Sage HRMS

Q1 SR 2025 Release Notes

April 2025

Contents

Product update release notes

> **Important!** All customers who update, maintain, and use Sage HRMS or Sage HRMS Employee Self Service should read these release notes to obtain valuable information about changes to the software program and payroll legislative database.

Product update information

Product: Sage HRMS and Sage HRMS Employee Self Service

Version: Product Update Q1 SR 2025

About product updates for Sage HRMS

Sage HRMS product updates are cumulative. This means that supported taxes, rates, and forms, all previous updates for this product and version, and any hot fixes or patches previously released are incorporated into this update.

Sage HRMS Employee Self Service product updates include the full product build.

> **Important!** With every release, we test 2 versions back of Sage HRMS. For this release, you should be on Q4 SR 2024 or later to upgrade to Q1 SR 2025.

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!

- **Help and documentation:** Many answers to common questions can be found in the help and documentation included with Sage HRMS. Visit the Sage HRMS Product Documents website for access to more documents.

- **Customer Support:** For support resources, visit the Sage Support Resource Centre page.

Product updates

Sage HRMS Product Updates

The Sage HRMS Q1 Service Release is being provided to address a critical issue with the Sage 100 Payroll Link. Customers not using the Sage 100 product can skip this release if desired. This release does not include any product enhancements.

This update is in response to an issue that causes Employee Direct Deposit information to be removed from the Sage 100 Payroll system when running the Employee Transfer from Sage HRMS to Sage 100.

This Release impacts all customers using the Sage 100 Payroll Link with the Premium and Non-Premium version of Sage HRMS desktop as well as the Premium web version of Sage HRMS. If you have not already upgraded to Q1 2025, you should skip the Q1 Release and upgrade to the Q1 SR 2025 Release.

> **Important!** Users should download and install the Sage HRMS Q1 SR release before running any data transfers between Sage 100 and Sage HRMS. Transferring data while on the Sage HRMS Q1 release may result in the deletion of Direct Deposit information for employees in the Sage 100 Payroll system.

If you need assistance installing this update, please contact customer support for more information.

> **Note:** Learn more about using Direct Deposit in the premium web version of Sage HRMS.

The Sage HRMS Q1 Service Release also includes the following program fixes:

Blank Termination Date field

You can now view the Termination page without getting an error when the employee record does not include a Termination Date.

Time Off Request issue in the Sage HRMS Mobile app

We have fixed an issue in the Sage HRMS Mobile app where submitting a new Time Off Request resulted in the Requested Time Off balance display increasing for all Time Off plans.

This issue only impacts the balance displayed on the mobile application. No duplicate time off requests were entered, and the update will correct the Requested Time Off balance to show the correct value.

This issue was addressed in the Sage HRMS Employee Self Service product. Customers wishing to provide this update should install the **21.10.19.01 - 2025 Q1 SR1** Sage Employee Self Service product release. Sage HRMS Mobile users do not need to download a new version of the app to get this fix.

> **Tip:** Learn more about the Sage HRMS Mobile application features and review Frequently Asked Questions.

Sage HRMS update installation instructions

> **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. If you are unfamiliar with these changes, please review the information below before proceeding.

Upgrade Prerequisites

- Back up your databases.

- Back up your Site folder and User folder within the Shared Data folder.

- Create a backup copy of all of your payroll customized reports and check forms before upgrading.

- Review your Local Security Policies on your SQL Server machine and set the Minimum Password age to 0.

- 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.

Enhanced Security Features

The following changes were made to support these features:

- During the Sage HRMS Client upgrade, there may now be a forced restart of the Client and the windows server machine.

- If this is necessary, the user is presented with a new message stating that: "Sage HRMS Client needs to restart. Save all your files before continuing."

- The Sage HRMS Client wizard will create two new MS SQL databases (Vault and Store) during the upgrade.

- The user will be prompted to change the default password for the Payroll Administrator (Sage 300) during the Sage HRMS Client upgrade to meet the new password complexity rules if it is not complex enough.

- Password Complexity Rules dictate that a password must have a minimum length of 8 characters, with a minimum of 1 lower-case character, 1 upper-case character, 1 numeric character, and 1 special character.

- The Minimum password length security policy will be set to 8 characters.

After upgrading

- Use the Database Connection Tool to ensure all connections are valid.

- Verify the ADMIN user can successfully access the Database Setup tool using their new complex password

- Restore your custom payroll report folders:

  - The report .DLL's have been updated to a newer version and must be copied to your customized payroll report folders.

  - The updated .DLL's are located on the Sage HRMS Client machine at the following path: C:\Program Files (x86)\Sage\Sage Accpac\ - UP80A or CP80A.

  - Copy only the .DLL's used for each of your customized payroll reports.

- The following Sage 300 payroll modules have also been updated:

  - Bank

  - General Ledger

  - System Manager

Follow the instructions in this section to download, install, apply, and verify the Product Update for all desktop versions of Sage HRMS.

Before you start:

- Back up your data.

- Make sure all users have exited the program.

Downloading the product update

To download the update:

1. Visit the [Sage HRMS Download Portal](#).

2. Click the appropriate download link and log in if required.

3. In the article, click **Download** to download the product update.

Installing the product update

> **Note:** You should launch the product update on the server where Sage HRMS is installed.

To install the product update:

1. To launch the installation program, right-click the Product Update file and run as administrator, or as the current user with administrator rights.

   - If applicable, make sure the **Protect my computer and data from unauthorized program activity** check box is *not* selected.

   - If there is no option to run as administrator, log on as an administrator, and then double-click the Product Update file.

   > **Tip:** Depending on your security system, you may need to right-click on the installation file and select Unblock.

2. After the InstallShield Wizard determines requirements, click **Next** to resume installing the Product Update.

3. Click **Finish** to finish the installation.

4. Click **Update**.

5. Click **Yes**. The system starts the installation.

6. Follow the instructions on the windows that follow, and then click **Finish**.

7. Open the Sage HRMS Client. A message prompts you to continue.

Updating Sage HRMS client files

To update Sage HRMS client files:

1. Right-click on the Sage HRMS Client program and select **Run as administrator** to initiate the file update process.

2. Click **OK** to proceed and update your files.

   A message displays that Sage HRMS could not detect the current version of one or more

   Payroll modules.

   - If you have administrator privileges, click **Yes** to install the Payroll modules now.

   - If you do *not* have administrator privileges, click **No**, and then contact your system administrator to proceed with the installation.

When installation of the Payroll modules is complete, you may be prompted to restart Sage HRMS.

Verifying the product update

After the update is complete, you can confirm that the update was installed successfully by selecting **Help** > **About Sage HRMS** and verifying that the version number matches the version of the update .exe file.

You can also verify the latest tax update is applied to your system by selecting **Payroll** > **Process Payroll** > **Calculate Payroll** and the **Tax Version** listed on the window should display the date: March 20, 2025.

> **Tip:** Now is a good time to update your Sage HRMS Payroll sample data. After installing the Product Update, the next time you log in to your Sample Data, you will be prompted to update files again. Click **OK** to proceed and update your sample data files.

Updating the local tax repository and rates

This section applies only if you use local tax codes in U.S. Payroll.

To update the local tax repository and rates:

1. After the Product Update is complete, log in to Sage HRMS.

2. On the Local/Other Tax Codes window, click the **Install Repository** button to update all of the local tax rates in the system.

3. When asked if you want to continue updating company-level local tax records with information from the local repository, click one of the following:

   - **Yes** to automatically update the company rates for all local taxes.

   - **No** to update local taxes individually (select each tax and click the Update button to apply the rate changes). Doing this enables you to validate rates before and after the changes.

4. Depending on your choice in the previous step, update employee-level local tax records as follows:

   - If you clicked **Yes** in the previous step, when asked if you want to continue updating employee local tax records from the local tax repository, click one of the following:

     - **Yes** to automatically update the employee-level rates for all local taxes.

     - **No** to select each employee or use the Update Taxes tax, then update each tax or employee individually.

   - If you clicked **No** in the previous step, you must manually update each employee-level tax. This can be done for all employees at once by tax from **U.S. Payroll** > **Update Taxes**, or by individual employee from **Employee Payroll** > **Taxes**.

> **Important!** This process requires security permissions in Sage HRMS to access all employees. Otherwise you may not receive the prompts as described above and employee rates will not be updated.

System Recommendations for Sage HRMS and Sage HRMS Employee Self Service

There are no changes to the System Recommendations for all versions of Sage HRMS and Sage HRMS Employee Self Service. See Sage Knowledgebase article [225924250083549](#) for the current hardware and software recommendations for Sage HRMS and Sage HRMS Employee Self Service.