

Sage 200c VIP – Release 5.7a

Installation Instructions



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 Sage 200c VIP Release 5.6a or Release 5.6b before installing Sage 200c VIP 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
- Make sure that ALL operators are out of the System. If they are not, programs and data may be corrupted.
- If you are an ESS and/or HR user, it is important to also install their respective updates.

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 on the payroll Main Menu page.
- Visit Sage City by clicking [here](#) or
- Log a web form inquiry [here](#).

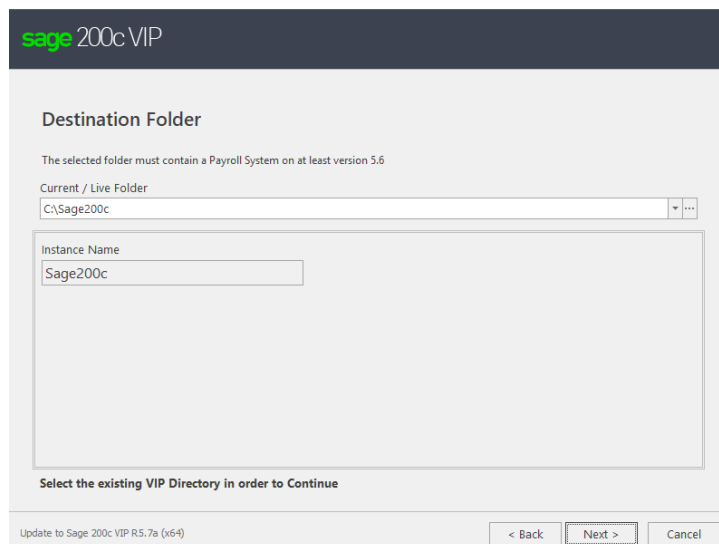
Steps to Install the Sage 200c VIP Release 5.7a Update:

In the Installation Instructions below we are assuming that the System is installed in C:\Sage200c.

- 1.1. Make a Full System Backup. Write down the Drive Letter and Directory Name where your current System that must be updated is installed (e.g. C:\Sage200\). Label this Backup as FullR56a or FullR56b.
- 1.2. Run the 'Sage200c Setup' Application File.
- 1.3. The **Wizard Welcome** screen will be displayed. Click on Next.
- 1.4. The **Destination Folder** screen will be displayed.

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

Enter an Instance Name. This name will be used to identify the data contained in the folder associated with it. This name cannot contain any spaces or special characters.



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

- 1.5. The **Compatibility Check** screen will now display

This screen will show the Compatibility Rules and Minimum System Requirements for Sage 200c VIP. Any warnings and/or errors that may cause the installation to fail will be indicated on the screen.

PLEASE NOTE: this will take a long time as it will do all the minimum requirement checks as well as the port checks. Please do not interrupt the process.

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Compatibility Check

The Compatibility Wizard tested the Computer for Minimum System Requirements. Consult the table below for the outcome of these tests.

Status	Name	Description
✓	Administrative Rights	Current user must have Local Admin rights
✓	Operating System	Windows 7 or Server 2008 R2 and higher
✓	Total Memory	At least 1024 MB
✓	Disk Space Required	A minimum of 891 MB
✓	DotNet Framework Version	Version 4.5 or higher
✓	Internet Explorer	Version 8 or higher
✓	Screen Resolution	At least 1024 x 768
✓	VIP System Closed	All users should be logged out
✓	VIP Directory Writeable	The directory should be writable by the current user
✓	64 Bit Operating System	The Operating System must be 64 Bit
✓	Sage 200c Connect Service	Sage 200c Connect Service is running.
✓	Sage 200c Web Service	Sage 200c Web Service is running.

Click Next to continue Stop Service

Update to Sage 200c VIP R.5.7a (x64) < Back Next > Cancel

1.6. 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.

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Additional Installation Actions

It is advisable to perform the following actions as part of the installation process

☒ Rebuild / Re-Index Data Files
Ensures the integrity of the database files before upgrading to the new version. Broken links and corrupted data files will be fixed before conversion.

☒ Make a Full System Backup
Provides the ability to completely restore all data files and system files if the installation process should not be successful.
The backup file for the Current / Live Directory will be:
C:\Sage200cBackups\FULL_20210821_114234.zip

Select applicable actions and click Next to Continue

Update to Sage 200c VIP R.5.7a (x64) < Back Next > Cancel

1.7. Users with add on Modules.

If you are an ESS / HR user, please read the warning and ensure that all 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.

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Warning

You are licensed for the ESS Application.

Please ensure that you have downloaded the ESS update that needs to be installed in conjunction with this Payroll update. The ESS Services must NOT be running during the installation process. If you are unsure, please contact Sage VIP Support before installing this software.

- ☒ The ESS Website is offline
- ☒ The ESS Process Service has been stopped
- ☒ The ESS Comms Service has been stopped

☒ I have read and performed the tasks above

Confirm options, then click Next to continue

Update to Sage 200c VIP R5.7a (x64) < Back Next > Cancel

1.8. The **Ready to Install** Screen, which displays a summary of your selections, will be displayed. Click on Install after confirming the information.

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Ready to Install

The following installation settings will be applied:

- Destination Directory: **C:\Sage200c**
- Rebuild / Re-Index Data Files: **YES**
- Make a Full System Backup: **YES**

Click Install to start, or Back to revise settings

Update to Sage 200c VIP R5.7a (x64) < Back Install Cancel

The Installation Process will commence, and progress bars will indicate the status of the installation. This process can take long, depending on the selections made in Step 6. PLEASE do not interrupt the process.

Once completed, the **Installation Result Screen** will be displayed.

If you are working in a single user environment, you can now Click on Finish.

If you are working in a multi-user network environment, it is recommended that you activate the tick option next to “Send an email with the link to the Payroll Administrator” and then click on Finish.

Steps to Follow when Updating your Companies

Step 1: Access your Payroll Companies and Update the Data

When you access your 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, select the required option, e.g. Update all Companies (to Release 5.7a). Click on Continue, otherwise click on Exit and ask for assistance. Once all the Companies in your Directory have been updated, this message will no longer be displayed.

While each 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.

Step 3: After you have installed the Release make another Full System Backup. Label this Backup as FullR57a.

Step 4: Your ODBC Data Sources MUST also be Updated

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

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

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.

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

HR and 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.

4. 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.

If you are unsure about any of the instructions above, contact us via

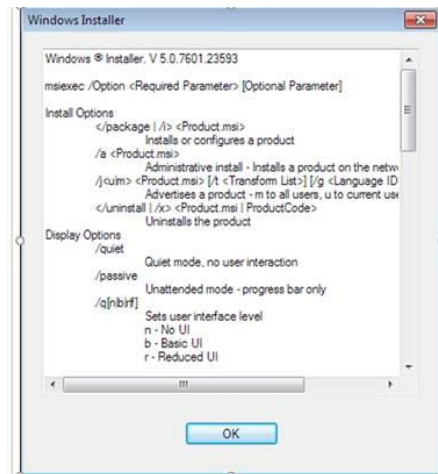
- Instant Chat, which is accessible from the Support Base of the [Customer Zone](#) or
- Visit Sage City by clicking [here](#) or
- Log a web form inquiry [here](#).

If you experience problems, you can check the information below.

- If you get this error during installation:

Click on OK complete the process.

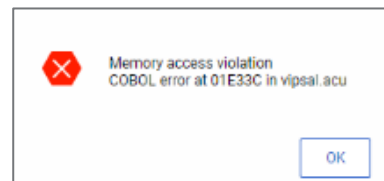
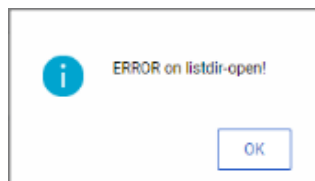
Solution: Go to Add/Remove programs and uninstall the Sage200c Runtime. Run the installation again and ensure that your Instance Name does not contain any spaces or special characters.



- When accessing the payroll you get the message "Function not available. AcuToWeb Desktop not started":



If you click on Ok, you get the following errors:



Solution: Go to: C:\Program Files (x86)\Sage\Sage 200c VIP\Desktop

Double click on the file AcuToWeb.exe to launch the Service. Access the Payroll Instance again.

Take Note:

If you just close the browser, the file will reflect as logged. The log disappears after 60 seconds.

If the connection drops, a message will display - page not found. The application should close in the back-end.