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Overview

Introduction

This document includes instructions for installing Sage Abra Suite version 9.2 for the first time, as well as upgrading Sage Abra Suite v9.0 or v9.1 to version 9.2.

Make sure you have the following items before you begin a new installation or an upgrade:

- Version 9.2 Sage Abra Suite installation package
- Sage Abra Suite 9.2 Installation Guide (this document)
- Sage Abra Suite 9.2 Release Notes (to learn about the new features, enhancements, and modifications in version 9.2)

Support and Documentation

Sage strives to provide you with the very best support in the industry. If you have a question, we provide the following methods for you to get your answer as soon as possible:

1. **Read** the Help menu or click 📚 at the top of the window in Sage Abra Suite to open Help for the function you are currently using.

2. **Log on** to the Sage Customer Portal at: https://customers.sagenorthamerica.com
   - Search for solutions to common problems
   - Download product updates
   - Read technical information
   - Open a support case
   - Create a service request
   - Grant your channel partner permission to view your support tickets

3. **Chat** with a support analyst using Sage Live Chat, Monday through Friday from 9:00 A.M. to 5:00 P.M. Eastern Time at: http://kb.sagesoftwareonline.com/app/chat/chat_launch
4. **Call** Sage Abra Suite Support, Monday through Friday from 8:00 A.M. to 8:00 P.M. Eastern Time at **1-800-829-0170**. Please have your Customer ID handy when contacting Support.

5. Call Sage Employer Solutions **Customer Service**, Monday through Friday from 8:30 A.M. to 5:30 P.M. Eastern Time at **1-800-424-9392**, or send an email to customerservice.employersolutions@sage.com.
Install Sage Abra Suite for the First Time

This section steps you through installing Sage Abra Suite v9.2 for the first time. To familiarize yourself with the installation process, be sure to read through all the steps before you start the installation.

Before You Begin

- There are two required steps in the install process. You must first install the Sage Abra Suite (data) server and then install the Sage Abra Suite clients.

- If your server is Windows Server 2008, Windows 7, or Windows Vista, you must reset the View properties on the C drive so that you can see the `ProgramData` folder where the program files will reside after the installation. Open Windows Explorer and do the following:

  Go to Organize > Folder and Search Options.

  Click the View tab.

  Select the Show hidden files and folders button and click OK.

  - For security purposes, the server installation does not add an Everyone security group. This means that after the server installation, you must apply the appropriate permissions for the users who will be running the Sage Abra Suite application as well as accessing the data. These instructions are included in the steps to Install the Server.

  - If you are using Terminal Services in Windows Server 2008 or Windows Server 2003, after the Sage Abra Suite data server is installed on the terminal server, each person who will be running the Sage Abra Suite application must run the client installation.

Install Sage Abra Suite

The installation of Sage Abra Suite consists of two separate installations: installing on a server and installing on a client. Follow the steps below to first install Sage Abra Suite on a server, and then install a client either on the same server machine or on a separate client machine. If you will be running Sage Abra Suite on a network, each user must do a separate client install.

Step 1 - Install the Server

1. Close all Microsoft Windows applications.
2. At the server machine, open the Sage Abra Suite installation package. Browse with Windows Explorer to the installation package folder and double-click setup.exe. The Sage Abra InstallShield Wizard dialog box opens.

![Sage Abra Suite Server - InstallShield Wizard](image)

3. Click Install to open the Server Installation Welcome page.

![Sage Abra Suite Server - InstallShield Wizard](image)

4. Click Next to begin the server installation. When the License Agreement dialog box opens, read or print the License Agreement, select I accept the terms in the license agreement, and click Next.

5. Enter your Customer Information and click Next.
6. In the Destination Folder dialog box, click Next to install Sage Abra Suite Server in the default folder. Otherwise, click Change and select a different folder.

**Note:** The following figure shows the default destination folder for Windows XP and Windows Server 2003. The default destination folder for Windows Server 2008, Windows Vista, and Windows 7 is `C:\ProgramData\Sage\abraSuite`.

7. Click **Next** to move to the Ready to Install the Program dialog box.

8. You can review your settings by clicking **Back** through the previous screens. When you are sure your settings are correct, click **Install**. The progress bar appears during the installation. When the server installation is complete, click **Finish**.
9. From Windows Explorer, go to the destination folder where you installed the server:

   • C:\Documents and Settings\All Users\Sage\AbraSuite if you are using Windows XP or Windows Server 2003
   • C:\ProgramData\Sage\AbraSuite if you are using Windows Server 2008, Windows Vista, or Windows 7

10. Right-click the AbraSuite folder and select Sharing and Security to open the Abra Suite Properties dialog box.

11. Click the Security tab and set the following permissions for each security group and/or user who will install the client and use Sage Abra Suite v9.2. Be advised that users who need access only to the data for reporting purposes also need these same permissions:

   • Modify
   • Read & Execute
   • List Folder contents
   • Read
   • Write

12. Click the Advanced button on the Security tab, and for each permission entry, select the check box shown below so that the permissions are propagated all the way down to each folder and file inside the AbraSuite folder.

   ![Check box with Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here.](image)
13. Click the **Sharing** tab and share the folder. Set the permissions for users who access this folder over the network on the shared folder to Full Control. (Right-click the **AbraSuite** folder, select **Properties**, select the **Sharing** tab, click **Permissions**, then set Full Control for the appropriate groups or users.)

**Note:** Make sure that the folder’s Share Name does not contain a space. For example, in this figure, the default share name **AbraSuite** does not contain a space.

---

### Step 2 - Install the Clients

**Note:** If you are using Terminal Services in Windows Server 2008 or Windows Server 2003, each person who will be running the Sage Abra Suite application must run the client installation.

For each client machine that will access Sage Abra Suite, follow the steps below. Note that if you will run Sage Abra Suite on the server machine, you must also install a client on that server machine. When a new version is installed on the server, the clients will automatically update from the server.

For each client machine, verify that there are no instances of a previous version of a Sage Abra Suite server or client installation. You can use the Add or Remove Programs control panel function to verify this.

- Go to the shared folder on the server (either by using a UNC path or by creating a mapped drive) and from the **Client** folder, double-click **setup.exe**. If you are installing a client on the server machine, you can start the client installation using the shortcut **Sage Abra Suite Client Install** that was placed on the desktop during the server installation.

  The client installation begins and searches for the required components on your machine.
Note: The first time the client is installed on each client machine, administrative rights are necessary to install these components and a dialog box will ask for an administrator user account and password.

- Click **Install** to start installing the required components. When component installation is complete, you may be asked to restart your computer. If this is the case, restart immediately (not later).

- When computer restart is complete, the client install will automatically continue. Note that the time it takes for the client install to start again depends on machine configuration and speed. If the client install does not continue after a significant amount of time and you have verified that your computer restart is complete, you can manually restart the client installation (go to the shared folder on the server and, from the Client folder, double-click **setup.exe**). The Application Install dialog box appears asking for final confirmation to install the client.

- Click **Install** to install the Sage Abra Suite Client. The **Installing Sage Abra Suite** dialog box appears during installation.
When installation is complete, the **Register Sage Abra Suite** dialog box appears. Note that this opens only on the first client installation.

Enter the Serial Number and Installation Code you obtained from Sage Employer Solutions Customer Service. If you want to add a link or interface application, select the associated check box.

Click **OK**.

**Note:** With Sage Abra Suite version 9.2, upon install of an update or upgrade, the system automatically updates your system tax tables with all available taxes. This feature applies strictly for your Live database. If you use the Sample database you will be required to manually apply the legislative updates in the System Tax Tables window after installation.

When registration is complete, the Sage Abra Suite Logon page opens.
Note: The **Use Windows Logon** check box enables you to log on with your Windows user account. However, this logon method cannot be used until the proper user security authentication has been set for the user logging on.

- Enter **MASTER** for **Username** and leave the **Password** blank.
- Select one of the following options from the drop-down list:
  - Select **Live Data** to open Sage Abra Suite and begin setting up your employer’s data.
  - Select **Sample Data** to open Sage Abra Suite to look at a sample employer’s data.
- Click **Logon** to open Sage Abra Suite.
- Verify your upgrade was successfully installed by selecting **Help > About Sage Abra Suite**.
Upgrade from v9.1 to v9.2

Tip: As a maintenance precaution, we recommend you do the following prior to installing your upgrade to version 9.2.

- At the Logon Page, press Ctrl + U to update the database structures.
- After the update database structures process completes, at the Logon page, press Ctrl + R to reform the indexes.

This section steps you through upgrading your Sage Abra Suite v9.1 system to v9.2.

Read the following before you begin the upgrade

Upgrading Live and Sample data

The upgrade process always overwrites existing Sample data with new Sample data. If you want to preserve your Sample data from v9.1, you will need to do an external backup before you do an upgrade and restore it after the upgrade. Live data is never overwritten on an upgrade.

Installation requires installing server and client

There are two required steps in the upgrade process. You must first install the v9.2 Sage Abra Suite (data) server and then install the v9.2 Sage Abra Suite clients.

If you are using Windows Terminal Services

If you are using Terminal Services in Windows Server 2008 or Windows Server 2003, after the v9.2 Sage Abra Suite data server is installed on the terminal server, each person who will use the Sage Abra Suite application must run the v9.2 client installation.

Upgrade to Sage Abra Suite v9.2

Step 1 - Install the Server

1. At the server machine, open the Sage Abra Suite installation package. Browse with Windows Explorer to the installation package folder, and then double-click setup.exe.
The InstallShield Wizard confirms two pending items to install.

![InstallShield Wizard](image)

**Note:** Sage Advisor Update is a new auto update application which allows you to apply future Product and Legislative Updates automatically from within Sage Abra Suite. Read the *Sage Abra Suite v9.2 Release Notes* for more information.

- Select **Install** to open the Server Installation Welcome page.

![Server Installation Welcome](image)

- Click **Next** to begin the server installation. When the License Agreement dialog box opens, read or print the License Agreement, select **I accept the terms in the license agreement**, and click **Next**.
Enter your Customer Information and click Next.

In the Destination Folder dialog box, click Next to install Sage Abra Suite Server in the default folder. Otherwise, click Change and select a different folder.

**Note:** The following figure shows the default destination folder for Windows XP and Windows Server 2003. The default destination folder for Windows Server 2008, Windows Vista, and Windows 7 is C:\ProgramData\Sage\AbraSuite.
Wait while the InstallShield Wizard installs Sage Abra Suite Service, click Finish when complete.

![InstallShield Wizard Completed]

Step 2 - Install the Clients

**Note:** If you are using Terminal Services in Windows Server 2008 or Windows Server 2003, each person who will be running the Sage Abra Suite application must run the client installation.

For each client machine that accesses Sage Abra Suite, follow the steps below. If you will run Sage Abra Suite on the server machine you must also install a client on that server machine. Additionally, client installs only need to be done for the first install of a v9.2 client. When a new version is installed on the server, the clients will automatically update from the server.

1. For each client machine, verify that there are no instances of a previous version of a Sage Abra Suite server or client installation. You can use the Add or Remove Programs control panel function to verify this.

2. Go to the shared folder on the server (either by using a UNC path or by creating a mapped drive) and from the Client folder, double-click setup.exe. If you are installing a client on the server machine, you can start the client installation using the shortcut Sage Abra Suite Client Install that was placed on the desktop during the server installation.
The client installation begins and searches for the required components on your machine.

![Sage Abra Suite Setup](image)

**Note:** The first time the client is installed on each client machine, administrative rights are necessary to install these components and a dialog box asks for an administrator user account and password.

- Click **Install** to start installing the required components. When component installation is complete, you may be asked to restart your computer. If this is the case, restart immediately (not later).

- When your computer restart is complete, the client install will automatically continue. Note that the time it takes for the client install to start again depends on machine configuration and speed. If the client install does not continue after a significant amount of time and you have verified that your computer restart is complete, you can manually restart the client installation (go to the shared folder on the server and, from the Client folder, double-click `setup.exe`). The Application Install dialog box appears asking for final confirmation to install the client.
☐ Click **Install** to install the Abra Suite Client. The Installing Progress dialog box appears during installation.

![Installing Sage Abra Suite](image)

☐ When client installation is complete, the following dialog box appears. Note that this dialog box appears only for the first client that is installed. That is, when subsequent clients are installed, this message does not appear and you are taken directly to the logon page shown in the next step.

![Sage Abra Suite](image)

☐ Click **OK** to update files and open the logon page for Sage Abra Suite.
Note: The Use Windows Logon check box enables you to log on with your Windows user account. However, this logon method cannot be used until the proper user security authentication has been set for the user logging on.

- Enter your user name and password, and select Live Data or Sample Data and click Logon to open Abra Suite.

  If Abra Link is installed, you can open it directly from the logon page. Select Abra Link from the drop-down list and click Logon to open the Abra Link logon page.

  If you obtained a new serial number and installation code to add a new module, option, or link to your existing Sage Abra Suite system, you can now register from within Sage Abra Suite. Refer to page 35 for registration instructions. Otherwise, continue with the steps below.
Upgrade from v9.0 to v9.2

Tip: As a maintenance precaution, we recommend you do the following prior to installing your upgrade to version 9.2.

- At the Logon Page, press Ctrl +U to update the database structures.
- After the update database structures process completes, at the Logon page, press Ctrl + R to reform the indexes.

This section steps you through upgrading your Sage Abra Suite v9.0 to v9.2. To familiarize yourself with this process, be sure to read through all the steps before you start the upgrade.

**Important!**
Before beginning the upgrade from Sage Abra Suite v9.0 to either v9.1 or v9.2, it is imperative that you **uninstall your v9.0 clients**.

**Upgrading Live and Sample data**

The upgrade process always overwrites existing Sample data with new Sample data. For subsequent upgrades, if you want to preserve your Sample data you will need to do an external backup before performing an upgrade and restore it after the upgrade. Live data is **never** overwritten on an upgrade.

**Installation requires installing server and client**

There are two required steps in the install/upgrade process. You must first install the Sage Abra Suite (data) server and then install the Sage Abra Suite clients.

**If you are using Windows Terminal Services**

If you are using Terminal Services in Windows Server 2008 or Windows Server 2003, after the Sage Abra Suite data server is installed on the terminal server, each person who will be running the Abra Suite application must run the client installation.

**If you are using Windows Server 2008**

If your server is Windows Server 2008, you must reset the View properties on the C drive so that you can see the \ProgramData folder where the program files will reside after the upgrade. Open Windows Explorer and do the following:
1. Go to Organize > Folder and Search Options
2. Click the View tab.
3. Select the Show hidden files and folders button and click OK.

**Upgrade to Sage Abra Suite v9.2**

**Step 1 - Install the Server**

1. Uninstall all Abra Suite v9.0 clients. That is, for each client, go to Add/Remove Programs and remove the program Sage Abra Suite.

☐ At the server machine, open the Sage Abra Suite installation package. Browse with Windows Explorer to the installation package folder, and then double-click setup.exe.

☐ The InstallShield Wizard confirms two pending items to install.

![InstallShield Wizard](image)

**Note:** Sage Advisor Update is a new auto update application which allows you to apply Product and Legislative Updates automatically from within Sage Abra Suite. Read the Sage Abra Suite v9.2 Release Notes for more information.
Select **Install** to open the Server Installation Welcome page.

- Click **Next** to begin the server installation. When the License Agreement dialog box opens, read or print the License Agreement, select **I accept the terms in the license agreement**, and click **Next**.
- Enter your Customer Information and click **Next**.
- In the Destination Folder dialog box, click **Next** to install Sage Abra Suite Server in the default folder. Otherwise, click **Change** and select a different folder.

**Note:** The following figure shows the default destination folder for Windows XP and Windows Server 2003. The default destination folder for Windows Server 2008, Windows Vista, and Windows 7 is `C:\ProgramData\Sage\AbraSuite`.
Click Next to move to the Ready to Install the Program dialog box.

You can review your settings by clicking Back through the previous screens. When you are sure your settings are correct, click Install. The progress bar appears during the installation.
When you upgrade from an older version of Sage Abra Suite, the prompt to uninstall the older version of Sage Abra Suite appears.

Click Yes. The Preparing Setup dialog box opens to prepare the uninstall process.

The Abra Suite Setup dialog box opens next.

Click Next to open the Add/Remove Components dialog box which provides the ability to uninstall the older version.

Select Uninstall and click Next. The Confirm Uninstall dialog box opens for confirmation.
Note: It is important to note that the contents of the Data folder have already been migrated to the new Data folder location. This means that when you proceed to uninstall, you will not lose your data.

☐ Click Yes to proceed.

☐ When uninstall is complete, the following page appears. Click Finish to complete the uninstall.

☐ When the server installation and uninstall is complete, the following page appears. Click Finish.

☐ From Windows Explorer, go to the destination folder where you installed the server:

- C:\Documents and Settings\All Users\Sage\AbraSuite if you are using Windows XP or Windows Server 2003
• `C:\ProgramData\Sage\AbraSuite` if you are using Windows Server 2008, Windows Vista, or Windows 7

☑ Right-click the AbraSuite folder and select **Sharing and Security** to open the Abra Suite Properties dialog box.

☑ Click the **Security** tab and set the following permissions for each security group and/or user who will be installing the client and using Sage Abra Suite v9.2. Be advised that users who just need access to the data for reporting purposes need these same permissions.

  • Modify
  • Read & Execute
  • List Folder contents
  • Read
  • Write

☑ Click the **Advanced** button, and for each permission entry, select the check box shown below so that the permissions are propagated all the way down to each folder and file inside the AbraSuite folder.

☑ Click the **Sharing** tab and share the folder. Set the permissions for users who access this folder over the network on the shared folder to **Full Control**. (Right-click the AbraSuite folder, select **Properties**, select the **Sharing** tab, click **Permissions**, then set **Full Control** for the appropriate groups or users.)

---

**Step 2 - Install the Clients**

**Note:** If you are using Terminal Services in Windows Server 2008 or Windows Server 2003, each person who will be running the Sage Abra Suite application must run the client installation.

For each client machine that accesses Sage Abra Suite, follow the steps below. If you will run Sage Abra Suite on the server machine you must also install a client on that server machine. Additionally, client installs only need to be done for the first install of a v9.2 client. When a new version is installed on the server, the clients will automatically update from the server.
2. For each client machine, verify that there are no instances of a previous version of a Sage Abra Suite server or client installation. You can use the Add or Remove Programs control panel function to verify this.

☐ Go to the shared folder on the server (either by using a UNC path or by creating a mapped drive) and from the Client folder, double-click setup.exe. If you are installing a client on the server machine, you can start the client installation using the shortcut Sage Abra Suite Client Install that was placed on the desktop during the server installation.
The client installation begins and searches for the required components on your machine.

![Sage Abra Suite Setup]

The following components will be installed on your machine:

- Abra Prerequisites
- NetLib Encryption Drivers
- Visual C++ Runtime Libraries [x86]

**Do you wish to install these components?**

If you choose Cancel, setup will exit.

Click **Install** to start installing the required components. When component installation is complete, you may be asked to restart your computer. If this is the case, restart immediately (not later).

When your computer restart is complete, the client install will automatically continue. Note that the time it takes for the client install to start again depends on machine configuration and speed. If the client install does not continue after a significant amount of time and you have verified that your computer restart is complete, you can manually restart the client installation (go to the shared folder on the server and, from the Client folder, double-click `setup.exe`). The Application Install dialog box appears asking for final confirmation to install the client.

![Application Install - Security Warning]

Do you want to install this application?

- **Name:** Sage Abra Suite
- **Publisher:** Sage Software, Inc.
- **From (Hover over the string below to see the full domain):** C:\Documents and Settings\All Users\SageAbraSuite\Client

While applications can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. **More Information...**
☐ Click **Install** to install the Abra Suite Client. The Installing Progress dialog box appears during installation.

![Installing Sage Abra Suite](image1)

☐ When client installation is complete, the following dialog box appears. Note that this dialog box appears only for the first client that is installed. That is, when subsequent clients are installed, this message does not appear and you are taken directly to the logon page shown in the next step.

![Sage Abra Suite](image2)

☐ Click **OK** to update files and open the logon page for Sage Abra Suite.

![Sage Abra Suite Logon](image3)
Note: The **Use Windows Logon** check box enables you to log on with your Windows user account. However, this logon method cannot be used until the proper user security authentication has been set for the user logging on.

- Enter your user name and password, and select **Live Data** or **Sample Data** and click **Logon** to open Sage Abra Suite.

  If Abra Link is installed, you can open it directly from the logon page. Select **Abra Link** from the drop-down list and click **Logon** to open the Abra Link logon page.

  If you obtained a new serial number and installation code to add a new module, option, or link to your existing Sage Abra Suite system, you can now register from within Sage Abra Suite. Refer to page 35 for [registration instructions](#). Otherwise, continue with the steps below.
Sage Abra Suite Server

<table>
<thead>
<tr>
<th>Processor</th>
<th>Intel XEON 2.4GHz or higher, specifically:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Intel XEON 3.0 GHz for &gt;500 but &lt;1000 employees</td>
</tr>
<tr>
<td></td>
<td>• Dual Intel XEON IV 3.0 GHz for &gt;1000 but &lt;3000 employees</td>
</tr>
<tr>
<td></td>
<td>• Quad Intel XEON IV 3.0 GHz for &gt;3000 employees</td>
</tr>
<tr>
<td>Operating System</td>
<td>• Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2008 R2</td>
</tr>
<tr>
<td>Notes:</td>
<td>• Both 32 and 64-bit versions of these operating systems are supported.</td>
</tr>
<tr>
<td></td>
<td>• Terminal Services are supported (Terminal Server 2008 R2, Terminal Server 2012)</td>
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<tr>
<td>Database</td>
<td>Visual FoxPro v9.0</td>
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<tr>
<td></td>
<td>This is the embedded database installed with Sage Abra Suite.</td>
</tr>
<tr>
<td>Software</td>
<td>Sage Abra Suite v9.2</td>
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<tr>
<td></td>
<td>Netware is not supported.</td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>2 GB for the first 1000 employees</td>
</tr>
<tr>
<td></td>
<td>Additional 1 GB for each additional 1000 employees</td>
</tr>
<tr>
<td>Monitor</td>
<td>SVGA 1024x768 resolution or higher</td>
</tr>
</tbody>
</table>

See Knowledgebase article 47304 for more information.
Sage Abra Suite Client

<table>
<thead>
<tr>
<th>Computer/Processor</th>
<th>Intel Pentium IV or higher</th>
</tr>
</thead>
</table>
| Operating System   | • Windows 10 (Version 1809)  
                       • Windows 8, 8.1  
                       • Windows 7 |
| RAM                | 4 GB or higher             |
| Hard Drive         | 2 GB or higher             |
| Monitor            | SVGA (1024 x 768) resolution or higher |
| Graphics Program   | MS Paint 9 or higher (required for display of logos) |

Printers

Sage Abra Suite supports all HP 3 or higher compatible laser printers.

When the printer driver provides the option to select fonts, try to deselect the “Print True Type as Graphics” option. If the font looks odd, make sure the proper True Type fonts are loaded: open the Printers option in the Windows Control Panel, select the printer, click File, click Properties, and then select the Fonts tab. Generally, the most frequently used font is an Arial True Type font that you can load from the Windows installation disk (refer to your Windows documentation for loading printer drivers and fonts).

To insure the fonts are printing in the correct proportion, refer to your Windows documentation to enable or download True Type fonts. Also, set your printer to print at no more than 300 dpi.
Appendix

This appendix contains information on the following:

- How to re-register a new module, option, or link
- How to uninstall the product
- How to change servers
- The new and improved product installation

How to re-register a new module, option, or link

If you have an existing Sage Abra Suite system and want to add another module, option, or link/interface application, simply re-register Sage Abra Suite.

First obtain a serial number and installation code for the new items you are adding to your system. You can obtain this information by calling Sage Employer Solutions Customer Service.

- Launch Sage Abra Suite.
- Select Register Abra Suite from the Help menu.

<table>
<thead>
<tr>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents...</td>
</tr>
<tr>
<td>Search for Help on...</td>
</tr>
<tr>
<td>Additional Documentation...</td>
</tr>
<tr>
<td>Sage Web Site</td>
</tr>
<tr>
<td>Sage Abra Suite Customer Support</td>
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<td>Sage Abra Live Chat</td>
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<td>Sage Abra Suite Training</td>
</tr>
<tr>
<td>Sage Source</td>
</tr>
<tr>
<td>Product Feedback</td>
</tr>
<tr>
<td>Show Welcome Page</td>
</tr>
<tr>
<td>Register Sage Abra Suite...</td>
</tr>
<tr>
<td>Register for W2 eFiling</td>
</tr>
<tr>
<td>About Sage Abra Suite...</td>
</tr>
</tbody>
</table>
The **Register Sage Abra Suite** dialog box appears.

![Register Sage Abra Suite Dialog Box](image)

To register Sage Abra Suite, enter your Serial Number and Installation Code. If you do not have this information, Sage Employer Solutions Customer Service at 800-424-5192 or customerservice.employersolutions@sage.com.

Serial Number: 
Installation Code: 

You can also add the following applications to your system. These will display on the Sage Abra Suite Quick Launch Toolbar for easy access.

- [ ] Sage 100 Standard ERP Link
- [ ] Sage 100 Standard ERP G/L Link
- [ ] Sage 500 ERP G/L Link
- [ ] Sage 100 Fund Accounting Interface

[OK] [Cancel]

This dialog box shows your current serial number and installation code. If you are re-registering to add another module, option, or link, enter your new serial number and installation code. If you want to add a link or interface application, select the associated check box.

- Click **OK** to complete the registration, update your system, and return to your Sage Abra Suite Desktop. The Main Menu and Navigation Pane will reflect the new options and modules you registered.

  If you added link or interface applications, they are accessible from the Quick Launch Toolbar.

![Quick Launch Toolbar](image)

- Review your user and group security and make any necessary changes for the new products or options you installed to keep your system secure.

- If you have previously applied any patches or legislative payroll (tax) updates, you must re-apply them after installing the new items.
How to uninstall Sage Abra Suite v9.2

During Sage Abra Suite installation, there are three separate elements installed. They will appear in the Add or Remove Programs list as:

- **Sage Abra Suite** is the client and resides on the client machine.
- **Sage Abra Suite Components** are the required files, libraries, and drivers that reside on the client machine. The figure below appears during client installation if the required components are not found on the client machine.
- **Sage Abra Suite Server** is the data server and resides on the server machine.

To Uninstall Sage Abra Suite v9.2

Go to Control Panel > Add or Remove Programs and remove each element separately in the same order as they are listed above:

1. Remove Client
2. Remove Components
3. Remove Server
How to change servers after v9.2 has been installed

If you need to change servers after the application has been installed, follow these steps:

- On the server, do an external backup of your data.
- Using Add or Remove Programs, uninstall all clients.
- Using Add or Remove Programs, uninstall the server.
- Re-install v9.2 on the new server.
- Restore the data to the new server.
- Re-install all clients.

Learn about the new product installation

Beginning with version 9.0, the product installation for Sage Abra Suite was completely rewritten to leverage new technologies in order to simplify the install process and to provide seamless support for all versions of Microsoft Windows. By using the latest Windows Installer technologies as well as Microsoft’s ClickOnce deployment technology, the new install inherits some very useful capabilities including the following.

- Shared data files are no longer stored in the Program Files folder by default. Instead, they are stored in `C:\ProgramData\Sage\AbraSuite` (on Windows Server 2008, Vista, and Windows 7) or `C:\Documents and Settings\All Users\Sage\AbraSuite` (on Windows XP and Windows Server 2003).

- The `AbraWin.ini` file is now stored on the server so that all Sage Abra clients use the same set of shared data.

- The server install now only installs the shared data files and the Sage Abra client install. If you run the application on the server, you must also install the client on the server.

- When the client is launched, it automatically checks for application updates stored on the server. If new updates are detected, they are copied down to the client when each client is started for the first time after the update has been applied.

- The registration process has been simplified so that when you purchase a new module, you enter the new install code from inside the application (from the Menu, select Help > Register Sage Abra Suite), instead of re-running the install.

- For security purposes, the server installation does not set up permissions to the Sage Abra Suite data. This means that after installation, permissions to the AbraSuite folder must be explicitly configured before you can run Sage Abra Suite or access the data in another capacity (such as creating reports in SAP Crystal Reports).
• User Account Control (UAC) is now supported. To achieve this, each user account that accesses a workstation must install the Sage Abra client separately so that the application is now stored under each user’s profile. As a result, the application folder is concealed and very difficult to locate. The name of the folder changes whenever updates are applied. Business partners should take note that if an application depends on finding the Sage Abra program files, it should be altered or redesigned to remove this dependency.

• Only one version of Sage Abra Suite can be supported per client machine. If you are upgrading from a previous version and are currently running a side-by-side installation, please contact Customer Support for assistance before you begin the installation.