

Classic & Premier Release 6.3a

Installation Instructions

September 2024

Release 6.3a brings several key updates, including:

- **Legislative IRP5 changes** for mid-year submissions.
- **Africa-specific updates.**
- **User Pain Points** that have been addressed for an improved user experience.

Important Information Before Installing Release 6.3a

1. Installation Deadline:

- All users must install the update during **September or October.**
- **ZA users** should complete the installation before performing their Mid-Year submissions.

2. Following these guidelines will ensure a smooth installation process for Release 6.3a.

3. If you have any questions or need assistance, feel free to reach out to our support team.

4. Version Check:

- Before proceeding with the installation, confirm that you are currently running Release 6.2a or 6.2b.

5. Administrator Rights:

- Full Administrator rights are required to run the installation. If you are operating in a server environment, it is strongly recommended to install the update directly on the server.
- After installation, administrator rights will be needed for all users when logging into the payroll application for the first time. This is a one-time requirement and can be revoked after the initial login. If any user does not have full access, a reboot of their workstation will be required.

6. Ensure Specific Functions Are Disabled:

- Before installing the update, make sure that Stop Further Entry or Early Pay features are NOT activated.

7. Premier ESS and Premier HR Users:

- If you are using Premier ESS or Premier HR, ensure that you also install their respective updates.

8. Allocate Sufficient Time:

- Make sure to allow enough time for the update to be completed and do not interrupt the process.

9. Log Out All Operators:

- Before starting the installation, ensure that all operators have logged out of the payroll system. Failure to do so may result in data or program corruption.

Please ensure you read the full Release Notes after completing the installation for a detailed explanation of all changes included in this release.

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

- Visit Sage Community Hub by clicking [here](#) or
- Log a web form inquiry [here](#)

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Installing the New Release

In the instructions below, it is assumed that your Payroll System is installed in either C:\Premier or C:\Classic.

Step-by-Step Installation Instructions:

1. Make a Full System Backup:

- Write down the drive letter and directory name where your current Payroll System is installed (e.g., C:\Premier or C:\Classic).
- Label this backup as FullR6.2a or FullR6.2b to easily identify it.

2. Run the Installation File:

- Launch the Premier_63a or Classic_63a application file.

3. Verify Setup File:

- The installation will begin by verifying the Setup File to ensure it was downloaded correctly. This process may take some time—please be patient.

4. Wizard Welcome Screen:

- Once the Wizard Welcome screen appears, click Next to proceed.

5. Select Destination Folder:

- The Select Destination Folder screen will appear.

Destination Folder

The selected folder must contain a Payroll System on at least version 6.2

Current / Live Folder
C:\Premier

Select the existing VIP Directory in order to Continue

Update for Premier R6.3a

< Back Next > Cancel

- In the Current / Live Folder field, enter the directory name of your live Payroll directory (e.g., C:\Premier or C:\Classic), or use the Browse button to navigate to your current directory.

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

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6. Compatibility Check:

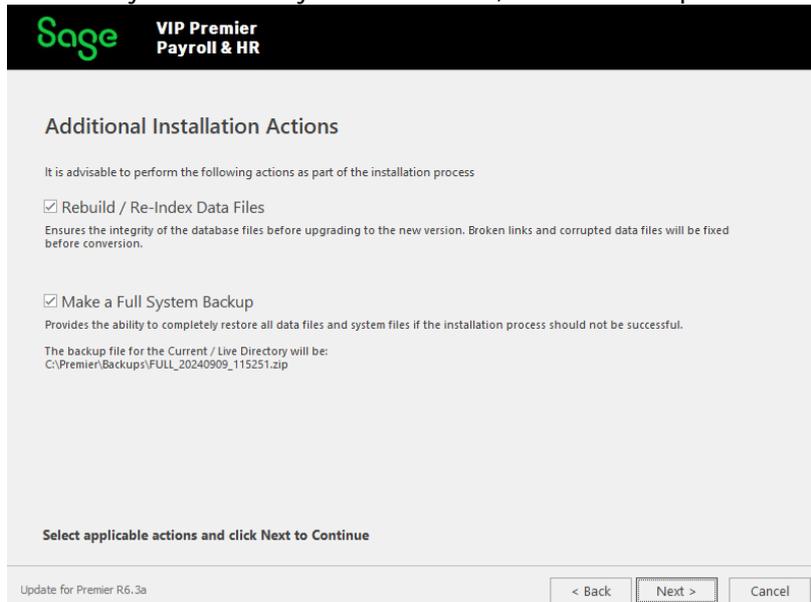
- The Compatibility Check screen will display the Compatibility Rules and Minimum System Requirements for Release 6.3a.
- Any warnings or errors that might cause the installation to fail will be indicated on this screen. Please review them carefully.

7. Additional Installation Actions:

- You will now have the option to perform some Additional Installation Actions:
- Rebuild / Re-Index Data Files: This step is strongly recommended before proceeding with the installation. Be aware that selecting this option will extend the duration of the update process.
- If you have already made a Full System Backup, you may choose to uncheck the Make Full System Backup option. However, it is recommended to leave this option checked, as it allows the system to roll back and restore data and program files if the installation is unsuccessful.

8. Proceeding with Installation:

- Once you've made your selections, click Next to proceed with the installation.



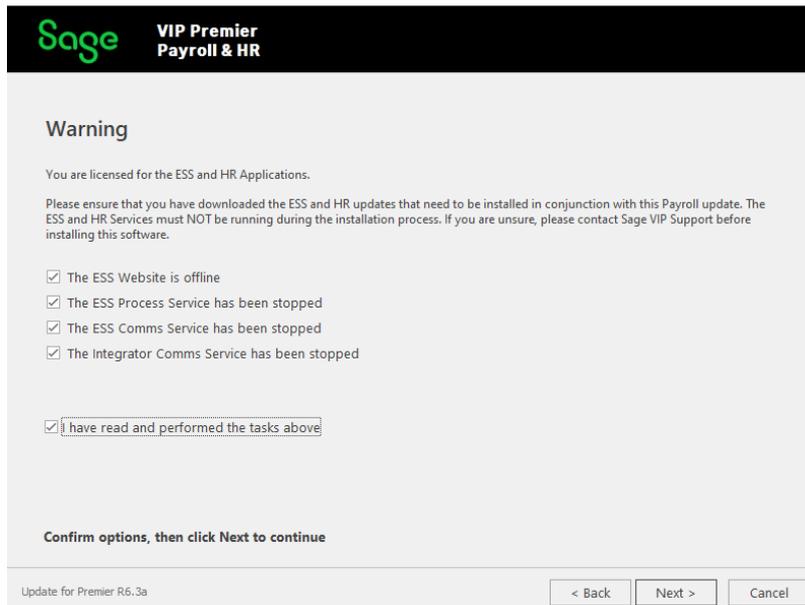
The screenshot shows a software installation window for Sage VIP Premier Payroll & HR. The title bar includes the Sage logo and the product name. The main content area is titled 'Additional Installation Actions' and contains the following text: 'It is advisable to perform the following actions as part of the installation process'. There are two checked options: 'Rebuild / Re-Index Data Files' with a sub-note 'Ensures the integrity of the database files before upgrading to the new version. Broken links and corrupted data files will be fixed before conversion.' and 'Make a Full System Backup' with a sub-note 'Provides the ability to completely restore all data files and system files if the installation process should not be successful.' Below this, it states 'The backup file for the Current / Live Directory will be: C:\Premier\Backups\FULL_20240909_115251.zip'. At the bottom, there is a prompt 'Select applicable actions and click Next to Continue' and three buttons: '< Back', 'Next >', and 'Cancel'. The status bar at the very bottom reads 'Update for Premier R6.3a'.

Next Steps

1. Users with Add-on Modules:

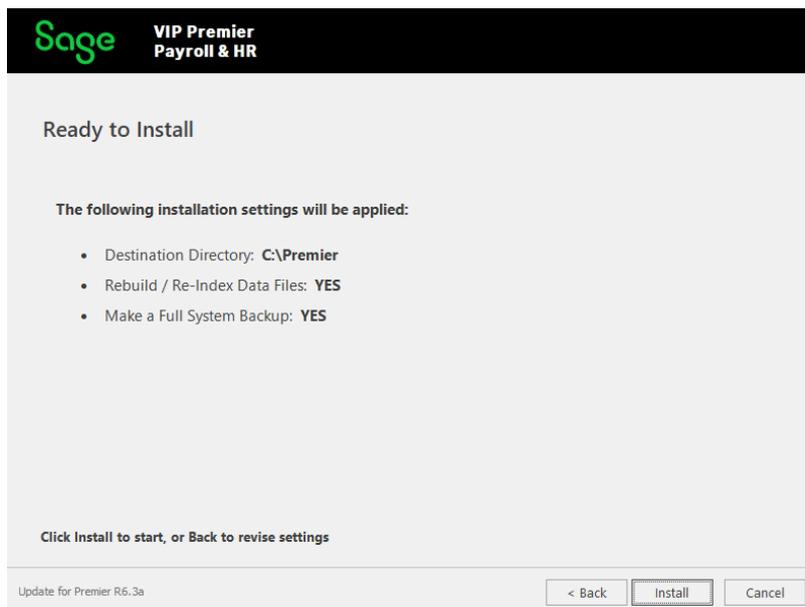
- A warning message will appear if you are using ESS or Premier HR.
- Please read the message carefully and ensure that all relevant Premier ESS and HR services have been stopped. To acknowledge this, tick the boxes next to each of the following items:
- “The ESS Website is offline.”
- “The Premier ESS Process Service has been stopped.”
- “The Premier ESS Comms Service has been stopped.”
- “I have read and performed the tasks above.”
- After ticking the boxes, click Next to proceed.

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2. Ready to Install:

- The Ready to Install screen will show a summary of your selections.
- Review the details, then click Install to begin.



3. Installation Process:

- The installation will begin, and progress bars will show the status.
- Important: The process may take some time, so please do not interrupt it.

4. Installation Result:

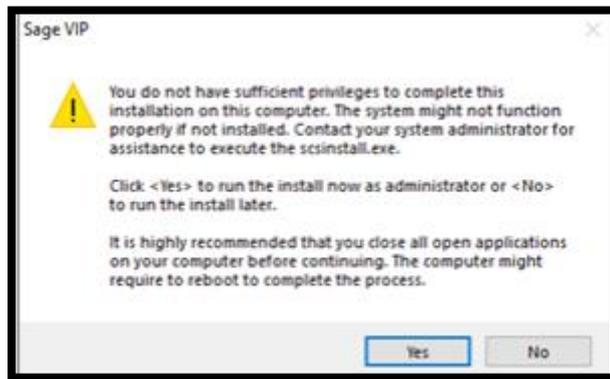
- Once the installation is complete, the Installation Result screen will appear.
- Click Finish to confirm that your programs have been successfully updated.
- Now, the data for your Payroll Companies will need to be updated and converted.

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Steps to Follow When Updating Your Payroll Companies

1. Initial Message After Opening Payroll:

- The first time you open your payroll after installing the release, you may see the following message:



- Select Yes to continue. Your computer may reboot after this installation.
- Note: All users accessing the payroll may receive this message.

2. Update Required for Payroll Companies:

- Upon accessing your Payroll Companies for the first time after the update, you will be warned that all companies must be updated to Release 6.3a.
- If you have made a Full System Backup, click Continue. Otherwise, click Exit and contact us using the support channels provided at the end of this document.
- Once all companies in your directory have been updated, this message will no longer appear.

3. Update Options Screen:

- The Update Options screen will appear. Select the appropriate option, such as Update all Companies to Release 6.3a, then click Continue.

4. Update Progress:

- During the update, you will see the progress of the file conversions.

5. Make Another Full System Backup:

- After completing the installation, create another Full System Backup and label it FullR63a.

6. Multiple Directories:

- If your Payroll application is installed in more than one directory, you will need to repeat the entire installation process for each directory.

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ODBC/SI/VIP Smart Users

Update Your ODBC Data Sources

To ensure everything works smoothly, follow these steps to update your ODBC Data Sources:

1. Access the ODBC Configuration:

- From the Payroll Main Menu, go to: Utilities → VIP ODBC Configuration.
- Enter your login password when prompted.

2. Apply Changes:

- The ODBC Configuration Tool screen will appear. Click on Apply Changes to update the data sources.

3. Close All Other Applications:

- You'll receive a warning to close all other applications before proceeding. Once all are closed, click OK.

4. Confirmation:

- When the changes are applied, a message will confirm: "Permissions have been updated successfully." Click OK to complete.

Premier ESS Users

To maintain communication between Premier ESS and Payroll, all users installing Premier Payroll Release 6.3a must also install **Employee Self Service Version 12.11.4.2**

For full installation details, refer to the separate instructions available on the Sage website.

Premier HR Users

If you are installing Premier Payroll Release 6.3a and using Premier HR, make sure to also install **Premier HR Version 24.09.0.1** to ensure proper integration between HR and Payroll.

Full installation instructions can be found on the Sage website.

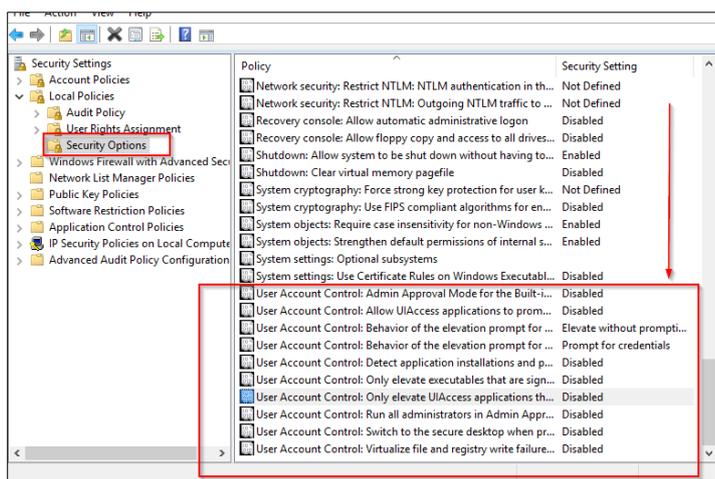
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Experiencing Problems?

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

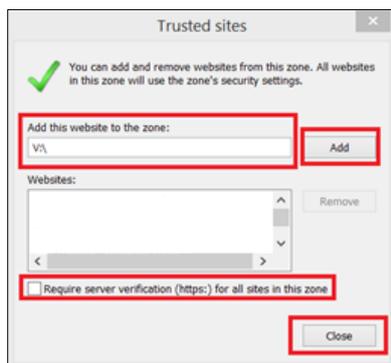
- When installing on Vista, Windows 8, 8.1, Server 2008 or Server 2012 UAC (User Account Control) is enabled:
- For limited users, i.e. users without local administrator rights, an elevation message will be displayed prompting you to install with an administrator's account. This implies that the credentials 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.

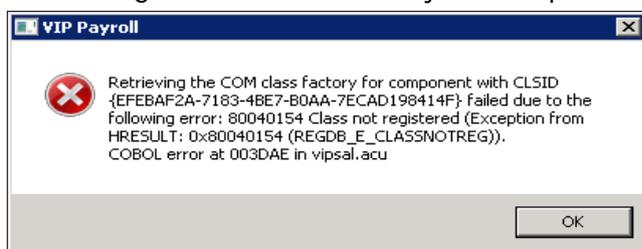


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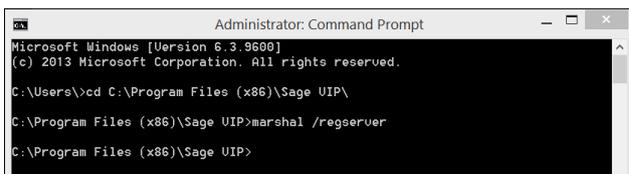
- Open Internet Explorer > Internet Options > Security and select Trusted sites. Deselect “Require Server verification (https:) for all sites in this zone” Tick box. Click on Sites, add Map drive letter and then Add > Close.

- “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.

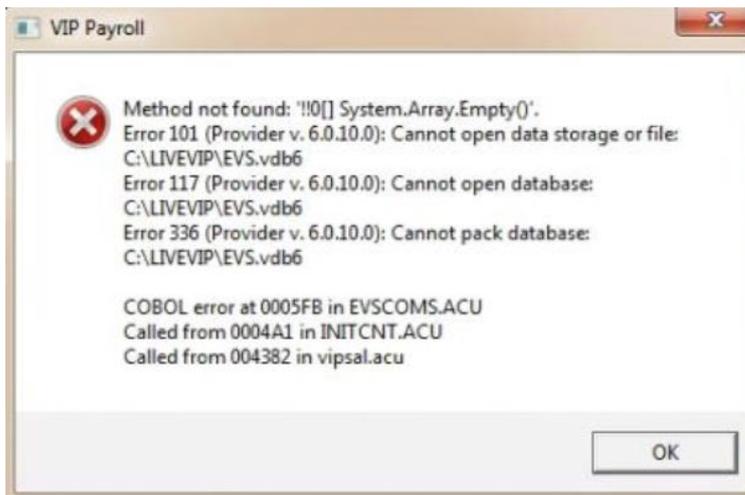
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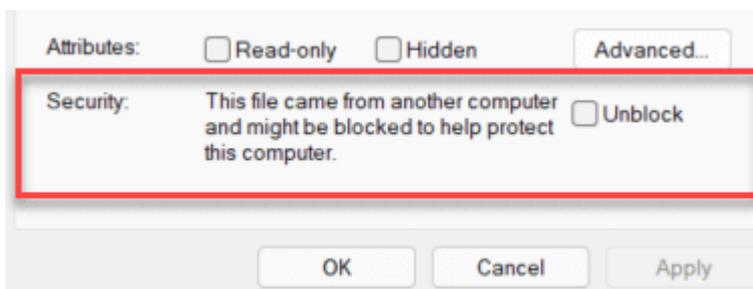
- Experiencing a Method not found error as below? We suggest that you ensure you have .Net 4.8 installed.

If not, you can obtain it from the following links:

- <https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-web-installer>
- <https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-offline-installer>



- Running report files containing macro's: Warning: "SECURITY RISK: Microsoft has blocked macros from running because the source of this file is untrusted" when downloading Excel report files, generated from payroll. The user needs to locate the Excel template, which is included in the release, right-click on the file, select Properties, and then select to unblock the file.



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

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