

Sage HRMS

Installation Guide

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Introduction

Read all chapters in this guide before you install Sage HRMS. This guide provides instructions for installing Sage HRMS for the first time and upgrading Sage HRMS from a previous quarterly release.

Note: Before installing, consult with your business partner or Sage to ensure that this program is compatible with customizations, integrated third-party applications, and other configuration options. If you install this program independently, you assume responsibility for any impact on your system.

Support and resources

Sage strives to provide you with the best help and support in the industry. If you have a question, we're here to help!

- **Online Help:** Click  or press **F1** within in the product to open the online help for the window you are viewing. From within the help, you can click the **Contents** tab (on the left side of the window) to explore a variety of topics, click the **Index** tab to look for topics related to a particular keyword, or use the search box (in the upper right corner of the window) by typing a particular word or phrase and clicking  to search for topics containing that text.
- **Product Documents:** Access this and other documents from the [Sage HRMS Product Documents](#) website.
- **Community Hub:** Visit the online community at <https://communityhub.sage.com/us/sage/hrms/> for blogs, tips, and guidance for your Sage programs.
- **Sage Knowledgebase:** Search the [Sage Knowledgebase](#), which provides 24/7 access to support articles as well as the latest software downloads and updates.
- **Customer Support:** For other support resources, visit the [Sage Support Resource Centre](#) page, select your country, and then select your product.

- **Sage University:** Learn pro tips for year-end processing in online or classroom courses. Visit <http://SageU.com> and log on or create an account to register for training.
- **Tax forms:** Because all printed forms have variations, Sage HRMS Payroll only supports forms printed by Sage Checks and Forms. Call Sage Checks and Forms at 800-617-3224 or order online at www.SageChecks.com.

System requirements

See Sage Knowledgebase article [225924250083549](#) for the hardware and software requirements for all versions of Sage HRMS and Sage Employee Self Service.

Before you start

Make sure you have the following items before you install or upgrade:

- Sage HRMS installation package ([Sage HRMS: Download Portal](#))
- SAP Crystal Reports installation package ([Sage Knowledgebase Crystal Reports](#))

In addition to reading this document, read the Sage HRMS release notes if you are upgrading from a prior version.

Note: You can find the latest documentation on the [Sage HRMS Product Documents](#) website. This website is also linked from the Help menu in Sage HRMS.

Installing Sage HRMS Payroll with other Sage 300 modules

Do not install Sage HRMS Payroll on a server containing Sage 300 Project and Job Costing. We recommend you use virtual workstations for the client instances of Sage HRMS.

Note: When Sage HRMS is installed without Payroll, the program supports integration with Sage 300 Project and Job Costing. The tool that facilitates this integration is called Sage Payroll Link. Visit the [Sage HRMS Product Documents](#) website to download the *Sage 300 Payroll and Sage HRMS Integration Guide (Sage Payroll Link 7.1C)*.

Database Create credentials

The installation requires Database Create credentials. For the installation, the SQL account to be used during the installation must have full DB Create (administrative) credentials, such as username SA (System Administrator) and the password.

If the **Enterprise SQL DB Administrator** will not provide an account with **DB Create** credentials, do the following:

- Have the Enterprise SQL DB Administrator create a SQL account specifically for the Sage HRMS database and give that account name to the install team.
- After the install, have the Enterprise SQL DB Administrator downgrade this account to DB Owner credentials only. Be advised that the account used during installation is the same account and password that will be used by the Sage HRMS application. To test this account and password combination, refer to the [Database Connection Tool](#) instructions.

You can only enter alphanumeric characters (alphabetic characters a-z, A-Z, and numeric characters 0-9) in fields on the install screens, such as for a company name or server name. The text cannot contain spaces or special characters (such as #) or punctuation marks.

Chapter 1: Installing Sage HRMS

This chapter provides instructions to install the desktop version of Sage HRMS for the first time. To familiarize yourself with the process, be sure to read all the steps before you start the installation. If you are upgrading from a previous version of Sage HRMS, use the instructions in [Chapter 2 Upgrading Sage HRMS](#).

The installation of Sage HRMS consists of two separate installations: installing on the server and installing the software clients. A client can either be installed on the server machine or on a separate machine. If you will run Sage HRMS on a network, the first user to log on each machine must do a separate client install.

Review Hardware and System Requirements

Verify that the Server on which you plan to install Sage HRMS, and each client workstation that requires access to Sage HRMS, meets the system requirements described in the Sage Knowledgebase [225924250083549](#) article. Ensure that the version of **Microsoft SQL Server** is also supported as noted in the same article.

Important! Microsoft .NET Framework 4.5.2 or higher must be installed on the machine before installing the Sage HRMS client. The standard MS Windows updates should have installed .NET 4.5.2, but we recommend that you verify the .NET version on the machine before beginning the installation.

Step A: Install Sage HRMS on the server

Note: To install, you must have Administrator privileges. Each Sage HRMS program *user* must have read access (at a minimum) to the Windows registry in order to use the program and install ongoing product updates.

1. At the server machine, check whether **Microsoft SQL Server** is installed.
 - If a supported version of **Microsoft SQL Server** is already installed, skip to step 3.
 - If you do not already have one of the supported versions of **Microsoft SQL Server** installed, proceed to step 2.
2. Download and install SQL Server Express Edition:

Note: SQL Server Express Edition is a free download from Microsoft, but the **Profiler** feature is not available in this edition. We recommend that you only use SQL Server Express Edition if no more than 500 employees will be using the program.

- a. Visit www.microsoft.com and search for SQL Server Express (a free download) and download it to your server.
- b. After the download file is saved to your server, access it locally (not from the network), right-click the **SQLEXP*.exe** file, and choose **Run as administrator**.
- c. Select Install SQL Server Express Edition and proceed with the installation.

The system checks for, and if necessary, installs prerequisites for the installation (such as Windows Installer, .NET Framework, and MDAC 2.8) before it begins installing SQL Server Express edition.

- d. When the SQL Server Express Edition installation is complete, restart your server.
3. At the server machine, open the Sage HRMS installation package from Sage, right-click the **setup.exe** file, and choose **Run as administrator**.
If a prompt appears asking which account to use to run the program, clear the **Run this program with restricted access** check box and click **OK**.

Important! You must also save this installation package unzipped to a location where it *cannot* be deleted. This is critical to support the product updates.

4. When the Sage HRMS Installer welcome window opens, click **Next**.
5. In the **License Agreement** window, review the Sage End User License Agreement, accept the terms, and then click **Next**.

6. In the **Customer Information** window, enter your **Username** and **Organization**, and then click **Next**.
7. Either accept the default destination folder where the Sage HRMS Server will be installed—or click **Change** and select another destination. Then, click **Next**.
8. In the **SQL Setup** window, enter the required information. Note the following:

Server, User, Password

- If you are using SQL Server Express, enter **<SQLServerName\Instance Name>** for the Server Name, then enter **sa** for **Username** and the password for the server System Administrator (sa) account .
- If you are using SQL Server, enter the **<SQLServerName>**, Username, and Password. The SQL Server user must have administrator privileges.
- Do not use localhost for the server name if you plan to install remote clients.

Databases

- Database names cannot include periods.
 - Database names cannot have more than 14 characters.
 - The databases displayed are the default SQL databases that are installed. **SageHRMS_Live** and **SageHRMS_System** are both required.
9. If you want to include sample data with your installation, select the **Install Sample Data** check box. The following three sets of sample data are installed regardless of your configuration:
 - **Sample Database** is the sample HR database.
 - **Sample Payroll Database** is the sample U.S. Payroll database.
 - **Sample Canadian Payroll Database** is the sample Canadian Payroll database.

Note: Your users can practice performing tasks with the sample data from a simulated company without affecting your live company data.

10. Click **Next** to establish a connection with the server.
 - If you receive a message that the server name, username, or password are invalid, verify that your entries in step 8 are correct.

- If you installed SQL Server Express and you did not restart your system before installing Sage HRMS, restart your server now, and begin the Sage HRMS installation again.
11. In the **Ready to Install the Program** window, verify that your settings are correct, then click **Install**.
 12. When the server installation is complete, click **Finish** in the **Install Completed** window.
 13. If prompted, restart your system.
 14. Set the sharing settings for all Sage HRMS and Payroll users:
 - a. From Windows Explorer, go to the destination folder where you installed the server. (The default location is **C:\ProgramData\Sage\SageHRMSServer**.)
 - b. Right-click the **SageHRMSServer** folder and select **Properties**.
 - c. Click the **Sharing** tab and Share the folder. You may be required to click the **Advanced Sharing** button to proceed depending on your system.
 - d. Set the **Permissions** for all users who access Sage HRMS over the network on the shared folder to **Allow Full Control**.
 - e. Make sure the folder's **Share Name** does not contain a space. For example, use "SageHRMSServer" as a share name instead of "Sage HRMS Server."
 - f. Click **Apply** and then **OK** to close.

Note: If your company uses Aatrix to submit forms, you must set up Windows security on the application server. The typical location for this on the application server is:
C:\ProgramData\Sage\SageHRMSServer\Payroll\Aatrix. Allow access to this **Aatrix** folder only for users who will be submitting Aatrix forms.

Step B: Enable Server Protocols and the SQL Browser Service

Before you install a client, you must enable proper protocols on the server and enable the SQL Browser Service to set up the SQL Server.

To enable Server Protocols

1. Open the **SQL Server Configuration Manager**.

Depending on your version of Microsoft SQL Server, this may be from the **Start menu > All Programs > Microsoft SQL Server > Configuration Tools > SQL Server Configuration Manager**.

2. In the left panel, expand **SQL Server Network Configuration** and **SQL Native Client Configuration**.
3. Click **Protocols/Client Protocols**.
4. Set the **Shared Memory**, **TCP/IP**, and **Named Pipes** protocols to **Enabled**. For the purpose of client installs, the status of the **VIA** protocol does not matter.

To enable the SQL Browser Service

1. In the **SQL Server Configuration Manager**, select **SQL Server Services**.
2. In the left panel, highlight **SQL Server Service**.
3. Verify that **Service name** **SQL Server (MSSQLSERVER)** **Startup type** is set to **Automatic** and that **Service status** is set to **Running**. If it is not running, you must **Start** the service.
4. Select **All Programs > Administrative Tools>Services**.
5. Highlight **SQL Server Browser**.
6. Change the **Startup type** from **Disabled** to **Automatic**, and then click **Apply**.
7. Under **SQL Server Services**, select and **Start** the **SQLBrowser** service.
8. Click **OK** to close the window.
9. Go to **All Programs > Administrative Tools > Computer Management**.
10. In the **Computer Management** window in the **Services and Applications** section, select **Services** and scroll to the **SQL Server** entries.
11. Verify that both the **SQL Server** and **SQL Server Browser** services are set to **Started** and **Automatic**.
12. Close the **Computer Management** window.

Step C: Install the Sage HRMS client

If you are operating Sage HRMS on the server, you must also install the HRMS client on the same server machine. The software client install is necessary only for the first install of Sage HRMS client.

Note: Each Sage HRMS program *user* must have read access (at a minimum) to the Windows registry in order to use the program and install ongoing product updates.

Before installing the client

To install these components, you must have administrator privileges. If you are not a member of the administrators group and you plan to install the client on Windows 10 or Windows 11 or Windows Server 2016 or higher, you will be required to enter an administrator user account and password before you can continue.

Review Database requirements

Review the Microsoft SQL Server Management Studio hardware and software recommendations discussed in the [Product System Requirements](#) article to ensure you are using one of the supported SQL versions.

Note: You must provide a SQL Server logon that has been given administrator privileges.

Database Create credentials

The installation requires **Database Create** credentials. For the installation, the SQL account to be used during the installation must have full DB Create (administrative) credentials, such as username SA (System Administrator) and the password.

If the **Enterprise SQL DB Administrator** will not provide an account with **DB Create** credentials, do the following:

- Have the Enterprise SQL DB Administrator create a SQL account specifically for the Sage HRMS database and give that account name to the install team.
- After the install, have the Enterprise SQL DB Administrator downgrade this account to DB Owner credentials only. Be advised that the account used during installation is the same account and password that will be used by the Sage HRMS application. To test this account and password combination, use the Database Connection Tool.

You can only enter alphanumeric characters (alphabetic characters a-z, A-Z, and numeric characters 0-9) in fields on the install screens, such as for a company name or server name. The text cannot contain spaces or special characters (such as #) or punctuation marks.

Verify Database connections

Use the Database Connection Tool to verify the connection to the Sage HRMS database.

1. From the **Start** menu on the server, select **Start > Sage > Database Connection Tool**.
2. Review the Server(name), User ID, and Password under **SQL Server Settings**.
3. Click **Test Connections** to test for valid connections to the databases.
 - If all connections are successful, the test results display "Successful."
 - If you receive a message that the connections failed, verify that your entries are correct.
4. Click **OK** to return to the **Database Connection Tool** window, and then click **Save** to establish your database connections.

Review Local Security Policies

Before installing Sage HRMS with Payroll (U.S., Canadian, or both), we recommend that you review your SQL Server and Local Security Policies on the server where the installation or upgrade will take place. This should be completed before starting the install process.

Important! Starting with Sage HRMS Q1 2024, user security policies are now enforced by Windows Account Policies on the machine running MS SQL Server. If you are upgrading from the Q1 2024 version of Sage HRMS or later and have already updated your Admin's password to meet the password complexity rules, no changes are required to the **Minimum password age** security policy as mentioned below.

To review your Local Security Policies

1. On your SQL Server machine, select Start > Windows Administrative Tools > Local Security Policy
2. In the left panel, expand Account Policies and select Password Policy
3. Ensure that the **Minimum password age** is set to **0**. This step is necessary to allow the Admin's password to be changed during the install due to security enhancements and can be changed after the install(or upgrade) is completed.
4. Review the following additional security policies as well:
 - Account Lockout Threshold
 - Enforce Password History
 - Maximum Password Age

Note: The **Minimum password length** security policy is still set in the Sage 300 Advanced Security Settings screen(Database Setup). The minimum password length is now 8 characters.

To install the Sage HRMS client

1. If you are installing a client on the server machine, you can start the client installation using the shortcut **Sage HRMS Client Install** placed on the desktop from the server installation.
If you are installing on a separate client machine, go to the shared folder on the server (either by using a UNC path or by creating a mapped drive). From the Client folder, right-click the **setup.exe** file, and select to **Run as administrator**.
2. The Windows Installer and client installation begins. If a required component is not found on your machine, a window lists the missing required components.
3. Click **Install** to start installing the required components.
4. If prompted to restart your computer, restart immediately (do not postpone the restart, as it will affect the installation process).
5. After restarting, the **Sage HRMS Client Install Welcome** window opens. Click **Next** to continue with the client installation.

6. If you will use Sage HRMS Payroll (U.S., Canadian, or both), follow the prompts to install the payroll modules and restart Sage HRMS when finished.
7. When prompted, select the **Launch Sage HRMS Client** check box and click **Finish**.
8. When prompted, register your software and enter the **Serial Number** and **Installation Code** provided by Sage when you purchased the product. Registration is required only on the first client installation.
9. If you want to add the integrations for Sage 100 Payroll Link, Sage 100 Premium G/L Export, Sage 500 ERP G/L, or Sage X3 G/L, select the associated check boxes and click **OK**.
10. Click **OK** to update your files and restart again if prompted.
11. When the file update and restart are complete, the **Sage HRMS Logon** window appears.

Step D: Install SAP Crystal Reports

To install SAP Crystal Reports

1. Visit the [Sage HRMS Download Portal](#).
2. Locate the section for "Integrated products (if included with your purchase)".
3. Select the "Download SAP Crystal Reports XXXX" link and log in.
4. Click the direct download link and follow the steps in the article to install the program.

SAP Crystal Reports Designer

SAP Crystal Reports Designer is provided as a component of Sage HRMS. The Designer version provides the option to create, modify, and use custom and ad hoc reports in Sage HRMS. If this component is not installed, you can still view and print standard reports in Sage HRMS, but you cannot modify them.

Chapter 2: Upgrading Sage HRMS

This chapter provides instructions to upgrade Sage HRMS from a previous quarterly update. To familiarize yourself with the process and make sure you have everything you need for a successful upgrade, be sure to read all the steps before you start the upgrade.

Note: Before upgrading, consult with your business partner or Sage to ensure that this program is compatible with customizations, integrated third-party applications, and other configuration options. If you install this program independently, you assume responsibility for any impact on your system.

Important! Starting with Sage HRMS Q1 2024, Sage HRMS Integrated now uses enhanced security features. User security policies are now enforced by Windows Account Policies on the machine running MS SQL Server.

Upgrade Prerequisites

- If you are upgrading Sage HRMS Payroll (U.S. or Canadian):
 - If you are upgrading from version prior to **Q1 2024**, review your Local Security Policies on your SQL Server machine and set the Minimum Password age to **0**. This step is necessary to allow the Admin's password to be changed during the install due to security enhancements and can be changed after the install(or upgrade) is completed.
 - Verify that you are upgrading from a supported version of the Payroll Modules.
- Verify you have access to the Sage HRMS Client using the **Master** user account information before upgrading.
- Review the sharing settings on the SageHRMSServer folder.
- Verify the SQL account to be used during the installation has full DB Create (administrative) credentials.

Before you start:

- Before you begin the upgrade, complete all payroll processing and print your payroll checks.
- Make sure all users have exited the program.
- Back up your data:
 - If you have an HR-only installation (no Payroll), follow your regular backup process
 - If you have Payroll installed, backup up all HRMS and Payroll databases before upgrading
 - Starting with Q1 2024 , it is also recommended that you include the “Vault” and “Store” databases in your database back up process as well
- If you have Payroll installed, you must also complete the steps below before starting the upgrade
 - Make a copy of **both** the SITE and USER folders located in the Shared Data folder. The typical location on the application server at:
C:\ProgramData\Sage\SageHRMSServer\Payroll\ .
 - Backup all Custom Report folders. These folders should contain the customized .RPT report and only the .DLL’s used for each of your customized payroll reports

Important! Microsoft .NET Framework 4.5.2 or higher must be installed on the machine before installing the Sage HRMS client. The standard MS Windows updates should have installed .NET 4.5.2, but we recommend that you verify the .NET version on the machine before beginning the installation.

Step A: Upgrade the server

You must have administrator privileges to install the upgrade.

1. Back up your data. Starting with Q1 2024 , it is also recommended that you include the new “Vault” and “Store” databases in your regular **SQL Server Backup** processes.

Note: Sample data is always overwritten during an upgrade. Live data is never overwritten, but having a backup is recommended.

2. At the server machine, open the Sage HRMS installation package, right-click the **setup.exe** file, and choose **Run as administrator**.
3. When the Sage HRMS Installer opens, click **Upgrade Sage HRMS**.

The **Preparing to Install** window opens and the server upgrade process begins.

If a prompt appears asking which account to use to run the program, clear the **Run this program with restricted access** check box and click **OK**.

4. When the Sage HRMS Installer welcome window opens, click **Next**.
5. The installation starts and the progress bar displays during the installation. Follow the prompts to accept the terms and proceed with the installation.
6. When the server installation is complete, click **Finish** on the **Install Completed** window.
7. If prompted, restart your system.

Step B: Install the latest product update

Before upgrading the client machines, you must install the latest quarterly product update for Sage HRMS. This ensures that your installation contains any changes made to the software after the product was released.

To download and install the latest product update

1. Visit the [Sage HRMS Download Portal](#).
2. Click the appropriate download link and log in if required.

3. In the **Resolution** section, select the appropriate quarterly update link.
4. On the **Download Center** page, click the **Download** button to start the direct download of the product update.

Step C: Upgrade the clients

To upgrade the clients, you must be logged in as a user with administrator privileges.

Note: If **Microsoft .NET Framework 4.5.2** is not already installed on the machine, it will automatically be installed with the client.

For each remote client machine accessing Sage HRMS, complete the following steps:

1. At the client machine, select **Start > All Programs > Sage > Sage HRMS Client > Sage HRMS Client**.
2. When a message prompts you to perform the client upgrade, click **Yes**.
3. When the client upgrade is complete, a message prompts you to restart Sage HRMS.
4. If you are not installing Sage HRMS Payroll:
 - a. Click **Finish**
 - b. In the **Update** window, click **OK** to update your files.
 - c. When file update is complete, the **Sage HRMS Logon** window opens. Either:
 - If you are using Windows authentication to log on, select **Use Windows Logon**.
 - Otherwise, enter your username and password, and then click **Logon**.
 - d. When a message prompts you to upgrade your data, click **OK**.

Installation is now complete for HR-only systems.

5. If you are installing Sage HRMS Payroll:
 - a. Click **Finish**.
 - b. In the payroll modules window, click **Yes** to install the upgraded payroll modules.

- c. When the payroll modules installation is complete, the **Update** window opens. Click **OK** to upgrade your data.
- d. When the upgrade is complete, the **Sage HRMS Logon** window opens.

Step D: Install SAP Crystal Reports

To install SAP Crystal Reports

1. Visit the [Sage HRMS Download Portal](#).
2. Locate the section for "Integrated products (if included with your purchase)".
3. Select the "Download SAP Crystal Reports XXXX" link and log in.
4. Click the direct download link and follow the steps in the article to install the program.

SAP Crystal Reports Designer

SAP Crystal Reports Designer is provided as a component of Sage HRMS. The Designer version provides the option to create, modify, and use custom and ad hoc reports in Sage HRMS. If this component is not installed, you can still view and print standard reports in Sage HRMS, but you cannot modify them.

Note: The current version of Sage HRMS does not support SAP Crystal Reports Designer versions before 2016.

Step E: Upgrading customized payroll reports and check forms

If your standard reports (such as the Payroll Register and Transaction History) were customized by you or a business partner, the system stores the customizations as RPT and DLL files in the following Windows folder and subfolders on your Sage HRMS application server machine:

[Drive]:\ProgramData\Sage\SageHRMSServer\Payroll\CustomReports\UP###\ or CP###

When a user opens a standard payroll report with customizations, the system reads the RPT and DLL files stored in the **\CustomReports** subfolders on the server to generate the report with the customizations.

If the RPT and DLL files are not in the **\CustomReports** subfolders when the report is opened, the system automatically reads the standard report files from the user's local machine in the following folder:

[Drive]:\Program Files (x86)\Sage\Sage Accpac\UP###\ENG

When you perform an upgrade of Sage HRMS Payroll (U.S. or Canadian), only standard payroll reports are upgraded. With the **Q1 2024** Sage HRMS release, the following standard report file paths have been updated as follows:

- [Drive]:\Program Files (x86)\Sage\Sage Accpac\UP80A\ENG for standard U.S. Payroll reports and check forms
- [Drive]:\Program Files (x86)\Sage\Sage Accpac\CP80A\ENG for standard Canadian Payroll reports and cheque forms
- [Drive]:\Program Files (x86)\Sage\Sage Accpac\GL71A\ENG for Payroll General Ledger reports
- [Drive]:\Program Files (x86)\Sage\Sage Accpac\BK71A\ENG for Payroll Bank reports

Note: If you manually customized any standard reports, you must manually maintain the custom report files so they can be accessed after the upgrade is installed.

To maintain your customized standard reports:

1. Open the folder file path where the standard report DLL files are stored for the newly installed version (80A and 71A).

For example, for the Payroll Register report, go to **C:\Program Files (x86)\Sage\Sage Accpac\UP80A**.

2. For the DLL files associated with customized reports, right-click and select **Copy**.

Tip: If you don't know which DLL files are used for the reports, see Knowledgebase article [224924750071417](#) for instructions to identify the associated files. For example,

if you customized the Payroll Register report, you may need to copy the **UPQREG.DLL** and **upreggl.dll** files.

Warning! If you copy and paste or move DLL files other than those associated with your customized reports, you may cause system errors. DLL files are used to dynamically link codes, databases, and procedures for the software. The files should be moved only if you are certain they are the correct files for customized standard reports.

3. Go to the Custom Reports version folder on the Sage HRMS Server machine for the latest install.

For example,

C:\ProgramData\Sage\SageHRMSServer\Payroll\CustomReports\UP80A (or **\CP80A** for Canadian Payroll).

4. Right-click and **Paste** the copied DLL files to this folder.
5. Log in to Sage HRMS client.
6. Open your customized standard report and verify the customizations are present.

Important! If you receive an error when viewing your customized standard reports, you must recreate the customizations. We recommend you recreate the customizations in the new RPT files (in the ***80A\ENG** folders) so you capture the enhancements we provide with the upgrade.

7. Repeat these steps for all standard reports that you customized.

Note: Sage may periodically update a standard report to show a new field or report additional information. When you customize the standard reports, you may lose the ability to access these enhancements in the product updates.

Step F: Custom applications

After upgrading, if you use custom applications that integrate with Sage HRMS, you must designate the location of the applications.

You can use the **Abrawin.ini** file to specify the location of the custom applications:

1. On the server, create a folder where your custom or third-party applications will be located.
2. Install the custom or third-party applications into this folder.
3. Open the **Abrawin.ini** file (located in the **\SageHRMSServer** folder) and add a **[Sage HRMS]** section that designates the path to the custom applications folder

Example: Add the following line to the **Abrawin.ini** to direct Sage HRMS to search the Third Party Apps folder for the custom applications installed in the folder. (Sage HRMS will search only in the root path, not in sub-folders.)

```
[Sage HRMS]CustomApps = C:\Sage HRMS\Third Party Apps\
```

4. Save the file.

Chapter 3: Uninstalling Sage HRMS

To completely uninstall Sage HRMS, you must uninstall the clients and the server. If your system includes Sage HRMS Payroll, there are several modules that will also be uninstalled with the process. You must have administrator privileges to uninstall.

The following programs are installed for an HR/Payroll system. Only the first two programs, Sage HRMS Client and Sage HRMS Server, are part of the core Sage HRMS. The remaining programs are for Payroll.

- Sage HRMS Client
- Sage HRMS Server
- Sage HRMS Payroll Bank Module
- Sage HRMS Payroll General Ledger Module
- Sage HRMS Payroll Sync
- Sage HRMS Payroll System Manager
- Sage HRMS Payroll (U.S. or Canadian) Payroll Module
- Sage HRMS Payroll (U.S. or Canadian) Tax Module

Important! To uninstall Sage HRMS, remove the programs in the order listed. You must use the **Add/Remove Programs** function to uninstall the Sage HRMS application—you cannot use **setup.exe** to uninstall.

To uninstall Sage HRMS

1. Go to **Add/Remove Programs** in the Control Panel. (Accessing the Control Panel depends on your operating system.)
2. Remove Sage HRMS Client.

Note: When the client is uninstalled, all Sage HRMS Payroll modules are also automatically uninstalled.

3. Remove Sage HRMS Server.
4. Repeat steps 2 and 3 for all applicable programs in the order listed above.

Appendix

This appendix includes the following topics:

- [Verifying database connections](#)
- [Re-registering Sage HRMS to add a module or option](#)

Verifying database connections

Use the **Database Connection Tool** to:

- Verify an existing database connection.
- Change existing information in order to establish a connection with a different server if you move your Sage HRMS database.

To use the Database Connection Tool

1. From the **Start** menu on the server, select **All Programs > Sage > Sage HRMS Server > Database Connection Tool**.
2. In the **Database Connection Tool** window, enter your server name, user ID, and password. You must provide a SQL Server logon that has been given administrator privileges.
3. Enter the names of your Live Database and Sample Database. If you are using Payroll, enter the names of the Payroll System Database and Payroll Sample Database; also, enter the User ID and Password for the payroll link.
4. Click **Test Connections** to test for valid connections to the databases.
 - If all connections are successful, the test results display "Successful."
 - If you receive a message that the connections failed, verify that your entries are correct.
5. Click **OK** to return to the **Database Connection Tool** window, and then click **Save** to establish your database connections.

Re-registering Sage HRMS to add a module or option

If you have an existing Sage HRMS system and want to add another module or option, simply re-register Sage HRMS.

If you are adding U.S. Payroll or Canadian Payroll, you must set up the payroll database. For more information, see the *Sage HRMS Payroll Getting Started Guide* on the [Product Documents website](#).

Notes:

- Changing the serial number or installation code requires you to restart Sage HRMS.
- If you add U.S. Payroll to a Canadian Payroll system—or add Canadian Payroll to a U.S. Payroll system, you must change the **Country** setting to **Both** after re-registering and restarting Sage HRMS. From the navigation pane, go to **Setup > System > Enterprise Setup** to change the **Country** setting.

You need your serial number and installation code to add new items to your system. If you do not have this information, call Sage HRMS Customer Service.

To re-register Sage HRMS

1. Launch Sage HRMS.
2. Select **Help > Register Sage HRMS**.
3. The **Register Sage HRMS** window 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 the Sage 100 Payroll Link, Sage 100 Premium G/L Export, Sage 500 ERP G/L, or Sage X3 G/L, select the associated check boxes.
4. Click **OK** to complete the registration and close Sage HRMS.
5. A message prompts you to restart Sage HRMS.
6. Launch Sage HRMS and then log on.

The main menu and navigation pane reflect the new options and modules as registered.

Note: When you add a link or interface, they become accessible from the **Connected Services** menu.

7. To keep your system secure, review your user and group security, and then make any necessary changes for the new products or options you installed.