus software and third-party firewalls

During installation of the Sage 100 Contractor Hosting Framework, the Windows Firewall is configured automatically to allow the Sage 100 Contractor Hosting Framework to act as a TCP server. If you use some other firewall, however, you may need to manually adjust some settings in the firewall in order to ensure proper operation.

You can use the following basic procedure to manually configure the Windows Firewall to allow the Sage 100 Contractor Hosting Framework to communicate with other computers. Use it as the basis for manually configuring other third-party firewall products.

To configure the Windows Firewall:

1. For Windows Server 2008, click **Start > Control Panel > Security**.
For Windows 7, click **Start > Control Panel > System and Security**.

Installing the Windows Fax Services component

To fax from Sage 100 Contractor, you must install the Windows Fax Services component:

Windows 7

1. Click **Start > Control Panel > Programs > Turn Windows features on or off**.
2. On the **Windows Features** window, locate **Print and Document Services**, then click the **Windows fax and scan** check box.
3. Click **[OK]**.

Windows 8.1

1. Click **Start > All apps > Control Panel > Programs > Turn Windows features on or off**.
2. On the **Windows Features** window, locate **Print and Document Services**, then click the **Windows fax and scan** check box.
3. Click **[OK]**.

Windows Server 2012

[Detailed information from Microsoft](#)

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Duration of the installation process

Plan on at least five and possibly up to 20 minutes per computer to install Sage 100 Contractor. The duration of the Sage 100 Contractor installation depends a great deal upon each computer's configuration. For example, some newer computers come with pre-installed software required to run Sage 100 Contractor software, such as the .NET 4.6.1 Framework. Installation to older computers may take more time.

If Microsoft .NET 4.6.1 Framework is not already installed, it will be installed automatically when you install Sage 100 Contractor. Installation of .NET 4.6.1 Framework alone may take up to 20 minutes per computer, and you may be prompted to restart your computer after the .NET installation.

Also, if you install Microsoft SQL Express when you first open Sage 100 Contractor Database Administration, plan on about 20 minutes to download, install, and configure SQL Express. (You only have to do this one time.)

Additional required software

Microsoft SQL Server or Microsoft SQL Express must be installed on the same machine as Sage 100 Contractor Database Administration.

Microsoft .NET 4.6.1 Framework must be installed on all computers running Sage 100 Contractor software. The installer determines whether .NET 4.6.1 Framework is already installed, and if it is not, it installs the required software automatically. Plan for an additional 20 minutes per computer to install .NET 4.6.1 Framework.

Important! When installing on a server, you should make sure that no other users are logged onto the machine. The Sage 100 Contractor installation process may continue automatically after the .NET Framework installation is finished. If you are prompted to restart your computer after the .NET Framework installation, you must do so to continue the Sage 100 Contractor installation.

Note: It is very important to understand the network environments and operating systems on the computers and server computers where you install Sage 100 Contractor software. For detailed information about installing to different environments, see [Special Configurations—Operating Systems and Services](#).

About Sage Advisor Update

Important! Sage Advisor Update is not available for version 20.5, until further notice.

You can download Version 20.7 from the Knowledgebase using the link provided in Software Notice 17-D.

When you install Sage 100 Contractor on a server or a workstation, you can select an option to install Sage Advisor Update. We recommend that you install it.

Sage Advisor Update is a notification and download service that alerts you when an update is available for Sage 100 Contractor. You can use Sage Advisor Update to download and install updates available for Sage 100 Contractor and other Sage products for which you have a current Sage Business Care Plan.


Note: When Sage 100 Contractor is installed, an icon labeled **SQL License Administration** is placed in the **Sage 100 Contractor** program folder on the Windows Start menu, and a file named **Sage.100.Contractor.LicenseAdministration.exe** in the **Programs (x86)\Sage\Sage 100 Contractor** folder. Use them to view license information or update license information for your provisioned license server while on a machine other than the provisioned license server. You can provision additional licenses you have recently acquired to the actual license server machine without having to be present at the actual license server.

Configuring Sage Advisor Update

If you installed Sage Advisor Update when you installed Sage 100 Contractor, you can receive automatic notifications when updates are available.

Note: We recommend that you install Sage Advisor Update on the company administrator's workstation, or on the workstation of the person who decides when to update the Sage 100 Contractor software.

To configure Sage Advisor Update to alert you when updates are available:

1. On your Sage license server, in the system tray (the group of icons near the computer clock), click the **Sage Advisor Update**  icon.
The Sage Advisor Update window appears.
2. On the navigation pane, click **Configuration**.
3. Click the **Update** tab, and then on the **Update Settings** pane:
 - a. Set the frequency with which to check for updates.
 - b. Under Session Timeout, specify the period of inactivity that should elapse before the program stops trying to connect to Sage.
4. Click the **Download** tab, and then on the **Download Settings** pane:
 - a. Under Download Location, select the server location to which to download the updates.
 - b. Under Download Action, specify whether Sage Advisor Updates should notify you automatically when an update is downloaded.
5. On the navigation pane, click **Notification**, and then on the **Notification Setup** pane, enter the SMTP settings of your email exchange server.

Note: You may need an IT professional to help with this step.

Installing Sage 100 Contractor on client workstations

Important! Before installing the software, close all open programs except for firewall and anti-virus programs.

installation, all client workstations will be able to locate the existing Sage license server again after installation.

Installing the upgrade

Use the steps in this section to upgrade your Sage license server computer and your workstation computers.

Important! Install the upgrade to the existing Sage license server computer first. Install the upgrade to all workstations only after the license server installation has been completed.

Before installing the upgrade

- The upgrade installation overwrites the existing Sample Company. If you have made changes in your Sample Company that you want to keep, rename the Sample Company folder before installing the upgrade.
- We recommend that you read the Release Notes for version 20.7 to learn about enhancements, program fixes, known issues, and other information that might affect your upgrade installation. You can open the Release Notes from the [Sage 100 Contractor Product Documents web page](#).

To install the upgrade from a download package unzipped into a local or shared folder:

1. Shut down Sage 100 Contractor and all open programs except for firewall and antivirus programs.
2. Browse to the drive and folder where you extracted the upgrade files.
3. Double-click the **Sage100Contractor[version]_Setup.exe** file (or the **Sage100Contractor_Setup.exe** file, if you renamed the file after downloading it).
4. If you are prompted to allow the program to make changes to your computer, click **[Yes]**.
5. Read the instructions on the installation welcome window, and then click **[Next]** until prompted to select an installation option.
6. On the installation options window, select installation options as follows:
 - Select **Install Sage 100 Contractor** on any machine on which you want to run the main application.
 - **Install server applications:**
 - Select **Database Administration** on the single machine that will run Microsoft SQL Server (the database server).
 - Select **License Administration** when installing on the machine that will be your license server.
 - Select **Sage Advisor Update** when installing on the company administrator's machine.
7. Click **[Next]**.
8. On the license agreement window:
 - a. Read the License Agreement carefully.
 - b. Select the check box to accept the terms.
 - c. Click **[Next]** to continue the installation.
9. Click **[Next]**. The installation proceeds.

Chapter 8: Special Configurations— Operating Systems and Services

This chapter contains information about special configurations for specific operating systems, such as:

- Windows® 8.1 Professional and Server 2012 Standard
- Windows 7 Professional and Windows Server 2008® R2 Standard
- Citrix® and Terminal Servers

Windows "Sleep Mode" prevents computers from obtaining a license use

If the computer you are using as a license server goes into sleep mode, other computers on the network cannot obtain a license.

To avoid this possibility, set **Sleep Mode** on your license server computer to **Never**.

To set the Sleep Mode to "Never":

1. In Windows 8.1 Professional, Windows 10, or Server 2012 Standard, click **Start > All apps > Control Panel > System and Security > Power Options**.
In Windows 7, click **Start > Control Panel > System and Security > Power Options**
2. Select **Change when computer sleeps**.
3. From the **Put computer to sleep** list, select **Never**.

Windows 8.1 Professional and Server 2012 Standard Operating Systems

Sage licensing (Sage 100 Contractor Hosting Framework) cannot auto-start on Windows 8.1

The Sage licensing service (Sage 100 Contractor Hosting Framework) cannot auto-start on computers running the Windows 8.1 Professional or Windows 8.1 Enterprise operating systems. If the service stops, the program displays a message advising you to take further action to resolve this issue.

Server 2012 network configuration and TCP Remoting Channel

Sage 100 Contractor uses the TCP Remoting Channel, a Microsoft .NET Framework component to enable communication among computers on a network. File and printer sharing on computers running the Server 2012 operating system must be enabled. To enable file sharing, follow the instructions in the Windows Server 2012 Help.

Note: Enabling .NET Framework 3.5.1 may require a reboot.

Citrix and Terminal Servers

Using Citrix and Terminal Server with Sage 100 Contractor

Many people use Citrix and Terminal Server to manage remote access to their local area network (LAN). If Sage 100 Contractor is installed on the computer running Citrix or Terminal Server and on your laptop, then you may log on to the computer running Citrix or Terminal Server with your laptop and work in Sage 100 Contractor on your LAN. This enables you to work from home, from a job site, or from any number of other remote locations.

We recommend that you use DOS commands to change the operating mode from “execute” to “install” and then back to “execute.” When using the DOS commands to install, you may install the Sage 100 Contractor software as you would on any desktop or Windows server operating system that meets Sage 100 Contractor requirements.

Installing on computers running Citrix and Terminal Server using DOS commands

To install using DOS commands:

1. Click **[Start] > Run**.
2. On the **Run** window:
 - a. In the **Open** drop-down box, type **cmd**.
 - b. Press **[Enter]**.The **Windows\...\cmd.exe** window appears.
3. When prompted, type **change user /install** and then press **[Enter]** to turn on the Install mode.
4. Install Sage 100 Contractor as you would on a typical workstation or Windows Server.
5. At the end of the installation process, launch the **License Administration** program.
6. Use the License Administration window to activate and manage your license.
7. After activation, click **Start > Run**.
8. On the Run window, in the Open drop-down box, type **cmd**, and then press **[Enter]**.
The **Windows\...\cmd.exe** window appears.
9. When prompted, type **change user /execute** to turn on the Execute mode, the default mode for running Citrix and Terminal Server.
10. Exit the **Run** window.
11. Restart the server.

4. Locate and then click the CD or DVD drive.
5. In the right-pane, right-click and then select [**Paste**].

Depending on your hardware and software, the backup is copied to the CD or DVD media. For further information or support, contact your CD or DVD manufacturer.

Configuring Windows Regional and Short Date Format

To specify regional formats for Windows:

1. Click the [**Start**] button, point to **Control Panel**, then click **Clock, Language, and Region** .
2. Click **Region and Language**.
3. On the **Formats** tab, select the format for your country.
4. Under **Date and time formats**, from the Short date format drop-down list, select the format used for your country.
5. Click [**OK**].
6. Close the **Clock, Language, and Region** window.

This version of the software has been retired

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