AccountMate 12.x for SQL/Express
Program Update from
AccountMate 12.x for SQL/Express
UPDATE INSTRUCTIONS
As of September 19, 2022

IMPORTANT! READ THIS DOCUMENT FIRST.
Do not run the AccountMate 12 (AM 12) for SQL/Express update until you read and thoroughly understand all pages of this document. If you have any questions about the update process after reading this material, please contact our Product Support team at (707) 774-7599 or via e-mail at support@accountmate.com before you attempt the update.

This document is designed to address your update needs. It is made up of three parts:
- What's New – new information added in the conversion instruction
- Checklist – step-by-step list of the procedures to be performed
- Installation & Update Details – detailed discussion of the procedures specified in the checklist

WHAT'S NEW

The latest conversion program now supports conversion through **AccountMate 12.3 for SQL/Express**.

In **AM12.3 for SQL/Express**, structure changes were made in one or more of the AMR* tables of the Custom Reports directory; hence, when doing an in-place update, a pre and post update step must be done if you have custom reports from the source build. Refer to the **Pre-Installation Steps ► Update Limitations** and **Post-Update Process ► Verify and/or Recreate Report Macros and Custom Reports** sections for more information.

Starting in **AM12.2 for SQL/Express**, you can assign a default export location of your AccountMate documents and select a particular outbound email in the Company Setup function. You can also assign a Standard Occupational Classification (SOC) code to employee records to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. See **Post Update Process ► Run Company Setup** and **Access Maintenance Records** section below for additional information.

CHECKLIST

Note: Please refer to the Installation & Update Details section for a detailed discussion of the specific steps in the checklist below.

A. Pre-installation Steps

_____ 1.   Correct Version/Build
_____ 2.   Update Limitations

_____	3.	Do Modifications Exists?
_____	4.	Set SQL Server to Use Mixed Mode Authentication
_____	5.	Install SQL Server's Full Text-Search Component
_____	6.	Choose Computer
_____	7.	Check Disk Space
_____	8.	Check Database Compatibility Level
_____	9.	Verify Database Properties and Collation Settings
_____	10.	Select and Map a Common Files Directory
_____	11.	Run Reports
_____	12.	Payroll Module Preparations
_____	13.	Cash Flow Category Assignment
_____	14.	Run the Inventory Adjustments Transfer to GL Update Utility
_____	15.	Check Database Owner
_____	16.	Check Root Folder
_____	17.	Rename Patches and Modifications Folder
_____	18.	Back Up

B. AM 12 for SQL/Express Installation

_____	1.	Verify Exclusive Access
_____	2.	Run Setup.exe
_____	3.	Select Destination Location
_____	4.	Select the "Custom" Installation Option
_____	5.	AccountMate Product Key
_____	6.	Select Components to Install
_____	7.	Launch the Administrator Program

C. Update Data

_____	1.	Download and Extract Latest Conversion Utility
_____	2.	Run amconvert.exe
_____	3.	Conversion Setup
_____	4.	Validation/Conversion Setup
_____	5.	Run the Conversion

D. Post-Update Process

_____	1.	Activate Modules
_____	2.	Install Latest PR Tax Update
_____	3.	Input PR Tax Subscription Key
_____	4.	Run Company Setup
_____	5.	Assign Group and User Access Rights
_____	6.	Run Data Encryption Utility
_____	7.	Initialize Modules
_____	8.	Access Maintenance Records
_____	9.	Run Transfer Data to and Compare GL Reports
_____	10.	Review Updated Data
_____	11.	Perform "Typical" or "Compact" Installation on Workstations
_____	12.	Verify and/or Recreate Report Macros and Custom Reports
_____	13.	Copy the Source Build's Tax Forms' files

E. Troubleshooting Errors and Messages

_____	1.	Update does not occur
_____	2.	Missing file/folder. Please verify that you have extracted the conversion files correctly.
_____	3.	Cannot detect the SQL Server instance. Be sure that the AccountMate application has already been run to create the amwsys and sample databases.
_____	4.	Database name should not start with a number.
_____	5.	Database name should contain space(s).
_____	6.	Invalid Product Key
_____	7.	Program Patches Error Message
_____	8.	Failed to copy audit trail setup. Failed to copy data.

--- **Checklist Ends (Detailed Discussion Follows) --**-

INSTALLATION & UPDATE DETAILS

A. Pre-installation Steps

1. Correct Version/Build

Use these instructions when updating:

o Databases on **AccountMate 12.x for SQL** to **AccountMate 12.3 for SQL or higher**; or

o Databases on **AccountMate12.x for Express** to **AccountMate 12.3 for Express or higher**

Check the version number of your current installation by accessing the "About AccountMate" function under the Help menu. If your current installation is a version that is lower than those mentioned above, you must use a different set of instructions.

Verify that the version number on the upgrade installer is AM 12.3 or higher. Contact AccountMate Product Support at (707) 774-7599, support@accountmate.com or call Customer Service at 1-800-877-8896 ext. 520 if you want to upgrade to any other version.

2. Update Limitations

Please take note of these update limitations that affect the following modules and features:

SM Module:

▪ *Shortcut Pane and User Grid Settings:* Shortcut pane and user grid settings are not updated when performing a side-by-side update. Users must re-configure their shortcut pane and grid settings after the update.

▪ *Report Macros:* Report macros that do not match the report criteria of the target build will become invalid after update (refer to **Section C ▶ Item # 4.e**). You may either recreate these report macros or overwrite them with the system default macros.

▪ **Custom Reports**

- *Side-by-side update:* Custom reports are stored in the application directory. A side-by-side update uses a new application directory for the new version. As such, all custom reports must be created from scratch in a side-by-side update.

- *In-place update:* Some enhancements in the new version may involve data structure changes. If these changes affect any of the tables that were used in the Custom Reports you created in your previous AccountMate version, the reports may not work after the update. You must run the Custom Report Setup function after the update and review all your custom reports and make the necessary revisions to make them work in the new version.

  IMPORTANT: AM12.3 has structure changes on one or more of the AMR* tables in the Custom Reports directory. If you update your build to AM12.3 for SQL or Express, you must rename the directory or delete the files inside the directory of your source build before installing the new one on top of the old. After the update, you must recreate all your custom report/s in the target build.

Notes:

- A *side-by-side update* is one where you install the new version in a different application folder and SQL server instance than the one where your previous AccountMate version is installed.

- An *in-place update* is one where you install the new version in the same application folder and SQL server instance that holds the previous AccountMate version.

3. **Do Modifications Exist?**

Your current AccountMate system and data structure must be **unmodified** for the generic conversion program to work. **This update will remove any modifications in the source AccountMate system**. You must have a programmer apply your customizations into your new version if you still need them.

The conversion program will **drop ALL the existing triggers defined in the company databases** to optimize the process. The triggers required to run AM 12 will be installed during the update.

Please do not proceed if you **modified** the data structure or system. Instead, e-mail our Development Consulting Service, devconsulting@accountmate.com, to ask how you can modify the generic conversion program to work with your modified AccountMate data or system. Regular consulting charges will apply.

4. **Set SQL Server to Use Mixed Mode Authentication**

*Note: Perform this step only if you are doing a **side-by-side update** and need to install SQL Server or Express for your new AccountMate target server.*

Verify that SQL Server or Express is properly installed and set up for use with AccountMate.

a. Make sure that SQL Server/Express is installed under **Mixed Mode** to support both SQL and NT Authentication.

b. Be sure to assign a non-blank password to the 'sa' SQL login ID. Take note of the password as you will need it to configure the SQL server connection.

c. Take note of the **SQL Server/Express Instance name** as you will also need it to configure the SQL server connection.

   Note: *For assistance on configuring your SQL Server or Express, refer to your IT Professional.*

5. **Install SQL Server's Full-Text Search Component**

   Note: *Please skip this step if you are updating to AM 12 for Express or if you will be running AM 12 for SQL on SQL Server Express Edition. The Full-Text Search Component is not available in SQL Server Express Edition.*

   AM 12 has the ability to do a full text search (i.e. search all character fields included in a catalogue) to locate a specific record such as an inventory item. To activate this feature, be sure to install SQL Server's Full-Text Search component. For assistance on installing this component, refer to your IT Professional.

6. **Choose Computer**

   We recommend that you run the update at the computer that holds the SQL Server/Express. The **SQL Client Tools** must be installed in the computer where the update is to be performed if, for any reason, you cannot perform the update at the server.

7. **Check Disk Space**

   The physical hard drive that houses your SQL server and data should have free disk space of at least 2-3 times the size of your current AccountMate data.

8. **Check Database Compatibility Level**

   The compatibility level of the AMWSYS, sample and live company databases to be updated should be **90 or higher**; otherwise, you will encounter syntax errors during the update.

   Perform the following steps to verify the compatibility level of the databases using Microsoft SQL Server:

   a. Access the SQL Server Management Studio.
   b. Connect to the SQL Server that holds the AccountMate databases you are going to update.
   c. Expand the Databases folder; then, point the cursor to the affected database (e.g., amwsys) and right-click on your mouse.
   d. Select Properties to display the Properties window. Access the Options page or tab. Verify that the Database Compatibility Level is 90 or higher in the Compatibility Level field. Do this for each of the AMWSYS, sample, and live company databases.

9. **Verify Database Properties and Collation Settings**

Using Microsoft SQL Server Management Studio, verify that the Data Files and Transaction Log are set to Automatically Grow File for all the AccountMate databases (i.e., amwsys, sample, and live companies). Set the **File Growth** to at least **10%**. You can change the settings back to what they were after the update is complete.

You must verify that the **Collation Settings** of the source and target SQL servers are the same if you are installing the AccountMate 12 for SQL/Express product in a different SQL server instance than the one where your previous AccountMate version is installed (a.k.a. side-by-side update).

10. Select and Map a Common Files Directory

*Note: Please skip this step if you are doing an **in-place update**.*

AM 12 stores the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Report files along with all other common files it uses in a new directory that is referred to as the Common Files Folder (refer to **Section B ► Item # 7 ► A.iii**). To ensure that all AccountMate workstations can access these common files, be sure to map this directory in all workstations using the same drive letter (e.g., X) and grant read-write access to this folder to all users.

11. Run Reports

Run the GL Transfer Report from each of the non-GL modules that you use. Also generate the GL financial reports (e.g., Balance Sheet, Income Statement, GL Listing, etc.). If you encounter any error (e.g., Out of balance, Transfer date is not defined, etc.), resolve the data problem before the update. It is recommended to keep a hard copy of the final reports to compare them against the same reports generated after the update.

12. Payroll Module Preparations

*Note: Please skip this if you do not have the **Payroll** module.*

To avoid inaccurate balances, user must print/record a check for all applied payroll/payment transactions before the update.

13. Cash Flow Category Assignment

Review the cash flow category assigned to each GL Account ID. Each GL Account ID must be assigned only one cash flow category in the **Chart of Account Maintenance** function.

14. Run the Inventory Adjustments Transfer to GL Update Utility

Run the **Inventory Adjustments Transfer to GL Update** pre-conversion utility if you want to mark the inventory adjustment records (e.g., CADJ, SADJ, VKIT, etc.) from the **Sales Order** (SO) module as transferred to General Ledger (i.e., iciadj.ctogl=x). The utility will show all the SO inventory adjustment transactions grouped by transaction type, year and month. Once marked, the inventory adjustment entries will no longer be displayed in the GL Transfer Report and Transfer Data to GL will ignore these transactions.

You can find the utility (amiadj.exe) in the **utilities ► amiadj** folder of the conversion utility package with the instructions on how to use the program.

15. Check Database Owner

Check that all the databases to be updated to AM 12.3 for SQL/Express or higher have 'amlogin' as the database owner. This includes the amwsys and sample databases.

16. Check Root Folder

Note: *Perform this step only if you are running an **in-place update**; otherwise, please skip this step and proceed to the next step in this section.*

Check your root folder for any *.fxp, *.scx and *.sct files. They are known to cause problems and must be removed before you install the new AM 12 for SQL/Express build. **THIS IS A MUST!**

17. Rename Patches and Modifications Folder

Note: *Perform this step only if you are running an **in-place update**; otherwise, please skip this step and proceed to the next step in this section.*

Rename the **Patches** and **Modifications** folders in your Common Files Folder <u>before</u> installing the new version in the server and in every workstation where AM 12 for SQL/Express must be installed (i.e., AMSQL folder). The installation of the AM 12 for SQL/Express version will create a new Patches folder in the Common Files Folder (refer to **Section B ► Item # 7 ► A.iii**). You will have to create the Modifications folder in the Common Files Folder after the update if you buy and modify source for the new version.

18. Back Up

Note: *Perform this step only if you are running an **in-place update**; otherwise, please skip this step and proceed to the next section.*

Back up all databases including amwsys, sample and any other company databases. Also, back up the front end of your current AccountMate version. In case the update fails or you decide to postpone it for another time, you can delete the AccountMate folder used in the failed update, restore the files from your backup (both the AccountMate folder and the databases) and either try again or reschedule the update. **DO NOT SKIP THIS STEP!**

B. AM 12 for SQL/Express Installation

1. Verify Exclusive Access

Check that no one is logged in to AccountMate while you perform the installation and update. You can verify this by selecting the **Current Login User List** function; make sure you are the only user currently logged in. Exit AccountMate and continue with the installation and update.

2. Run Setup.exe

Extract the AM 12 for SQL/Express installer files to your desired location then run Setup.exe as administrator. You will be shown the AccountMate 12.x for SQL or the AccountMate 12.x for Express Setup screen.

Note: *If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download AccountMate 12.x for SQL/Express from the [Software Update Download](#) page of the AccountMate website.*

3. **Select Destination Location**

On the **Choose Destination Location** screen, accept the default Destination Folder by clicking the **Next>** button; or click the **Browse...** button to change to the desired path.

- o You can choose to install in the same folder where your source AccountMate version is installed (a.k.a. **in-place update**) or you can install in a different folder (a.k.a. **side-by-side update**).
- o If you choose to perform an **in-place update** and you are running the installer at the computer where the AccountMate file server is physically located, select the local folder name (e.g., D:\AMSQL).

- o If you choose to perform an **in-place update** and you are running the installer from a machine other than the file server where the previous AccountMate program is physically located, select the network path where the AccountMate folder has been mapped (e.g., Y:\AMSQL).
- o If you choose to perform a **side-by-side update** and the file server is running on Windows Server 2008 or higher, we strongly recommend that you do NOT install the application in the System Drive (e.g., C:\Program Files directory).

4. **Select the "Custom" Installation Option**

Click the Next button to proceed to the Setup Type screen. Since you are installing on the server where you will perform the update, make sure that you choose the Custom installation option.

5. **AccountMate Product Key**

In the **Product Key** window, enter the **25-character AccountMate Product Key** that was given to you for your new AM 12 for SQL/Express package. Should you encounter problems with your Product Key, contact AccountMate Customer Service at 1-800-877-8896 ext. 520.

Note: *The Product Key is version specific, which means that the product key for version 9 will not work for any other version and vice versa.*

6. **Select Components to Install**

In the **Select Components** window, you will see three Components to install. These are:

- o *Program Files* => these are the executable files, which will allow you to run the main AccountMate 12 for SQL/Express program and all its functions and reports.

- o *Administrator Program* => installs the Administrator program, which will allow you to activate modules, install your license file, create companies, and manage group and user access rights among other functions.

- o **Run-time Files** => will install the Crystal Reports and Visual FoxPro run-time libraries (DLL's) necessary for running various AccountMate 12 for SQL/Express functions and reports.

Be sure to select the **Program Files** <u>and</u> **Run-time Files** checkboxes in this window so that the executable program as well as the Crystal Reports and Visual FoxPro run-time libraries (DLL's) will be installed.

For the server, the computer where the update will be performed (if other than the server), and those workstations that need to run the Administrator program be sure to mark all three checkboxes, including the one for the **Administrator Program**. The Administrator program is required to complete the AccountMate 12 for SQL/Express installation.

Continue with the rest of the installation screens until you see the InstallShield Wizard Complete window.

7. **Launch the Administrator Program**

   Run the AccountMate Administrator program for the new AccountMate version. The next steps will depend on whether you are running an *in-place* update or a *side-by-side* update.

   a. *Side-by-side update:*

      i. You should be prompted for the SQL Server or Express instance where your AccountMate 12 data will be stored (Figure 1). Enter in the **SQL Server Name** field the computer name and the SQL Server or Express instance name (e.g. COMP1\SQL1NSTC); then, press **OK**.
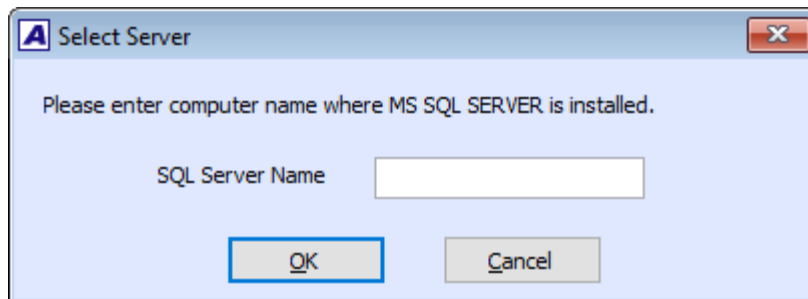
Figure 1: Select Server

      ii. A Microsoft SQL Server Login window may be displayed showing an error message to the effect that login failed. If so, click the OK button. This will display the SQL Server Login window where you must input '**sa**' in the Login ID field and enter the correct password.

      iii. Next, you should be asked for the location of your **Common Files Folder** (Figure 2). This folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Report files along with all other common files used by AM 12. You can enter either a UNC path (e.g. \\ComputerName\SharedFolder\FileName) or a mapped network drive (e.g. X:\Filename). If you enter a mapped network drive, be sure to map all workstations using the same drive letter (e.g. X). Since all AccountMate workstations will use the same common files folder, they must all have read-write access to the said folder (refer to **Section A ► Item # 10**).

         NOTE: If the folder you specify does not yet exist, you will be asked if you want the installer to create the folder. Click "Yes" to proceed.
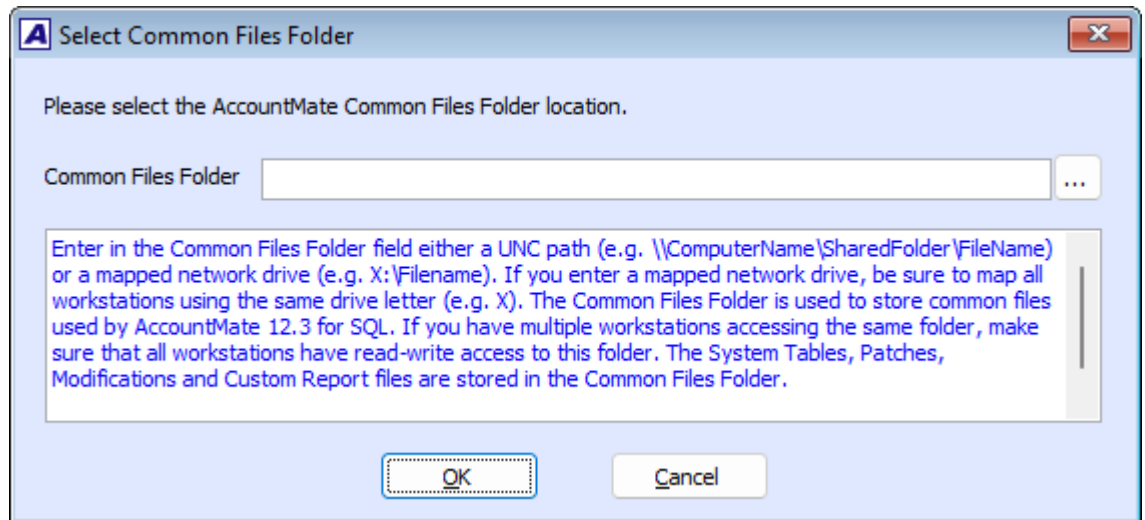
Figure 2. Select Common Files Folder

iv. At this point, you will be asked for the **Default Password**; enter **go**.

v. In the **Select Country Tax for Sample Company** window, select from the list box the desired country tax for the sample company.

vi. Specify the SQL Server data directory where you want to store the AccountMate databases for the new version. Accept the default or select a different **SQL Data Directory**.

vii. If the SQL server is installed in another computer, specify in the **Mapped as Directory** field the drive letter and the shared network folder to which you mapped the physical location on the database server where the AccountMate databases for the new version will be stored. If you are physically running AccountMate at the same computer where the SQL server data directory is located, the Mapped as Directory should be the same as the SQL Data Directory.

viii. Click the **Install** button; then, when you see a message asking you to confirm whether you are ready to proceed with the installation, click Yes to start the creation of the system database and sample company database for the new AccountMate version.

ix. When shown a message stating that the installation of the system database and sample company database is complete, click **OK**.

x. Click **Exit** to close the Administrator program.

b. In-place update:

i. A Microsoft SQL Server Login window may be displayed showing an error message to the effect that login failed. If so, click the OK button. This will display the SQL Server Login window where you must input '**sa**' in the Login ID field and enter the correct password.

ii. At this point, you will be asked for the **Supervisor Password**.

iii. Then, you will be shown a message telling you that a new program has been detected and an update must be performed. Click **OK** to close the Administrator program.

C. Update Data

1. **Download and Extract Latest Conversion Utility**

    Make sure you have the latest conversion utility (i.e., **Upgrade File for AM 12 for SQL/Express**). The latest version of this file is available for download from the Conversion & Upgrade Tools section of the AccountMate website. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download the file for you.

    Extract the contents of the download file (AMCONVERT.zip) into a **Convert** folder that is accessible from the server where you will perform the update. Verify that the "**use folder names**" checkbox is marked when extracting the contents of the zip file. Make sure that the Convert folder is shared on your network.

2. **Run amconvert.exe**

    Run **amconvert.exe** from the Convert folder where you extracted the conversion file you downloaded from the AccountMate website. You should see the screen shown in Figure 3.

    a. **Select Conversion Profile** => choose **<New>** to create a new profile; otherwise, click the **list box** to choose one of the profiles you previously set up.

    b. **Source Application Directory** => enter the path where your source AccountMate application folder (i.e., previous version) is located. Alternatively, you can click the ellipsis button to browse for the correct location.

    c. **Target Application Directory** => enter the path where your target AccountMate application folder (i.e. new version) is located. Alternatively, you can click the ellipsis button to browse for the correct location.
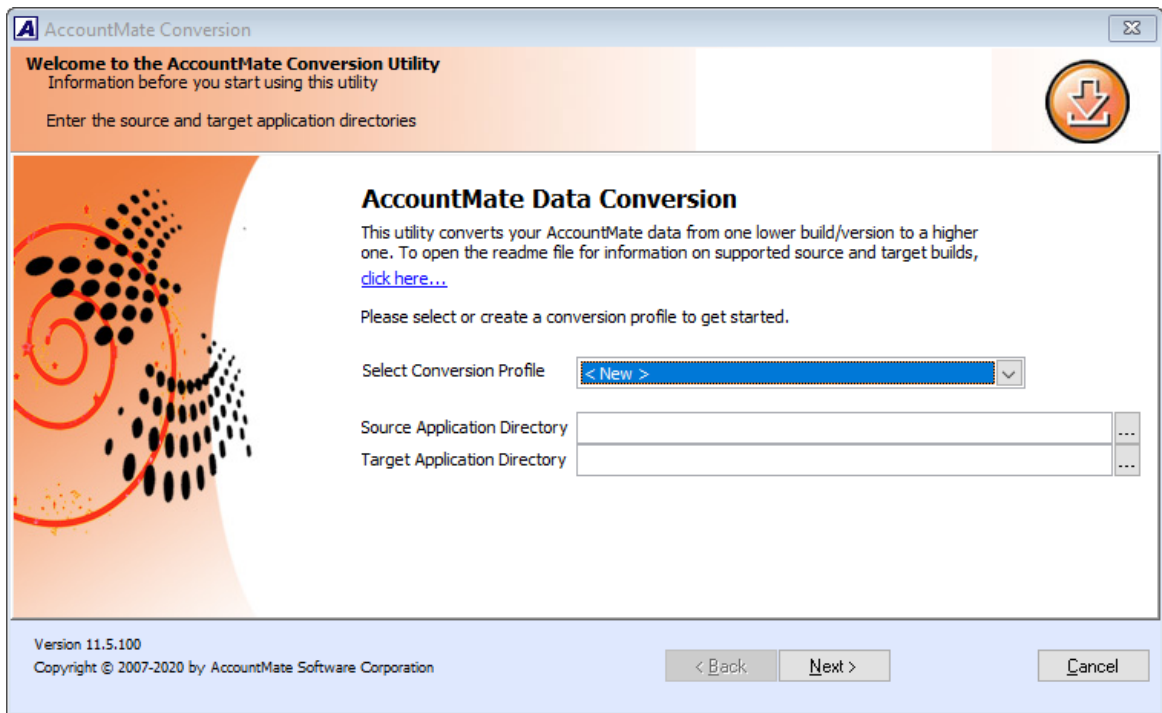
Figure 3. Conversion Profile and Application Directory Selection

*Note: If you are running an **in-place update**, you must enter the same path in the Source and Target Application Directory fields.*

After filling in the required information, click the **Next** button.

If you are performing an **in-place update**, the utility will display a message saying that you will be asked to enter the '**sa**' password to verify access rights. Click the OK button; then, input the correct password in the SQL Server Login window to proceed.

If you chose to create a new profile, you should see the following window:
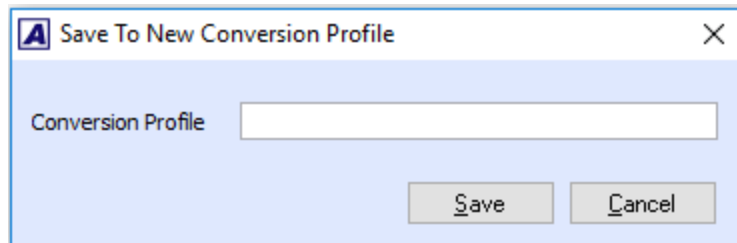
Figure 4a. Save New Conversion Profile

Enter the name you want to assign to the new conversion profile; then, click the **Save** button.

If you selected an existing profile and made changes to the Source and/or Target Application Directory fields, you should see the following message:
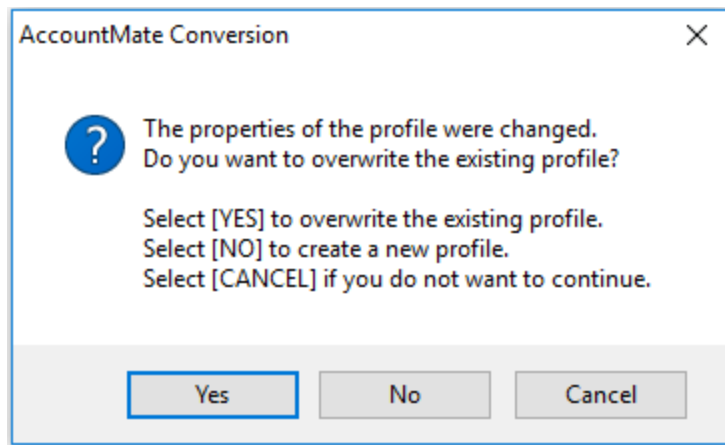
Figure 4b. Update Existing Conversion Profile

3. **Conversion Setup**

   At this point the utility will display the **Conversion Setup** screen (Figure 5).

   Above the grid, the utility displays the source and target application directories. Click the **Properties** button beside each field to display the **Installation Information** window (Figure 6) where you can verify that you selected the correct application.
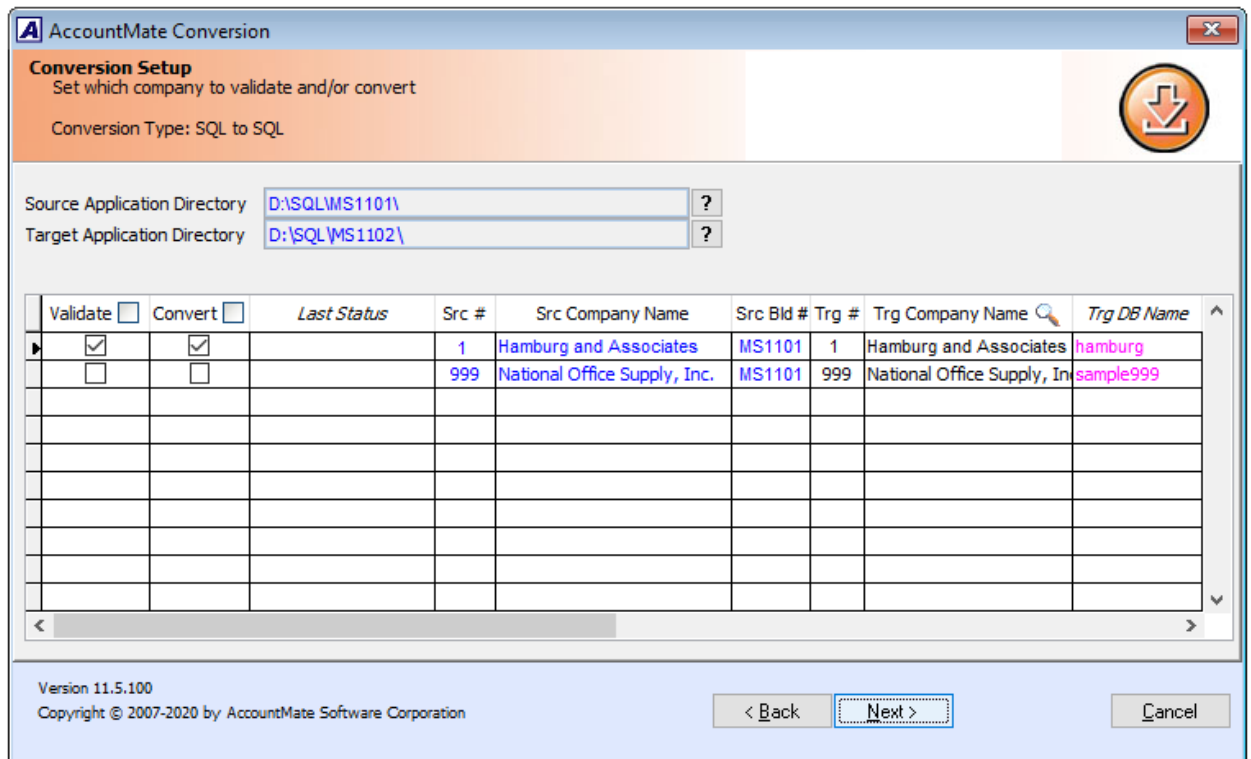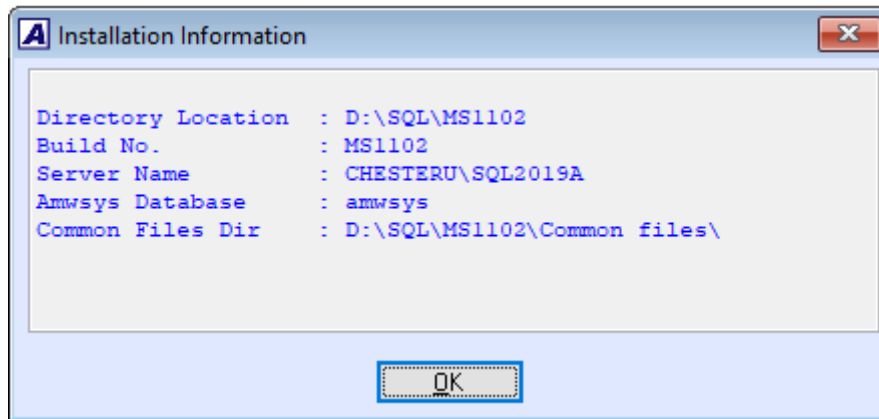

Figure 5. Conversion Setup

Figure 6. Source or Target Application Properties

The grid displays the companies that are in your Source Application Directory (i.e. previous version) including the sample company. These checkboxes will be accessible for the companies that have not been updated to the new version:

a. **Validate** => mark this checkbox to validate the company data before performing the update. This checkbox is marked by default. This sets the utility to run the **Foreign Key Validation**; however, if any issues are found, the conversion program will **NOT** fix your data. If any issues are found during this step of the update process, use the **Foreign Key Checker** utility (**AMFKCHK.EXE**) to fix the data. You will find this file in the **Utilities\AMFKCHK_SQL** subfolder in the Convert folder where you extracted the conversion files you downloaded from the website.

b. **Convert** => mark this checkbox to update the company data. This checkbox is marked by default.

c. **Last Status** => this field displays the status from the last time you attempted to update the company data. If this is your first attempt to update the company, this field will be blank. For subsequent attempts to update the company, you may find the following information:

   o **Started** – validation or conversion had been started but was abnormally stopped (by power outages, computer crashes, etc.) thereby causing the update to improperly shut down.

   o **Validation Completed** – the source company was selected for validation only and the validation completed without errors.

   o **Validation Failed** – errors were encountered during validation of the source company.

   o **Conversion Completed** – the source company was selected for conversion which completed without errors.

   o **Conversion Failed** – errors were encountered during conversion of the source company.

   o **Cancelled** – conversion was manually aborted by the user clicking the Cancel button while the conversion was in progress. The Cancel button is only enabled if the conversion process is <u>not</u> set to run automatically.

Notes:

- You can double-click the **Status** field to display the **Conversion History** window (Figure 7a). This window shows a separate entry for each time you validated or converted source company data.

- Click the **Cleanup** button in the Conversion History window to delete the update log files. Be sure to do this only if you no longer need the update logs (i.e. update completed successfully and data has been reviewed) as there is no way to retrieve them.

- Double click the **Status** field or click the **View Log Files** button in the Conversion History window to display the **Summary** window (Figure 7b). This window shows the status of each task that was performed as part of the validation and/or update process.

- Double click the Status field in the Summary window to view the related update log (Figure 7c).

Figure 7a. Conversion History

Figure 7b. Summary

Figure 7c. Update Log

d. **Src #, Src Company Name and Src Bld #** => these fields are read-only. They display the company IDs, names and company database build # from the source AccountMate application (i.e. previous version).

e. **Trg #, Trg Company Name and Trg DB Name** => these fields display the company IDs, company names and database names for the target AccountMate application (i.e. new version). Your ability to input data into these fields depends on whether you are performing an in-place update or a side-by-side update.

   o **In-place updates** => all three fields are read-only.

   o **Side-by-side updates** => all three fields are available for user input. The **Trg #** and **Trg Company Name** fields take their default values from the Src # and Src Company Name fields. To overwrite the default target database name, double click the **Trg DB Name** field. The utility displays the **Overwrite Target Database Location** window (Figure 8) where you can enter the location where you want to store the company data that will be created by the update process. Be sure to enter the correct path in the **Mapped Data Dir** field if the target server is in a different machine than the one where you are performing the update.

   Notes:

   ▪ You can double-click the **Trg Company Name** column caption to view a list of companies already set up in the target AccountMate application.

   ▪ For **side-by-side** updates, the utility will not allow you to use a target company that already exists in the target AccountMate application (i.e., new version). Instead, the utility will create the target company database for you during the update.

   ▪ The target database name must not start with a number (e.g., 1COMP) and it must not contain spaces (e.g., COMP X).
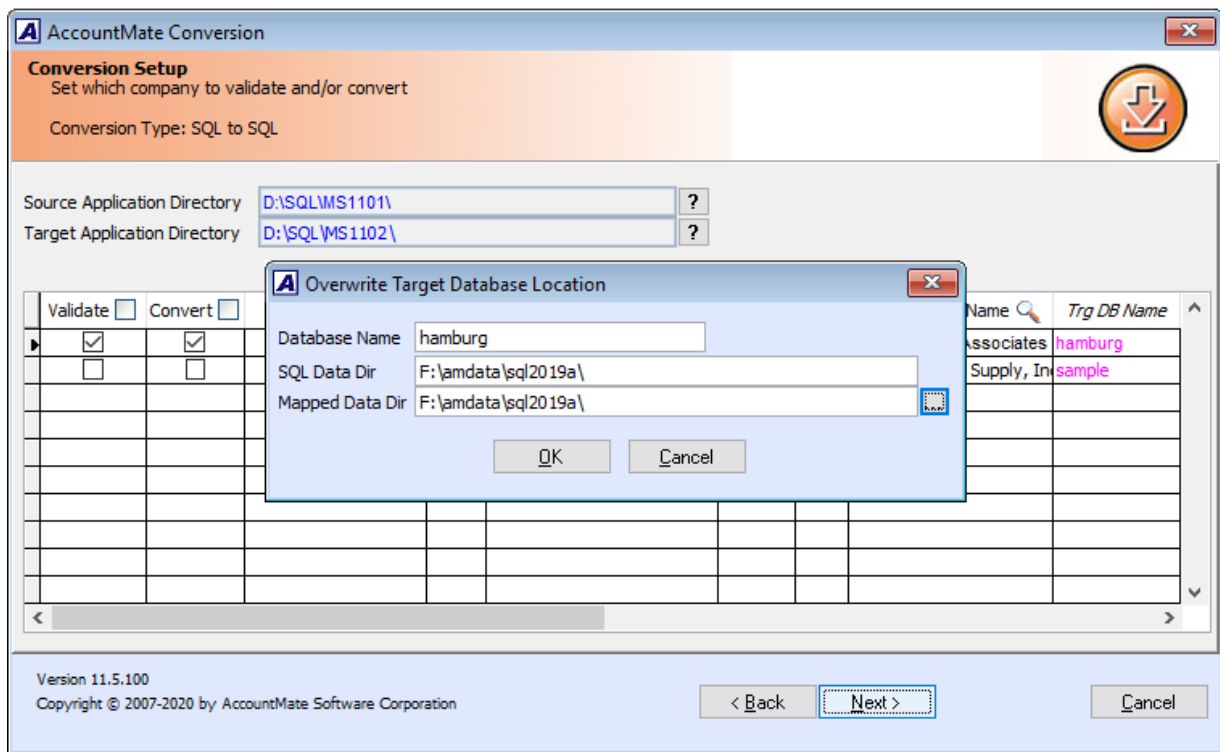
Figure 8. Overwrite Target Database Location

Click **Next** to proceed. If you are performing a **side-by-side update**, the utility will display the following screens:
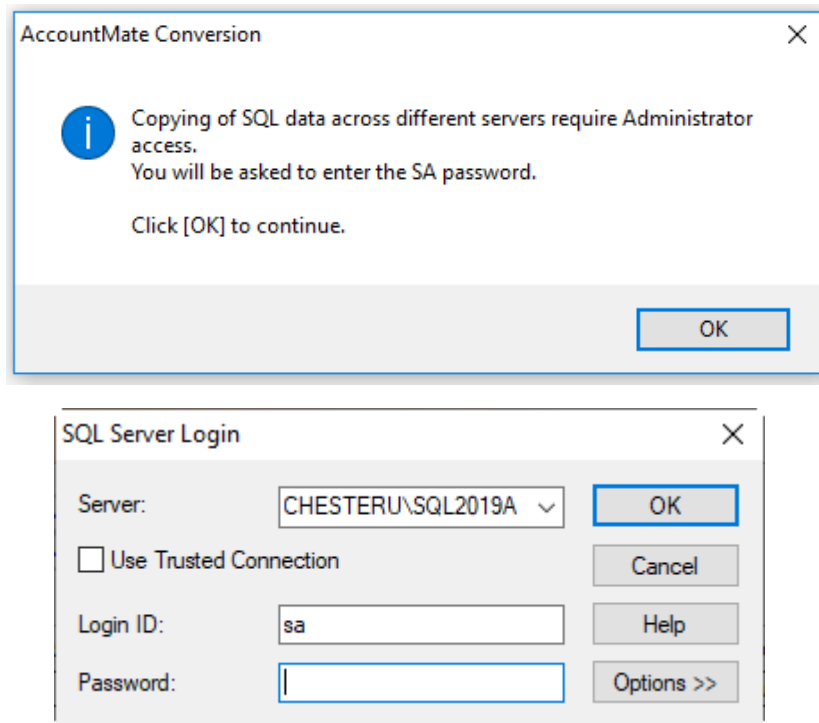

Figure 9. SQL Server Login

Enter the 'sa' password and click **OK** to continue.

At this point, the utility will validate the target company ID and database names to make sure that they do not have duplicates. When this is done, the **Validation/Conversion Setup** screen will be displayed.

4. **Validation/Conversion Setup**

This is where you configure the settings that will determine what actions the utility will take during the data validation and/or conversion process:

a. **Perform Process Steps Automatically** => mark this checkbox to execute the validation and/or conversion processes automatically. This checkbox is marked by default.

b. **On Validation Failure** => this section defines the action that will be taken if errors are encountered during validation of the selected company data. The options are:

   o **Abort the Process** – choose this option if you want the validation to stop completely the moment errors are encountered. The remaining steps will not be performed for the company that fails the validation nor will they be performed for any of the other selected companies.

   o **Skip Current Company** – choose this option if you want the process to stop just for the company that encounters the validation errors. The utility will stop validating a company's data the moment the first error occurs but will proceed to validate the other selected companies.

   o **Continue With Current Company** – choose this option if you want the utility to continue validating a company even if errors occur. This sets the utility to run through the entire validation process for each selected company and capture more than just the first error.

c. **On Conversion Failure** => this section defines the action that will be taken if errors are encountered during conversion of the selected company data. The options are:

   o **Abort the Process** – choose this option if you want the conversion to stop completely the moment errors are encountered. The remaining steps will not be performed for the company that fails during conversion nor will they be performed for any of the other selected companies.

   o **Skip Current Company** – choose this option if you want the process to stop just for the company that encounters the conversion errors. The utility will stop converting a company's data the moment the first error occurs but will proceed to convert the other selected companies.

   o **Continue With Current Company** – choose this option if you want the utility to continue converting a company even if errors occur. This sets the utility to run through the entire conversion process for each selected company and capture more than just the first error.
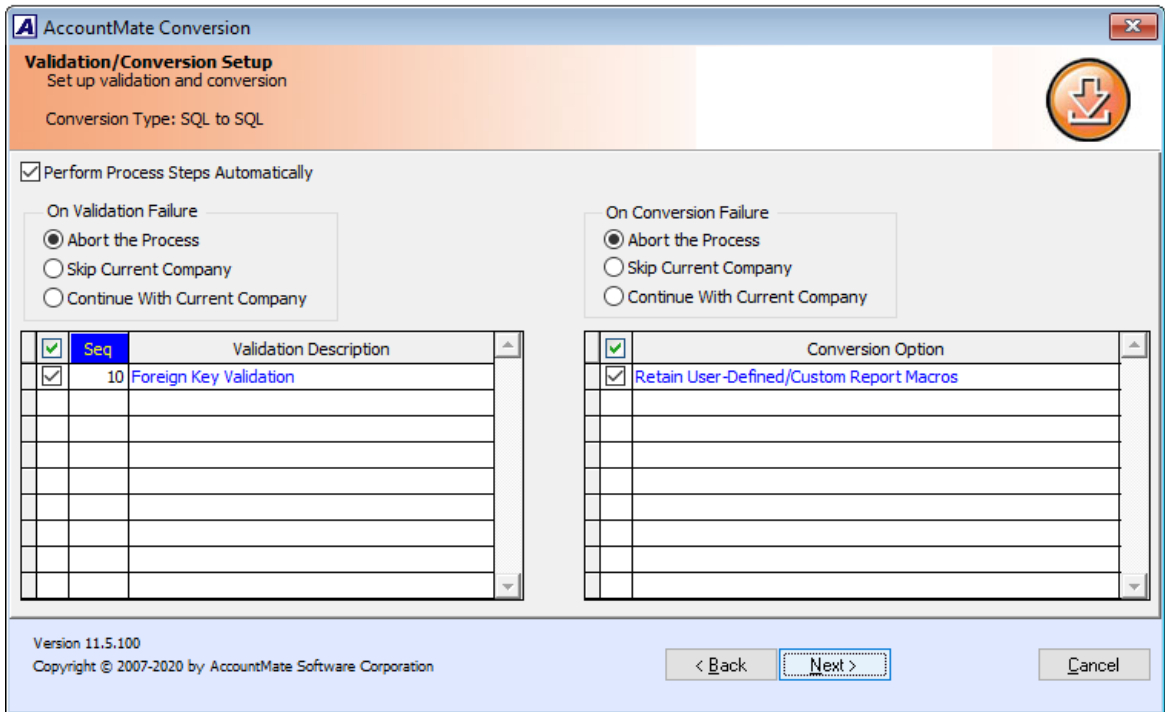
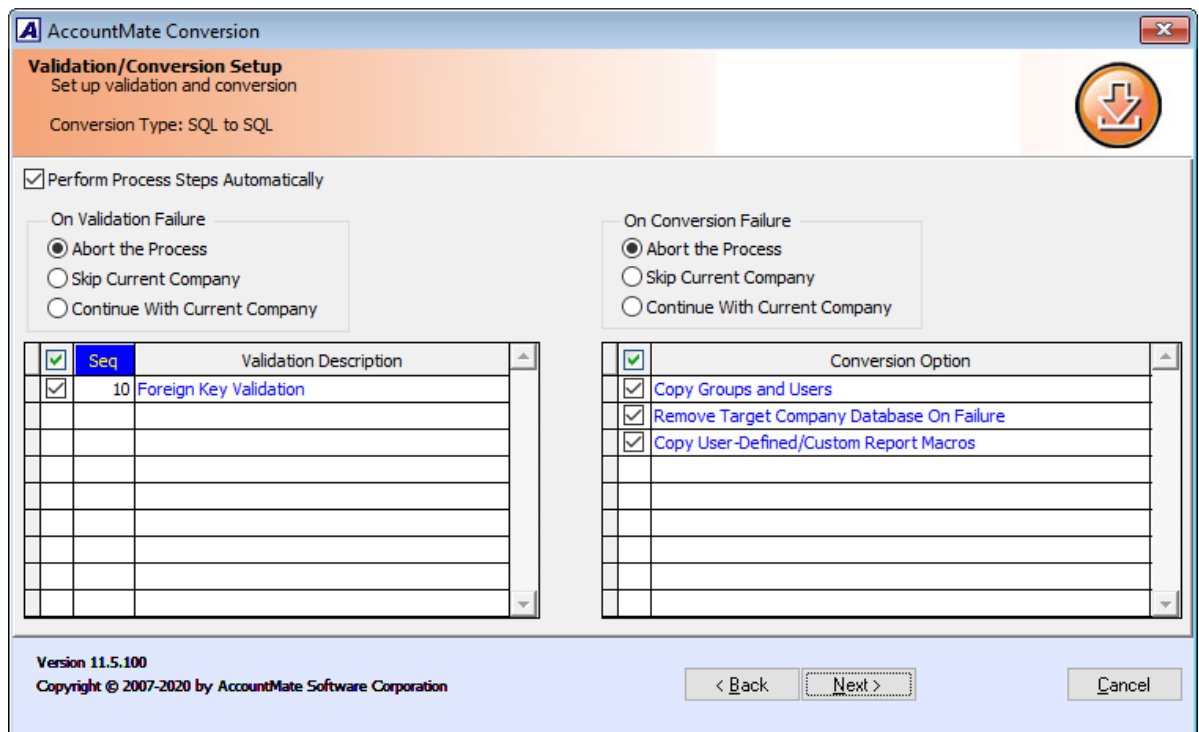**Figure 10a. Validation/Conversion Setup – In-place Update**

Figure 10b. Validation/Conversion Setup – Side-by-side Update

d. **Validation options** => this section lists the available validation steps you can choose to perform for the selected companies. Currently, there is only one option:

   o **Foreign Key Validation** – select this option to check the GL Account ID fields for possible foreign key violation errors. This validation must be performed for <u>all AccountMate company databases</u>, including the sample company. If any issues are

found, the conversion program will **NOT** fix your data. If any issues are found during this step of the update process, use the **Foreign Key Checker** utility (**AMFKCHK.EXE**) to fix the data. You will find this file in the **Utilities\AMFKCHK_SQL** subfolder in the Convert folder where you extracted the conversion files you downloaded from the website. The utility comes with a **User Guide**; be sure to read it thoroughly <u>before</u> using the utility to fix the data.

- o **Verify if Consolidation Parent is Updated** – This applies only when you are performing an **in-place update**. Select this option to verify whether the parent company is first updated prior to updating the subsidiary. If you marked this option and verification failed, be sure to first update the parent company before updating any of its subsidiaries.

e. **Conversion options** => this section lists the additional steps that you can choose to perform along with the main data conversion. The options that will be displayed depend on whether you are performing an **in-place update** (Figure 10a) or a **side-by-side update** (Figure 10b):

- o **Copy Groups and Users** – this option is only displayed if you are performing a <u>side-by-side update</u>. In-place updates do not need to copy groups and users. When this checkbox is marked, the utility will copy group and/or user records from the source company that do not exist in the target company.

  Notes: *The utility will observe the following behavior if the **Copy Groups and Users** checkbox is <u>marked</u>:*

  - ▪ If a group already exists in both the source and target companies but one of its users does not exist in the target company, the utility will copy the user into the same group in the target company.

  - ▪ If a user already exists in both the source and target companies but its group in the source company does not exist in the target company, the utility will copy the group. However, the utility will not reassign the existing user into the newly copied group.

  - ▪ The utility does not copy access rights to functions and features.

- o **Remove Target Company Database On Failure** – this option is only displayed if you are performing a <u>side-by-side update</u>. When this checkbox is marked:

  - ▪ The utility will delete the target company database that was used in the failed conversion. Update logs will not be deleted until you perform the cleanup process.

  - ▪ If you cancel the process in the middle of the conversion, the utility will also delete the target company database used in the interrupted conversion

    Note: *There were no specified conversion options for AM12 in-place update.*

- o **Retain User-Defined/Custom Report Macros** – this option is displayed only when you are performing an **in-place update**.

  - ▪ User-defined and custom report macros in your old AccountMate version will be removed when this checkbox is <u>not</u> marked. When marked, these report macros

will be retained; however, there may be some reports (e.g., Shipment Report, Commissionable Sales Report) where the report macros will become invalid after update because of the report criteria option changes in AM12.3 or higher.

- System default report macros in your old AccountMate version will be replaced with the target build's system default report macros regardless of whether the checkbox is marked or unmarked.

    Note: This option will not be available in the succeeding update of other company databases; thus, you have to be careful on your first update whether you want to keep the report macros or not. Report macros from other companies that are not yet updated will also be copied during the first update.

- **Copy User-Defined/Custom Report Macros** – this option is displayed only when you are performing a **side-by-side update**.

    - User-defined report macros in your old AccountMate version will be removed when this checkbox is <u>not</u> marked. When marked, these report macros will be copied; however, there may be some reports (e.g., Shipment Report, Commissionable Sales Report) where the report macros will become invalid after update because of the report criteria option changes in AM12.3 or higher.

    - Custom report macros in your old AccountMate version will also be removed when this checkbox is <u>not</u> marked. When marked, these report macros will be copied; however, you have to recreate first the custom reports in the target build before you can use the report macros. See **Section D. Post-Update Process ► Item # 17 (Verify and/or Recreate Report Macros and Custom Reports)**.

    Note: Existing report macros in the target build will not be overwritten.

5. **Run the Conversion**

When you have made your selections, click the **Next** button. The following message will be displayed reminding you to back up the amwsys database of the target AccountMate application folder before proceeding with the update:
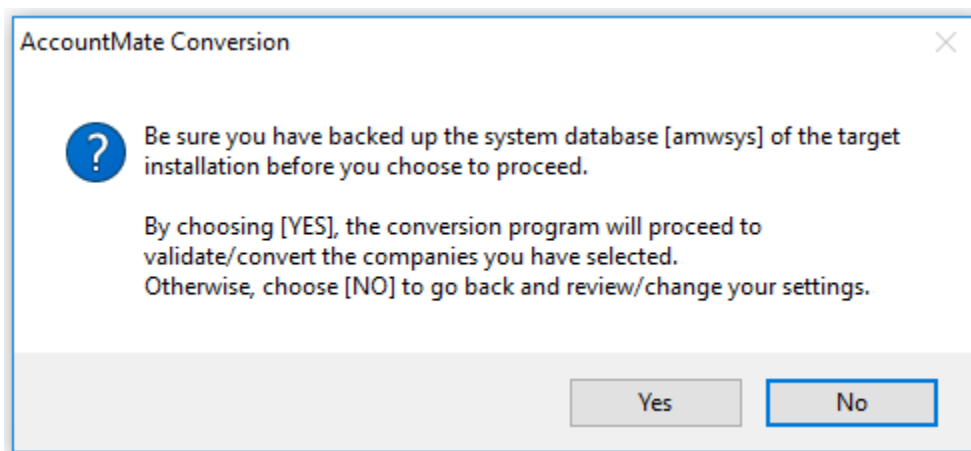

Figure 11. Backup Reminder

Click **Yes** to proceed. At this point the system will display the **Processing Data Validation and Conversion** window (Figure 12a). This window lists the steps that will be performed based on the selections you made in the **Validation/Conversion Setup** window (Figure 10a and 10b).

Note: Some tasks (e.g., Add company information, Create target company database, Copy data from source to target) will only appear in the grid if you are performing a side-by-side update.
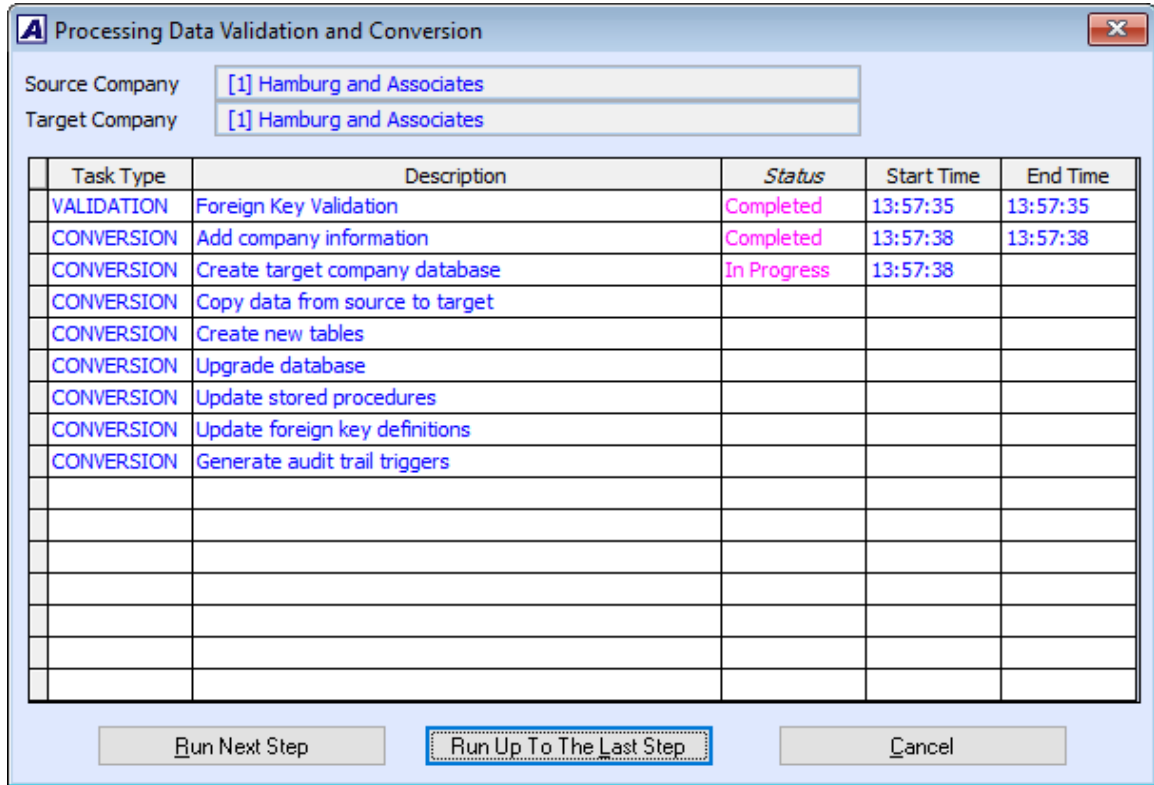

Figure 12a. Manual Side-by-side Update Process

Click the **Run Next Step** button to run the process one step at a time. If you want to run the steps one after the other, click the **Run Up To The Last Step** button. Click **Cancel** to terminate the process.

Note: These buttons are <u>disabled</u> (Figure 12b) if you mark the **Perform Process Steps Automatically** checkbox in **the Validation/Conversion Setup** window (Figure 10a or 10b).

At this stage, you will note that the selected companies are being updated one database at a time. This can be a prolonged process depending on the number of companies to be updated and the size of each company's data. **Please be patient!**

When all the selected databases have been updated, the utility will display the summary screens. You can double-click the **Status** field in the first **Summary** window (Figure 13a) to display the second **Summary** window (Figure 13b) where you can view the status of each step in the conversion process and drill down to the update logs.
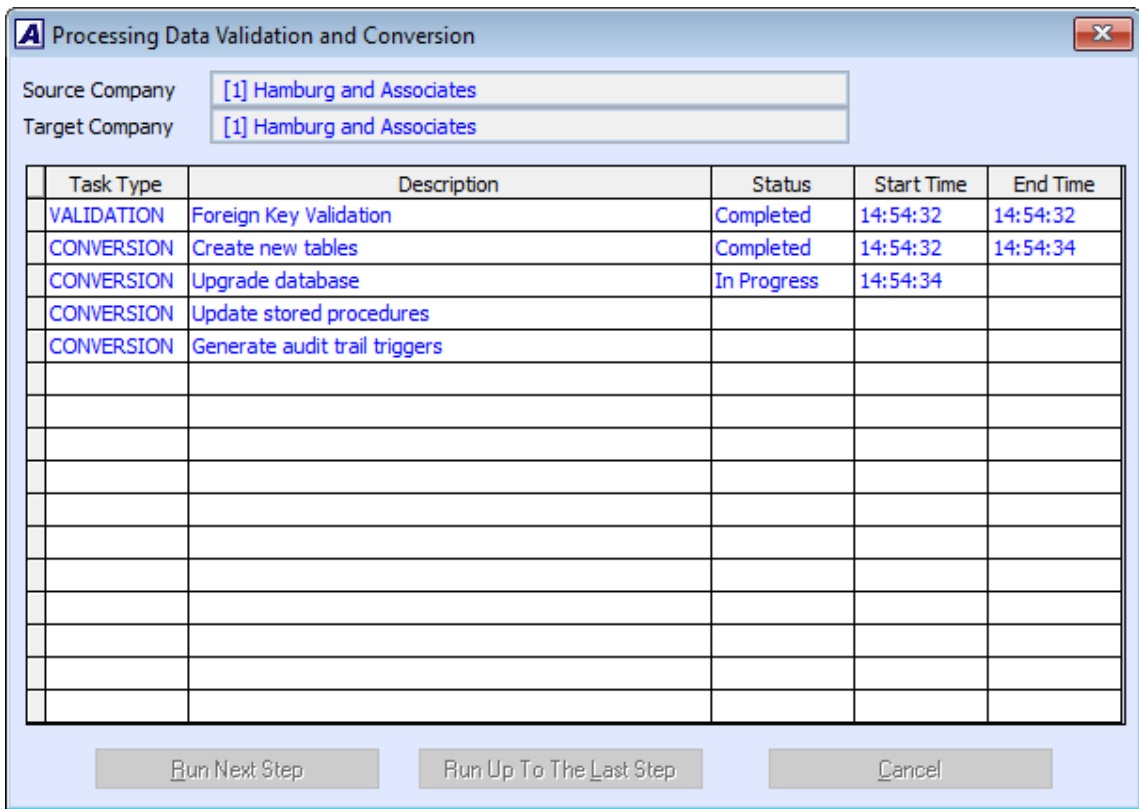
Click **Next** to proceed.

Figure 12b. Automatic In-place Update Process

Figure 13a. First Summary Window

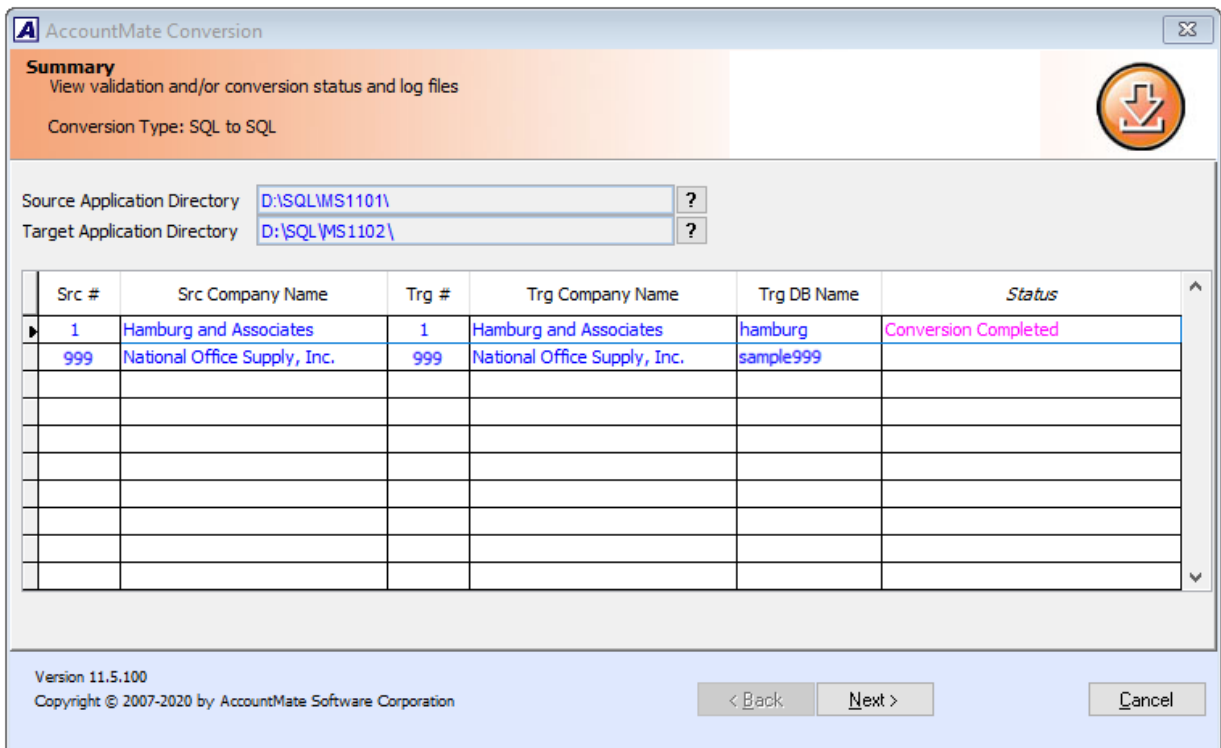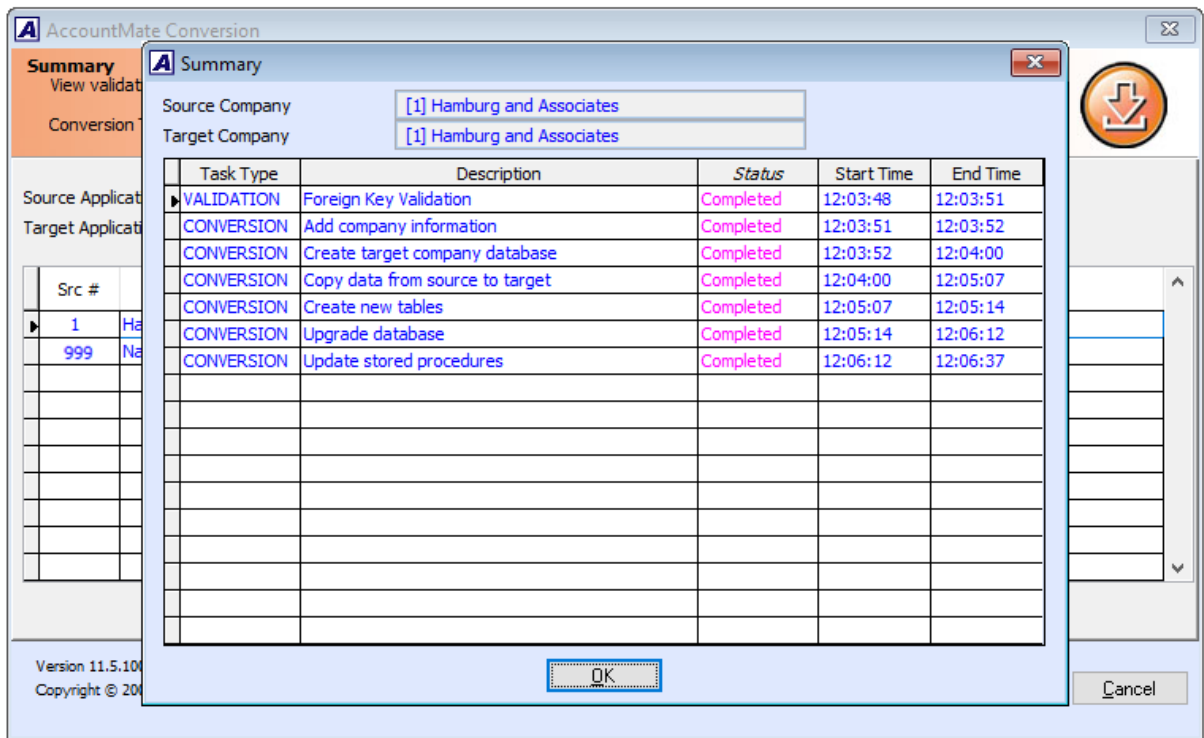**Figure 13b. Second Summary Window**

In the **Cleanup** screen (Figure 14), mark the checkbox of the company for which you want to delete the update logs. Take note that there is no way to retrieve the update logs once they are deleted. It is advisable to keep the logs until you've verified the converted data.

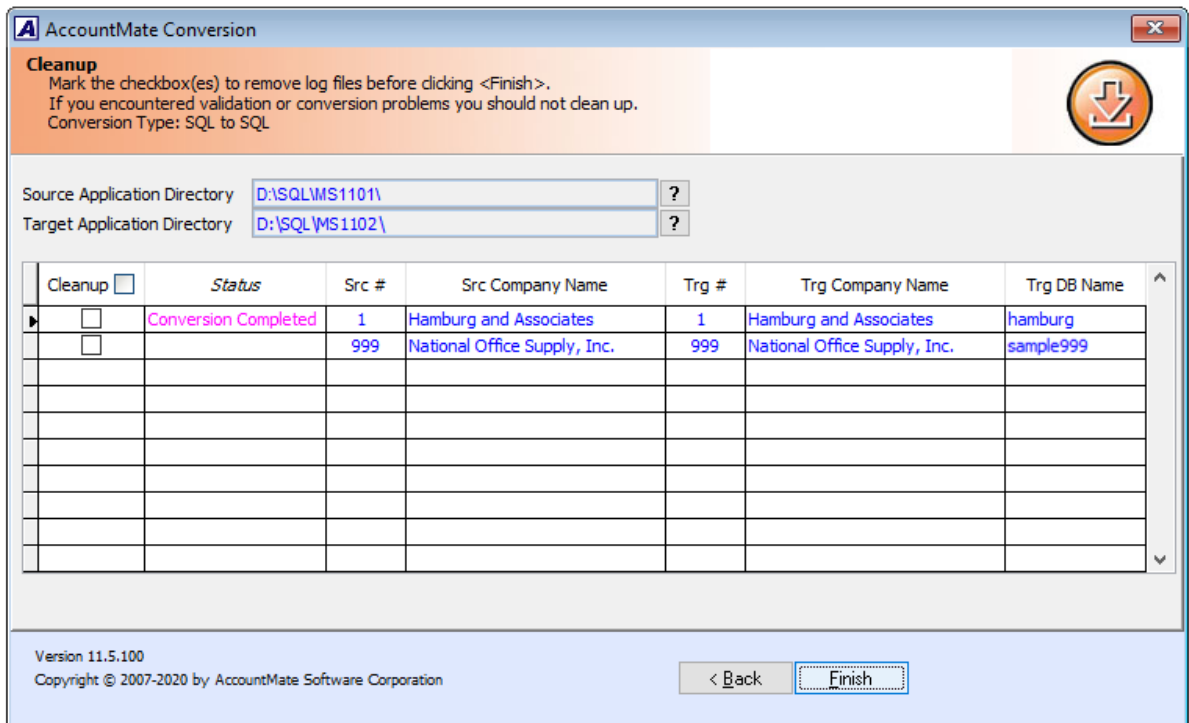Click **Finish** to exit the conversion utility.

Figure 14. Cleanup Screen

D. Post-Update Process

1. **Activate Modules**

   Activate **all** your modules.

   a. In the Administrator program, select Setup > Licensing > **Activate Module**. The system will display the Important Notice window that contains the AccountMate License and Copyright Notice. Click on "I Agree" to proceed.

   b. Verify the value entered in the space provided for the **AccountMate Product Key**. If the Product Key supplied is valid, the system will list all the modules that you acquired with a check mark on the **Purchase** column.

   c. To activate a module, click the box in the **Activate** column beside the module you want to be able to use.

   Note: If you entered the AccountMate Product Key upon installation, you will see the same information upon accessing the Activate Module function window. If you purchased any new modules since the new version was installed, you will be issued another Product Key. You must enter the new Product Key in the space provided in the Activate Module window to activate the new modules purchased.

2. **Install Latest PR Tax Update**

   *Note: If you do not have the **Payroll** module, please skip this step.*

   If you are using the Payroll module and have a PR Tax Subscription for the current tax year, perform one of the following whichever is convenient:

   a) Run the **Check for Payroll Subscription Updates** from the **Utilities** menu in the AccountMate main program. This will automatically download and install the latest payroll tax update/s.
   b) Manually download the latest PR Tax Subscription program from the [AccountMate Payroll Subscription](#) page and install it in your updated system. Do this if there are payroll tax updates issued since the release of the new AccountMate version. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download the program for you.

3. **Input PR Tax Subscription Key**

   *Note: If you do not have the **Payroll** module, please skip this step. If you have **Payroll** module but doing an **in-place update**, please skip this step.*

   If you have the Payroll module and an active Payroll Tax Subscription, you will be issued a PR Tax Subscription Key. This key controls the states that you will be able to activate in the Payroll module. It also includes information about the tax year covered by your subscription, which in turn determines your ability to manually update the federal and state tax tables for the current tax year.

   To input the **PR Tax Subscription Key**:

   a. In the Administrator program, select Setup > Licensing > **Input PR Tax Subscription Key**.

b. In the space provided, enter the **20-character PR Tax Subscription Key**. If the Subscription Key supplied is valid, the system will display the tax year and tax states covered by your subscription.

If you notice any discrepancy with the subscribed tax year or states or if you receive an error message when you enter the Subscription Key, please contact Customer Service at 1-800-877-8896 ext. 520.

4. Run Company Setup

*Note: Perform this step only if you are running a **side-by-side update**; otherwise, please skip this step and proceed to the next step of this section.*

For each company that was updated, you must run **Company Setup** to configure these settings:

a. Set the Status to **Active**.

b. Select the **Error Log Dir** and **Attachment Dir**. Verify that the path you specify is properly shared and accessible from all AccountMate workstations.

Note: The side-by-side update process does not copy the attachments in the source company to the target company. After the update, you will have to attach the files again in the program or you may perform the following steps:

1) *Note the target company's **Attachment Folder** physical location. For example, Z:\MS1203\CommonFiles\Attachments\1 where 1 is the company ID.*

2) *In the source company, go to the **Attachment Dir** physical location. For example, Y:\MS1201\CommonFiles\Attachments\1 where 1 is the source company ID.*

3) *Copy the folders containing the attached files (e.g., arcust, arinvc, etc.) into the updated company's Attachments folder; using the example, copy the folders into Z:\MS1203\CommonFiles\Attachments\1.*

c. Assign a default location to your exported AccountMate documents by entering a path or selecting a directory in the **Export Folder** field.

d. Select **Exchange**, if you want to use Outlook, or **Office 365** when you send outbound emails. If Office 365, set up your credentials in the **Utilities ► Workstation Setup ► Mail Credentials** tab.

e. Mark the **Enable Full-Text Indexing** checkbox to activate the full-text search feature in Inventory Maintenance lookup.

Note: This checkbox is <u>not</u> accessible if you are using AccountMate 12 for Express or if you are running AccountMate 12 for SQL on SQL Server Express Edition. The Full-Text Search Component is required to activate the full-text search feature but it is not available in the SQL Server Express Edition.

f. Subsidiary companies that are updated using the <u>side-by-side update</u> approach are set to "No Consolidation". Be sure to change their **Consolidation** setting back to <u>Subsidiary Company</u> and <u>assign a parent company</u> after the parent and subsidiary companies are updated.

5. **Assign Group and User Access Rights**

   Access the **Group/User Setup** function. For each company that was updated, you must assign access rights (for side-by-side updates) or review the default access rights (for in-place updates) assigned to each qualified group and user.

6. **Run Data Encryption Utility**

   *Note: Perform this step if you have the **Accounts Receivable, Accounts Payable, Bank Reconciliation, Payroll,** or **Purchase Order** module and you are upgrading to AM1201.SP1 or higher.*

   To encrypt all the bank account #s and routing #s in your databases, run the **Data Encryption Utility** that comes with the conversion utility package. You can find the utility (**amencrypt.exe**) in the **Utilities\Amencrypt** folder where you extracted the conversion files. Refer to the **amencrypt_readme.txt** file on how to use the utility.

7. **Initialize Modules**

   For each activated module that you use, you <u>must</u> access the Housekeeping menu and **perform Module Setup**. Verify that all required fields are set up or assigned the desired values; then, click **OK**. This is especially necessary to set up or activate the new features introduced in the new AccountMate version.

8. **Access Maintenance Records**

   Go through the different Maintenance functions and verify that all required fields are set up or assigned the desired values. This must be performed for each module you have activated and initialized. Pay attention to this maintenance record:

   o **Employee Maintenance** => Create a list of Standard Occupational Classification (SOC) codes in Miscellaneous Maintenance and assign a code to each employee record in the Info tab. The value in the SOC Code field will be automatically populated in the SOC Code field of the LA eFile LDOL ES 61 Report.

9. **Run Transfer Data to GL and Compare GL Transfer Reports and Financial Statements**

   Run the **Transfer Data to GL** function for all non-GL modules to ensure that General Ledger information is updated; then, generate the **GL Transfer Report** and the **GL financial statements** (i.e., Balance Sheet, Income Statement, and GL Listing). Compare the information in these reports against the same reports from your previous AccountMate version. This will help identify any issues that may have resulted from the update and will make it possible for you to correct these problems before data processing is resumed in the new version.

10. **Review Updated Data (by running reports)**

    You should run the newly updated company and review the data to ensure that everything is updated successfully. Here is a recommended list of reports you can run to help you verify the accuracy of data:

    o GL: Trial Balance, Income Statement, Balance Sheet
    o AR: AR Aging, Payment Distribution Report
    o AP: AP Aging, AP Check Register

- o SO: Open Order Report, SO Shipment Report
- o PO: Backorder Report, PO Received Goods Report
- o IC: Inventory Transfer In-Transit Report
- o MI: Back Order Report
- o BR: Bank Reconciliation Report
- o PR: PR Check Register Report, Earning Code Transaction Report, Paid Leave Transaction Report, Deduction Transactions Report, QTD or YTD Tax Withholdings Report
- o CL: Consolidated Account Balance Report, Consolidated Account Balance Analysis, Consolidated Account Budget Report

11. **Perform "Typical" or "Compact" Installation on Workstations**

   Caution: You need not run the workstation installation on the computer where you performed the server installation. If you previously performed the server update using one of your workstations, running the installer on that same workstation will display the Uninstall AccountMate window.

   a. Access each workstation where you plan to run the new AccountMate version and run Setup.exe. You will be shown the AccountMate 12.x for SQL or AccountMate 12.x for Express Setup screen.

   b. On the **Choose Destination Location** screen, accept the default Destination Folder by clicking the **Next>** button; or click the **Browse...** button to change to the desired path.

      - o **For workstations with separate client installations:** this could be the folder where the old AccountMate program is installed, or it could be in a new folder. If installing in a new folder on a workstation that is running on Windows Vista, Windows 7 or Windows 8, we strongly recommend that you do NOT install the application in the C:\Program Files directory.

      - o **For mapped workstation installations:** since you are installing into a machine other than the file server where your AccountMate program is physically located, select the network path where the AccountMate folder has been mapped (e.g., Y:\AMSQL).

   c. Click the **Next** button to proceed to the **Setup Type** screen. Since you are installing on a workstation, make sure that you choose either the **Typical** or **Compact** installation option.

      - o Choose the **Typical** option if you want to run a separate client installation on each workstation. This option installs the AM12 for SQL/Express program and run-time files on the workstation. Do NOT use this option if installing in a workstation that runs AccountMate on a mapped installation.

      - o Choose the **Compact** option if you want to run the AM12 for SQL/Express program through a mapping from a file server. This option installs just the run-time files on the workstation.

   d. Next, the wizard will take you through the selection of a **Program Folder**, after which the files for the version update will be installed. Click **Finish** to complete the workstation installation.

12. Verify and/or Recreate Report Macros and Custom Reports

Verify and/or recreate the user-defined report macros and custom reports set up in your previous version depending on whether you are doing an in-place or side-by-side update:

▪ *Custom Reports*

   o *Side-by-side update:* A side-by-side update uses a new application directory for the new version. As such, all custom reports must be created from scratch.

   o *In-place update:* Some enhancements in the new version may involve data structure changes. If these changes affect any of the tables that were used in the Custom Reports you created in your previous AccountMate version, the reports may not work after the update. You must run the Custom Report Setup function after the update and review all your custom reports and make the necessary revisions to make them work in the new version.

   If the target build has structure changes on any of the AMR* tables in the Custom Reports directory, all custom report/s must be recreated.

▪ *Report Macros*

   Some report enhancements involve changes in the report criteria options (e.g. sorting options, filter criteria, etc.) that will make those report macros to be invalid after a side-by-side or in-place update. You must recreate the report macros for the affected reports.

   To be able to use the custom report macros after a side-by-side update, you have to change the report ID and filter ID in the Report Macro Table (AMRMAC) and the report ID in the Report Macro Default Table (AMRMDF) to match with the report and filter IDs of the newly created custom reports in the target build.

13. Copy the Source Build's Tax Forms' Files

After a **side-by-side update**, you can no longer amend or reprint the tax form that's completed or printed from the source build. If you want to amend or reprint the completed/printed tax form in the target build, copy the source build's D:\AMSQL\Common Files\Data\PRTAX\Company ID\Histories\ folder to the target build's D:\AMSQL\Common Files\Data\PRTAX\Company ID\ folder.

E. Troubleshooting Errors and Messages

The succeeding sections will provide tips for troubleshooting some of the more commonly encountered update error messages.

1. Update does not occur.

In in-place update, launching the Administrator program will not trigger the update process. The system will display a message to let you know that a new version has been detected; however, clicking the **OK** button will close the AccountMate Administrator program. You must **run the conversion utility** to update your data.

2. **"Missing file/folder: xxx. Please verify that you have extracted the conversion files correctly."**

    These errors (Figure 15) may occur when you run the conversion program Amconvert.exe. This happens only if there are files or folders that the conversion program needs which are not installed. You may have missing files or folders if you do not mark the "**use folder names**" checkbox when extracting the contents of the download file AMCONVERT.zip. To resolve this issue, perform step 1 of Part C.

Figure 15. Missing File or Folder Error

3. **"Cannot detect the SQL Server instance. Be sure that the AccountMate application has already been run to create the amwsys and sample databases."**

    These errors (Figure 16) may occur when you click the Next button in the very first conversion screen. This happens only if the AM12 amwsys and Sample databases are not yet created in the SQL server. To resolve these errors, launch the AccountMate 12 Administrator program. Refer to **Section B ► Item 7** for more details.
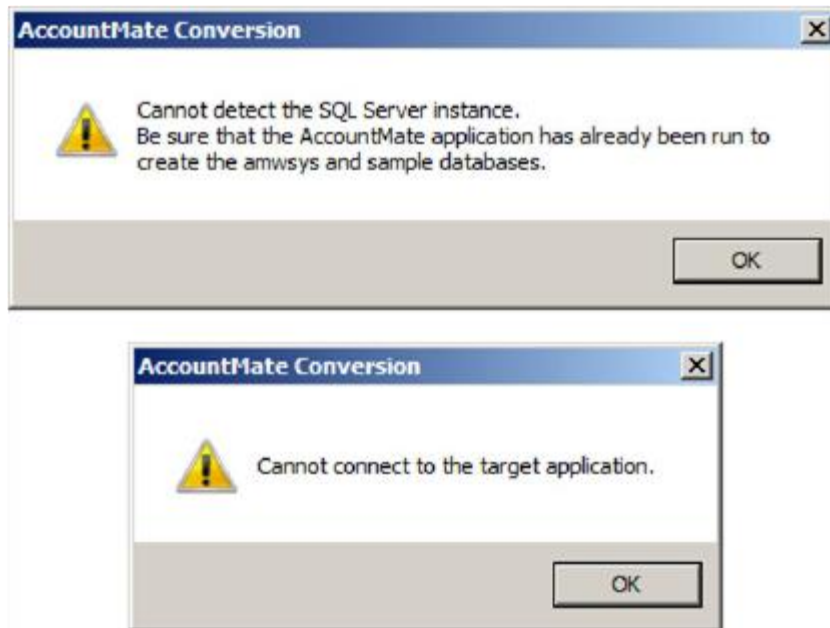
Figure 16. Cannot Detect SQL Server Instance Error

4. **"Database name should not start with a number."**

   You will get this error if the target database name begins with a number (e.g., 1COMP). To resolve this, double click the **Trg DB Name** field. In the **Overwrite Target Database Location** window, replace the default Database Name with one that does not begin with a number. For more information about how to select a proper target database name, refer to step 3 in Part C.

5. **"Database name should not contain space(s)."**

   You will get this error if the target database name has a space in it (e.g., COMP X). To resolve this, double click the **Trg DB Name** field. In the **Overwrite Target Database Location** window, replace the default Database Name with one that does not include spaces. For more information about how to select a proper target database name, refer to step 3 in Part C.

6. **Invalid Product Key**

   This error may be caused by a difference between the product key and the license file. The system checks the information coded in both and verifies that they are for the same End User.

   This error may also be the result of using a product key for the wrong version. For example, you cannot use the AM9 product key for an AM12 installation and vice versa.

   If you receive this error, contact AccountMate Customer Service.

7. **Program Patches Error Message**

   If you did not rename the Patches folder in the Common Files Folder before performing an in-place update, you will receive the error shown in Figure 17 the moment you launch the main AccountMate program after the update. To resolve this error:

   a. Verify whether you still need the program patches. If you are uncertain about this, contact your AccountMate Solution Provider or AccountMate Product Support.

b. If you no longer need the program patches, delete them from the
c. Patches folder by clicking 'Yes' in response to the error message.
d. If you still need the program patches, copy them to a folder outside AccountMate before launching the program. When prompted with the error message after launching AccountMate, click 'Yes'. Copy the program patches back to the Patches folder before you resume processing transactions in the new version.
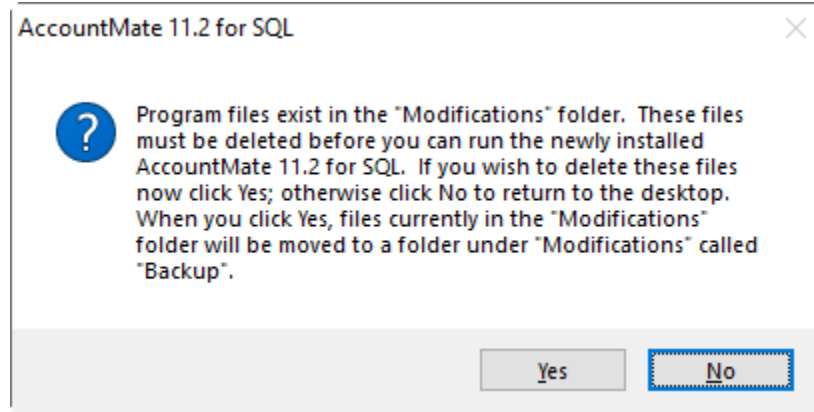

Figure 17. Program Patches Error

8. **"Failed to copy audit trail setup. Failed to copy data."**

You will get this error during conversion if you re-updated the company data with audit trail set up whose prior conversion failed, and the same target company ID is used during the 2nd update attempt.

To resolve this error, perform the following:

a. Delete the company database using the Administrator program. Proceed to the next step if the company is not yet created after the failed update.
b. Restore the AMWSYS backup using the SQL Server Management Studio.