AccountMate 13.x for SQL/Express
Program Upgrade from
AccountMate 6 for SQL/MSDE or
AccountMate 6.5 for SQL/MSDE or
VAM/SQL 5
UPGRADE INSTRUCTIONS
As of October 28, 2024

IMPORTANT!! READ THIS DOCUMENT FIRST.

Do not run the AccountMate 13 (AM13) for SQL/Express upgrade until you read and thoroughly understand all pages of this document. If you have any questions about the upgrade 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 upgrade.*

This document is designed to address your upgrade needs. This 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 & Upgrade Details – detailed discussion of the procedures specified in the checklist

WHAT'S NEW

The latest conversion program supports conversion through **AccountMate 13.3 for SQL/Express**.

Starting in **AM13.3 for SQL/Express**:

- ➢ You can enable or disable the ClickToPay Task Scheduler at any time and only one active schedule will exist. If you have existing task schedules from the source build, they will be treated as inactive after the update, and no sync schedule parameters will be carried over to the target build. See the **Post-Upgrade Process ► Initialize Modules** section on what to perform after the update.
- ➢ You are required to enter the maintenance key once the license file is installed in AccountMate. Failure to install the key will not allow you to access the AccountMate main program. See the **Post-Upgrade Process ► Install Maintenance Key** section for more information.

Starting in **AM13.1 for SQL/Express**, the following were some of the changes:

- ➢ If you are from a source build with MKT credit card application installed, be sure to remove the *.dbc, *.dcx, and *.dct files in your \Common Files\System folder before you run the AccountMate main program after an in-place upgrade. No credit card integration conversion will transpire either side by side or in-place when using the conversion utility. It is only when you enable the credit card integration feature in the target build that the upgrade will take place. See **Post-Upgrade Process ► Remove Selected Common Files\System Folder Files** and **Initialize Modules** sections for details.

> If you have enabled ClickToPay in your source build, be sure to change the pay codes you set up for each payment type to a pay code with **Credit Card**, **ACH**, or **Other** Type after upgrade. Pay codes with **ClickToPay** Type will only be used when creating ClickToPay related transactions. See **Post-Upgrade Process ► Initialize Modules** section for additional information.

> A separate Immediate Origin field is created specifically for Accounts Receivable electronic payments in the **Bank Account Maintenance ► ACH (Mandatory)** tab. See **Post-Upgrade Process ► Access Maintenance Records** section for more information.

Starting 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 upgrade, a pre and post update step must be done if you have custom reports from the source build. Refer to the **Pre-Installation Steps ► Upgrade Limitations** and **Post-Upgrade Process ► Verify and/or Recreate Report Macros and Custom Reports** sections for more information.

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 Upgrade Process ► Run Company Setup** and **Access Maintenance Records** section below for additional information.

In **AM12.1 for SQL/Express SP1**, all bank account #s and routing #s in the database/s are encrypted; however, you need to run a utility after upgrade to encrypt this confidential information. See **Post Upgrade Process ► Run Data Encryption Utility** section for more details.

In **AM12.1 for SQL/Express**, you can configure the signature settings in the **Bank Account Maintenance** function based on a range of check amounts. A list of International Organization for Standardization (ISO)-based states and countries to choose from is also provided in the maintenance and transaction records; however, the state list will only be available if the country selected is either United States (US) or Canada (CA). If the upgraded data has no assigned country, the system will get the value from the **Unassigned Country As** value in the **Setup ► Company Setup** function of the administrator program. You can find more information in the **Post Upgrade Process ► Run Company Setup** and **Access Maintenance Records** section below.

In **AM11.2 for SQL/Express**, the system will validate the SQL Server version used. If you are performing a side-by-side upgrade, you cannot proceed to create the databases (e.g., amwsys, etc.) in the new AccountMate build when you are using a non-supported SQL Server. If you are performing an in-place upgrade, conversion will still go through though the SQL Server version may not be supported in the new AccountMate build; however, you will be warned of such when you access the AccountMate main program. Refer to our AccountMate website for the updated software requirements list.

In **AM11.1 for SQL/Express**, the default Ship Via and F.O.B. when creating vendor related transactions will now come from the vendor record. After upgrade, the values assigned to PO Module Setup from the source build will be assigned to each vendor record. Refer to **Section D. Post-Upgrade Process ► Item # 10 (Access Maintenance Records)** for more details.

In **AM10.4 for SQL/Express**, new positive pay formats (i.e., **Suntrust Bank, Umpqua Bank, Wells Fargo Bank**) are available for selection in the **Bank Account Maintenance** function.

In **AM10.3 for SQL/Express**, the employee's salary history of all regular earning codes assigned to a particular state is now tracked. A **Delete** button is also made available so you can remove the unnecessary salary information. Pay attention to **Section D. Post-Upgrade Process ► Item # 10 (Access Maintenance Records)** for additional information.

In an in-place upgrade, the "**Upsize Report Macros**" conversion option is renamed to "**Retain User-Defined/Custom Report Macros**". In a side-by-side upgrade, a "**Copy User-Defined Report Macros**" conversion option is made available. These conversion options will now give you the capability to retain or copy the user-defined and custom report macros from the source build to the target build. Refer to **Section C. Upgrade Data ► Item # 4.e (Validation/Conversion Setup ► Conversion Options)** and **Section D. Post-Upgrade Process ► Item # 18 (Verify/Recreate Report Macros and Custom Reports)** for more information.

Starting in **AM10.2 for SQL/Express**, the reports **To** and **Cc** fields will be auto-populated with the customers' e-mail addresses set in the **Customer Maintenance** and **Customer Address Maintenance** functions. Sending e-mails with e-mail addresses that are separated with commas is not allowed; thus, these commas are converted to semi-colons after upgrade. Those e-mail addresses that has comma (e.g. john,kevin.brown@gmail.com) will also be included in the conversion, so you need to verify and amend them after upgrade. See **Section D. Post-Upgrade Process ► Item # 10 (Access Maintenance Records)**.

In **AM10.1 for SQL/Express**, the **Multi-Level Pricing** options that is in the **SO/AR Module Setup ► General (2)** tab is no longer available; however, you can still set up multi-level pricing records in the **Inventory Multi-Level Price Maintenance** function. If you are using the Price Control module, you can set up either of the following multi-level pricing options: (1) by Price Code, (2) by Order Quantity, and/or (3) by Price Code and Order Quantity. Users that do not use the Pricing Control module can set up either by Price Code or Order Quantity only. With this change, pay close attention to the instruction in **Section A. Pre-installation Steps ► Item # 12 (Verify Multi-Level Pricing Used)**.

The Payroll module also now supports application of payroll and printing of one payroll check for employees with payroll transactions for multiple states. If you have employees who have payroll transactions recorded for multiple states in AM7, read the instruction in **Section D. Post-Upgrade Process ► Item # 9 (Recalculate Employee Data)** and **Item # 10 (Access Maintenance Records)**.

The **Bank Account Maintenance** function is also enhanced to provide users with the capability to print one or two signature lines on AP or PR checks. With this enhancement, the signature image height was increased from 1.010 to 1.250 inches. It is recommended that you verify the check signature alignment immediately after the upgrade before printing valid checks. See **Section D. Post-Upgrade Process ► Item # 11 (Verify AP and/or PR Check Alignment)** for more details.

CHECKLIST

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

A. Pre-installation Steps

_____	1.	Correct Version
_____	2.	Upgrade Limitations
_____	3.	Do Modifications Exists?
_____	4.	Upgrade SQL Server to a Supported Version
_____	5.	Set SQL Server to Use Mixed Mode Authentication
_____	6.	Install SQL Server's Full Text-Search Component
_____	7.	Choose Computer
_____	8.	Check Disk Space
_____	9.	Check Database Compatibility Level
_____	10.	Verify Database Properties and Collation Settings
_____	11.	Select and Map a Common Files Directory
_____	12.	Run Reports
_____	13.	Verify Multi-Level Pricing Used
_____	14.	Backup Before Period-End Closing
_____	15.	Payroll Module Preparations
_____	16.	Cash Flow Category Assignment
_____	17.	Close PO/AP and BR
_____	18.	Generate and Export Accrued Received Goods Report
_____	19.	Download Pre-Upgrade Utility
_____	20.	Run Pre- Upgrade Utility
_____	21.	Run the Inventory Adjustments Transfer to GL Update Utility
_____	22.	Check Database Owner
_____	23.	Check Root Folder
_____	24.	Rename Patches and Modifications Folder
_____	25.	Remove restricted keys from records
_____	26.	Back Up

B. AM13 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. Upgrade 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-Upgrade Process

_____	1.	Install License File
_____	2.	Activate Modules
_____	3.	Install Maintenance Key
_____	4.	Install Latest PR Tax Update
_____	5.	Input PR Tax Subscription Key
_____	6.	Run Company Setup
_____	7.	Assign Group and User Access Rights
_____	8.	Run Data Encryption Utility
_____	9.	Remove Selected Common Files\System Folder Files
_____	10.	Initialize Modules
_____	11.	Recalculate Employee Data
_____	12.	Access Maintenance Records
_____	13.	Update Transactions' Attachments
_____	14.	Verify AP and/or PR Check Alignment
_____	15.	Recalculate Inventory Data and Inventory Beginning Balances
_____	16.	Run Transfer Data to and Compare GL Reports
_____	17.	Review Upgraded Data
_____	18	Consolidate Budgets
_____	19.	Perform "Typical" or "Compact" Installation on Workstations
_____	20.	Verify/Recreate Report Macros and Custom Reports
_____	21.	Post AP Invoices for PO Receipts
_____	22.	Copy the Source Build's Tax Forms' Files

E. Troubleshooting Errors and Messages

_____	1.	Upgrade 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.	Foreign Key Violation Error
_____	9.	Missing Company or AccountMate Reseller Logo
_____	10.	Missing Inventory Images

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

INSTALLATION & UPGRADE DETAILS

A. Pre-installation Steps

1. Correct Version

Use these instructions when upgrading:

- o Databases on AM/SQL Version 6.5, Build **MS604a** or higher to **AccountMate 13.1 for SQL** or higher; or

- o Databases on AM/MSDE Version 6.5, Build **MD604a** or higher to **AccountMate 13.1 for Express** or higher; or

- o Databases on AM/SQL Version 6.5 International, Build **MS605i** or higher to **AccountMate 13.2 for SQL** or higher; or

- o Databases on AM/SQL Version 6, Build **MS601a** or higher to **AccountMate 13.1 for SQL** or higher; or

- o Databases on AM/MSDE Version 6, Build **MD601a** or higher to **AccountMate 13.1 for Express** or higher; or

- o Databases on VAM/SQL Version 5, Build **MS501** or higher to **AccountMate 13.1 for SQL** or higher.

Check the build number of your current installation by accessing the "About AccountMate" or "About Visual AccountMate" function under the Help menu. If your current installation is AccountMate 7 for SQL/Express, you must use a different set of instructions. You must upgrade to one of the required builds before you can use this upgrade program if your current installation is on a build lower than the ones listed above.

Verify that the version number on the upgrade installer is AM 13.1 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. Upgrade Limitations

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

a. *GL Module*: Temporary postings of GL entries from subsidiary modules (i.e. GLTFER records) will be excluded from the upgrade. After the upgrade you must run the Transfer Data to GL function for all subsidiary modules to get up-to-date GL account balances.

b. *CL Module*: Older AccountMate versions store consolidated budget data in the application directory. AM13 stores this data in the database; consequently, the upgrade process will un-consolidate budget data. After the upgrade you must consolidate budgets for each subsidiary company to get consolidated budgets in the parent company.

c. **IC Module**: AM13 stores the inventory images in the database. This is different from older AccountMate versions that only store the location of these images. If the conversion program cannot access the image in the location specified in your current AccountMate version, the image file cannot be upgraded. In case this happens, you must add the images to the Inventory Maintenance record after upgrading to the new version.

   Note: *The upgrade process will take longer the more images there are to convert from your current AccountMate version.*

d. **PR and AP Modules**: There are data structure differences between AM13 and older AccountMate versions that affect the PR and AP electronic payment feature. Because of these differences, any electronic payments voided in your current version will be excluded from AM13 reports.

e. **BR Module**: There are data structure differences between AM13 and older AccountMate versions. You must therefore complete any bank reconciliation projects that are pending in your current AccountMate version and then close the period in the BR module before performing the upgrade. Refer to step 17 of this section for more information.

f. **PO Module**: Accrued received goods records are not converted. Refer to steps 17 and 18 of this section for more information.

g. **PO Module (International Version)**: The Return Goods to Vendor feature and all its related functions and reports are no longer available in AM13 since the Return to Vendor Authorization module is available. All data related to the Return Goods to Vendor feature will not be converted. If you require them for audit trail, generate the following reports:

   - Print Goods Returned Note
   - Return to Vendor Reports

h. **SM Module**:

   - **Company and Reseller Logos:** AM13 stores the company logo and AccountMate Solution Provider's logo in the database. This is different from older AccountMate versions that only store the location of the images used as logos. If the conversion program cannot access the images in the locations specified in your current AccountMate version, the image files cannot be upgraded. In case this happens, you must add the logos after upgrading to the new version.

   - **Shortcut Pane Settings:** If you are doing a side-by-side upgrade, shortcut pane settings will not be upgraded. Your users must re-configure their shortcut pane settings after the upgrade.

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

- ▪ *Custom Reports*

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

  - o **In-place upgrade**: 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 upgrade. You must run the Custom Report Setup function after the upgrade and review all your custom reports and make the necessary revisions to make them work in the new version.

    IMPORTANT: AM12.3 or higher has structure changes on one or more of the AMR* tables in the Custom Reports directory. If you upgrade your build to AM12.3 for SQL or Express or higher, 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 upgrade, you must recreate all your custom report/s in the target build.

- ▪ **Group and User Access Rights:** If you are doing a side-by-side upgrade, only the group and user records will be upgraded. Group and user access rights will not be upgraded. You must set up the group and user access rights after upgrading to the new version. This limitation does not apply to an in-place upgrade.

  - ***Notes***:

    - ▪ *A **side-by-side upgrade** 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 upgrade** 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 upgrade 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 AM10 will be installed during the upgrade.

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. **Upgrade SQL Server to a Supported Version**

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

   Upgrade your SQL Server to a version that is supported by AccountMate 13.x for SQL/Express. Check our website for the most up to date AM13 System Requirements and refer to Article# 1322 (*How to Perform and In-Place Upgrade of AccountMate Data from Lower to Higher SQL Server Version*) for a detailed discussion regarding the upgrade.

   Note: AccountMate does not sell SQL Server. For assistance on upgrading your SQL Server or Express, refer to your IT Professional.

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

   Verify that SQL Server or Express is properly 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.

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

   Note: Please skip this step if you are upgrading to AM 9 for Express or if you will be running AM 9 for SQL on SQL Server Express Edition. The Full-Text Search Component is not available in SQL Server Express Edition.

   AM13 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.

7. **Choose Computer**

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

8. **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.

9. **Check Database Compatibility Level**

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

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 upgrade.
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.

10. **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 upgrade 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 13 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 upgrade).

11. **Select and Map a Common Files Directory**

AM13 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 ► 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.

12. **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

proceeding with the upgrade. It is advisable to keep a hard copy of the final, correct reports to compare against the same reports generated after the upgrade.

13. **Verify Multi-level Pricing used**

*Note: Please skip this if you do not have the **Sales Order** and **Accounts Receivable** modules.*

Starting in **AM10.1 for SQL/Express**, the **Multi-Level Pricing** options that is in the **SO/AR Module Setup ► General (2)** tab is no longer available; however, you can still set up multi-level pricing records in the **Inventory Multi-Level Price Maintenance** function. If you are using the Price Control module, you can set up either of the following multi-level pricing options: (1) by Price Code, (2) by Order Quantity, and/or (3) by Price Code and Order Quantity. Users that do not use the Pricing Control module can set up either by Price Code or Order Quantity only.

In AM7, though you can only use one multi-level pricing option at a time, you can set up record for both the by Price Code and by Quantity option in the **Inventory Multi-Level Price Maintenance** function. If this is your case, where you have the by Price Code and by Quantity multi-level pricing records, only one of this record will be carried over in AM13 after the upgrade. The record that will be carried over in AM13 is only the record for multi-level pricing option that is used before the upgrade.

Examples:

Scenario 1

Source Build (AM6): Records exist in the **Inventory Multi-Level Price Maintenance** function; however, the option selected in the **SO/AR Module Setup > General 2 > Multi-level Pricing** area is **Not Used**.

Target Build (AM13): The **Inventory Multi-Level Price Maintenance** function will be empty.

Scenario 2
Source Build (AM6): Records exist in the **Inventory Multi-Level Price Maintenance** function for both **By Price Code** and **By Quantity** options; however, the option selected in the **SO/AR Module Setup > General 2 > Multi-level Pricing** area is **By Quantity**.

Target Build (AM13): The **Inventory Multi-Level Price Maintenance** function will only contain the **By Quantity** record.

With this, it is important that you determine the desired inventory multi-level pricing record that you want use after the upgrade and make the necessary changes in the option selected in the **SO/AR Module Setup > General 2 > Multi-level Pricing** area before upgrading the data.

14. Backup before Period-End Closing

Back up all live company databases in preparation for performing Period-End Closing. In case of problems, you can restore the databases from your backup and try again. **DO NOT SKIP THIS STEP!**

15. Payroll Module Preparations

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

a. You must print/record a check for all applied payroll/payment transactions and perform **Period-End Closing** in your <u>PR module</u>. PR must be closed through the period that has transactions that have yet to be posted to GL. For example, if you have recorded PR transactions dated up to February 28, 2017 you must close PR through February 2017. Closing the period in PR is necessary to post accounting entries in GL for payroll transactions recorded prior to the version upgrade.

b. There are extensive data structure changes in version 13 Payroll. As such, we suggest that you generate these reports <u>before</u> the upgrade so you can use them to validate your PR data after the upgrade:

   o Payroll Entry Reports
   o PR Check Reports
   o Management Reports
   o Deduction Transactions Report

16. 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.

17. Close PO/AP and BR

*Note: Please skip this step if you do not have the **Purchase Order, Accounts Payable** or **Bank Reconciliation** module.*

After completing all pending Reconcile Bank Account transaction records, you must close the period in the BR module. This is essential for the BR module's data to be properly upgraded.

The BR period you are closing does not have to match the bank statement period you have reconciled. For example, if the most recent bank reconciliation you have completed is for the June statement period but your current period in BR is February you can still proceed with the Period-End Closing. It is also not necessary for all bank account records to be reconciled for the same statement period. For example, if some but not all your bank accounts have been reconciled for the January statement period you can still proceed with the Period-End Closing. The system only requires that there are no pending bank reconciliation projects in the databases that are to be upgraded.

You must also perform Period-End Closing for your PO/AP modules; however, these modules must be closed through the period that has transactions that have yet to be posted to GL. For example, if you have recorded PO/AP transactions dated up to February 28, 2017 you must close PO/AP through February 2017. Closing the period in PO/AP is necessary to generate the correct information for the succeeding steps.

18. Generate and Export Accrued Received Goods Report

Run the Accrued Received Goods Report sorted by **Vendor#**. This must be performed in your current AccountMate installation as you will no longer be able to generate this report in AM13 for PO receipts recorded prior to the upgrade.

Be sure to keep a copy of the said report. You will need it after the upgrade to identify which PO receipts have accrued liabilities. When you post an AP invoice for your PO receipts in AM13, you can check the receipts against this report and charge the AP invoice against the Accrued Received Goods Liability, if applicable.

Note: You must keep a copy of this report for as long as accrued receipts recorded in your previous AccountMate version are not reversed in your AP invoices. Do not dispose of them after the upgrade until all of the PO receipts in the report have been fully reversed in AP.

19. Download Pre-Upgrade Utility

You can obtain the Pre-Upgrade Utility (**accrual.zip**) from the Conversion and Upgrade Tools section of the AccountMate website. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download this file for you. You will need this file if you have Accrued Received Goods transactions in your PO module.

20. Run Pre-Upgrade Utility

The Accrued Received Goods Report does not show which accruals have been posted to GL, which is why you need to run the Pre-Upgrade Utility as an additional step.

Extract the content (**accrual.sql**) of the Pre-Upgrade Utility you downloaded in step 19 to a convenient location. Using SQL Query Analyzer, run the file extracted against the database that you are upgrading. This will generate a special report showing the accruals made for PO receipts that have been transferred to GL but have not yet been reversed or invoiced in AP. When used with the Accrued Received Goods Report, the special report will provide you with the information you need to facilitate the posting of AP invoices in AM13 for the accruals recorded in your previous AccountMate version.

Save the output of running this script into a directory that can only be accessed by authorized personnel to minimize the risk of deletion. You can print these results for a hard copy that you can use when posting AP invoices for these accruals.

Caution: This must be performed on the correct database, for all databases

that you need to upgrade. Moreover, you must not delete or dispose of these files/printouts for as long as the corresponding PO receipts are not yet invoiced / reversed in AM13.

21. 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.

22. Check Database Owner

Check that all the databases to be upgraded to AM13 for SQL/Express have 'vamlogin' for the database owner. This includes the AMWSYS and sample databases.

23. Check root folder for .fxp, .scx, .sct and amaddon files

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

Check your root folder for any *.fxp, *.scx, *.sct and amaddon files. They are known to cause problems and must be removed before you install the new AM13 for SQL/Express version. **THIS IS A MUST!**

24. Rename Patches Folder

Note: *Perform this step only if you are running an **in-place upgrade** and you intend to use the AccountMate root directory as the location of the AM13 Common Files Folder; otherwise, please skip this step and proceed to the next step in this section.*

Rename the **Patches** folder before installing the new version in the server and in every workstation where AM13 for SQL/Express will be installed (i.e. AMSQL folder). The installation of the new AM13 for SQL/Express version will create a new Patches folder in the AccountMate root directory that you have selected as the Common Files Folder (refer to **Section B ► Item 7 ► iii**).

25. Remove restricted keys from records

Any of the keys in the **Setup ► System Setup ► Miscellaneous ► Key Field Restriction** field of the Administrator program must not be removed. If in case you removed any of them from the field and used as part of your Employee #/s, Vendor #/s, Customer #/s, etc. (e.g., O'NEIL), you must take out these keys (e.g., ONEIL) from your maintenance and transaction records to avoid upgrade issues.

26. Backup before Upgrade

*Note: Perform this step only if you are running an **in-place upgrade**; 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 upgrade fails or you decide to postpone it for another time, you can delete the AccountMate folder used in the failed upgrade, restore the files from your backup (both the AccountMate folder and the databases) and either try again or reschedule the upgrade. **DO NOT SKIP THIS STEP!**

B. AM13 for SQL/Express Installation

1. Verify Exclusive Access

Check that no one is logged in to AccountMate while you perform the installation and upgrade. 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 upgrade.

2. Run Setup.exe as Administrator

Extract the AM 13 for SQL/Express files to your desired location then run Setup.exe as administrator. You will be shown the AccountMate 13.x for SQL or the AccountMate 13.x for Express Setup screen.

Note: If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download AccountMate 13.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 upgrade**) or you can install in a different folder (a.k.a. **side-by-side upgrade**).

- o If you choose to perform an **in-place upgrade** and you are running the installer at the computer where the AccountMate file server is physically located, select that local folder name (e.g., D:\AMSQL).

- o If you choose to perform a **side-by-side upgrade** and the file server is running on Windows Server 2008 or higher we strongly recommend that you do NOT install the application in the 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 <u>server</u> where you will perform the upgrade, 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 AM13 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 AM 13 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:

   - ***Program Files*** => these are the executable files, which will allow you to run the main AccountMate 13 for SQL/Express program and all its functions and reports.

   - ***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.

   - ***Run-time Files*** => will install the Crystal Reports and Visual FoxPro run-time libraries (DLL's) necessary for running various AccountMate 13 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 upgrade 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 13 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 upgrade* or a *side-by-side upgrade*.

a. *Side-by-side upgrade:*

i. You should be prompted for the SQL Server or Express instance where your AccountMate 13 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**.
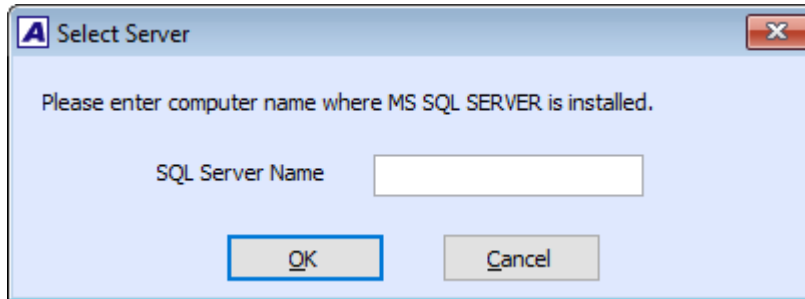

Figure 1. Select Server

ii. A SQL Server Login window may be displayed asking for the '***sa***' login's password; enter the correct password.

iii. Next, you should be asked for the location of your **Common Files Folder** (Figure 2). Enter the Common Files Folder directory you created in step 11 of Part A. As discussed, this folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Report files along with all other common files used by AM13. 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.

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 upgrade:*

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.   Next, you should be asked for the location of your **Common Files Folder** (Figure 2). Enter the Common Files Folder directory you created in step 11 of Part A. As discussed, this folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Reports files along with all other common files used by AM13. 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.

    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.*

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

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

C.   Upgrading Data

1. Download and Extract Latest Conversion Utility

Make sure you have the latest conversion utility (i.e., **Upgrade File for AM13 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 upgrade. 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.
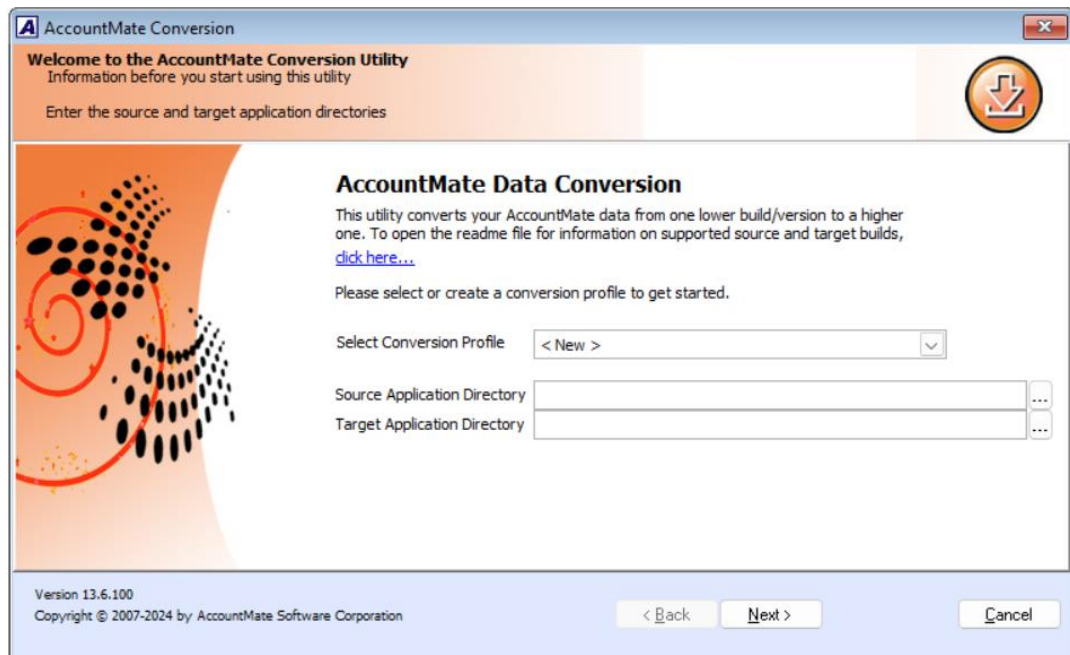
Figure 3. Conversion Profile and Application Directory Selection

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.

*Note: If you are running an **in-place upgrade**, 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 upgrade**, 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.

Note: The conversion utility will not validate the SQL Server version used; thus, the upgrade will go through though the SQL Server version may not be supported in the new AccountMate build. Starting in AM11.2 for SQL/Express, you will be notified that the SQL Server version is no longer supported upon access of the AccountMate main program. You should refer to our AccountMate website for the updated software requirement list.

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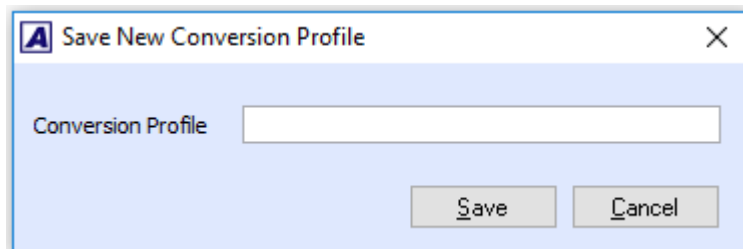
Figure 4a. Save New Conversion Profile

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:
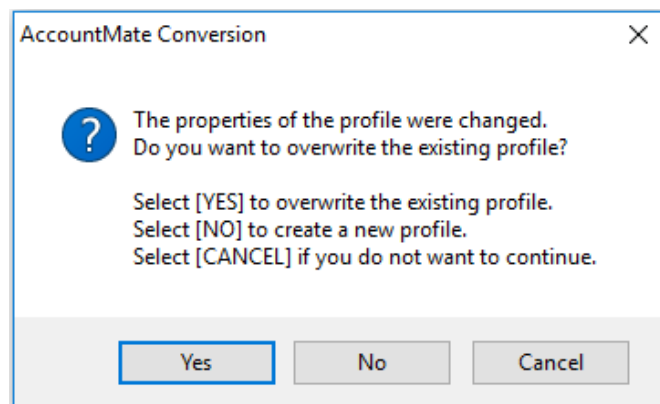
Figure 4b. Update Existing Conversion Profile

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.
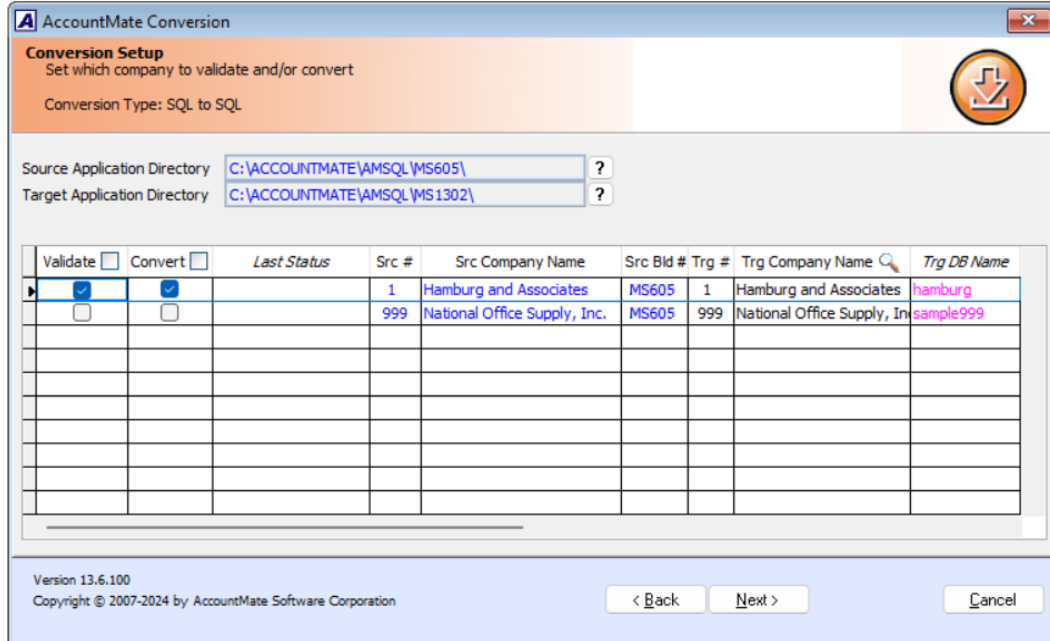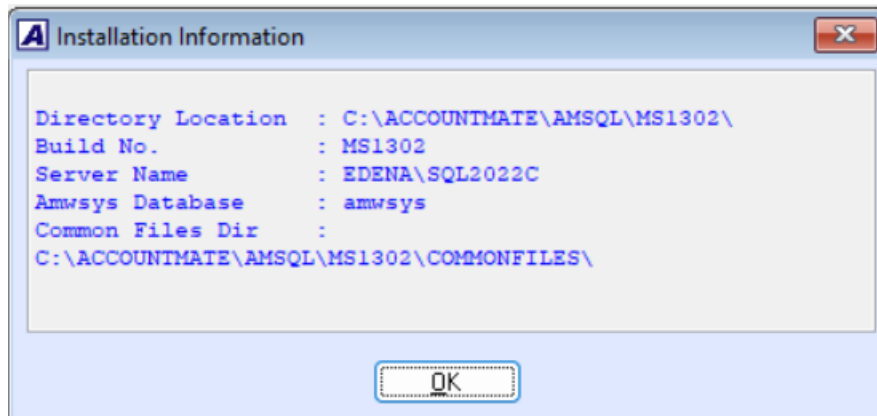

Figure 5. Conversion Setup

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 upgraded to the new version:

a. **Validate** => mark this checkbox to validate the company data before performing the upgrade. 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 upgrade 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 upgrade the company data. This checkbox is marked by default.

c. **Last Status =>** this field displays the status from the last time you attempted to upgrade the company data. If this is your first attempt to upgrade the company, this field will be blank. For subsequent attempts to upgrade 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 upgrade to improperly shut down.

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

   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 error.

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

   ▪ Click the **Cleanup** button in the **Conversion History** window to delete the upgrade log files. Be sure to do this only if you no longer need the upgrade logs (i.e., upgrade 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 upgrade process.

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

Figure 7a. Conversion History

Figure 7b. Summary

Figure 7c. Upgrade 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 what will be the company IDs, names and database names in 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 upgrade or a side-by-side upgrade.

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

   o **Side-by-side upgrades** => 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 upgrade 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 upgrade.

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 upgrades**, 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 upgrade.

- The target database name must not start with a number (e.g., 1COMP) and it must not contain spaces (e.g., COMP X).
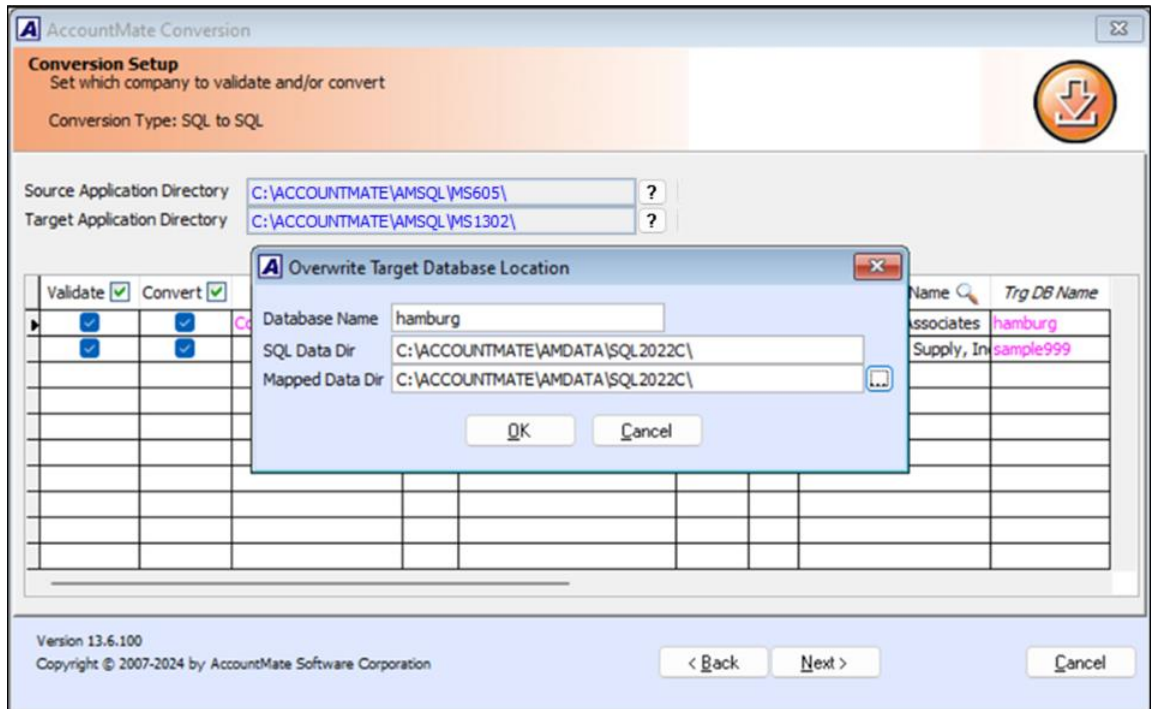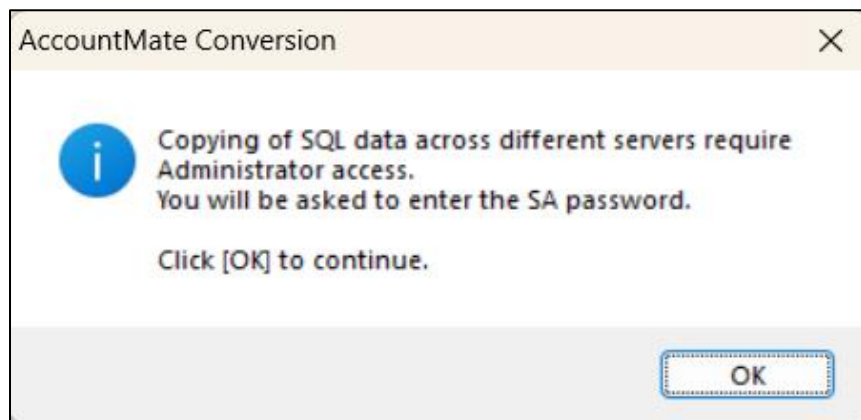

Figure 8. Overwrite Target Database Location

Click **Next** to proceed. If you are performing a **side-by-side upgrade**, the utility will display the following screens:
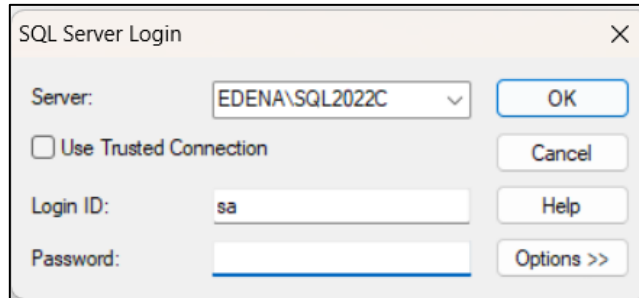
Figure 9. SQL Server Login

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.
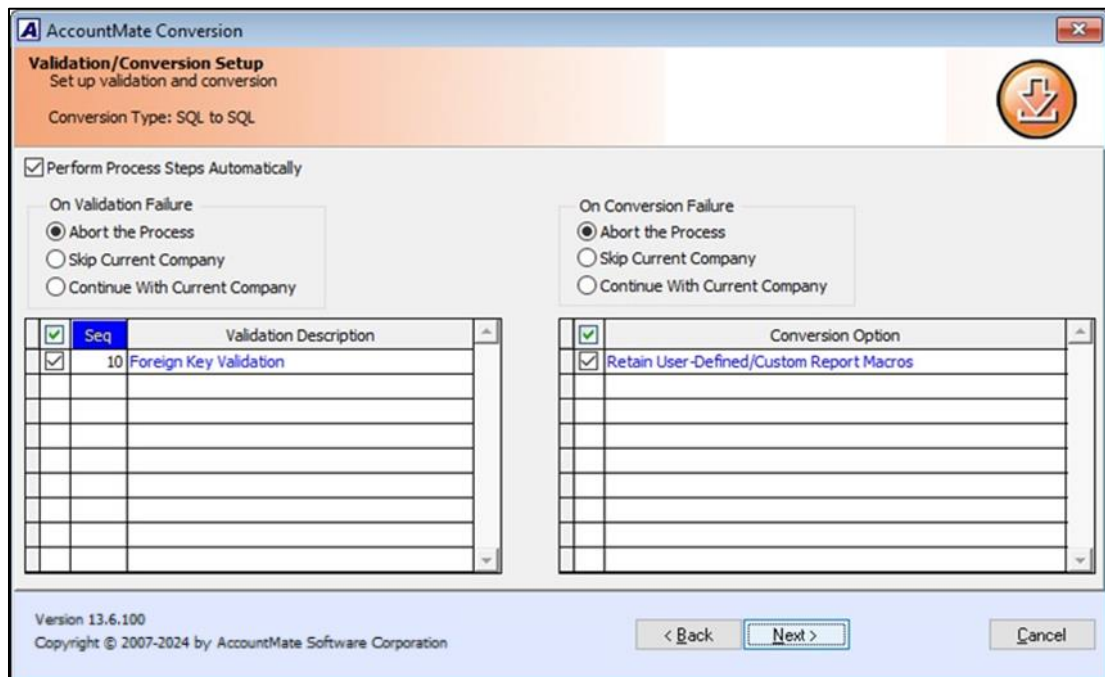

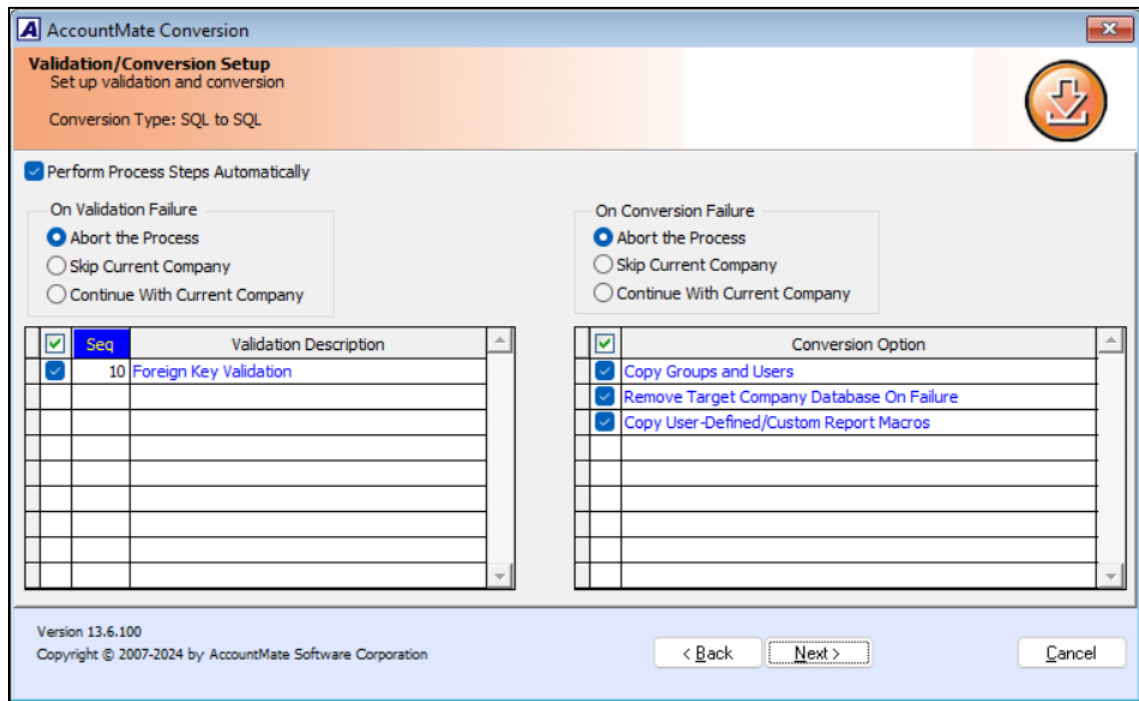**Figure 10a. Validation/Conversion Setup – In-place Upgrade**

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

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 all AccountMate company databases, 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 upgrade 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 before using the utility to fix the data.

    o **Verify GL Consolidation Exchange Rates** – This option applies to
       both **in-place upgrade** and **side-by-side upgrade**. Select this
       option to verify the exchange rates used in the pre-upgrade
       consolidated data.

    *Note: If you marked this option and verification failed, be sure to first undo
    the previous consolidation before attempting to perform the upgrade
    again.*

    o **Verify If Consolidation Parent is Upgraded** – This option applies
       only when you are performing an **in-place upgrade**. Select this
       option to verify whether the parent company is first upgraded prior to
       upgrading the subsidiary. If you marked this option and verification
       failed, be sure to first upgrade the parent company before upgrading
       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 upgrade** (Figure 10a) or a **side-by-side upgrade** (Figure 10b):

o **Copy Groups and Users** – this option is only displayed if you are performing a side-by-side upgrade. In-place upgrades 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* underlined *marked:*

▪ *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 side-by-side upgrade. When this checkbox is marked:
▪ The utility will delete the target company database that was used in the failed conversion. Upgrade 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.

o **Restrict "Show Customer # in Booked Qty Drilldown"** – this option is only displayed if you are performing an in-place upgrade. When this checkbox is marked, all users will be restricted from viewing the Customer # in the Booked Qty Detail Analysis window. This is just a default setting that you can change when you configure user access rights after the upgrade.

o **Restrict "Show Vendor # in On-Order Qty Drilldown"** – this option is only displayed if you are performing an in-place upgrade. When this checkbox is marked, all users will be restricted from viewing the Vendor # in the On-Order Qty Detail Analysis window. This is just a default setting that you can change when you configure user access rights after the upgrade.

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

- 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 upgrade because of the report criteria option changes in AM13.

- System default report macros in your old AccountMate version will be replaced with the AM13 system default report macros regardless of whether the checkbox is marked or unmarked.

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

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 upgrade:
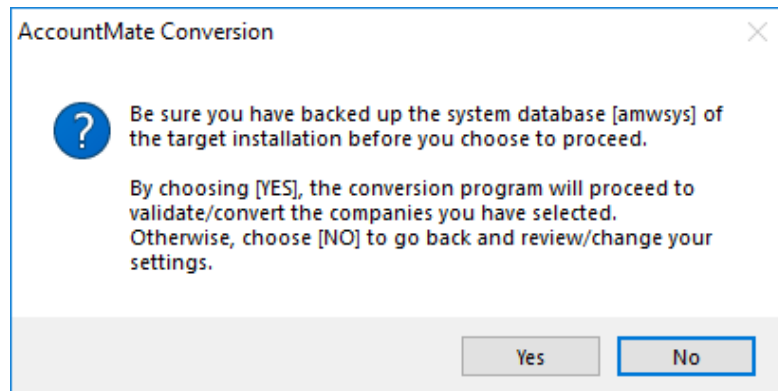

Figure 11. Backup Reminder

Click **Yes** to proceed. At this point the system will display the **Processing Data Validation and Conversion** window (Figure 12a). This lists the steps that will be performed based on the selections you made in the **Validation/Conversion Setup** screen (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 upgrade.*
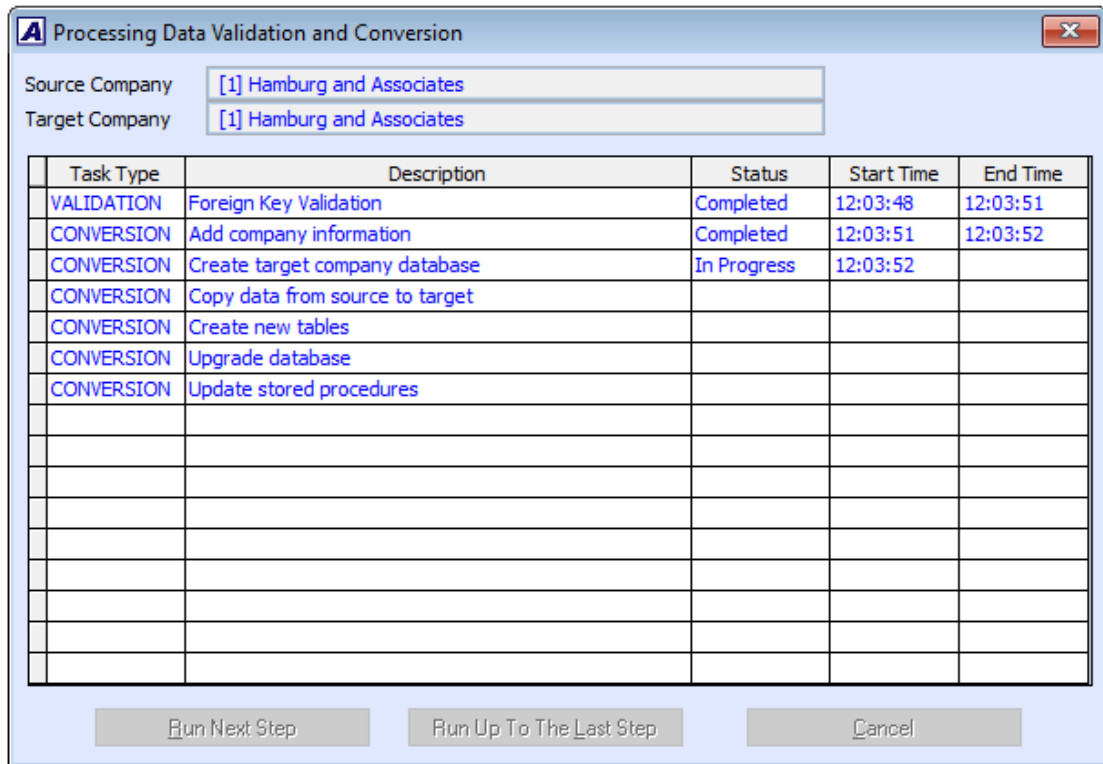
Figure 12a. Automatic - Side-by-side Upgrade Process

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 12a) if you mark the* ***Perform Process Steps Automatically*** *checkbox in the* ***Validation/Conversion Setup*** *screen (Figure 10a or 10b).*

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

- When all the selected databases have been upgraded, the utility will display the first **Summary** window (Figure 13a). You can double-click the **Status** field 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 **upgrade logs**.

Figure 12b. Manual - In-place Upgrade Process

Figure 13a. First Summary Window

Click **Next** to proceed.

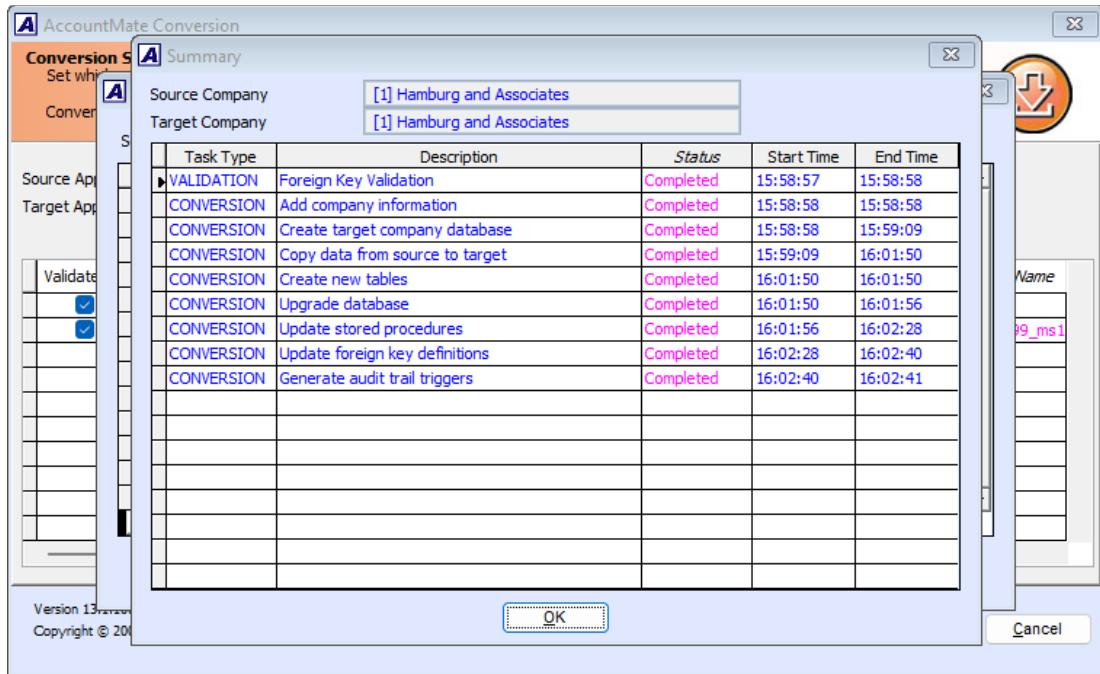**Figure 13b. Second Summary Window**

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

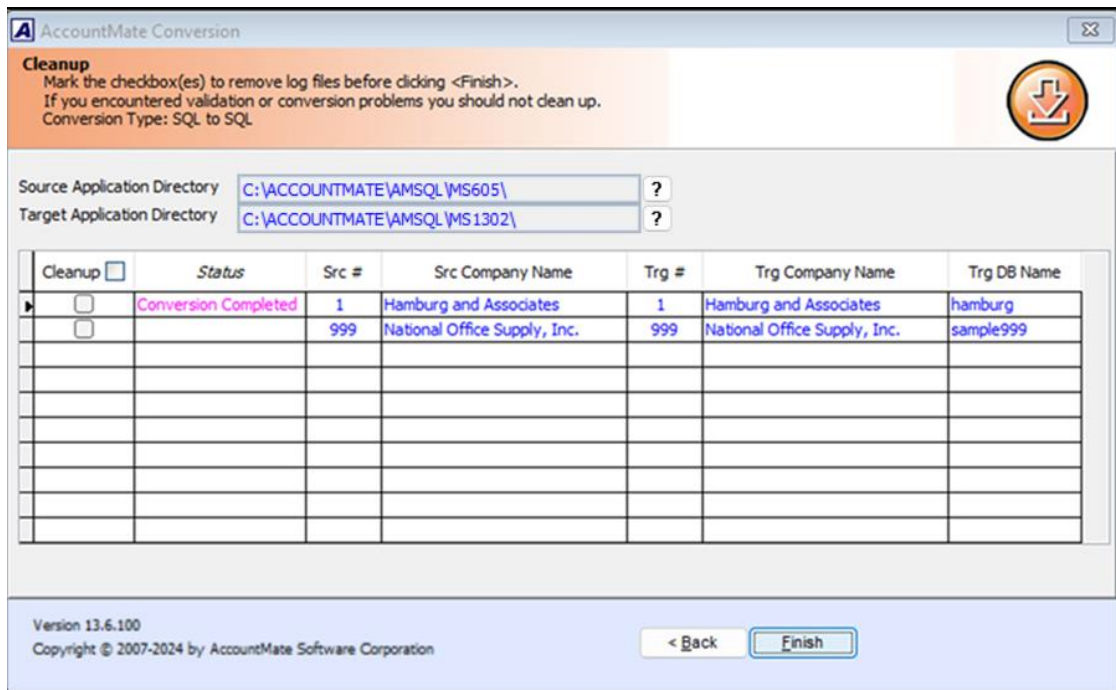Click **Finish** to exit the conversion utility.

Figure 14. Cleanup Scree

D. Post-Upgrade Process

1. Install License File

*Note: If you are doing an **in-place upgrade**, you may **skip this step** unless you change either of your company name, address or support number in which case you will be provided with a new license file.*

The AM13 license is available for download from the [Software Update Download](#) page of the AccountMate website. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download it for you.

To install the **License File**:

a. Verify that the license file is in a location that can be accessed by the AccountMate Administrator program.
b. Run the AM13 **Administrator** program (click on Amsqladm.exe in the AccountMate root directory).
c. Select the **Install License File** option under the **Licensing** function on the **Setup** menu. This will display the Important Notice window. Click "I Agree" to be shown the Install License File dialogue box.
d. Click the ellipsis button beside the **License File** field and select the path that points to the location of the license file.
e. Click the **Install** button on the dialogue box to initiate installation of the license.

Notes:

▪ *You must install the license file before you can activate modules. If you do not install license file, you will not be able to activate your modules (i.e., checkboxes will not be accessible) even if you have entered the correct product key for the new version.*

▪ *If you are having problems with your license file, please contact Customer Service at 1-800-877-8896 ext. 520.*

2. 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.

3. **Install Maintenance Key**

   *Note: If you are doing an **in-place update**, you may **skip this step**.*

   Starting in AM13.3 for SQL/Express, you must enter the maintenance key once the license file is installed. You can't access the AccountMate main program if the maintenance key is not entered.

   The Maintenance Key is a 15-character code you will receive when you buy or renew your
   maintenance plan. To get a new Maintenance Key if your previous one has expired, contact your AccountMate Solution Provider to renew your maintenance plan. AccountMate Solution Providers can contact AccountMate Customer Service or their Business Development Manager.

4. **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.

5. **Input PR Tax Subscription Key**

   *Note: If you do not have the **Payroll** module, 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.

5. **Run Company Setup**

*Note: Perform all steps below if you are running a **side-by-side upgrade**; otherwise, do only step d if you are running an **in-place upgrade**.*

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

a. If you used a company **logo** in your previous version, verify that the logo is still attached to the company record. If it is not, add the image again.

*Note: Company logos will not be upgraded if the conversion program cannot access the image files at the time of the upgrade. Refer to **Section A ► Item 2.h** and **Section E ► Item 9** for more information.*

b. Set the Status to **Active**.

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

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

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

*Note: If you are upgrading to MS13.1 or MS13.1 (SP1), the available options are only **Exchange** and **Office 365**.*

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

Note: This checkbox is not accessible if you are using AccountMate 13 for Express or if you are running AccountMate 13 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.

Assign a country in the **Unassigned Country As** field. The system will use this value for all maintenance and transaction records with no assigned country. This is for address validation, state validation, or TaxJar sales tax integration purpose.

g. Subsidiary companies that are upgraded using the side-by-side upgrade approach are set to "No Consolidation". Be sure to change their **Consolidation** setting back to Subsidiary Company and assign a parent company after the parent and subsidiary companies are upgraded.

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

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

7. **Run Data Encryption Utility**

*Note: Perform this step if you have the **Accounts Receivable, Accounts Payable, Bank Reconciliation, Payroll,** or **Purchase Order** module.*

To encrypt all the bank account #s and routing #s, vendors' social security numbers, and customers' credit card numbers 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.

8. **Remove Selected Common Files\System Folder Files**

If you are performing an in-place upgrade from a source build with MKT credit card application installed, delete the *.dbc, *.dct, and *.dcx files, if any, in your Common Files\System folder prior to running the AccountMate main program. This is to avoid any errors when accessing any of the Sales Order or Accounts Receivable functions after the upgrade.

9. **Initialize Modules**

For each activated module that you use, you must 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 activate the new features introduced in your new AccountMate version.

o   If you are upgrading from a source build with enabled ClickToPay:

▪ Be sure to change the pay codes you set up from **ClickToPay** type to a **Credit Card**, **ACH**, or **Other** type in the **ClickToPay Setup ▶ Transaction Synchronization** tab. Pay codes with **ClickToPay** type will only be used when creating ClickToPay related transactions.

- The set sync schedule/s will be treated as inactive after conversion and the sync parameters will not be carried over. Be sure to enable the Task Scheduler in the target build (i.e., AM13.3 or higher) if you intend to schedule the syncing of transactions to activate the existing task and save the schedule settings from the Windows Task Scheduler.

o If you are performing an upgrade from a source build with MKT credit card application installed, no credit card setup and data conversion will take place until you enable the Credit Card Integration feature in the **AR Module Setup ► Integration** tab. When enabling the feature, you have the option to upgrade your previous credit card integration or start from scratch using the new setup in the target build. If you decide to upgrade, the following will be performed:

- Existing pay codes will be updated for credit card integration.
- Previous credit card integration data will be transferred into the new AccountMate tables.
- Credit cards will be encrypted with a new encryption method.

10. Recalculate Employee Data

*Note: **Skip this step** if you do not have the **Payroll** module or if you do have **Payroll** module but do not have employees with payroll transactions recorded for multiple states.*
The Payroll module is now equipped to handle application of payroll and printing of one payroll check for employees with payroll transactions for multiple states. With this enhancement, the earnings displayed in the **Employee Maintenance** function may vastly vary from AM7 particularly for employees with payroll transactions recorded for multiple states. With this, to ensure that data is correctly updated per applicable state, recalculate the employee data through the **Data Manager** function.

Example:
Employee EBB1 has a year-to-date earnings of 56,000.00 for the SALARY earning code. 20,000.00 is earned in state NV (Nevada) while the rest is earned in state CA (California). The tax state assigned for the employee in the employee record right before the upgrade is CA. The year-to-date earnings that is displayed in the **Employee Maintenance ► Earning Code** tab are as follows:

AM7 (source build): The year-to-date earnings for the SALARY earning code that is displayed in the **Employee Maintenance ► Earning Code tab** is 56,000.00.

AM13 (target build): You will now see a **Tax State** selection list grid that lists all the states for which the employee has a recorded payroll transaction. The default tax state is the employee's assigned tax state before the upgrade.

Before recalculating employee data
The year-to-date earnings for the SALARY earning code that is displayed in

the **Employee Maintenance ► Earning Code tab** is 56,000.00 for the state CA. If you will select the state NV, the year-to-date earnings for the SALARY earning code is 0.00.

After recalculating employee data
The year-to-date earnings for the SALARY earning code that is displayed in the **Employee Maintenance ► Earning Code tab** is 36,000.00 for the state CA (California) and 20,000.00 for the state NV (Nevada).

11. 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 particular attention to the following Maintenance records:

o **Employee Maintenance** => If you have employees with payroll transactions recorded for multiple states, verify and amend as necessary the employee information set up in the **Employee Maintenance** function, particularly the information in the **W-4 Info** and **Earning Code** tabs.

=> Verify the accumulated earnings, paid leave, deductions, and taxes of each employee. You must also verify that the correct Earning Codes, Paid Leave Codes, and Deductions have been assigned to each employee record. Finally, verify the Expense GL Account IDs assigned in the Earning Code tab for each employee record.

=> Review all the employees' salary history in the **Earning Code** tab and amend as necessary. Pay particular attention to the earning codes assigned for each state, its corresponding default **Pay Amount** and **Effective Date**.

o **Earning Code Maintenance** => verify the assigned Expense GL Account IDs and the Accumulate Paid Leave settings defined for each earning code record.

o **Paid Leave Code Maintenance** => verify the assigned Accrual Method, Tier settings, and the assigned Liability and Expense accounts.

Notes:
- *Each paid leave code created by the upgrade process will have **one tier only**. Only the **Salaried Base and Carry leave settings** will be upgraded.*

- *Prior to version 8, the Payroll module did not accrue liability for employee leave benefits. If you want to fully employ the Paid Leave feature in AM13 you must **post an adjusting journal entry** in the General Ledger module **to record the employee leave balance** as of the time you started using AM13 Payroll.*

o **Deduction Maintenance** => verify the settings of the Subject Wages checkboxes in the State Taxes Reduction tab. Mark the checkbox if taxable income will be reduced by the deduction amount for the purpose of calculating the employees' payroll taxes. This setting must be reviewed for every state that you have activated. This is especially true of states that do not have all the pre-tax deductions that the federal government allows. For example, California does not treat employer contributions to Health Savings Accounts as a pre-tax deduction; thus, the Subject Wages checkbox for the State Code [CA] must be unmarked for the said deduction record. If you are uncertain about how your state treats certain payroll deductions, please consult your tax accountant.

o **Inventory Maintenance** => verify that a Unit-of-Measurement is assigned to each inventory item record. You must also verify that an inventory item marked for Use in Work Order is <u>not</u> set up to Use Specification, and vice versa. If both checkboxes are marked, you must verify which one you want to apply to the inventory record and unmark the feature that does not apply to the item.
Also verify that you can see the inventory images for all inventory item records that had images attached to them in your previous version. If some of them are missing, you must re-attach those images to the Inventory Maintenance records.

   *Note: Images will not be upgraded if the conversion program cannot access the image files at the time of the upgrade. Refer to **Section A ► Item 2.c** and **Section E ► Item 10** for more information.*

o **Chart of Accounts Maintenance** => Review the cash flow account category assigned to each GL Account ID record. All GL Account ID records must be assigned a cash flow category.

   *Note: Starting with **AM8.3 for SQL/Express** there are changes to the cash flow captions. New captions are also added.*

o **Bank Account Maintenance** => if your company is assigned the Canadian Country Tax setting, you must set the **Check Format** to **Canadian** for each applicable bank account. You must also assign a value in the Next E-Payment Check # field for all bank account records that are used to process electronic payments in AP and PR. The value in this field will be used as default check # when printing AP/PR e-payment checks.
                        => Review the assigned signature images and signature lines in the Signature tab for the indicated check amount the signatures will apply. You may check the signature preview if the signature/s looks good and amend as necessary.

     => A separate Immediate Origin field is added specifically for Accounts Receivable electronic payments in the **ACH (Mandatory)** tab. If you have customers set to pay through direct deposit, assign in the **AR Immediate Origin** field its corresponding ACH value.

o **Inventory Type Maintenance** => verify that a Unit-of-Measurement is assigned to each inventory type record.

- o **Sales Tax Entity Maintenance** => verify that GL Account IDs are assigned to the Sales Taxes Payable and Sales Tax Costs fields of each tax entity record.

- o **Warehouse Maintenance =** > Review the Inventory and Inventory Adjustments GL accounts assigned to existing warehouse records. These values come from the corresponding fields in IC Module Setup, only if the IC module is set up. The Inventory and Inventory Adjustments GL accounts used during creation of inventory records and posting of inventory adjustments will come from your warehouse records.

- o **Revenue Code Maintenance** = > Review the Cost Variances GL account assigned to each revenue code record. You can either assign an asset or income statement account depending on how you treat the inventory cost variance. See On-Line Help for more details.

- o **Customer Maintenance** => Commas in e-mail addresses or in between e-mail addresses will be converted to semi-colons after upgrade. Verify and amend those e-mail addresses that are supposed to have commas (e.g. john,kevin.brown@gmail.com) in the **Customer Maintenance ► Information ► E-mail** field.

- o **Vendor Maintenance** => Review the **Ship Via** and **F.O.B.** values assigned to each vendor record and amend as necessary. These values will become the default when creating vendor related transactions.

- o **All maintenance records that have State and Country fields** => Review the assigned value in the State field if the assigned country is either US (United States) or CA (Canada), and amend as necessary. A list of states to choose from is provided if the country is either of the two.

12. Update Transaction Attachments

The folder naming convention for vendor/customer related transaction attachments has been changed from **Transaction #** only to **Vendor #/Customer # + Transaction #**. With this change, the transactions attachment(s) should either be reattached to the transaction record or copy the subfolder(s) in the source build's Attachments folder to the MS1301 Attachments folder; then, rename the attachment's folder name to conform to the new attachment's folder naming convention.

13. Verify AP and PR Check Alignment

*Note: **Skip this step** if you do not have the **Accounts Payable** and **Payroll** module.*

The **Bank Account Maintenance** function is enhanced to provide users with the capability to print one or two signature lines on AP or PR checks. With this enhancement, the signature image height was increased from 1.010 to 1.250 inches. Logically and theoretically, this change should not have any effect in the check signature alignment; however, it is recommended that you verify the check signature alignment immediately after the upgrade to ensure that there is no misalignment prior to printing of valid checks.

In case of misalignment, you must update the signature image set up in AccountMate. Refer to [Article # 1295 (How to Set Up and Use a Signature Image in AccountMate)](#) for guidance.

14. Recalculate Inventory Data and Inventory Beginning Balance

You must recalculate the inventory data and the inventory beginning balances to update the upgraded inventory records. You can recalculate the data through the **Data Manager** utility. Cost and quantity adjustments may be created after the recalculation.

Generate the **Inventory As-of Report** and the **Inventory Transaction Log** reports to verify the accuracy of the cost and quantity adjustments. To identify the adjustments, look for RCAL transaction types that are generated on the date (Entry Date) you recalculated the data. Inventory beginning balance adjustments are also assigned a Trs Date that is a day or two earlier than the earliest transaction date (e.g., Earliest Trs Date = 01/01/17, RCAL Trs Date (for quantity adjustment) = 12/31/16, RCAL Trs Date (for cost adjustment) = 12/30/16).

14. Run Transfer Data to GL and Compare GL Transfer Reports

The upgrade excludes temporary postings of GL entries from subsidiary modules (refer to **Section A ► Item 2.a**). After the upgrade, you must run the **Transfer Data to GL** function for all non-GL modules before running the **GL Transfer Report** and the **GL financial statements** (i.e. Balance Sheet, Income Statement, and GL Listing). Compare the information generated in these reports against the same reports from your previous AccountMate version. This will help identify any issues that may have resulted from the upgrade and will make it possible for you to correct these problems before data processing is resumed in the new version.

15. Review Upgraded Data

You should run the newly upgraded company in AM13 and review the data to ensure that everything has been upgraded successfully. Here is a partial list of reports you can run to help verify the upgrade:

- GL: Trial Balance, Income Statement, Balance Sheet
- AR : AR Aging, Payment Distribution Report
- AP*: AP Aging, AP Check Register
- SO: Open Order Report, SO Shipment Report
- PO: Backorder Report, PO Received Goods Report
- IC : Inventory Transfer In-Transit Report
- MI: Back Order Report
- BR: Bank Reconciliation Report
- PR*: PR Check Register Report, Earning Code Transaction Report, Paid Leave Transaction Report, Deduction Transactions Report, QTD or YTD Tax Withholdings Report
- CL: Consolidated Account Balance Report, Consolidated Account Balance Analysis, Consolidated Account Budget Report

Note: *AP and PR electronic payments that were voided in an earlier version will <u>not</u> appear in any AM13 reports.*

16. Consolidate Budgets

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

If you maintain budgets in AccountMate, you must run the **Consolidate Budget** function in each subsidiary company that has been upgraded. This is to ensure that the consolidated budget records in the parent company include budget information from all subsidiaries (refer to **Section A ► Item 2.b**).

17. 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 upgrade 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 13.x for SQL or AccountMate 13.x for Express Setup.

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 <u>Windows Vista</u>, <u>Windows 7, Windows</u> <u>8</u> or <u>Windows 8.1</u>, 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., F:\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 <u>separate client installation</u> on each workstation. This option installs the AM13 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 AM13 for SQL/Express program through a <u>mapping</u> from a file server. This option installs just the run-time files on the workstation.

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

18. Verify 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 upgrade:

- *Custom Reports*

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

  - o *In-place upgrade*: 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 upgrade. You must run the Custom Report Setup function after the upgrade 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 upgrade. You must recreate the report macros for the affected reports.

19. Post AP Invoices for PO Receipts

When posting an AP invoice in AM13 for SQL/Express for PO receipts that had been accrued in previous AccountMate versions, you must do the following:

a. Retrieve your Accrued Received Goods report and the report generated from running the accrual.sql script against the corresponding company database.

b. Check whether the AP invoice you are posting pertains to a PO receipt that appears in the report generated from the accrual.sql script. If it does, the said PO receipt has an outstanding accrued obligation in GL.

c. When posting an AP invoice for the said receipt, change the reference account defaulted in your AP Invoice Transactions\GL Distribution tab to the GL Account ID used for your accrued liability for PO receipts. The default reference account will come from the Vendor record. The accrued obligation would have been posted to the GL Account ID defined in the Accrued Received Goods field of the GL Distribution tab in PO Module Setup, unless the value in this field has been changed.

d. Do not post any value in the Reverse Accrued Amount field of the Information Tab in the AP Invoice Transaction screen. The upgrade does not bring over records of PO accrued receipts from your previous AccountMate version.

e. All other AP invoices involving PO receipts that are not in the report generated from the accrual.sql file but which appear as outstanding accruals in the Accrued Received Goods report were never posted to GL. As such, no outstanding obligations have been created for them in GL. For these invoices, you can just post them like you would a regular AP invoice for an obligation that was never processed through PO. This means that you must post it against the corresponding expense or asset GL Account ID. You will not be able to post a reverse accrued amount for it, as there is no record of the accrual in AM13.

f. For all other AP invoices, post them as you would normally do. This applies to all invoices pertaining to either non-PO transactions or to PO accrued receipts that are posted subsequent to the upgrade to AM13.

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

After a **side-by-side upgrade**, 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 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 upgrade error messages.

1. Upgrade does not occur

Launching the Administrator program will <u>not</u> trigger the upgrade process. After setting up the Common Files Folder, 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 upgrade 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.
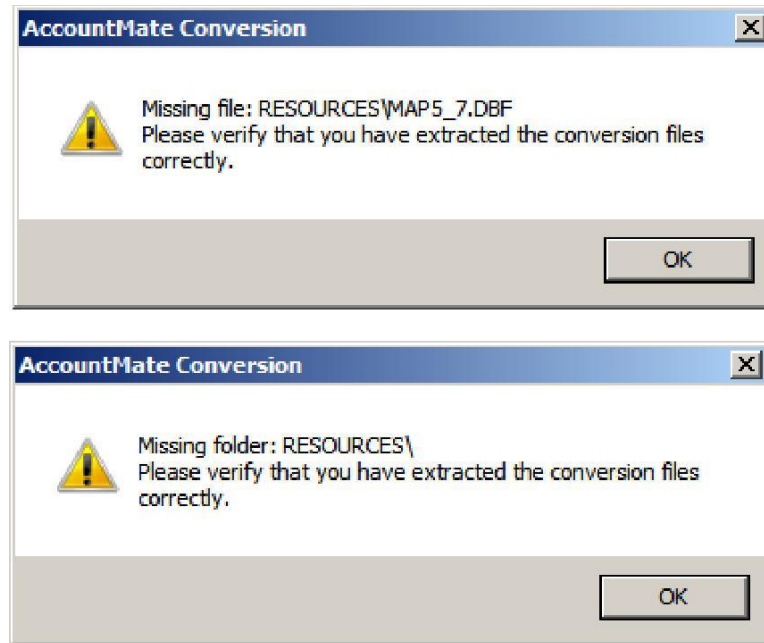
Figure 15. Missing File or Folder Error

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 AM13 AMWSYS and Sample databases are not yet created in the SQL server. To resolve these errors, launch the AccountMate 13 Administrator program. Refer to **Section B ► Item 7** for more details.
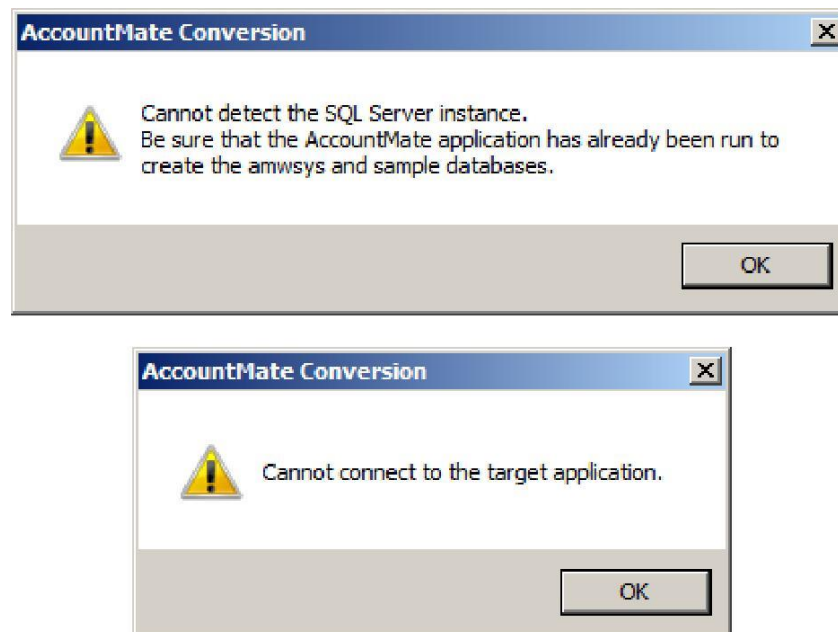

Figure 16. Cannot Detect SQL Server Instance Error

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 **Section C ► Item 3**.

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 AM 6.5 product key for an AM 9.2 installation and vice versa.

If you receive this error, contact AccountMate Customer Service.

7. **Program Patches Error Message**

*Note: You will only get this error if you performed an **in-place upgrade** and selected the AccountMate root directory as the location of the AM13 Common Files Folder.*

If you did not rename the Patches folder before performing an in-place upgrade, you will receive an error the moment you launch the main AccountMate program after the upgrade telling you that program patches exist in the "patches" folder. 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 Patches folder by clicking 'Yes' in response to the error message.
c. 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 system.
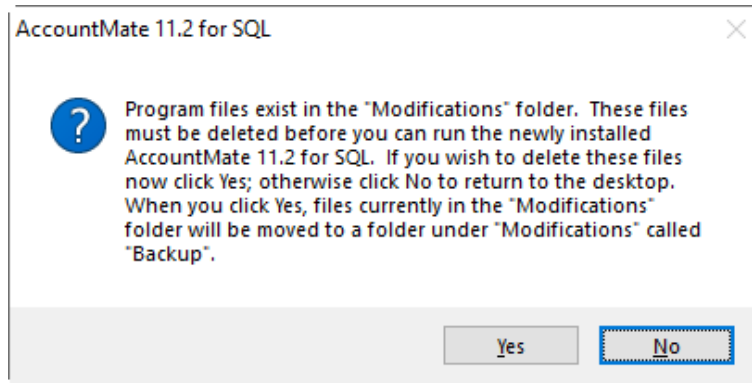
Figure 17. Program Patches Error

8. **Foreign Key Violation Error**

   One of the possible issues that could cause the upgrade to fail is a foreign key violation. You may find an error log entry similar to the following in the log file:

   The UPDATE statement conflicted with the FOREIGN KEY constraint "FK_…" The conflict occurred in database "database name", table "dbo.tablename", column 'cacctid'.

   This problem occurs if you did <u>not</u> choose to validate the data in steps 3 and 4 of Part C before performing the upgrade. To resolve this problem, you must:

   a. Delete the AM13 company database and application folder used in the failed upgrade.

   b. Restore the AM13 application folder backup and the database backup made prior to the upgrade (step 22 of Part A).
   c. Perform Part C, making sure to mark the Validate and Foreign Key Validation checkboxes for each company you want to upgrade.

9. **Missing Company or AccountMate Reseller Logo**

   If the conversion program cannot find or access the image file that is being used as the BP logo and/or company logo in the path stored in your previous version, you may see an error message similar to the following in the specified upgrade files:

   FILE LOCATION:
   D:\CONVERSION\MS1301\CONVERT\SESSIONS\AM13INPLACE_2010071215 1243\WORK\amwsys\UPSZBPLOGO.LOG
   TASK: UPSIZING BUSINESS PARTNER LOGO
   BP Logo [C:\MS605\BP_LOGO.BMP] is not found. File does not exist.
   STATUS: BP Logo was not upsized successfully.

   Or something like this:

   FILE LOCATION:
   D:\CONVERSION\MS1301MS605\CONVERT\SESSIONS\AM13INPLACE_20100 712151243\WORK\amwsys\UPSZCOMPLOGO.LOG

TASK: UPSIZING COMPANY LOGO/IMAGE File does not exist.
STATUS: Not all company images were upsized.

This issue does not display an error message on the conversion screen nor does it stop the upgrade from completing; however, this information will appear in the upgrade log files. If you see this in your upgrade log file, you must add the company logo after the upgrade using the **AccountMate Administrator** program. To add the AccountMate Solution

Provider's log after the upgrade, you must use the **Reseller Information Update Program for AccountMate 13** that is available for download from the Tools and Utilities section of our Download Center.

10. Missing Inventory Images

If the conversion program cannot find or access the image file that is being used as the inventory item image in the path stored in your previous version, you may see an error message similar to the following in the specified upgrade file:

FILE LOCATION:
*D:\CONVERSION\MS1301\CONVERT\SESSIONS\AM13INPLACE_2010071215
1243\WORK\hamburg\UPSZICIIMG.LOG*
*TASK: UPSIZING INVENTORY IMAGE DATA Error: File not found. Item #
[AEROCHAIR-A1]. Path=D:\MS608\AEROCHAIR_A1.BMP. STATUS: Not all
item images were upsized.*

This issue does not display an error message on the conversion screen nor does it stop the upgrade from completing; however, this information will appear in the upgrade log files. If you see this in your upgrade log file, you must add the item images after the upgrade using the **Inventory Maintenance** function.