

Sage 200c VIP – Release 5.0b#

Installation Instructions



June 2018

Sage 200c VIP Release 5.0b# contains a runtime update that resolves:

- Print previews opening on the Taskbar
- Employee Lookup List – duplicate characters when using search function
- Printing of logo's on the New Payslips

What is important for you to know before you install Sage200c VIP Release 5.0b#

- Check that you are currently on Sage 200c VIP Release 5.0b before installing Sage 200c VIP Release 5.0b#
- **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.
- **In a Network environment**, the installation must be done on the server and a workstation installation is required. Full Administrator rights will be required when running the installation.
- 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, you do not have to install their respective updates. This is a Payroll Only installation.

If you are unsure about ANY of the instructions above, please contact the Sage Call Centre or send an e-mail to support.vip@sage.com and we will gladly call you back to assist you

Steps to Install the Sage 200c VIP Release 5.0b# Enhancement

In the Installation Instructions below we are assuming that the System is installed in E:\Sage200\Premier

- 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. E:\Sage200\Premier). Label this Backup as FullR50b
- 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.

The Instance Name will default based on the directory that you select.

The screenshot shows the 'Destination Folder' window for Sage 200c VIP. At the top, it says 'The selected folder must contain a Payroll System on at least version 5.-1'. Below this, there's a text box for 'Current / Live Folder' containing 'C:\Sales'. Underneath is a larger text box for 'Instance Name' containing 'Sales'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A small note at the bottom left says 'Enhancement to R5.0b#'. A prompt at the bottom center says 'Select the existing VIP Directory in order to Continue'.

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

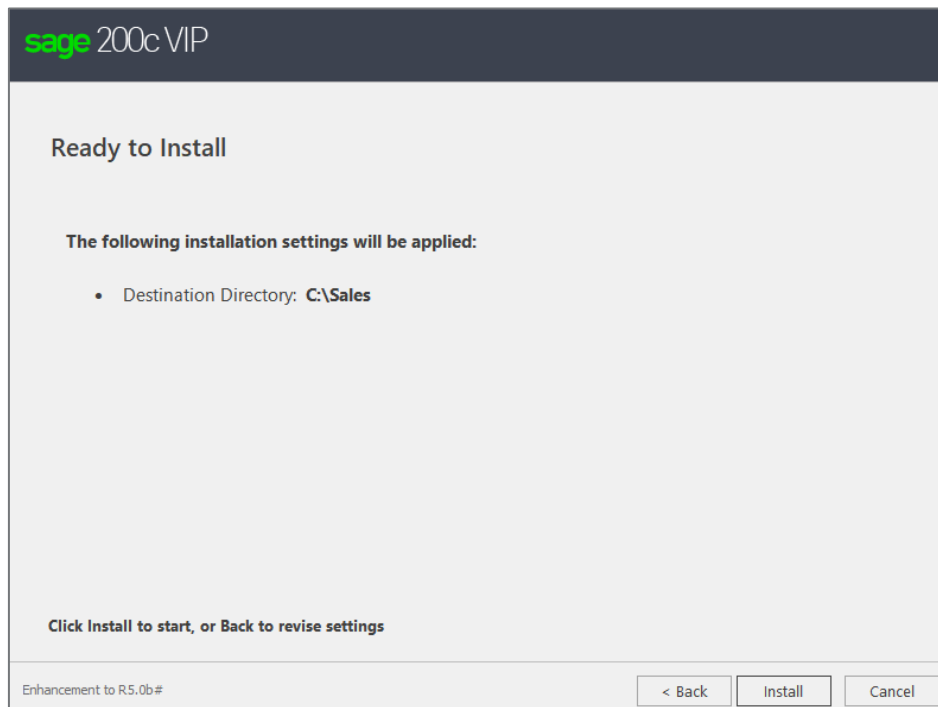
This screen will show the Compatibility Rules and Minimum System Requirements for Sage 200c VIP. Any warnings and/or errors that may cause the installation to fail will be indicated on the screen.

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.

The screenshot shows the 'Compatibility Check' window for Sage 200c VIP. It states 'The Compatibility Wizard tested the Computer for Minimum System Requirements. Consult the table below for the outcome of these tests.' Below this is a table with three columns: Status, Name, and Description. All status icons are green checkmarks. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A 'Stop Service' button is also present. A small note at the bottom left says 'Enhancement to R5.0b#'. A prompt at the bottom center says 'Click Next to continue'.

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 100 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
✓	Sage 200c Connect Service	Sage 200c Connect Service is running.
✓	Sage 200c Web Service	Sage 200c Web Service is running.

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



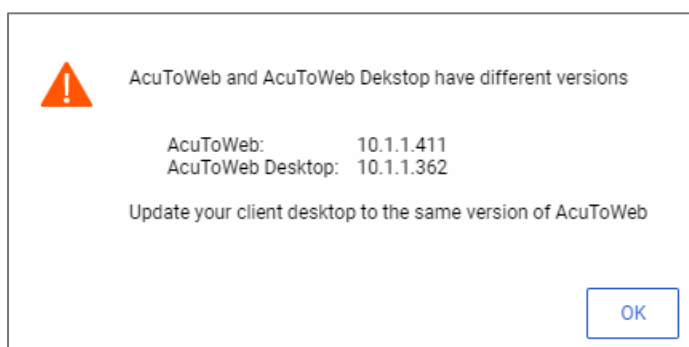
The **Installation Process** will commence and progress bars will indicate the status of the installation. This process can take long. PLEASE do not interrupt the process.

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

You can now Click on Finish to complete the process

If you are working in a multi-user network environment, workstation installations must be done to update the Runtime.

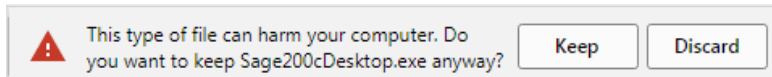
If you try to access the software from a Workstation without running the workstation installation you will get the following message:



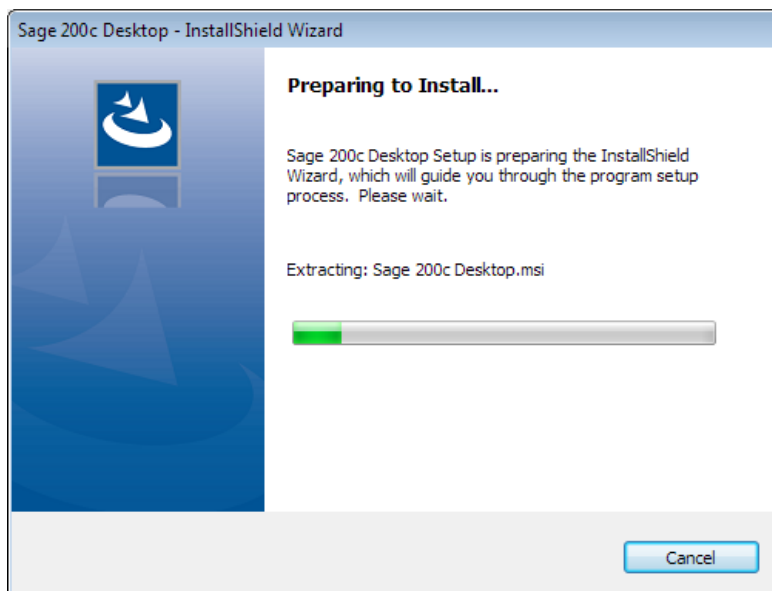
Steps to Follow to do the Workstation Installation

1. Access the Landing Page on every Workstation
2. Click on the Utilities Tab
3. Select to Download the “Desktop Client”

A Desktop setup file will be downloaded. It is possible that you can get a warning that the file can harm your computer. The file is safe and you can keep the download.

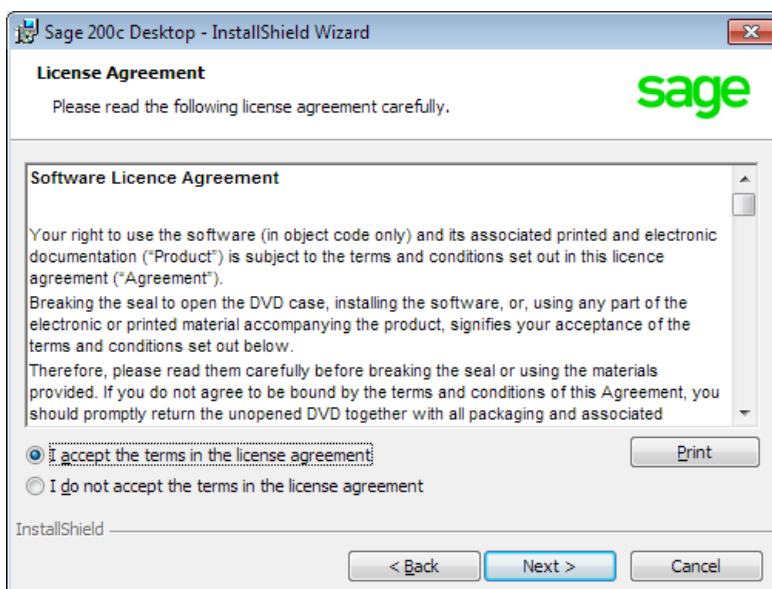


4. Once the download is complete, you can run the installation

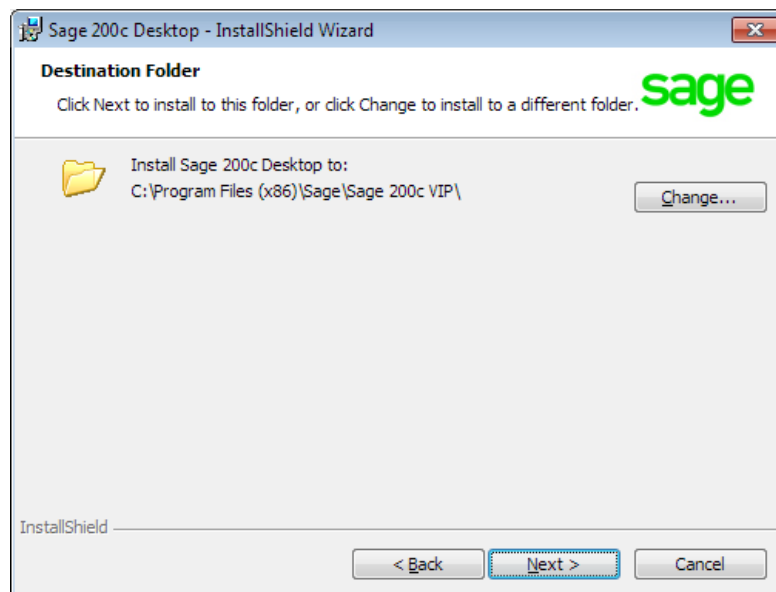


On the Welcome Screen select Next

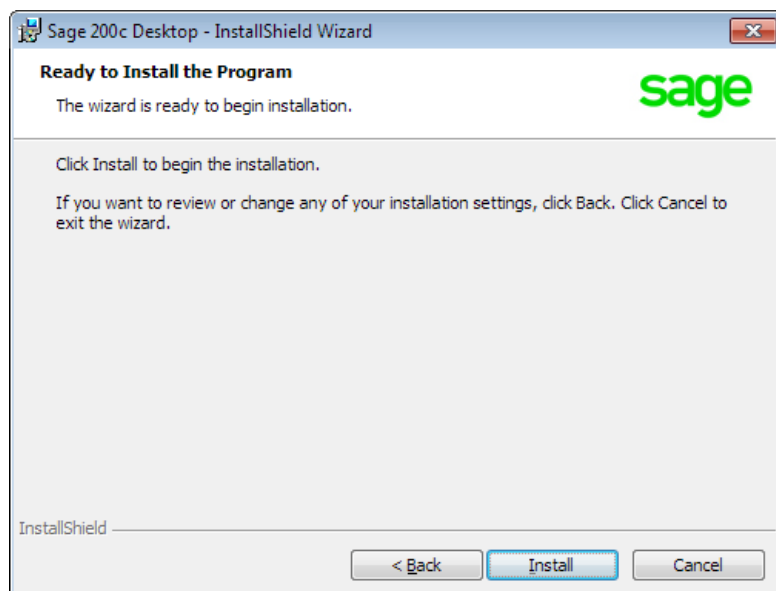
On the License Agreement Screen, select that you accept the License Agreement and click on <Next>.



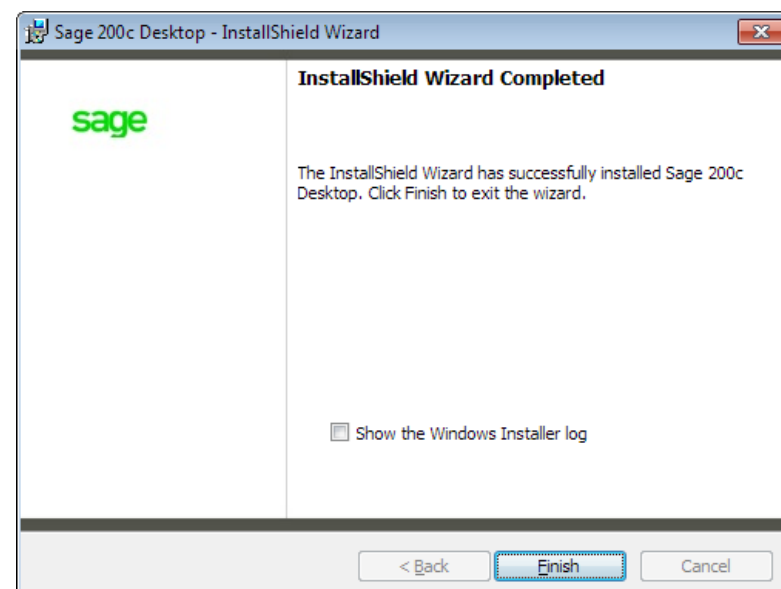
Select the folder where you need to install your runtime. The default would be recommended. Click on next to continue.



On the screen below, select to Install once happy with all your selections.

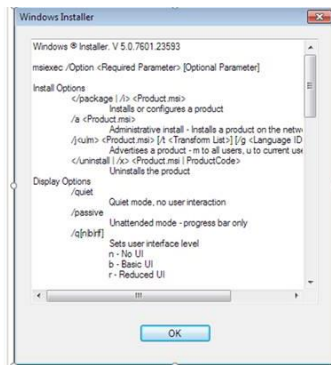


Click on Finish to complete the process



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

- If you get the error below during installation:

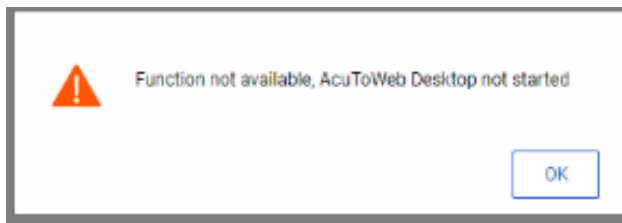


Click on OK complete the process.

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.