

Release 5.4a

Frequently asked questions



How do I know if I must load the update?

Release 5.4a has specifically been released for the new tax year as it contains the RSA Legislative changes for 2020-2021 tax year (new 2020-2021 tax tables and UIF changes). It is therefore a compulsory update. Click [here](#) for steps on how to download and install the update.

Must I install this release on my Tax Year-end Copy system as well?

Your Tax Year-end copy system must be on either Release 5.3a or Release 5.3b, it is not necessary to update to Release 5.4a. If however you have updated the system to Release 5.4a it is not necessary to restore a backup.

When must I install the update?

Release 5.4a must be installed in a new period in the new tax year, before paying any employees. Also refer to the [installation guidelines](#) for more detail.

I am trying to make a backup prior to installing the new release, but my backups keep on failing

There are various factors that can influence the successful completion of a backup. Kindly follow the guidelines provided [here](#). It is a process of elimination to determine the cause of the issue.

Error: Sage Deploy Value cannot be null. Parameter name: path1

When running the update installer, the applications start with the Preparing the Wizard message and then after a while the Sage Deploy Value cannot be null message is displayed. To resolve this issue, click [here](#).

Error: Installation result: The installation wizard has failed

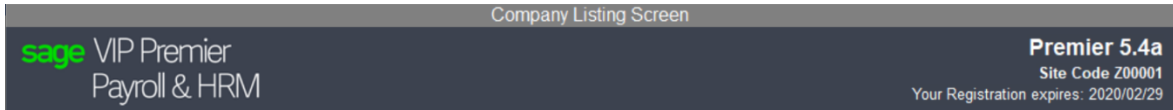
When running the installation wizard there is an option to rebuild the data files

<input checked="" type="checkbox"/> 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.

It is automatically ticked and selecting this will run a rebuild on all the data files prior to converting them to the new release. There are instances where this process cannot be completed and a message indicates the installation has failed, specifically referring to the rebuild process. We recommend you do a [manual rebuild](#) and once the rebuild has successfully been completed, proceed to run the installation again, this time unticking the option to rebuild the files.

How do I know my system is on Release 5.4a

Once the update has ran through successfully and you access the system for the first time, you will get a message to update the companies. Once all companies have been updated the release number will display at the top of the company listing screen



Message after company has been updated to Release 5.4A

Take note of the following information. You can access the Release Notes for more information.

IMPORTANT NOTICE

Legislative changes for the 2020-2021 Tax Year have been implemented.
New Termination Reasons and UIF Employment Statuses also form part of this release.

Employment Tax Incentive (ETI): From 1 August 2019 the ETI Wage Test to determine whether an employee qualifies for ETI changed.
Follow the steps in the Release Notes to ensure your current ETI Setup and ETI History values are correct.


For Employees falling under the National Minimum Wage - Employee > Change Employee > Select Employee > Employment Tax Incentive Tab:

- link to a Minimum Monthly Wage Code and
- tick Wage Regulating Measure/National Minimum Wage Rate

The National Minimum Wage values also increased from 1 March 2020. To amend the applicable Minimum Wage Codes, go to Payroll > Definitions > System Description Codes > ETI.

If you are a qualifying company for Special Economic Zones (SEZ), ensure that you do still qualify and make adjustments if necessary.

It is the beginning of the Tax Year, confirm that the Tax Status is correct for all the Employees.

Please refer to the Release Notes  on the Company Selection Screen for more details.

I acknowledge. Don't show this message again.