Classic and Premier – Release 5.7a
Installation Instructions

sage

September 2021

Amongst other items, Release 5.7a contains**:**

- Updates to RSA
    - ETI Rules
    - Employee Directive Number Information
    - IRP5 Validations
- Africa Reports

Please read the Release Notes once the installation is complete, for a detailed explanation of all the changes that are included in this Release.

What is important for you to know before you install Release 5.7a?

Check that you are currently on Release 5.6a or Release 5.6b before installing Release 5.7a.

- Full Administrator rights will be required by the user running the installation of the update. It is strongly advised to run the installation on the server if you are working in a server environment.
- For each user logging into the Payroll application, full Administrator rights will be required for the first login after the installation of the update. This is a once off and can be removed again after the first login. A workstation reboot will be required if the user does not have full access.
- RSA Users –
    - The update must be installed in your August Payroll Month before submitting your EMP201 report, as the ETI values for August must be recalculated.
    - It is recommended that you print a Company Reconciliation Report before the update and after the update to confirm that no Payroll values changed.
- All other users can install the update in a new payroll month before making payments or doing payroll submissions.
- Ensure that Stop Further Entry or Early Pay is NOT activated when you install the update.
- If you are a Premier ESS and/or Premier HR user, it is important to also install their respective updates.
- Please allow enough time for the conversion and do not interrupt the process.
- Make sure that ALL operators are out of the payroll. If they are not, programs and data may be corrupted.

If you are unsure about any of the instructions above, contact us via
- Instant Chat, which is accessible from the Support Base of the Customer Zone or
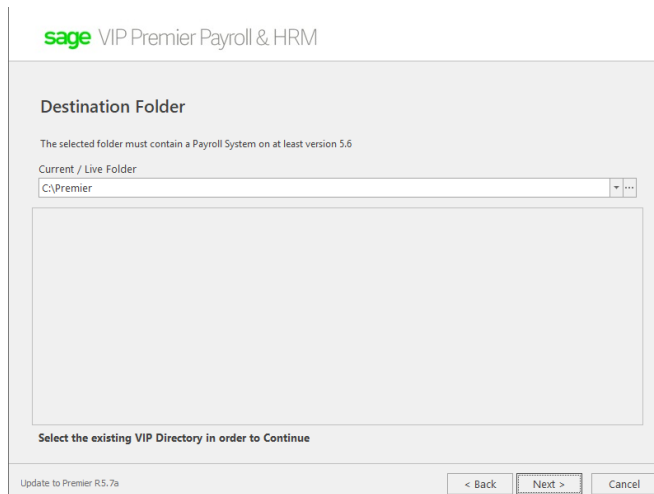- Visit Sage City by clicking here or
- Log a web form inquiry here.

Installing the New Release

In the Installation Instructions below we are assuming that the Payroll System is installed in C:\Premier or C:\Classic.

1. Make a Full System Backup. Write down the Drive Letter and Directory Name where your current Payroll System that must be updated, is installed (e.g. C:\Premier or C:\Classic). Label this Backup as FullR56a or FullR56b.

2. Run the Premier_57a or Classic_57a application file.

3. The Installation will start with a verification of the Setup File, to ensure it is downloaded correctly. This will take a while, please be patient.

4. The Wizard Welcome screen will be displayed. Click on *Next*.

5. The Select Destination Folder screen will be displayed.

   At the 'Current / Live Folder', enter the directory name of your live Payroll directory or use the Browse Button to browse to your current directory.

   Once completed, click on *Next.* If *Next* is not available, you have selected an incorrect folder name.

6. The Compatibility Check will be displayed.

   This screen will show the Compatibility Rules and Minimum System Requirements for Release 5.7a. Any warnings and/or errors that may cause the installation to fail will be indicated on the screen.

7. The next step will allow for some Additional Installation Actions.

   You now have the option to "Rebuild / Re-Index Data Files", before installing the upgrade. This option is strongly recommended, but please note, that it will have an impact on the duration of the update process.

   If you have already made a Full System Backup, you can un-tick the "Make Full System Backup" option. However, this option is strongly recommended, as it will

allow the installation process to roll back and restore the data and program files, should the installation not be successful.
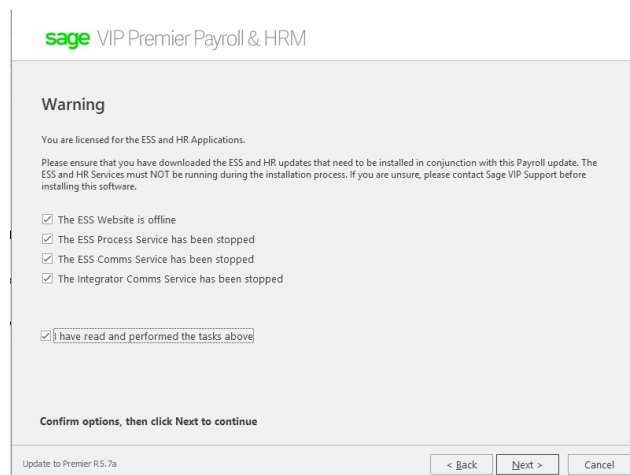
Once the selections have been made, Click on *Next* to continue with the installation.

8. Users with add on Modules.
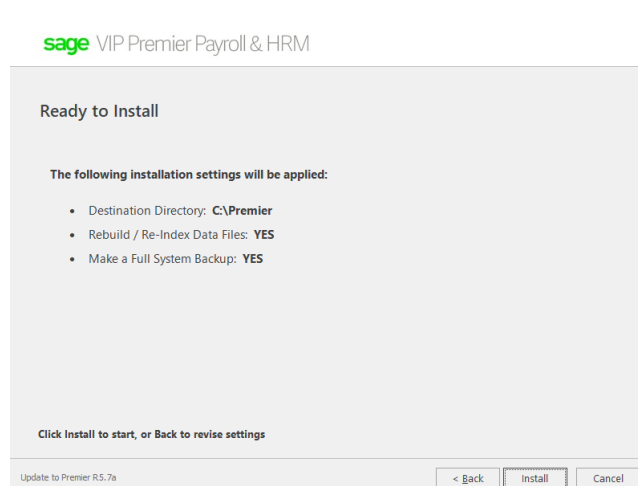
   Another warning Message will be displayed.

   If you are an ESS / Premier HR user, please read the warning and ensure that all Premier ESS and HR Services have been stopped. To acknowledge the messages, tick the box next to each of the following questions:

   - "The ESS Website is offline"
   - "The Premier ESS Process Service has been stopped"
   - "The Premier ESS Comms Service has been stopped"
   - "I have read and performed the tasks above", and then click on Next

9. The Ready to Install Screen, which displays a summary of your selections, will be displayed.

Click on *Install*

10. The Installation Process will commence. Progress bars will indicate the status of the installation. This process can take long, depending on the selections made in Step 7. PLEASE do not interrupt the process.

11. The Installation Result Screen will be displayed. Click on *Finish*.

   Your programs have now been updated.
   Now the data of the Payroll Companies must be updated and converted.

Steps to follow when updating your Payroll Companies

1. When you open your payroll for the first time after installing the release you might get the following message:
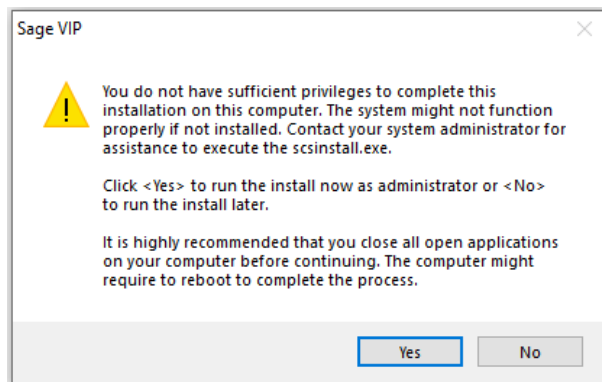
   Select <Yes> to continue. Your computer might reboot after this installation.

   Note: All users accessing the payroll might get this message.

2. When you access your Payroll Companies for the first time after installing the Release, you will be warned that all your Companies must be updated to Release 5.7a. Only if you have made a Full System Backup, click on *Continue,* otherwise click on *Exit* and phone the Call Centre for assistance. Once all the Companies in your Directory have been updated, this message will no longer be displayed.

3. The Update Options Screen will be displayed. Select the required option, e.g. Update all Companies (to Release 5.7a). Click on *Continue*.

4. While each Payroll Company is being updated, either the progress of the conversion of the files, or the code of the employee who is being updated, will be displayed.

After you have installed the Release

1. Make another Full System Backup. Label this Backup as FullR57a.

2. If your Payroll application is installed in more than one directory, repeat the entire Installation Process in each of these directories.

ODBC/SI/VIP Smart Users

Your ODBC Data Sources MUST also be Updated

1. From the Payroll Main Menu, select: Utilities – VIP ODBC Configuration. Enter your Login Password when prompted to do so.

2. The ODBC Configuration Tool screen will be displayed. Click on **Apply Changes** to update the Data Sources.

3. You will be warned that all other applications should be closed while you are applying these changes. Once you have closed all the other applications, click on **OK**.

4. Once the changes have been applied you will be advised that: "Permissions have been updated successfully". Click on **OK.**

Premier ESS Users

All Premier ESS users installing Premier Payroll Release 5.7a must install the Employee Self Service Version 10.7 update to ensure communication integrity between the ESS and Payroll Applications.

Please refer to the separate Installation Instructions found on the Sage website for full details.

Premier HR Users

All Premier HR users installing the Premier Payroll Release 5.7a must install Premier HR Version 21.9.0.1 to ensure smooth integration between the HR and Payroll Applications.

Please refer to the separate Installation Instructions found on the Sage website for full details.

Experiencing Problems?

Please read the following to assist you with any errors you may encounter during the Installation Procedure:

- When installing on Vista, Windows 7, 8, 8.1, Server 2008 or Server 2012 UAC (User Account Control) is enabled:
- For limited users, i.e. users without local administrator rights, an elevation message will be displayed prompting you to install with an administrator's account. This implies that the credentials of an administrator's account must be used for the installation. Please contact your administrator (IT Department) for assistance.
- For users with local administrator rights, the rights must still be elevated, but a username and password will not be required.
- When using Windows 8 and 8.1 the UAC (User Account Control) must also be disabled on the Local Security settings of the Workstation.
- Open Control Panel > Administrative Tools > Local Security Policies then expand Local Policies and click on Security Options. Please disable all the User Account Control policies as per screen shot below and then reboot the Workstation.
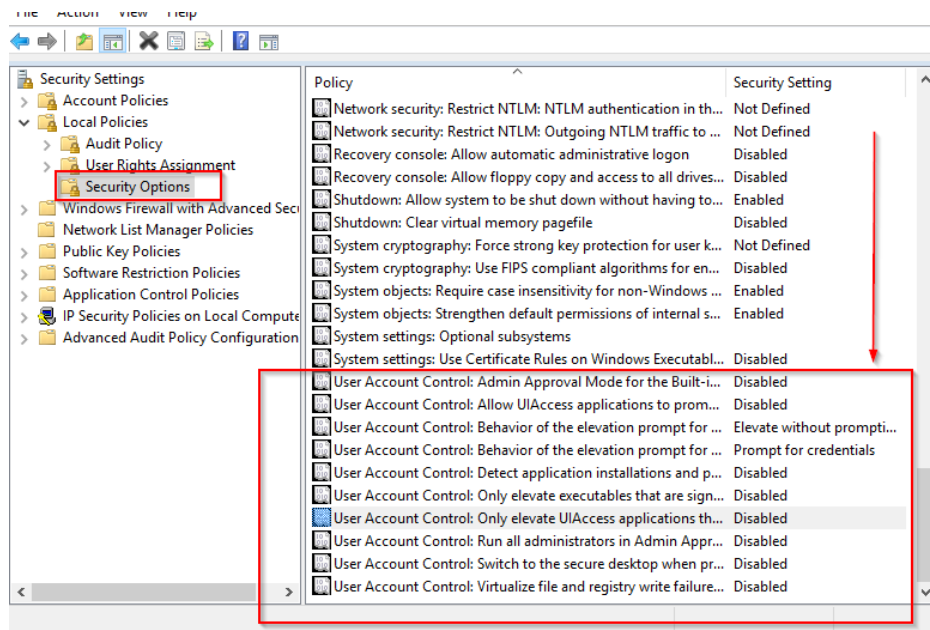
- On Windows 7 and higher if Premier/Classic is used via a map drive the Drive Letter needs to be included on the Internet Explorer's Trusted sites.
- Open Internet Explorer > Internet Options > Security and select Trusted sites. Deselect "Require Server verification (https:) for all sites in this zone" Tick box. Click on Sites, add Map drive letter and then Add > Close.
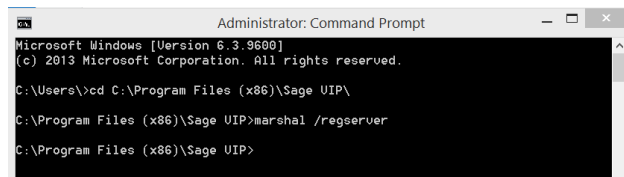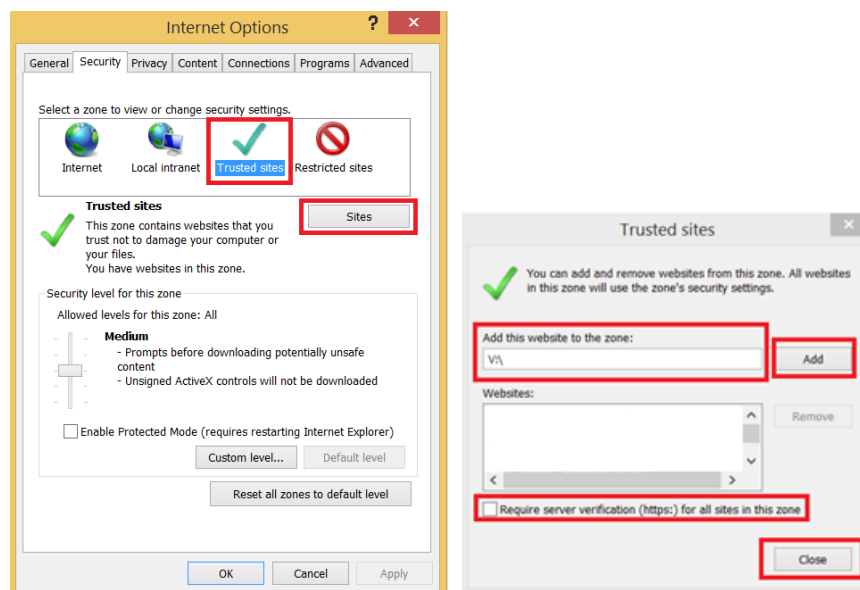

- "Retrieving the COM class factory for Component with CLSID" error
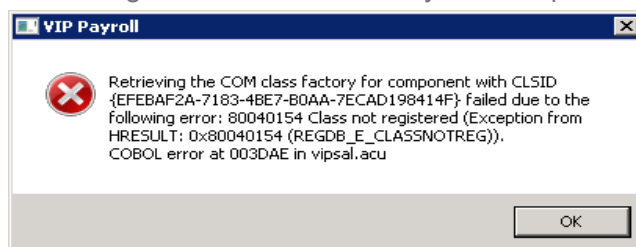
- Run Command Prompt as Administrator, in Windows, Click on Windows Start icon > Run/Magnifying Glass and type "CMD" for Command Prompt. Right Click on "Command Prompt" and select "Run as administrator". Type in the following commands and press ENTER after each command.
- "cd C:\Program Files (x86)\Sage VIP\" Press Enter

"marshal /regserver" Press Enter.

Please contact your IT Administrator for assistance.

- "The System in the Target Directory is not a Premier/Classic System or the version is incorrect".

    This will happen if the Premier/Classic System is not being installed into a Premier/Classic directory, or if the release being installed does not follow onto the current release of the software.

- "The Installation Wizard for Premier/Classic Setup has failed: Errors will be listed here. Contact your administrator".

    Your IT administrator should check the settings according to the information displayed on the screen. Please contact your IT administrator for assistance.

If you are unsure about any of the instructions above, contact us via
- Instant Chat, which is accessible from the Support Base of the Customer Zone or
- Visit Sage City by clicking here or
- Log a web form inquiry here.