



Sage 100 2021

Upgrade Checklist

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Checklists

These checklists provide instructions for migrating your data from your older Sage 100 installation and then upgrading the data to version 2021.

If you haven't already, follow the instructions in the *Sage 100 2021 Installation and System Administrator's Guide* to install and set up Sage 100 2021. The guide is in the Documents folder accessible within the installation program, and it's also available online:

<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

The upgrade process consists of three steps:

- 1 Preparing your data for upgrading
- 2 Upgrading your data to version 2021
- 3 Converting your data to version 2021

This appendix contains the information you will need to upgrade and convert your data based on the version of your data. Proceed to the applicable section as follows:

- Upgrading from Version 2020 to Version 2021 on page 2
- Upgrading from Version 2019 to Version 2021 on page 11
- Upgrading from Version 2018 to Version 2021 on page 20
- Upgrading from Version 2017 to Version 2021 on page 29

Upgrading from Version 2020 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2020 data for upgrading. This should be done for each company you plan to upgrade.

Complete these steps **in your version 2020 installation**.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

- 1___ Process all pending credit card transactions.
- 2___ Print and update all journals and registers. Failure to do so may result in loss of data.
- 3___ If you use the Payroll module:
 - Update the Payroll Check Register.
 - Complete and purge all direct deposit transactions.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is not part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

- 4___ Create a backup of your version 2020 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.

5_____ Rebuild all data files.

- If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
- If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.

You must answer Yes to all recalculation questions.

6_____ Print all customized form definitions.

7_____ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.

8_____ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.

9_____ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2020 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 2, you are ready to migrate your data to your version 2021 system.

Complete these steps **in your version 2021 installation**.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 4.

Upgrade Checklist for Sage 100 Standard and Advanced

1_____ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.

2_____ Log into Sage 100 2021 as the Administrator. From the Administrative Tools window:

- a** Start Role Maintenance and create a role that you'll use to run the Parallel Migration Wizard.

On the Tasks tab, expand Library Master > Miscellaneous Tasks, and then select the Parallel Migration check box.

- b** Start User Maintenance, create a logon, and select the role that you created.

3_____ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.



NOTE

If you're going to convert data for the Payroll module, you'll need access to Tax Profile Maintenance. If you use Payroll departments, you must have access to all departments in each company.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

- 1_____ For your Sage 100 2021 installation, create a backup of the following:
 - The Sage 100 MAS90 folder
 - The MAS_System SQL Server database


Creating backups now will save time if you need to revert to the installation's original state.

- 2_____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.
 - a Open the Control Panel, select Administrative Tools, and then select Services.
 - b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
 - c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.


 **WARNING**
You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3_____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.
- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

 **WARNING**
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```


After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

 **IMPORTANT**
After migrating data for companies that are connected to Bank Feeds, you cannot use Bank Feeds in any pre-existing company that was not migrated and converted. You will not be able to connect or disconnect banks or process transactions.

Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 2 and the Upgrade Checklist on page 3, you are now ready to convert your data to version 2021.

- 1**_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a** Start the Sage 100 installation program.
 - b** Select your edition of Sage 100.
 - c** Click Productivity Applications.
 - d** Click Install Sage Exchange Desktop to start the installation wizard.
 - e** Proceed through the wizard to install the program.
- 2**_____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

- 3**_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.
- 4**_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.

- Integration server port ID
- Sage CRM SQL server name
- Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

5 _____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.

- a Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
- b Sign in to Sage Payroll Services.
- c Proceed through the wizard.
- d Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

6 _____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

7 _____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

8 _____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

9 _____ If you are also upgrading your Payroll Module, review the list of enhancements and upgrade instructions in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

10_____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

11_____ If Sage 100 2021 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the pvxwin32.exe.config file from the ..\MAS90\Home folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

12_____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.

13_____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 39.

14_____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see Set Up Paperless Office in the Help system.

15_____ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.

16_____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpub\wwwroot\images folder and restart the IIS Web service.

- 17 ____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.
- 18 ____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 19 ____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.
- 20 ____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.
- 21 ____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.
- 22 ____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 23 ____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 24 ____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.
- 25 ____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.
- b Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c Click Install Paya Connect Desktop.
- d Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a** Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see [Converting to 64-bit Version of Sage 100](#) on page 42.

Upgrading from Version 2019 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2019 data for upgrading. This should be done for each company you plan to upgrade.

Complete these steps **in your version 2019 installation**.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

- 1___ Process all pending credit card transactions.
- 2___ Print and update all journals and registers. Failure to do so may result in loss of data.
- 3___ If you use the Payroll module:
 - Update the Payroll Check Register.
 - Complete and purge all direct deposit transactions.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is not part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

- 4___ Create a backup of your version 2019 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.

5_____ Rebuild all data files.

- If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
- If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.

You must answer Yes to all recalculation questions.

6_____ Print all customized form definitions.

7_____ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.

8_____ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.

9_____ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2019 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 11, you are ready to migrate your data to your version 2021 system.

Complete these steps **in your version 2021 installation**.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 13.

Upgrade Checklist for Sage 100 Standard and Advanced

1_____ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.

2_____ Log into Sage 100 2021 as the Administrator. From the Administrative Tools window:

- a** Start Role Maintenance and create a role that you'll use to run the Parallel Migration Wizard.

On the Tasks tab, expand Library Master > Miscellaneous Tasks, and then select the Parallel Migration check box.

- b** Start User Maintenance, create a logon, and select the role that you created.

3_____ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.



NOTE

If you're going to convert data for the Payroll module, you'll need access to Tax Profile Maintenance. If you use Payroll departments, you must have access to all departments in each company.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

- 1_____ For your Sage 100 2021 installation, create a backup of the following:
 - The Sage 100 MAS90 folder
 - The MAS_System SQL Server database


Creating backups now will save time if you need to revert to the installation's original state.

- 2_____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.
 - a Open the Control Panel, select Administrative Tools, and then select Services.
 - b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
 - c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.


 **WARNING**
You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3_____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.
- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

 **WARNING**
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```


After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

 **IMPORTANT**
After migrating data for companies that are connected to Bank Feeds, you cannot use Bank Feeds in any pre-existing company that was not migrated and converted. You will not be able to connect or disconnect banks or process transactions.

Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 11 and the Upgrade Checklist on page 12, you are now ready to convert your data to version 2021.

- 1_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a Start the Sage 100 installation program.
 - b Select your edition of Sage 100.
 - c Click Productivity Applications.
 - d Click Install Sage Exchange Desktop to start the installation wizard.
 - e Proceed through the wizard to install the program.
- 2_____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- Convert Data for All Companies: Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- Convert SAP Crystal Reports: Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- Update Custom Office Panels to Current Level: Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

- 3_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.
- 4_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.

- Integration server port ID
- Sage CRM SQL server name
- Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

5 _____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.

- a** Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
- b** Sign in to Sage Payroll Services.
- c** Proceed through the wizard.
- d** Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

6 _____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

7 _____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

8 _____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

9 _____ If you are also upgrading your Payroll Module, review the list of enhancements and upgrade instructions in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

10_____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

11_____ If Sage 100 2021 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the pvxwin32.exe.config file from the ..\MAS90\Home folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

12_____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.

13_____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 39.

14_____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see Set Up Paperless Office in the Help system.

15_____ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.

16_____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpub\wwwroot\images folder and restart the IIS Web service.

- 17 ____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.
- 18 ____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 19 ____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.
- 20 ____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.
- 21 ____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.
- 22 ____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 23 ____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 24 ____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.
- 25 ____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.
- b Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c Click Install Paya Connect Desktop.
- d Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a** Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see [Converting to 64-bit Version of Sage 100](#) on page 42.

Upgrading from Version 2018 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2018 data for upgrading. This should be done for each company you plan to upgrade.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

- 1____ Process all pending credit card transactions.
- 2____ Print and update all journals and registers. Failure to do so may result in loss of data.
- 3____ If you use the Payroll module:
 - Update the Payroll Check Register.
 - Complete and purge all direct deposit transactions.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is not part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

- 4____ Create a backup of your version 2018 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.

- 5___ Rebuild all data files.
 - If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
 - If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.
- You must answer Yes to all recalculation questions.
- 6___ Print all customized form definitions.
 - 7___ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.
 - 8___ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.
 - 9___ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2018 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 20, you are ready to migrate your data to your version 2021 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 22.

Upgrade Checklist for Sage 100 Standard and Advanced

- 1___ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.
- 2___ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.
- 3___ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 4___ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 5___ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 6___ If you customized your Desktop, review the customizations.

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1____ For your Sage 100 2021 installation, create a backup of the following:

- The Sage 100 MAS90 folder
- The MAS_System SQL Server database

Creating backups now will save time if you need to revert to the installation's original state.

2____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.

- a Open the Control Panel, select Administrative Tools, and then select Services.
- b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
- c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.



WARNING

You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.



WARNING
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .bak files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```

After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.



IMPORTANT
After migrating data for companies that are connected to Bank Feeds, you cannot use Bank Feeds in any pre-existing company that was not migrated and converted. You will not be able to connect or disconnect banks or process transactions.

Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 20 and the Upgrade Checklist on page 21, you are now ready to convert your data to version 2021.

- 1_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a Start the Sage 100 installation program.
- b Select your edition of Sage 100.
- c Click Productivity Applications.
- d Click Install Sage Exchange Desktop to start the installation wizard.
- e Proceed through the wizard to install the program.

2 _____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

3 _____ If you are converting Payroll Data, the Payroll Data Conversion Wizard automatically opens. Companies that include Payroll data must be converted one by one. You'll be guided through the following tasks:

- **Mapping department numbers.** If you use payroll departments and any of the departments numbers contain special characters, you must enter new department numbers containing only alphanumeric characters to replace them.
- **Selecting tax groups from the payroll tax database to replace your existing tax codes.** If you are using local tax codes, each state and local tax code combination will be replaced by one tax group. Depending on which tax codes you're using, the wizard offers suggestions for you to review and update as needed.

- Adding tax groups to tax profiles. Tax profiles are collections of tax groups that you assign to employees to determine how their taxes are calculated. You can access Tax Profile Maintenance from the wizard to create tax profiles.
- Selecting filing statuses from the payroll tax database to replace your existing ones. The filing statuses in the database may differ from the ones that you are using. The wizard offers suggestions when possible for you to review and update as needed.

4_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.

5_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.

- Integration server port ID
- Sage CRM SQL server name
- Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

6_____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.

- a** Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
- b** Sign in to Sage Payroll Services.
- c** Proceed through the wizard.
- d** Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

7_____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

- 8_____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.
- 9_____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.
- 10_____ If you are also upgrading your Payroll Module, review the list of enhancements and upgrade instructions in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

- 11_____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

- 12_____ If Sage 100 2021 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the pvxwin32.exe.config file from the ..\MAS90\Home folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

- 13_____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.

- 14____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 39.
- 15____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see Set Up Paperless Office in the Help system.
- 16____ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.
- 17____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpup\wwwroot\images folder and restart the IIS Web service.
- 18____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.
- 19____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 20____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.
- 21____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.
- 22____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.
- 23____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 24____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.
- 25____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.
- 26____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a** Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browser to the MAS90\Wksetup folder on the server.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a** Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see [Converting to 64-bit Version of Sage 100](#) on page 42.

Upgrading from Version 2017 to Version 2021

When upgrading to version 2021, you must perform a parallel installation, and use the Pre-Migration and Parallel Migration utilities from the Library Master Utilities menu to upgrade your data. For more information, consult with your Sage business partner.

If you have custom modules or modifications to any of your modules, consult your Sage business partner or development partner prior to beginning the upgrade process.

If your system is integrated with Sage CRM, you must follow the instructions for upgrading Sage CRM in the Sage 100 Installation and System Administrators Guide. You can find the guide on the Sage 100 documents page:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

Pre-Upgrade Checklist

You must prepare your version 2017 data for upgrading. This should be done for each company you plan to upgrade.



NOTE

You must print and update all journals and registers to prevent possible data loss during data upgrade.

1____ Process all pending credit card transactions.

2____ Print and update all journals and registers. Failure to do so may result in loss of data.

3____ If you use the Payroll module:

- Update the Payroll Check Register.
- Complete and purge all direct deposit transactions.
- If you have set up departments, you must have a user account set up with access to all departments in all companies. Department access must be assigned to individual user logon ID, **not** by groups. Groups are no longer used to manage department access.

Note that you must install the Payroll module in addition to installing Sage 100. Payroll is **not** part of the Sage 100 installation program. To avoid the need to run a separate data conversion for Payroll, install the module before proceeding to the Upgrade Checklist.

For more information, see the Sage 100 Payroll Installation and Upgrade Guide available online at:
<http://cdn.na.sage.com/docs/en/customer/100erp/Documentation.htm>

4____ Create a backup of your version 2017 MAS90 folder, which includes data for all of your companies. Perform this step following your usual backup process. For specific support on how to back up your data, refer to manuals for your backup software or contact the vendor from whom you purchased that product.



NOTE

When converting data in version 2021, you must be logged in with a user account that has access to all payroll departments; otherwise, you will not be able to complete data conversion.

- 5___ Rebuild all data files.
 - If you are upgrading from Sage 100 Standard or Advanced, use the Rebuild Key Files and Rebuild Sort File utilities.
 - If you are upgrading from Sage 100 Premium, use the Rebuild Sort File utility.
- You must answer Yes to all recalculation questions.
- 6___ Print all customized form definitions.
 - 7___ If you are using eBusiness Manager, back up any templates, .htm files, and the IW folder before uninstalling the previous version of the Web Engine.
 - 8___ Run the Pre-Migration Utility on the Library Master Utilities menu. The utility examines your data and displays a list of tasks that you should run before migrating your data. For more information, see the Pre-Migration Utility help.
 - 9___ If you are upgrading Sage 100 Premium, configure your firewall to allow access to port number 1433 on the server with your version 2017 installation. Port 1433 is the default SQL Server port.

Upgrade Checklist

After completing the Pre-Upgrade Checklist on page 29, you are ready to migrate your data to your version 2021 system.

- For Sage 100 Standard or Advanced, use the checklist below.
- For Sage 100 Premium, see the checklist on page 31.

Upgrade Checklist for Sage 100 Standard and Advanced

- 1___ Create a backup of your version 2021 MAS90 folder. Creating a backup now will save time if you need to revert to the folder's original state.
- 2___ Log in to Sage 100 2021, and select Library Master > Utilities > Parallel Migration. Follow the steps in the wizard to migrate your data.
- 3___ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 4___ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 5___ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 6___ If you customized your Desktop, review the customizations.

Upgrade Checklist for Sage 100 Premium

Use this checklist to migrate your Sage 100 Premium data.

1 ____ For your Sage 100 2021 installation, create a backup of the following:

- The Sage 100 MAS90 folder
- The MAS_System SQL Server database

Creating backups now will save time if you need to revert to the installation's original state.

2 ____ Verify that the required rights and permissions are set up on the server(s) where SQL Server is installed. If the instance of SQL Server for Sage 100 2021 is installed on a different server than the instance used for your prior version, you must complete these steps on **both** servers.

- a Open the Control Panel, select Administrative Tools, and then select Services.
- b In the Services window, locate the SQL Server instance used for Sage 100 Premium, right click it, and select Properties.
- c In the Properties window, click the Log On tab and select an option.
 - If the SQL Server instance that you're using for version 2021 is installed on the same server as the instance used for your prior version of Sage 100 Premium, select Local System Account.
 - If the SQL Server instance that you're using for version 2021 is installed on a different server than the one used for your prior version of Sage 100 Premium, select This Account.

In the account field, enter: \\ServerName\Administrator

Replace "ServerName" with the name of the server. Sage strongly recommends using the actual Administrator or Domain Administrator account.

Enter the password for the account.

- d Apply your changes and then stop and restart the services.
- e If you're working with more than one server, make sure that all servers can access each other through hidden shares.

For example: \\ServerName\C\$, \\ServerName\D\$

3 ____ Start the Parallel Migration Wizard using one of the methods below, and follow the steps in the Wizard.

- If you are using Windows Server 2008, start the Parallel Migration Wizard from the Sage program group on the Start menu.



WARNING

You must have administrator rights for the server with your prior version of Sage 100 and the server with your version 2021 installation.



WARNING
Clustered drives do not allow hidden shares. If you are using clustered drives, follow the instructions in the Manual Workaround section of article number 76993 in the Sage Knowledgebase.

- If you are using Windows Server 2012 or later, start the Parallel Migration Wizard from the Start window.

The Migration Wizard creates .bak files in the ..\DATA folders for the two SQL Server locations. The hidden shares are used to access the source databases to create the .back files. For example:

```
\\ServerName\c$\Program Files\Microsoft SQL Server\MSSQL12.MSSQLSERVER\MSSQL\Data
```

After the .bak files are created, the wizard copies them to the hidden share of the destination ..\DATA SQL Server folders.

To complete the process, the wizard then restores the databases into the new SQL Server location and removes the .bak files from both the source and destination locations.

If permissions were not set correctly on both servers, you may receive the following error: "Error Number : 0x80040e14 Description: Access Denied 5 or Access Denied 2 Setup will now terminate"

If this error occurs, see article number 76993 in the Sage Knowledgebase.

- 4_____ After the migration is complete, log into Sage 100 2021 as the Administrator. Use the tasks available from the Administrative Tools window to review user security and set up and assign the appropriate roles to your users.
- 5_____ Review security tasks for new features in version 2021. Review ODBC security if it is used.
- 6_____ If you are using Unified Logon and you upgraded your system files, you must add the following statement on one workstation SOTA.ini: Logon=Yes.
- 7_____ If you customized your Desktop, review the customizations.

Data Conversion Checklist

After completing the steps in the Pre-Upgrade Checklist on page 29 and the Upgrade Checklist on page 30, you are now ready to convert your data to version 2021.

- 1_____ If your company data contains credit card information, install the latest version of Sage Exchange and verify that the workstation you are using has a working internet connection. This is necessary so that credit card records can be transferred to a Sage Exchange Vault account during conversion. Credit card records must be transferred to a Sage Exchange Vault account before company data can be converted.

To install Sage Exchange:

- a Start the Sage 100 installation program.
- b Select your edition of Sage 100.

- c Click Productivity Applications.
- d Click Install Sage Exchange Desktop to start the installation wizard.
- e Proceed through the wizard to install the program.

2_____ Select Library Master Main menu > Company Maintenance. Select a company, and then click Convert to convert your data. You must convert data for each of your companies.

In addition, you can select one or more of the following options:

- **Convert Data for All Companies:** Select this check box to convert data for all of your companies instead of doing it one-by-one. This check box may be unavailable if you're converting Payroll data, depending on which version of Payroll you're upgrading from.
- **Convert SAP Crystal Reports:** Select this check box to convert all of your custom reports and forms. The time required to convert your reports and forms depends on how many of them you have that need to be converted. The process runs in the background, and you can continue working in Sage 100 while it's running.

You can convert custom forms and reports later by running the Sage 100 Crystal Report Conversion Wizard.

- **Update Custom Office Panels to Current Level:** Select this check box to run the Custom Office panel update for any customized panels for the companies being converted. This update runs without any prompts.

You can update custom panels later by running the Update Customized Panels to Current Level utility on the Custom Office Utilities menu.

3_____ If you are converting Payroll Data, the Payroll Data Conversion Wizard automatically opens. Companies that include Payroll data must be converted one by one. You'll be guided through the following tasks:

- **Mapping department numbers.** If you use payroll departments and any of the departments numbers contain special characters, you must enter new department numbers containing only alphanumeric characters to replace them.
- **Selecting tax groups from the payroll tax database to replace your existing tax codes.** If you are using local tax codes, each state and local tax code combination will be replaced by one tax group. Depending on which tax codes you're using, the wizard offers suggestions for you to review and update as needed.
- **Adding tax groups to tax profiles.** Tax profiles are collections of tax groups that you assign to employees to determine how their taxes are calculated. You can access Tax Profile Maintenance from the wizard to create tax profiles.

- Selecting filing statuses from the payroll tax database to replace your existing ones. The filing statuses in the database may differ from the ones that you are using. The wizard offers suggestions when possible for you to review and update as needed.
- 4_____ If you were not processing transactions through Paya (formerly Sage Payment Solutions) but plan to start doing so, contact Paya to convert the Paya Exchange Vault-only account created during conversion to a processing account.
- 5_____ If your system is integrated with Sage CRM, go into CRM Server Options, and update the following information as needed.
- Integration server port ID
 - Sage CRM SQL server name
 - Sage CRM SQL database name

The server name and database name should reference the mirror installation that you created for integration with Sage 100 2021. For more information on this process, refer to the Installing Sage CRM chapter in the *Sage 100 Installation and System Administrator's Guide*.

After updating the information, load the Sage CRM data.

- 6_____ If you synchronize payroll data between your General Ledger module and Sage Payroll Services, verify that your Sage 100 company or companies are still linked to the service.
- a Select General Ledger > Payroll Services > Payroll Services Synchronization Wizard.
 - b Sign in to Sage Payroll Services.
 - c Proceed through the wizard.
 - d Review the status messages shown in the Synchronizing Data with Sage Payroll Services window.

If you see a "Synchronization Complete" message, no further action is required.

If you see a "Synchronization failed" message, contact Sage Payroll Services Support for assistance with resetting the link.

- 7_____ Update customized panels by selecting Custom Office Utilities menu > Update Customized Panels to Current Level. Review the placement of all user-defined fields.

For the Job Cost and Payroll modules, you must manually recreate all of your customized panels. User defined fields will be automatically converted.

- 8_____ If you have customized Advanced Lookup Engine (ALE) lookups, after converting to the new version of the software and prior to accessing other modules, select Library Master Utilities menu > Lookup Conversion to convert your lookups.

For the Job Cost and Payroll Modules, you must manually recreate all custom lookups.

- 9_____ Verify that all module links are functional by selecting Library Master Utilities menu > Link Maintenance Utility. Links that appear in red are broken and will need to be fixed using the Relink button in Link Maintenance Utility. For more information on relinking files, see Copy/Move/Relink Files in your Help system.

- 10_____ If you use the Payroll Module, review the list of enhancements in the *Sage 100 Payroll What's New* guide, available here:
http://cdn.na.sage.com/docs/en/customer/100erp/2018n/open/Payroll_Upgrade.pdf

After reviewing the guide, complete the following tasks:

- Select Payroll > Setup > Earnings Code Maintenance. For each earnings code, select a tax rule.
- Select Payroll > Setup > Deduction Code Maintenance. For each pension or cafeteria plan deduction code, select a tax rule.
- Select Payroll > Setup > Company Tax Group Setup. For each tax group that you are using:
 - Enter the tax ID number for state and local tax groups. For the Federal tax group, the tax ID number entered in Company Maintenance appears and can only be viewed.
 - Enter the general ledger account numbers to credit with the tax amounts withheld from employees' pay.
 - On the Main tab, enter any tax rates that are specific to your company and the associated effective dates.
 - On the Taxes tab, in the Tax field, select the tax(es) for the selected tax group. The taxes available are based on the selected tax group.
Note: There may be more than one tax that needs to be set up.
- Select Payroll > Setup > Tax Profile Maintenance. Review the tax profiles that were created when converting payroll data, and make changes if needed.
- Select Payroll > Main > Employee Maintenance. On the Taxes tab, enter at least one tax profile for each employee. Depending on the tax groups, you may need to enter a filing status, a Workers' Compensation code, or other information.

- Also in Employee Maintenance, on the Additional tab, verify that the correct selection appears in the Ethnicity/Race field.
- If you are using the security feature in Department Maintenance, you must recreate the lists of users who can access each department. Select Payroll > Setup > Department Maintenance, and click the Security tab.
- To ensure that your system can communicate with the tax calculation engine, add the following URL to your browser's trusted sites list: spa.na.sage.com

Complete this step on all workstations that will be used to process payroll, and also on the server where Sage 100 is installed if the Process Tax Calculation on the Server check box is selected in System Configuration.



NOTE

Before modifying the graphical forms or reports found on the Custom Reports menu, you must be proficient in the use of SAP Crystal Reports.

11 _____ Test your customized Crystal reports and forms.

If you need to troubleshoot issues with customized reports and forms, run the Crystal Form Comparison Report utility to compare your customized reports and forms to the standard ones in version 2021.

To run the utility, select File menu > Run, and then type **SYWFCU**. The utility tells you which tables, if any, have been added to a report or form. It does not provide information about formatting changes, such as those affecting fonts, logos, and so forth.

If you were previously using non-graphical forms, you will need to set them up using SAP Crystal Reports.

If you are using Sage 100 Standard or Sage 100 Advanced, use the Crystal Reports Conversion Wizard to convert your Crystal reports and forms. For more information, see SAP Crystal Reports FAQs in the Help system. If you do not run the wizard now, it will automatically run the first time that someone runs a form or report.

If you are using Sage 100 Premium, refer to the Converting Reports for Sage 100 Premium section in the *Sage 100 Installation and System Administrators' Guide* for more information.

12 _____ For the Job Cost and Payroll modules, the Crystal Reports Conversion Wizard might partially convert your customized forms and reports. Test all of your customized forms and reports, and use Crystal Reports Designer to manually update or recreate them as needed.

13 _____ If Sage 100 2018 is installed on the same computer as an earlier version of Sage 100, complete this step to avoid errors when printing forms and reports in the earlier version:

Copy the pvxwin32.exe.config file from the ..\MAS90\Home folder in your 2018 installation to the same folder in the earlier installation. You must complete this step on both the server and the workstation.

- 14____ If your system has custom reports, review the Custom Reports menus to make sure they are available. If they are not, add them using Report Manager.
- 15____ If you use Sage Intelligence Reporting, create a new repository for use with Sage 100 2021 and import any custom reports into it. For detailed instructions, see Upgrading Sage Intelligence Reporting on page 39.
- 16____ For the Job Cost and Payroll modules, recreate all Visual Integrator import and export jobs.
- 17____ Review the Paperless Office module configuration for e-mailing statements, reports, journals, registers, and other forms. For more information, see Set Up Paperless Office in the Help system.
- 18____ Review your Business Insights Dashboard pages. For more information, see Set Up Business Insights Dashboard in the Help system.
- 19____ To use the eBusiness Manager module, restore the copied templates back to the IW folder after re-installing the Web Engine.

Copy the poweredby.gif image from the MAS90\Images folder to the IIS Inetpub\wwwroot\images folder and restart the IIS Web service.
- 20____ If you use Custom Financials Reporting, you must unhide the menu and tasks. Select File menu > Run and type ***unhidegl** in the Run Program window.
- 21____ Print all customized form definitions and compare them to the ones previously printed. Default forms may be erased in the upgrade process.
- 22____ If you purchased the Return Merchandise Authorization module, after setting up the data files for the first time, select Return Merchandise Authorization Setup menu > Create Customer Invoice Search Records to create customer invoice search records in RMA.
- 23____ To run Microsoft Script links, you must have the Microsoft Windows Script Host processor on your system. For information on installing the Microsoft Windows Script Host processor, refer to the Microsoft Download Center Web site.
- 24____ If you use Automatic Update or Task Scheduler, review your scheduled automatic updates and reschedule those updates by selecting Library Master Main menu > Automatic Update or Task Scheduler, as applicable.
- 25____ If you had task folders in your My Tasks area, re-create your Public and Private task folders.
- 26____ Test all printers, including Device Configurator printers, that you normally use for printing forms and reports. Each workstation must have a default printer defined.

- 27** _____ To use the auto-complete feature with enhanced search, run the Build Search Index utility to index your existing customer, vendor, and item records.

To run the utility, select Library Master > Utilities > Build Search Index.

- 28** _____ Install Paya Connect Desktop on each workstation for each Windows user who needs to access credit card and ACH payment information in Sage 100.

To install Paya Connect Desktop for Sage 100 Standard:

- a** Use Windows Explorer to browse to the MAS90\Wksetup folder.

If you are installing Paya Connect Desktop on a workstation that connects to a Sage 100 Standard installation on a server, browse to the MAS90\Wksetup folder on the server.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

To install Paya Connect Desktop for Sage 100 Advanced and Premium:

- a** Use Windows Explorer to browse to the server where Sage 100 is installed, and locate the MAS90\Wksetup folder.
- b** Double-click Autorun.exe to open the Workstation Setup program; it takes a few seconds to launch.
- c** Click Install Paya Connect Desktop.
- d** Proceed through the steps in the Paya Connect Desktop installation wizard to install the program.

If you installed the 32-bit version of Sage 100 and need to convert to the 64-bit version, see [Converting to 64-bit Version of Sage 100](#) on page 42.

Upgrading Sage Intelligence Reporting

If you use Sage Intelligence Reporting, follow the steps in this chapter to create a new repository for Sage 100 2020. If you have custom reports, follow the instructions to export custom reports from your prior version of the program and import them into the new repository.

For detailed instructions on each step, see:

- Export Custom Reports on this page
- Create a New Repository on page 40
- Set Up Sage Intelligence Reporting in Sage 100 2020 on page 40
- Import Custom Reports on page 41

Report Compatibility

Reports can be imported only from an earlier version of the program or another instance of the same version. For example, you can import a report created in version 2013 into version 2020. You **cannot** import a report created in version 2020 into version 2013.

Reports created in Sage 100 Standard and Sage 100 Advanced are not compatible with Sage 100 Premium. Likewise, reports created in Sage 100 Premium are not compatible with Sage 100 Standard and Sage 100 Advanced.

Export Custom Reports

In your prior version of Sage 100, export all of the custom reports that you want to use in version 2020.

To export custom reports

- 1 In your prior version of Sage 100, select Sage Intelligence Reporting Main menu > Report Manager.
- 2 Right-click a report and then click Export Report. (Alternately, select a report and then, on the Tools menu, click Export Report.)
- 3 Select the location where you want to save the file and then click Save. A file with an AL_ extension is created.
- 4 Repeat these steps for all custom reports that you want to use in version 2020.



NOTE

These steps may vary depending on what version of Windows you are using. Check with your network administrator if you need assistance.

Create a New Repository

Create a shared folder to use as the Sage Intelligence Reporting repository for Sage 100 2020. We recommend using a separate repository for each installation of Sage Intelligence Reporting.

To create a repository

- 1 Use Windows File Explorer to create a folder in the desired location.
- 2 Right-click the folder, point to "Share with," and click "Advanced sharing."
- 3 On the Sharing tab, select the "Share this folder" check box.
- 4 Enter a share name.
- 5 Click Permissions.
- 6 For all applicable users, select the Full Control or Read and Write check boxes.
- 7 Click OK.
- 8 If you use reporting trees or distribution settings, copy the following folders from the old repository to the new one:
 - Report Trees
 - Distribution

Set Up Sage Intelligence Reporting in Sage 100 2020

After creating the shared folder, enter its location in Sage 100 2020. If you haven't already registered your 2020 version of Sage Intelligence Reporting, you will be asked to do so.

To set up Sage Intelligence Reporting

- 1 In Sage 100 2020, select Sage Intelligence Reporting Main menu > Report Manager.
- 2 Click File and then click Change.
- 3 Click Yes in the message window.
- 4 In the Network Repository Path field, type the UNC path to the shared folder that you created. For example: \\ServerName\ReportRpository
- 5 Click OK.
- 6 If you receive a message asking you to register Sage Intelligence Reporting, click OK to open the License Manager window.

- 7 In the Account Number field, enter your Sage customer number.
- 8 In the Serial Number field, enter you unlocking key. This field is case-sensitive.
- 9 Click Apply and then click Perform Registration.

Import Custom Reports

After creating the new repository and registering Sage Intelligence Reporting, import any custom report files.

To import custom reports

- 1 If you want to create folders to organize your reports, on the Home tab, click Add Folder.
- 2 Right-click either the Home folder or any custom folder created in step 1, and click Import Report. (Alternately, you can click the Tools tab, and then click Import Report.)
- 3 Select one of the custom reports that you exported from your prior version.
- 4 In the Import Report window, in the Target Connection field, select a connection.
 - For consolidated reports, select Sage MAS Consolidation.
 - For any other type of report, select Sage MAS (Auto Connect).
- 5 In the Report Destination field, select the folder for the report.
- 6 Click Import.
- 7 On the Home tab in the Actions group, click Refresh.
- 8 Repeat these steps for any other custom reports that you exported from your prior version of Sage Intelligence Reporting.



NOTE

You must own the Sage 100 Intelligence Connector module to generate consolidated reports.

Converting to 64-bit Version of Sage 100

If you installed the 32-bit version of Sage 100 on a computer running the 64-bit version of Windows, you can convert it to the 64-bit version. You should do this only if you are no longer using any earlier 32-bit versions of Sage 100 installed on the same computer, and if all of your Sage 100 workstations are running the 64-bit version of Windows.

All versions of Sage 100 release before version 2021 are 32-bit.

Warning! If you have an earlier 32-bit version of Sage 100 installed on the computer, it will no longer work after you convert version 2021 to 64-bit.

Warning! If you have any Sage 100 workstations running the 32-bit version of Windows they will no longer be able to run Sage 100 after it has been converted to 64-bit.

Do not convert to 64-bit until after you've completed your testing and have created a backup of the data from your earlier version.

To convert from 32-bit to 64-bit

- 1 On the computer where Sage 100 2021 is installed, open the folder where the Sage 100 installation program is located.
- 2 Click or double-click the 32_64_Bit_Switch_Utility.exe file.
- 3 Click Next and then enter the password for the Sage 100 Administrator account.
- 4 Click Convert.

Sage 100 is converted to the 64-bit version.

The Workstation Synchronization program automatically upgrades the workstations the next time Sage 100 is started on the workstation.

If running the Application Server as a service, then the following steps are required to re-create the Windows Service after converting from either 32-bit to 64-bit or from 64-bit to 32-bit:

1. Use the Uninstall Sage 100 Application Server Service shortcut to delete the existing service (a reboot may be necessary to complete this step).
2. Re-create the service using the Sage 100 Application Server Service Setup shortcut.