

AccountMate 8.x for SQL/Express Program Upgrade from AccountMate 7.x for SQL/Express UPGRADE INSTRUCTIONS

As of October 1, 2012

IMPORTANT! READ THIS DOCUMENT FIRST.

Do not run the AccountMate 8 (AM 8) 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.

What's New?

- **Pre-installation Steps > Cash Flow Category Assignment.** A new step pertaining to cash flow category assignment is added.
- **Upgrading Data > Validation/Conversion Setup.** Added pieces of information about the validation options.
- **Post Upgrade Process > Access Maintenance Records.** Added the Chart of Accounts function to the list of Maintenance records that must be reviewed after the upgrade.

This document is designed to address your upgrade needs. It is made up of two parts:

- **Checklist** – step-by-step list of the procedures to be performed
- **Installation & Upgrade Details** – detailed discussion of the procedures specified in the checklist

CHECKLIST

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

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- _____ 2. Run Amconvert.exe
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- _____ 7. Run Credit Card/SSN Update Utility
- _____ 8. Initialize Modules
- _____ 9. Access Maintenance Records
- _____ 10. Run Transfer Data to GL and Compare GL Transfer Reports and Financial Statements
- _____ 11. Consolidate Budgets
- _____ 12. Review Upgraded Data (by running reports)
- _____ 13. Perform "Typical" or "Compact" Installation on Workstations

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 not contain space(s)."
- _____ 6. Invalid Product Key
- _____ 7. Missing Company or AccountMate Reseller Logo
- _____ 8. Missing Inventory Images

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

INSTALLATION & UPGRADE DETAILS

A. Pre-installation Steps

1. Correct Version

Use these instructions when upgrading:

- Databases on **AccountMate 7.1 for SQL** or higher to **AccountMate 8.1 for SQL** or higher; or
- Databases on **AccountMate 7.1 for Express** or higher to **AccountMate 8.1 for Express** or higher; or

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

Verify that the version number on the upgrade CD is AM 8.1 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. AM 8 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:** AM 8 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 AM 8 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 AM 8 reports.
- e. **SM Module:**
 - **Company and Reseller Logos:** AM 8 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 and User Grid Settings:** AM 8 only stores the shortcut pane and user grid settings in the database. This is different from AM 7 which has the option to store the shortcut pane and user grid settings in the AccountMate application folder. If your AM 7 shortcut pane and user grid settings are stored in the application folder and the conversion program cannot access these files when you perform an in-place upgrade, these settings cannot be upgraded. Take note also that shortcut pane and user grid settings are never upgraded when performing a side-by-side upgrade. In case either of these scenarios applies to your upgrade, your users must re-configure their shortcut pane and grid settings after the upgrade.
 - **Report Macros:** None of the user-defined report macros will be included in a side-by-side upgrade. While the in-place upgrade includes a conversion option to "Upsize Report Macros", this will only remove all the AM 7 report macros (including the user-defined ones) and replace them with the AM 8 system default report

macros (refer to step 4.e of Part C). Your users must recreate the report macros for all affected reports after upgrading to the new version.

- **Custom Reports:** None of the custom reports will be included in the upgrade. You must recreate the custom reports after upgrading to the new version.
- **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 AM 8 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 ran AM 7 on SQL Server 2000 and you are doing an **in-place upgrade**; otherwise, please skip this step and proceed to the next step in this section.

Upgrade your existing SQL Server to a version that is supported by AccountMate 8.x for SQL/Express. Check our website for the most up to date [AM 8 System Requirements](#). Take note that AccountMate does not sell SQL Server. For assistance on upgrading your SQL Server or Express, refer to your IT Professional.

An alternative procedure would be to backup and restore your AM7 company database to a new AM database in the SQL Server which is supported by AccountMate 8.x for SQL/Express.

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 AccountMate 8 for Express or if you will be running AccountMate 8 for SQL on SQL Server Express Edition. The Full-Text Search Component is not available in SQL Server Express Edition.

AM 8 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 8 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

AM 8 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 step 7 of Part B). 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. Payroll Module Preparations

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

Starting with **AM8.2 for SQL/Express** there are significant changes to the journal entries created for applied payroll/payment transactions and

their associated check transactions. In **AM7 for SQL/Express** the applied payroll transaction is posted directly to the individual liability GL Account IDs (e.g., Tax Withholdings Payable, Deductions Payable, Wages Payable, etc).

In **AM8.2 for SQL/Express** or higher the applied payroll transaction is posted to the "catch all" accrued liability GL Account IDs (e.g., Accrued Payroll, Accrued Employer's Tax, and Accrued Other Expenses) rather than the individual liability GL Account IDs. During check payment, the "catch all" accrued liability journal entries are reversed; the employee's tax withholdings and deductions, employer's taxes and other payroll liabilities are then posted to the individual liability GL Account IDs (e.g., Tax Withholdings Payable, Deductions Payable, etc).

If your pre-update Payroll data includes any of the following:

- Scenario 1: applied payroll transactions were permanently transferred to GL during period-end closing but no check payments are issued (e.g. applied payroll is dated July 31, 2011; July 2011 is closed in PR; and no check is issued)
- Scenario 2: applied payroll transactions were permanently transferred to GL but the associated check transactions are yet to be permanently transferred to GL (e.g. applied payroll is dated July 31, 2011; check is dated August 1, 2011; and July 2011 is closed in PR)

Either a PR check issuance or execution of the PR to GL transfer data routine in AM8.2 for SQL/Express or higher results in the creation of journal entries that include a debit to the "catch all" accrued liability GL Account IDs and a credit to the individual liability GL Account IDs. These entries will understate the "catch all" accrued liability GL Account ID balances and overstate the individual liability GL Account ID balances.

Note: *Running the GL Transfer Report, Transfer Data to GL and Period-End Closing executes the PR to GL transfer data routine.*

To avoid inaccurate balances, you must perform period-end closing in Payroll through the period that has check transactions which are yet to be permanently transferred to GL.

14. 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.

15. Check Database Owner

Check that all the databases to be upgraded to AM 8 for SQL/Express have 'amlogin' as the database owner. This includes the AMWSYS and sample databases.

16. Check root folder for .fxp, .scx and .sct 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 and *.sct files. They are known to cause problems and must be removed before you install the new AM 8 for SQL/Express version. **THIS IS A MUST!**

17. 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 AM 8 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 AM 8 for SQL/Express will be installed (i.e. AMSQL folder). The installation of the new AM 8 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 step 7 of Part B).

18. Backup

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. AM8 for SQL/Express installation

1. Verify Exclusive Access

Check that no one accesses 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

Insert the AM 8 for SQL/Express CD into a CD-ROM drive. Click on Setup.exe if the installer does not automatically run. You will be shown the AccountMate 8.x for SQL or the AccountMate 8.x for Express Setup screen.

Note: If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download AccountMate 8.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 an **in-place upgrade** and you are running the installer from a machine other than the file server where the previous AccountMate program is physically located, select the network path where the AccountMate folder has been mapped (e.g. F:\AMSQL).
- o If you choose to perform a **side-by-side upgrade** and the file server is running on Windows Server 2008 or Windows Server 2008 R2, 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 server 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 AM 8 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 8.3 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 8 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 8 for SQL/Express functions and reports.

Be sure to select the **Program Files** and **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 8 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:

- You should be prompted for the SQL Server or Express instance where your AccountMate 8 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**.

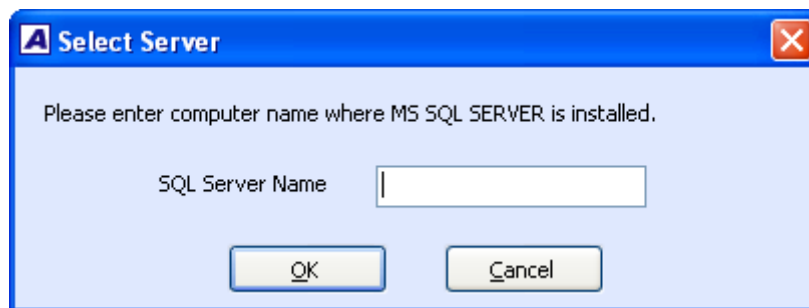


Figure 1. Select Server

- 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). This folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Report files along with all other common files used by AM 8. You can enter either a UNC path (e.g. \\ComputerName\SharedFolder\FileName) or a mapped network drive (e.g. X:\Filename). If you enter a mapped network drive, be sure to map all workstations using the same drive letter (e.g. X). Since all AccountMate workstations will use the same common files folder, they must all have read-write access to the said folder (refer to step 11 of Part A).

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.

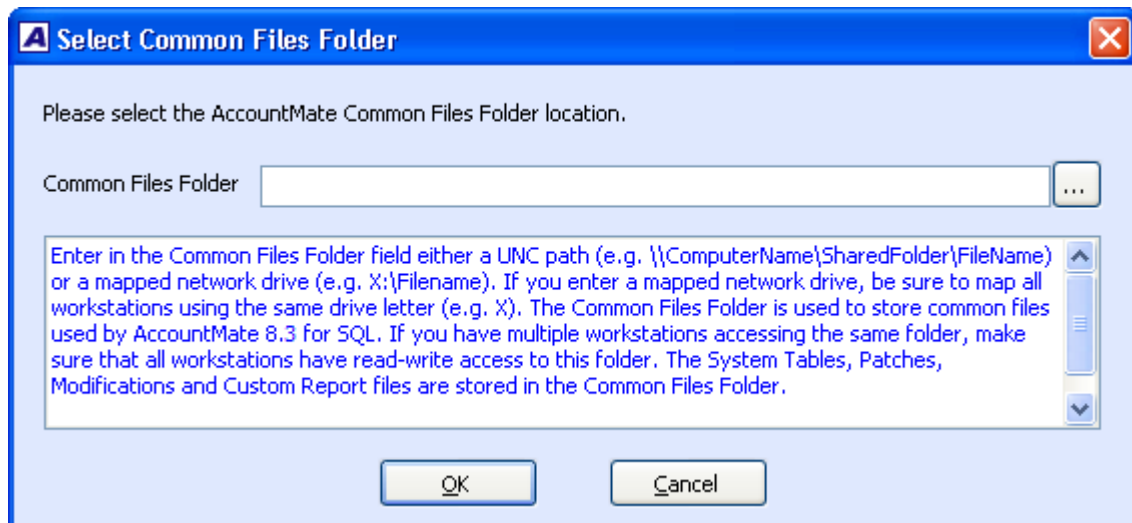


Figure 2. Select Common Files Folder

- 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). This folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Reports files along with all other common files used by AM 8. You can enter either a UNC path (e.g. \\ComputerName\SharedFolder\FileName) or a mapped network drive (e.g. X:\Filename). If you enter a mapped network drive, be sure to map all workstations using the same drive letter (e.g. X). Since all AccountMate workstations will use the same common files folder, they must all have read-write access to the said folder (refer to step 11 of Part A).

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 AM 8.3**). 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.

- a. **Select Conversion Profile** => choose **<New>** to create a new profile; otherwise, click the **list box** to choose one of the profiles you previously set up.
- b. **Source Application Directory** => enter the path where your source AccountMate application folder (i.e. previous version) is located. Alternatively, you can click the ellipsis button to browse for the correct location.
- c. **Target Application Directory** => enter the path where your target AccountMate application folder (i.e. new version) is located. Alternatively, you can click the ellipsis button to browse for the correct location.

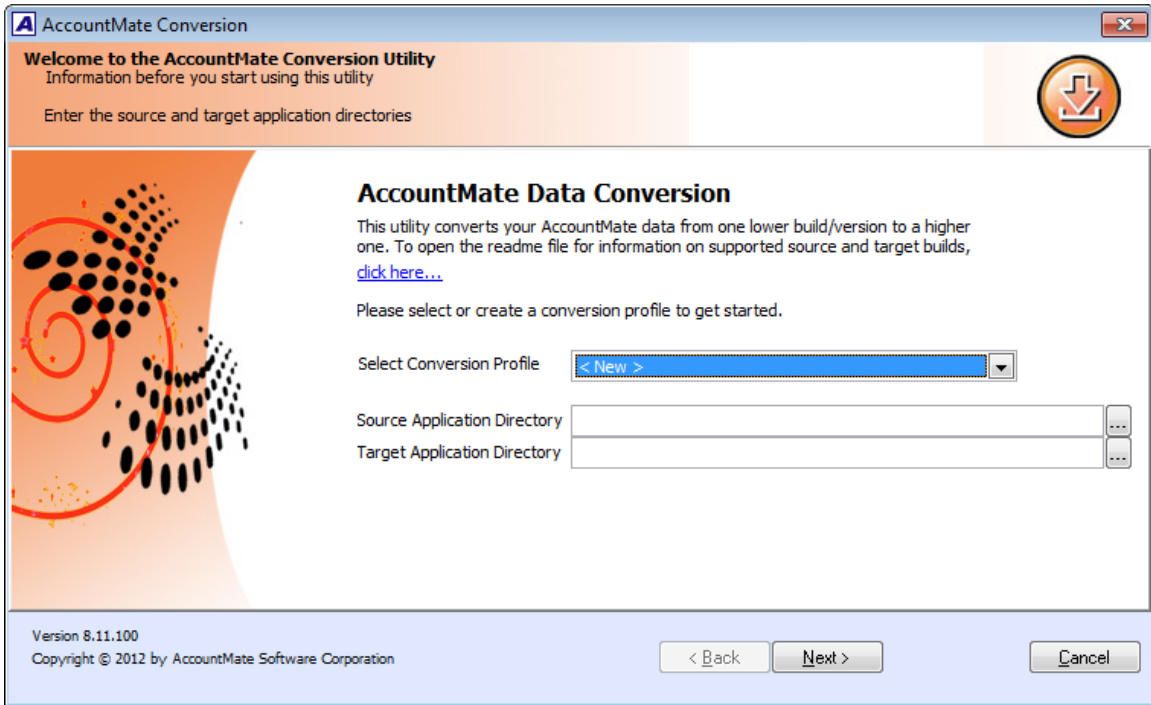


Figure 3. Conversion Profile and Application Directory Selection

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

If you chose to create a new profile, you should see the following window:

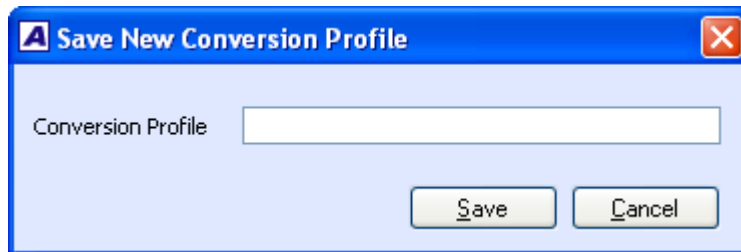


Figure 4a. Save New Conversion Profile

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:

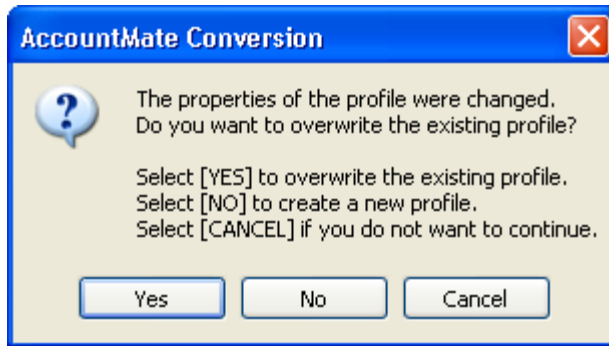


Figure 4b. Update Existing Conversion Profile

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.

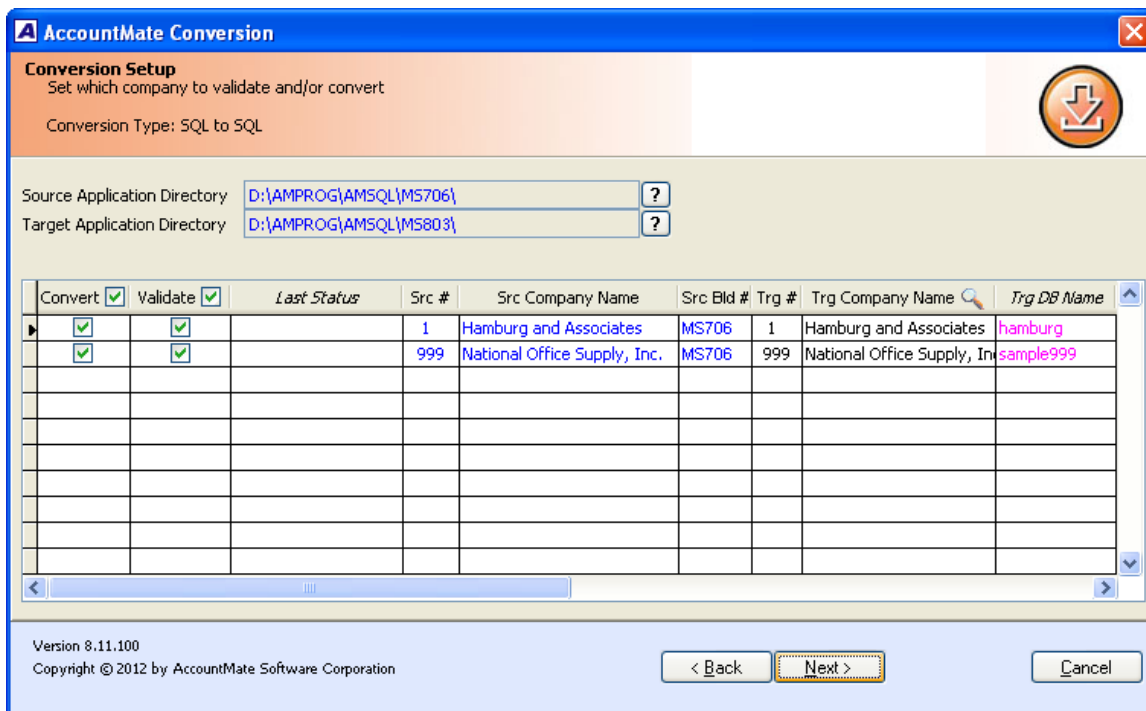


Figure 5. Conversion Setup

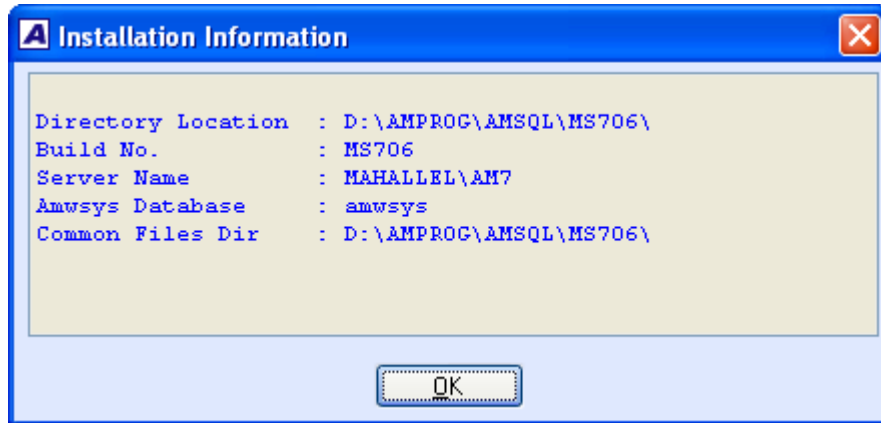


Figure 6. Source or Target Application Properties

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 the first time you 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 has been started but was abnormally stopped by power outages or computer crashes 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 not 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 validate or convert 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 update process.
- Double click the **Status** field in the Summary window to view the related **upgrade log** (Figure 7c).

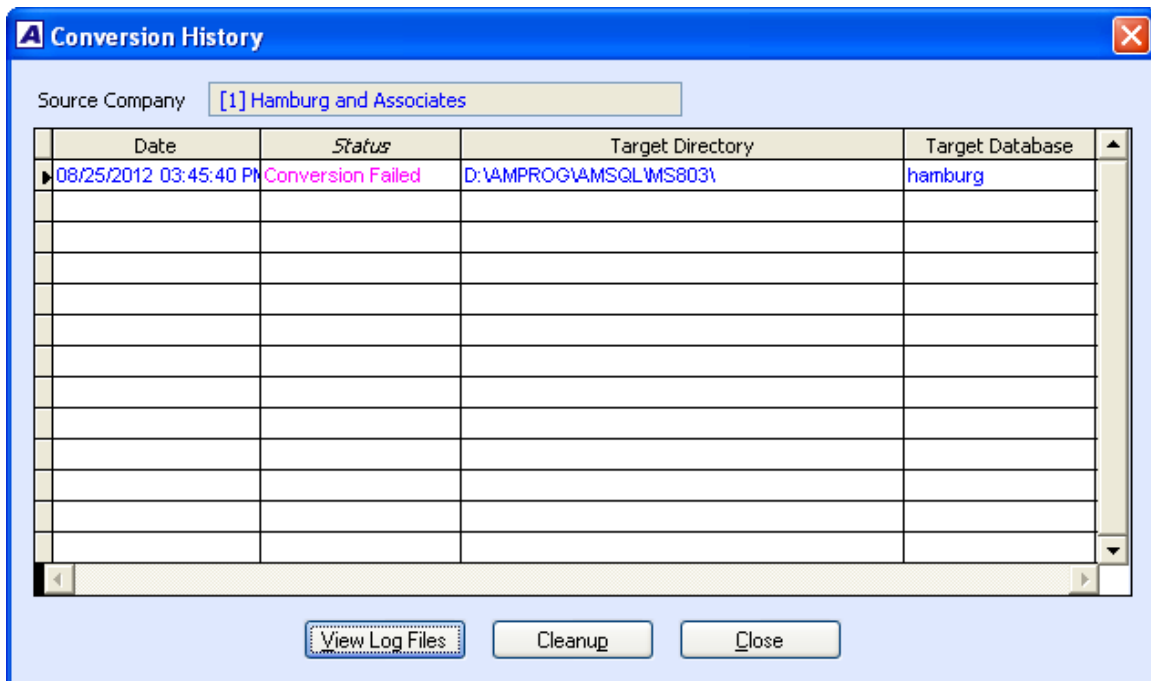


Figure 7a. Conversion History

Summary

Source Company: [1] Hamburg and Associates
 Target Company: [1] Hamburg and Associates

Task Type	Description	Status	Start Time	End Time
VALIDATION	Foreign Key Validation	Completed	15:52:33	15:52:36
CONVERSION	Add company information	Completed	15:52:36	15:52:36
CONVERSION	Create target company database	Completed	15:52:36	15:52:45
CONVERSION	Copy data from source to target	Completed	15:52:45	15:54:09
CONVERSION	Create new tables	Completed	15:54:09	15:54:12
CONVERSION	Upgrade database	Completed	15:54:12	15:54:17
CONVERSION	Update stored procedures	Failed	15:54:17	15:54:19
CONVERSION	Update foreign key definitions			
CONVERSION	Generate audit trail triggers			

OK

Figure 7b. Summary

applysp.log [Read Only]

```

LOG FILE LOCATION: D:\CONVERSION\SESSIONS\MS706
MS803_20120825154540\WORK\hamburg\APPLYSP.LOG
TASK: APPLYING STORED PROCEDURES TO DATABASE [hamburg]...

Error #: [1526]: Connectivity error: [Microsoft][ODBC SQL Server Driver][SQL
Server]Incorrect syntax near 'case'.

Sql command:
/** ID: AP80001.03 Name: apcapp_delete Owner: AM ScriptDate: 07/13/2012 **/
create trigger apcapp_delete on apcapp for delete as begin if
exists (select lexcl from cosyst where lexcl = 1) /* exclusive mode */
return select xxx delete after declare @lcinvno char(20), @lcvendno
char(10), @lcbankno char(10), @lcchkn char(10), @lccardvend char(10),
@lcchgtrsno char(20), @lccardacc char(30), @lctype char(1), @ldpaid
datetime, @ldvoid datetime, @lnfchkamt numeric(18,4), @lnfdiscamt numeric(18,4),
@lnfadjamt numeric(18,4), @lnchkamt numeric(18,4), @lndiscamt numeric(18,4),
@lnadjamt numeric(18,4), @lnxchgrate numeric(16,6), @lnpymtxrate numeric(16,6),
@lnappamt numeric(18,4), @lnvariance numeric(18,4), @lcsystem char(8), @ldcheck
datetime, @lc1099 char(1), @lcyear char(4), @lnopendb numeric(18,4),
@ln1099amt numeric(18,4), @lcapacc char(30), @lcuid char(15),
@lntaxwhamt numeric(18,4), @lnftaxwhamt numeric(18,4), @liltaxwh
smallint, @lnapptaxwh numeric(18,4), @lnfapptaxwh numeric(18,4),
@lncbkamt numeric(18,4), @lnfcbkamt numeric(18,4), @lcpono char(10)
declare @lcappuid char(15), @lnamtdec int /* .MS803 .10012784 .07/13/2012. */
select @liltaxwh = ltaxwh from apsys execute vsp_am_settings

```

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).

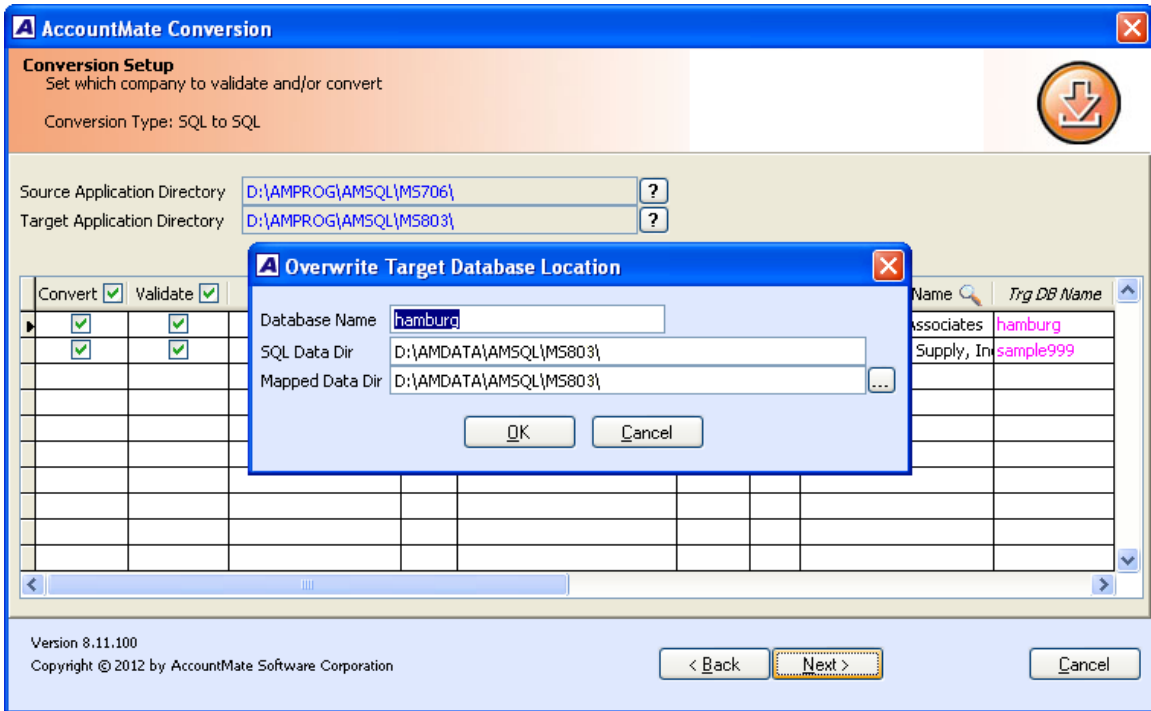


Figure 8. Overwrite Target Database Location

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.

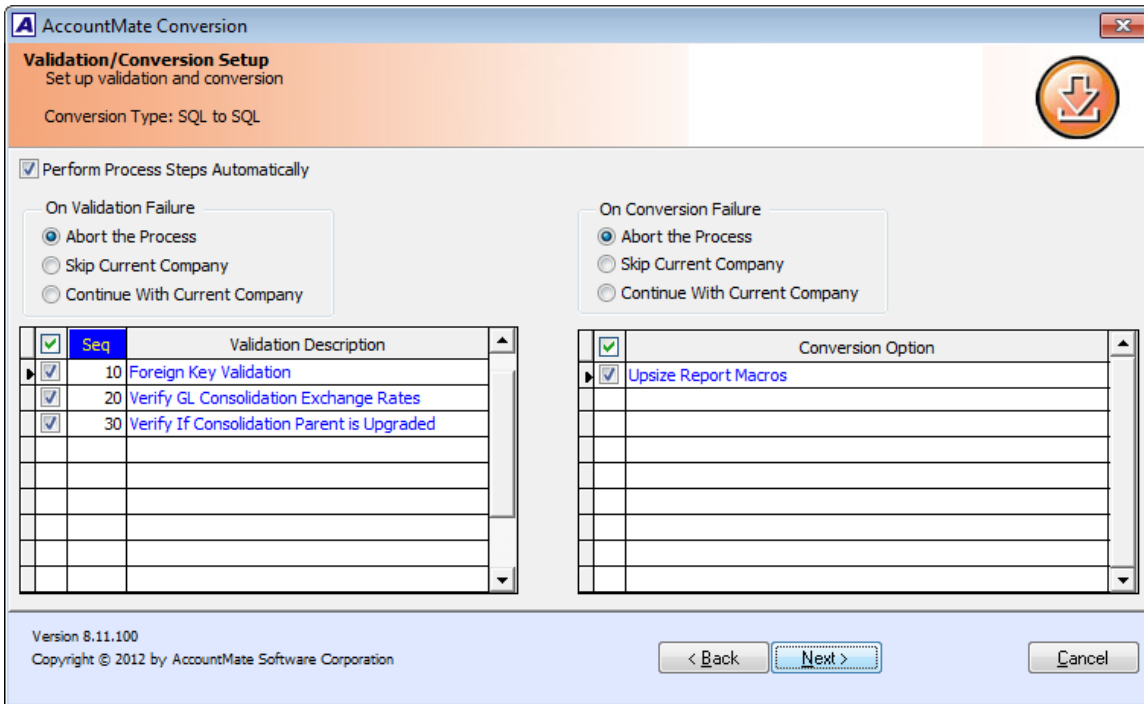


Figure 10a. Validation/Conversion Setup – In-place Upgrade

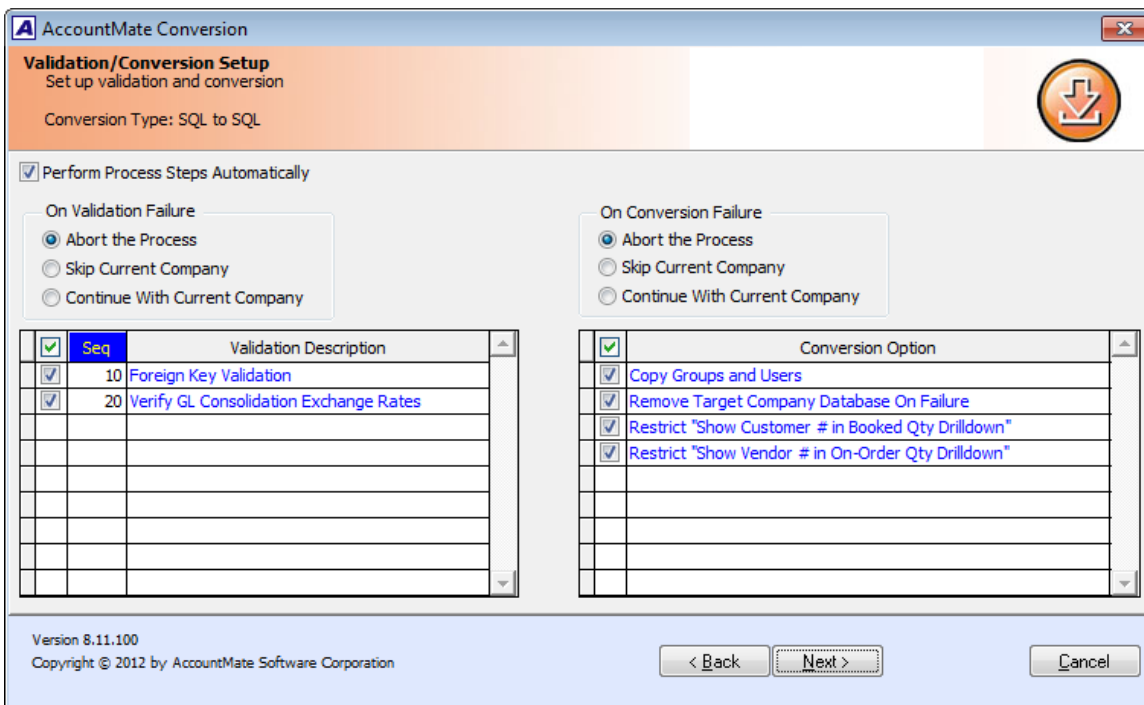


Figure 10b. Validation/Conversion Setup – Side-by-side Upgrade

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:

- **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.
- **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.*

- **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):

- **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 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.
- **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.
- **Restrict “Show Customer # in Booked Qty Drilldown”** – this option is displayed if you are performing an in-place upgrade. It is also displayed if you are performing a side-by-side upgrade but only when you are upgrading from Build MS704 or lower. 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.
- **Restrict “Show Vendor # in On-Order Qty Drilldown”** – this option is displayed if you are performing an in-place upgrade. It is also displayed when you are performing a side-by-side upgrade but only when you are upgrading from Build MS704 or lower. 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.
- **Upsize Report Macros** – this option is only displayed if you are performing an in-place upgrade. When this checkbox is marked, all the report macros in your old version will be replaced with the AM 8 system default report macros.

Note: *If you do not mark this checkbox, you may get the error message about invalid report macros when you run the AM 8 reports after the 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:

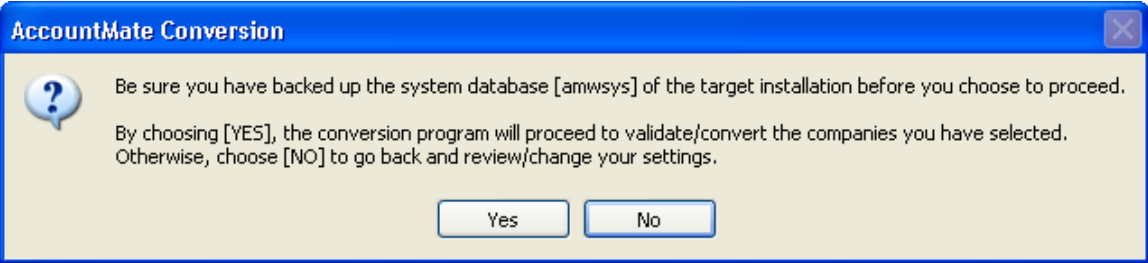


Figure 11. Backup Reminder

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.

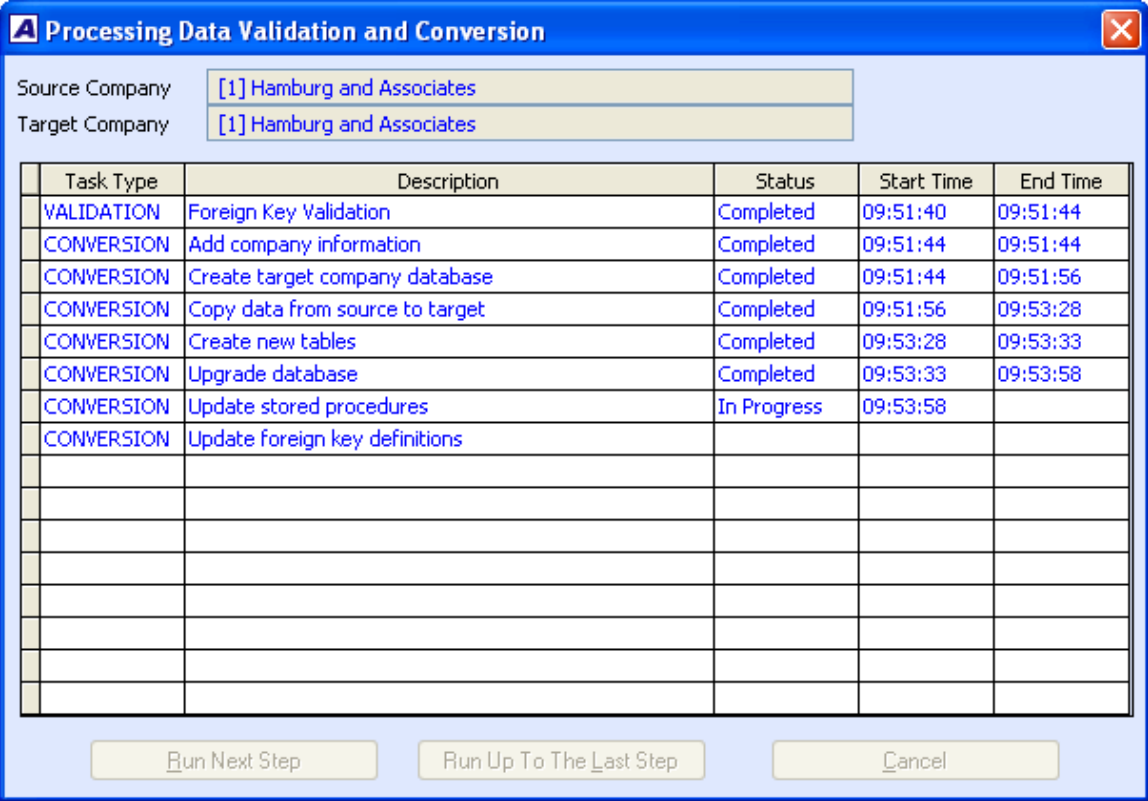


Figure 12a. Manual Side-by-side Upgrade Process

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 *disabled* (Figure 12b) 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 **Summary** screen (Figure 13). You can double-click the **Status** field to display the **Summary window** where you can view the status of each step in the conversion process and drill down to the **upgrade logs**.

Click **Next** to proceed.

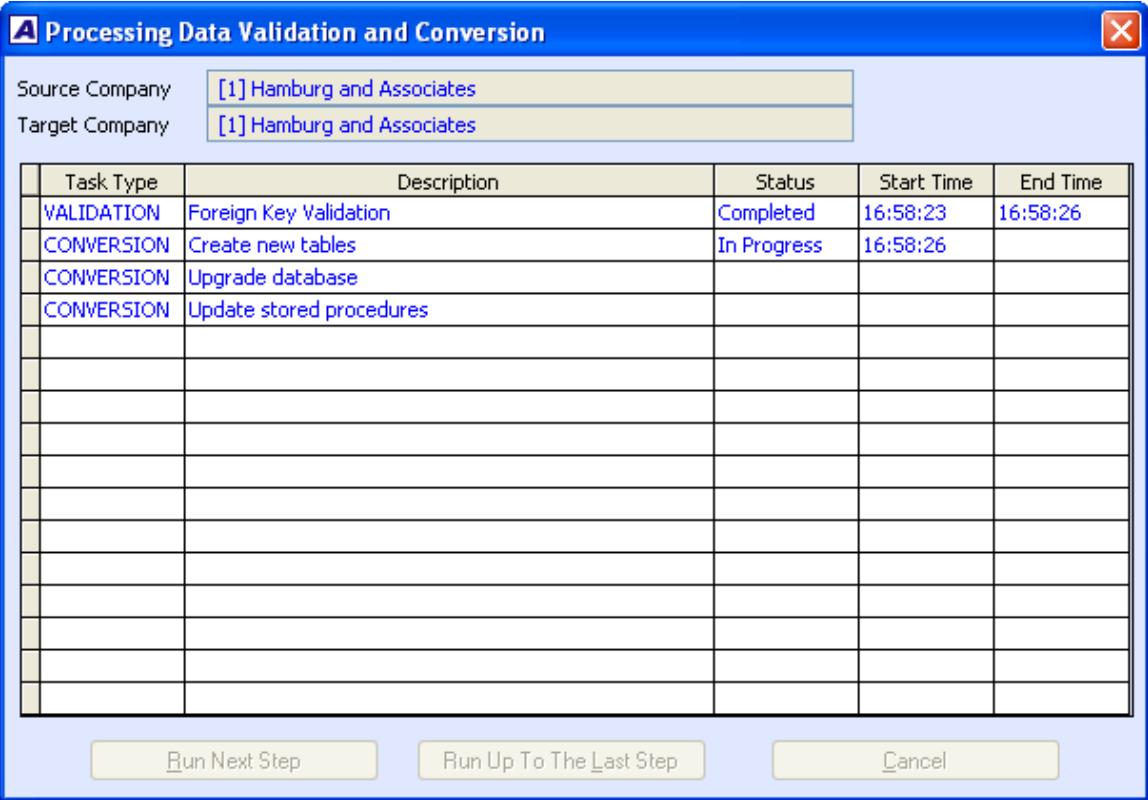


Figure 12b. Automatic In-place Upgrade Process

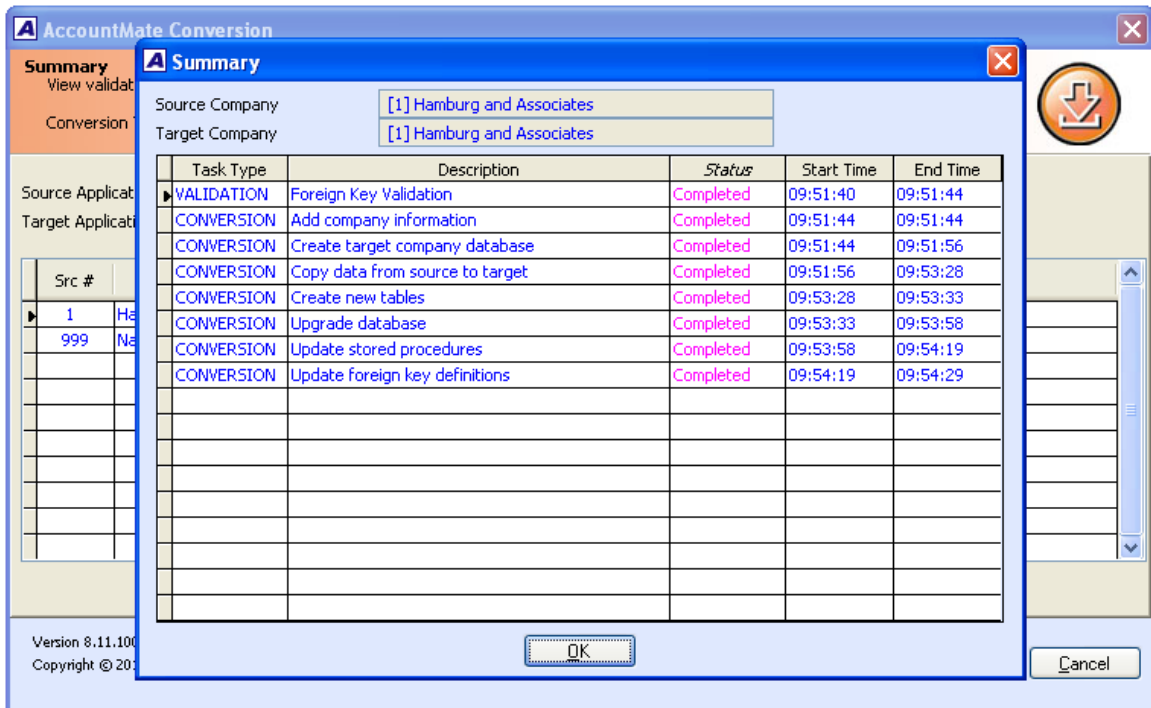
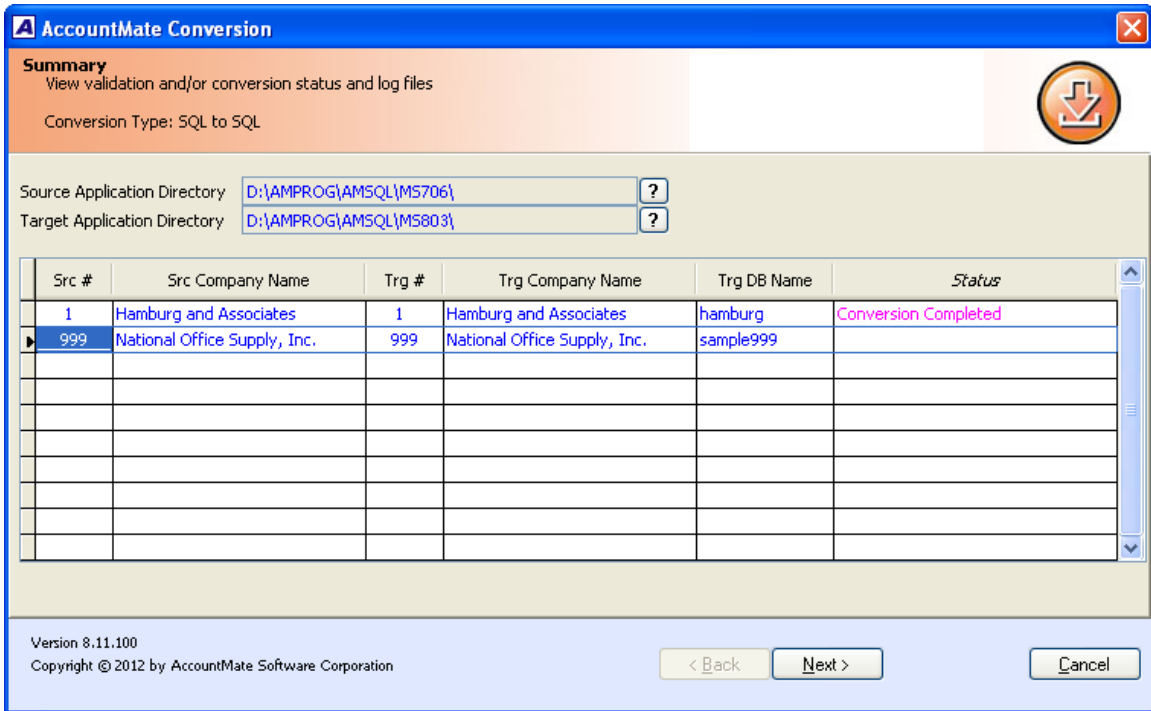


Figure 13. Summary Screen and Summary Window

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.

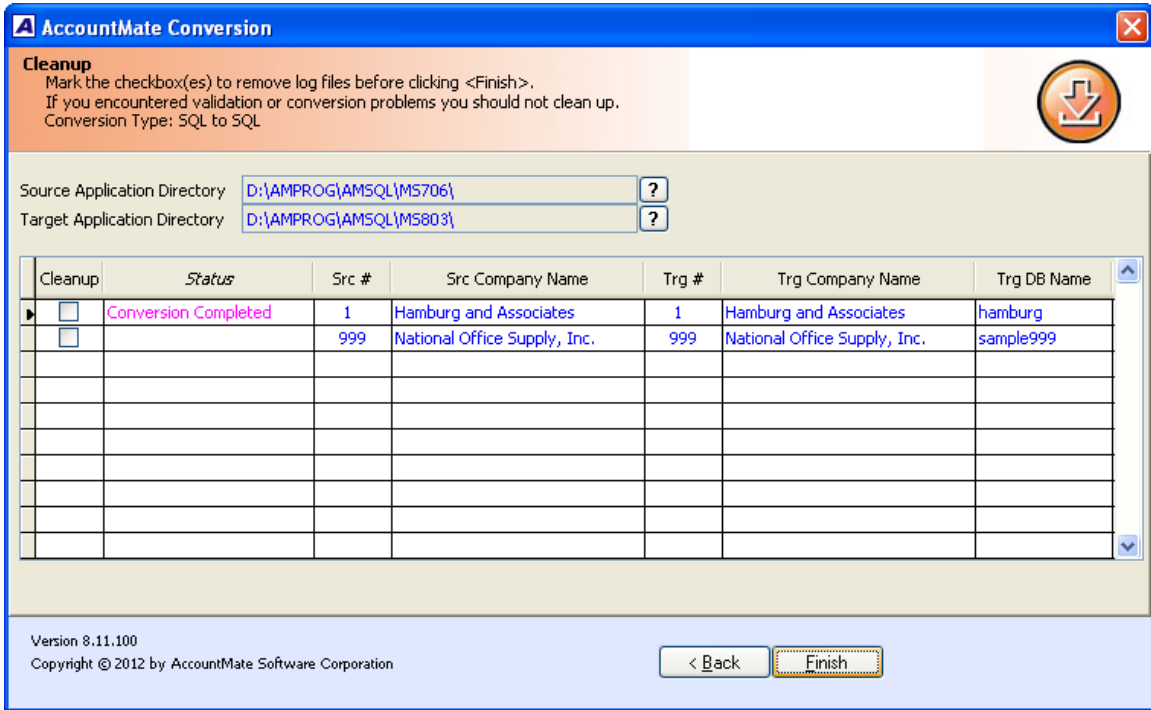


Figure 14. Cleanup Screen

D. Post-Upgrade Process

1. Install License File

The AM 8 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**:

- Verify that the license file is in a location that can be accessed by the AccountMate Administrator program.
- Run the AM 8 **Administrator** program (click on Amsqladm.exe in the AccountMate root directory).
- 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.
- Click the ellipsis button beside the **License File** field and select the path that points to the location of the license file.
- 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. Download and 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, verify whether PR tax updates have been issued since the release of the new AccountMate version. If new updates have been issued, you must **download and install the latest PR tax update**. You can obtain the latest PR tax update from the [AccountMate Download Center](#) and install it in your upgraded system. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download it for you.

4. 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

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 step 2.e of Part A and error number 7 of Part E for more information.*

- b. Set the Status to **Active**.
- c. Select the **Error Log Folder** and **Attachment Folder**. Verify that the path you specify is properly shared and accessible from all AccountMate workstations.

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

- 1) Note the **Attachment Folder** location. For example,
Z:\MS802\CommonFiles\Attachments\6 where 6 is the company ID.
- 2) In AccountMate 7 installation, go to the source company's **Attachment Dir** physical location. For example,
Y:\MS706\Attachments\2 where 2 is the source company ID.
- 3) Copy the folders containing the attached files (e.g., arcust, arinvc, etc.) into the upgraded company's Attachments folder; using the example, copy the folders into
Z:\MS802\CommonFiles\Attachments\6.

- d. 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 8 for Express or if you are running AccountMate 8 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.

- e. 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 Credit Card/SSN Update Utility

Note: If you do not have the **Accounts Receivable, Accounts Payable, Sales Order** or **Payroll** module, please skip this step.

Credit card numbers and social security numbers entered in AM 8 are encrypted in the database using a different encryption method than the one used in AM 7. Data coming from AM 7 must be encrypted using a utility that comes with the conversion utility.

To encrypt your converted credit card and social security numbers:

- a. Find the **fix10009113_9114.zip** file in the **Utilities\CreditCardEncrypt** subfolder in the Convert folder where you extracted the conversion files you downloaded from the website.
- b. Extract the contents of the zip file into the root of the AccountMate application folder.
- c. Verify that no one is running either the main AccountMate program or the AccountMate Administrator program.
- d. Launch the **CREDITCARDSSN.EXE** file using Windows Explorer.
- e. Choose the live AccountMate company database you upgraded from the drop-down list.
- f. Click the **Update** button to update the encryption of the credit card and social security numbers.

8. 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 (e.g. Current 1099 Year in AP Module Setup\1099 Info tab). This is especially necessary to activate the new features introduced in your new AccountMate version.

9. 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:

- **Inventory Maintenance** => 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 step 2.c of Part A and error number 8 of Part E for more information.*

- **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.*

- **Deduction Maintenance** => if you are upgrading from AM 7.5 or lower, 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.

10. Run Transfer Data to GL and Compare GL Transfer Reports and Financial Statements

The upgrade excludes temporary postings of GL entries from subsidiary modules (refer to step 2.a of Part A). After the upgrade, you must run the **Transfer Data to GL** function for all non-GL modules to ensure that General Ledger information is updated; then, generate the **GL Transfer Report** and the **GL financial statements** (i.e. Balance Sheet, Income Statement, and GL Listing). Compare the information 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.

Note: *If you are upgrading to AM8.2 for SQL/Express or higher with **Payroll** module and the pre-update data includes applied payroll/check transactions that are yet to be permanently transferred to GL, the **GL Transfer Report** from AM7 for SQL/Express and AM8.2 for SQL/Express or higher will show different journal entries. This is expected due to the significant change in the journal entries for applied payroll and check transactions starting in AM8.2 for SQL/Express.*

11.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 step 2.b of Part A).

12.Review Upgraded Data (by running reports)

You should run the newly upgraded company in AM 8 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 not appear in any AM 8 reports.*

13.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 will run the new AccountMate version. Insert the AM 8 for SQL/Express CD into a CD-ROM drive. If the installer does not automatically run, click on Setup.exe. You will be shown the AccountMate 8.x for SQL or AccountMate 8.x for Express Setup screen.
- b. On the **Choose Destination Location** screen, accept the default Destination Folder by clicking the **Next>** button; or click the **Browse...** button to change to the desired path.
 - o **For workstations with separate client installations:** this could be the folder where the old AccountMate program is installed or it could be in a new folder. If installing in a new folder on a workstation that is running on Windows Vista or Windows 7, 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 separate client installation on each workstation. This option installs the AM 8 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 AM 8 for SQL/Express program through a mapping from a file server. This option installs just the run-time files on the workstation.
- d. Next, the wizard will take you through the selection of a **Program Folder**, after which the files for the version upgrade will be installed. Click **Finish** to complete the workstation installation.

14.Recreate Report Macros and Custom Reports

None of the user-defined report macros and custom reports set up in your previous version will be upgraded to AM 8 (refer to step 2.e of Part A). As such, you must recreate these report macros and custom reports after the upgrade if they are still needed.

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 not 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.

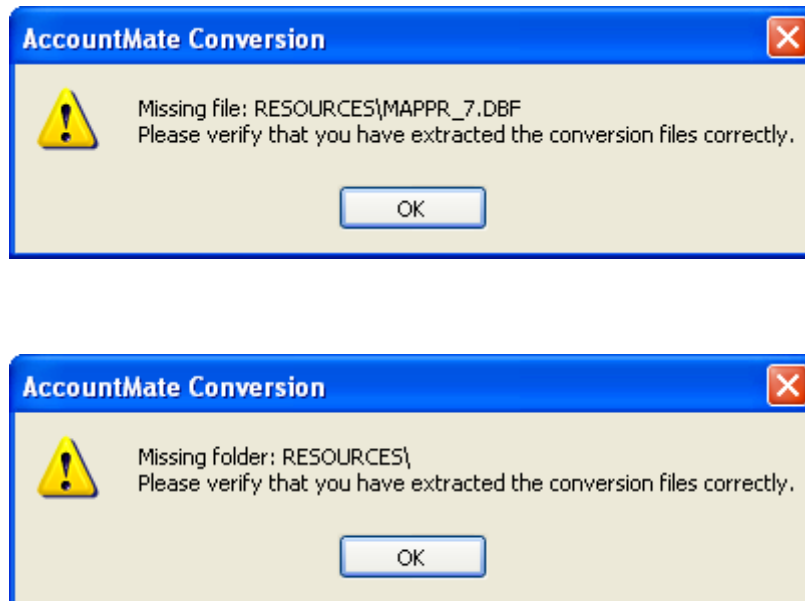


Figure 15. Missing File or Folder Error

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 AM 8 AMWSYS and Sample databases are not yet created in the SQL server. To resolve these errors, launch the AccountMate 8 Administrator program. Refer to step 7 in Part B for more details.

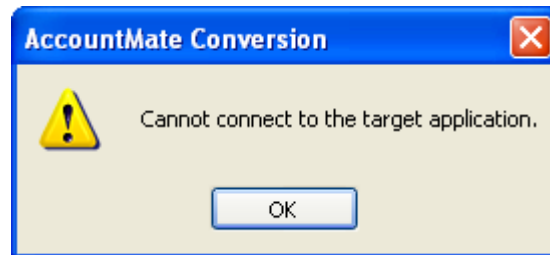
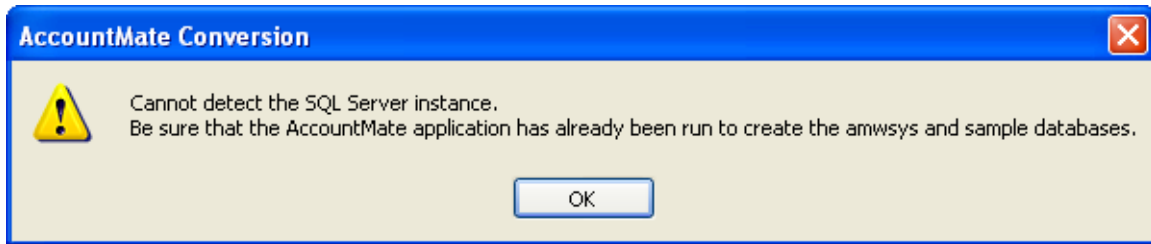


Figure 16. Cannot Detect SQL Server Instance Error

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

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

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

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

6. Invalid Product Key

This error may be caused by a difference between the product key and the license file. The system checks the information coded in both and verifies that they are for the same End User. This error may also be the result of using a product key for the wrong version. For example, you cannot use the AM 7.6 product key for an AM 8.3 installation and vice versa. If you receive this error, contact AccountMate Customer Service.

7. 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\MS801\CONVERT\SESSIONS\AM8INPLACE_2010071215
1243\WORK\amwsys\UPSZBPLOGO.LOG
TASK: UPSIZING BUSINESS PARTNER LOGO
BP Logo [C:\MS706\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\MS801\CONVERT\SESSIONS\AM8INPLACE_2010071215
1243\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 8** that is available for download from the [Tools and Utilities](#) section of our Download Center.

8. 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\MS801\CONVERT\SESSIONS\AM8INPLACE_2010071215
1243\WORK\live1\UPSZICIIMG.LOG
TASK: UPSIZING INVENTORY IMAGE DATA
Error: File not found. Item # [AEROCHAIR-A1].
Path=D:\MS706\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.

Downloads: The following can also be obtained from our website; visit: http://www.accountmate.com/businesspartner/info/downloads/conversion_upgrades.asp

- Upgrade File