AccountMate 9.x for SQL/Express
Program Update from
AccountMate 9.x for SQL/Express
UPDATE INSTRUCTIONS
As of June 24, 2016

IMPORTANT! READ THIS DOCUMENT FIRST.
Do not run the AccountMate 9 (AM 9) for SQL/Express update until you read and thoroughly understand all pages of this document. If you have any questions about the update process after reading this material, please contact our Product Support team at (707) 774-7599 or via e-mail at support@accountmate.com before you attempt the update.

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

WHAT'S NEW

The latest conversion program now supports conversion through **AccountMate 9.4 for SQL/Express Service Pack 1**.

Starting in **AM9.3 for SQL/Express** there is a change in the folder naming convention of Vendor/Customer related transaction attachments. Refer to Item 9 (**Update Transactions' Attachments**) in **D. Post-Upgrade Process** for more details.

The **Recalculate Inventory Data** function is also enhanced and a new **Recalculate Inventory Beginning Balance** function is introduced to improve synchronization of inventory transactions records. Refer to Item 10 (**Recalculate Inventory Data and Inventory Beginning Balance**) in **D. Post-Upgrade Process** section for more details.

CHECKLIST

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

A. Pre-installation Steps

_____ 1.	Correct Version
_____ 2.	Update Limitations
_____ 3.	Do Modifications Exist?
_____ 4.	Set SQL Server to Use Mixed Mode Authentication

	5.	Install SQL Server's Full Text-Search Component
	6.	Choose Computer
	7.	Check Disk Space
	8.	Check Database Compatibility Level
	9.	Verify Database Properties and Collation Settings
	10.	Select and Map a Common Files Directory
	11.	Run Reports
	12.	Payroll Module Preparations
	13.	Cash Flow Category Assignment
	14.	Check Database Owner
	15.	Check root folder for .fxp, .scx and .sct files
	16.	Rename Patches and Modifications Folder
	17.	Backup

B. AM 9 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. Updating Data

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

D. Post-Update Process

	1.	Install License File
	2.	Activate Modules
	3.	Download and Install Latest PR Tax Update
	4.	Input PR Tax Subscription Key
	5.	Run Company Setup
	6.	Assign Group and User Access Rights
	7.	Initialize Modules
	8.	Access Maintenance Records
	9.	Update Transactions' Attachments
	10.	Recalculate Inventory Data and Inventory Beginning Balance
	11.	Run Transfer Data to GL and Compare GL Transfer Reports and Financial Statements

12. Review Updated Data (by running reports)
13. Perform "Typical" or "Compact" Installation on Workstations
14. Recreate Report Macros and Custom Reports

E. Troubleshooting Errors and Messages

1. Update does not occur
2. "Missing file/folder. Please verify that you have extracted the conversion files correctly."
3. Cannot detect the SQL Server instance. Be sure that the AccountMate application has already been run to create the amwsys and sample databases."
4. Database name should not start with a number."
5. Database name should 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 & UPDATE DETAILS

A. Pre-installation Steps

1. Correct Version

Use these instructions when updating:

o Databases on **AccountMate 9.1 for SQL** to **AccountMate 9.2 for SQL or higher**; or
o Databases on **AccountMate 9.1 for Express** to **AccountMate 9.2 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 update installer is AM 9.2 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 update to any other version.

2. Update Limitations

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

a. **SM Module:**

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

- **Report Macros**

  o **Side-by-side update:** Report macros are stored in the system database (i.e. AMWSYS). A side-by-side update uses a new system database for the new version. After the update, AccountMate will use the system default macros that come out of the box. All user-defined report macros must be created from scratch after the side-by-side update.

  o **In-place update:** Some report enhancements involve changes in the report criteria options (e.g. sorting options, filter criteria, etc.). If you created report macros in your previous AccountMate version for reports that have been enhanced, those report macros will become invalid after the update. You must recreate the report macros for the affected reports after upgrading to the new version.

- **Custom Reports**

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

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

Notes:

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

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

3. **Do Modifications Exist?**

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

The conversion program will **drop ALL the existing triggers defined in the company databases** to optimize the process. The triggers required to run AM 9 will be installed during the update.
 Please do not proceed if you **modified** the data structure or system. Instead, e-mail our Development Consulting Service, devconsulting@accountmate.com, to ask how you can modify the generic conversion program to work with your modified AccountMate data or system. Regular consulting charges will apply.

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

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

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

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

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

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

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

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

Note: Please skip this step if you are updating to AM 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.

AM 9 has the ability to do a full text search (i.e. search all character fields included in a catalogue) to locate a specific record such as an inventory item. To activate this feature, be sure to install SQL Server's Full-Text Search component. For assistance on installing this component, refer to your IT Professional.

6. **Choose Computer**

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

7. **Check Disk Space**

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

8. **Check Database Compatibility Level**

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

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

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

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

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

   You must verify that the **Collation Settings** of the source and target SQL servers are the same if you are installing the AccountMate 9 for SQL/Express product in a different SQL server instance than the one where your previous AccountMate version is installed (a.k.a. side-by-side update).

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

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

    AM 9 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 <u>same drive letter</u> (e.g. X) and grant read-write access to this folder to all users.

11. **Run Reports**

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

12. **Payroll Module Preparations**

*Note: Please skip this if you do <u>not</u> have the **Payroll** module.*

If you are converting AM9.1 for SQL/ Express (or higher), you must close the first period of the calendar year *(e.g., January 2015) in the Payroll module to transfer to General Ledger the beginning of year paid leave accrual journal entries generated during W-2 Closing; otherwise, you can no longer transfer these entries to GL after the conversion process. In the event that the beginning of year paid leave accrual journal entries are posted for new employee records created during the year, you must perform Period-End Closing through the period to which the paid leave accrual journal entries are posted.*

Note: To avoid inaccurate balances, user must print/record a check for all applied payroll/payment transactions and perform period-end closing in Payroll through the period that has check transactions which are yet to be permanently transferred to GL.

13. **Cash Flow Category Assignment**

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

14. **Check Database Owner**

Check that all the databases to be updated to AM 9 for SQL/Express have 'amlogin' as the database owner. This includes the AMWSYS and sample databases.

15. **Check root folder for .fxp, .scx and .sct files**

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

Check your root folder for any *.fxp, *.scx and *.sct files. They are known to cause problems and must be removed before you install the new AM 9 for SQL/Express version. **THIS IS A MUST!**

16. **Rename Patches and Modifications Folder**

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

Rename the **Patches** and **Modifications** folders in your Common Files Folder <u>before</u> installing the new version in the server and in every workstation where AM 9 for SQL/Express will be installed (i.e. AMSQL folder). The installation of the new AM 9 for SQL/Express version will create a new Patches folder in the Common Files Folder (refer to step 7 of Part B). You will have to create the Modifications folder in the Common Files Folder after the update if you buy and modify source for the new version.

17. **Backup**

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

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

B. AM 9 for SQL/Express Installation

1. **Verify Exclusive Access**

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

2. **Run Setup.exe**

   Extract the AM 9 for SQL/Express installer files to your desired location then run Setup.exe as administrator. You will be shown the AccountMate 9.x for SQL or the AccountMate 9.x for Express Setup screen.

   Note: If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download AccountMate 9.x for SQL/Express from the [Software Update Download](#) page of the AccountMate website.

3. **Select Destination Location**

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

- o You can choose to install in the same folder where your source AccountMate version is installed (a.k.a. **in-place update**) or you can install in a different folder (a.k.a. **side-by-side update**).

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

- o If you choose to perform an **in-place update** and you are running the installer from a machine other than the file server where the previous AccountMate program is physically located, select the network path where the AccountMate folder has been mapped (e.g. Y:\AMSQL).

- o If you choose to perform a **side-by-side update** and the file server is running on Windows Server 2008 or higher, we strongly recommend that you do NOT install the application in the System Drive (e.g. C:\Program Files directory).

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

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

5. **AccountMate Product Key**

In the **Product Key** window, enter the **25-character AccountMate Product Key** that was given to you for your new AM 9 for SQL/Express package. Should you encounter problems with your Product Key, contact AccountMate Customer Service at 1-800-877-8896 ext. 520.

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

6. **Select Components to Install**

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

- o **Program Files** => these are the executable files, which will allow you to run the main AccountMate 9 for SQL/Express program and all its functions and reports.

- o **Administrator Program** => installs the Administrator program, which will allow you to activate modules, install your license file, create companies, and manage group and user access rights among other functions.
- o **Run-time Files** => will install the Crystal Reports and Visual FoxPro run-time libraries (DLL's) necessary for running various AccountMate 9 for SQL/Express functions and reports.

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

For the server, the computer where the update will be performed (if other than the server), and those workstations that need to run the Administrator program be sure to mark all three checkboxes, including the one for the **Administrator Program**. The Administrator program is required to complete the AccountMate 9 for SQL/Express installation.

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

7. **Launch the Administrator Program**

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

a. ***Side-by-side update:***

i. You should be prompted for the SQL Server or Express instance where your AccountMate 9 data will be stored (Figure 1). Enter in the **SQL Server Name** field the computer name and the SQL Server or Express instance name (e.g. COMP1\SQL1NSTC); then, press **OK**.

Figure 1. Select Server

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

iii. Next, you should be asked for the location of your **Common Files Folder** (Figure 2). This folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Report files along with all other common files used by AM 9. 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 10 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.
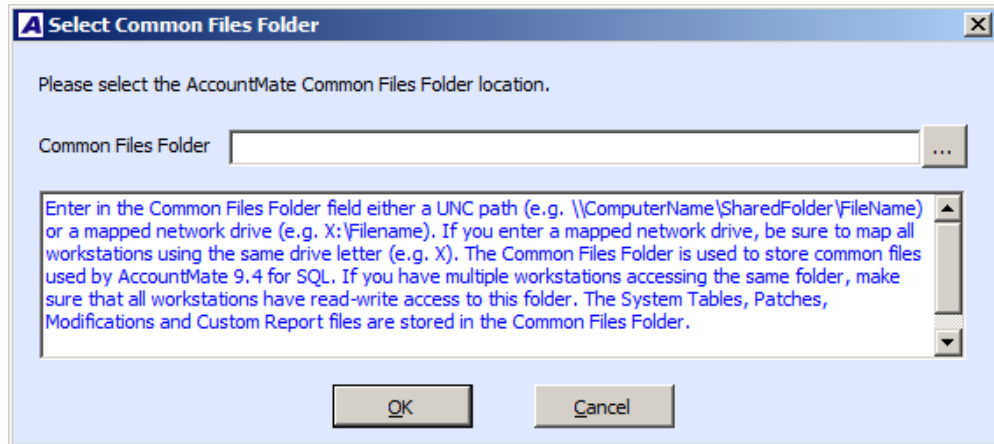
Figure 2. Select Common Files Folder

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 update:*

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

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

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

C. Updating Data

1. Download and Extract Latest Conversion Utility

Make sure you have the latest conversion utility (i.e. **Upgrade File for AM 9 for SQL/Express**). The latest version of this file is available for download from the Conversion & Update Tools section of the AccountMate website. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download the file for you.

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

2. Run Amconvert.exe

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

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

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

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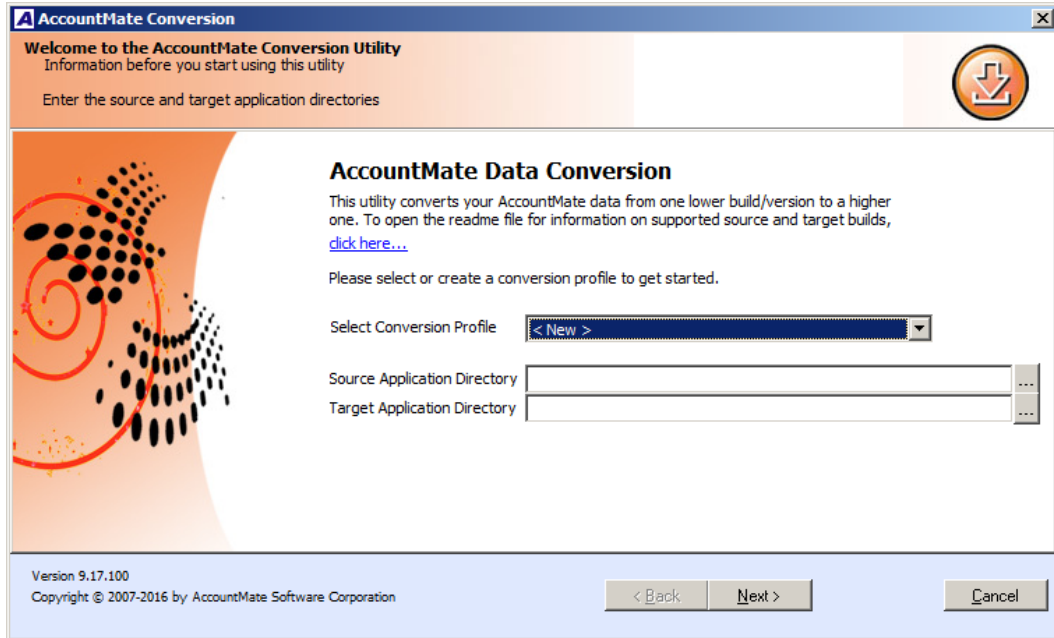
Figure 3. Conversion Profile and Application Directory Selection

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

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

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

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

Figure 4a. Save New Conversion Profile

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

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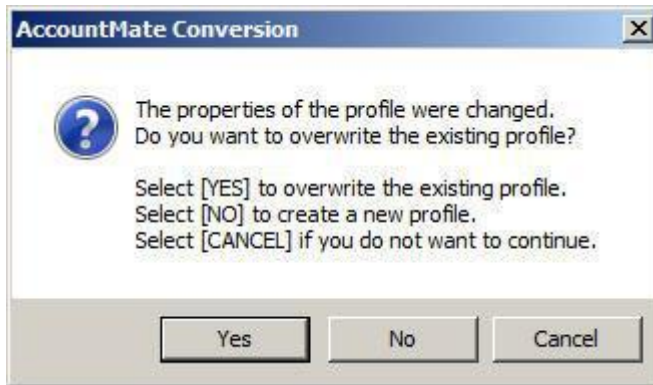
Figure 4b. Update Existing Conversion Profile

3. **Conversion Setup**

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

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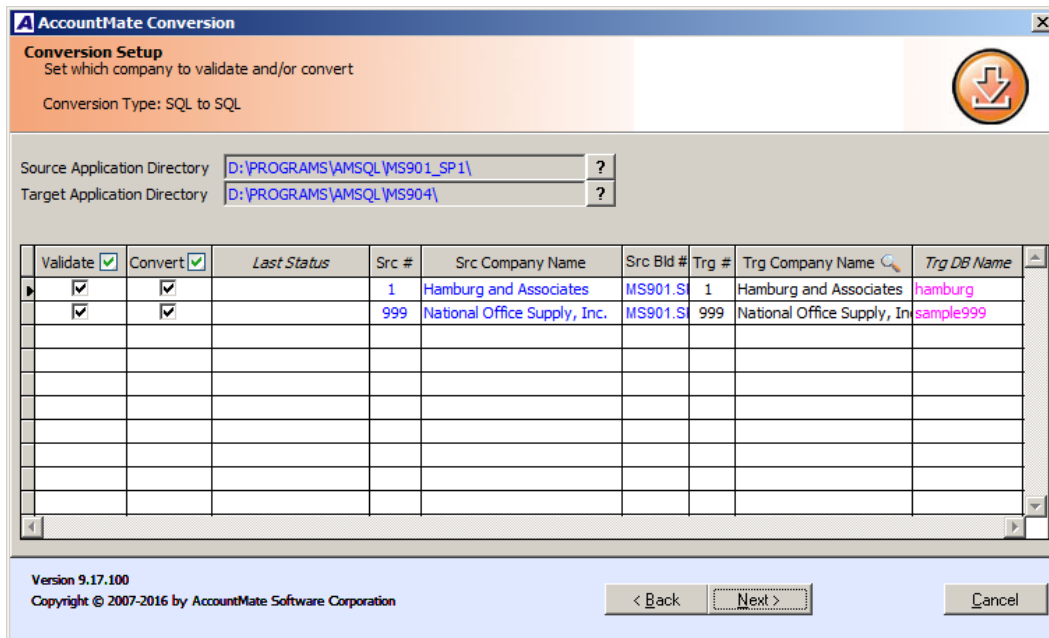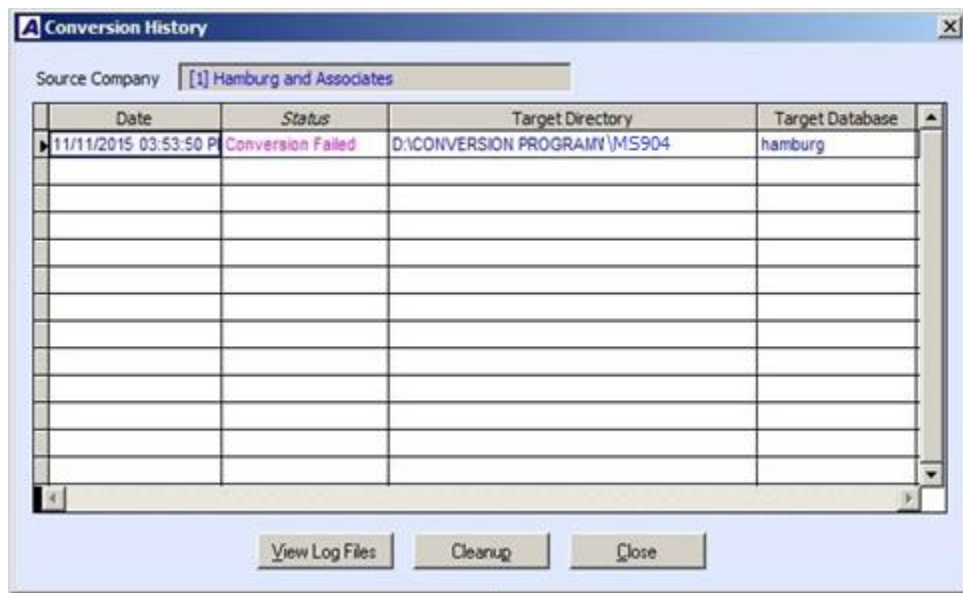

Figure 5. Conversion Setup
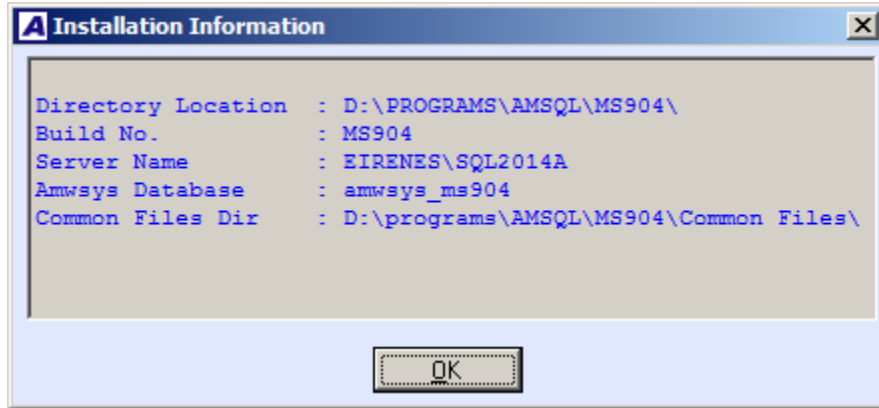
Figure 6. Source or Target Application Properties

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

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

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

c. **Last Status** => this field displays the status from the last time you attempted to update the company data. If this is your first attempt to upgrade the company, this field will be blank. For subsequent attempts to update the company, you may find the following information:
   o **Started** – validation or conversion had been started but was abnormally stopped (by power outages, computer crashes, etc.) thereby causing the update to improperly shut down.

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

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

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

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

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

Notes:

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

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

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

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

Figure 7a. Conversion History

Figure 7b. Summary

Figure 7c. Update Log

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

e. **Trg #, Trg Company Name and Trg DB Name** => these fields display the company IDs, company names and database names for the target AccountMate application (i.e. new version). Your ability to input data into

these fields depends on whether you are performing an in-place update or a side-by-side update.

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

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

Notes:

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

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

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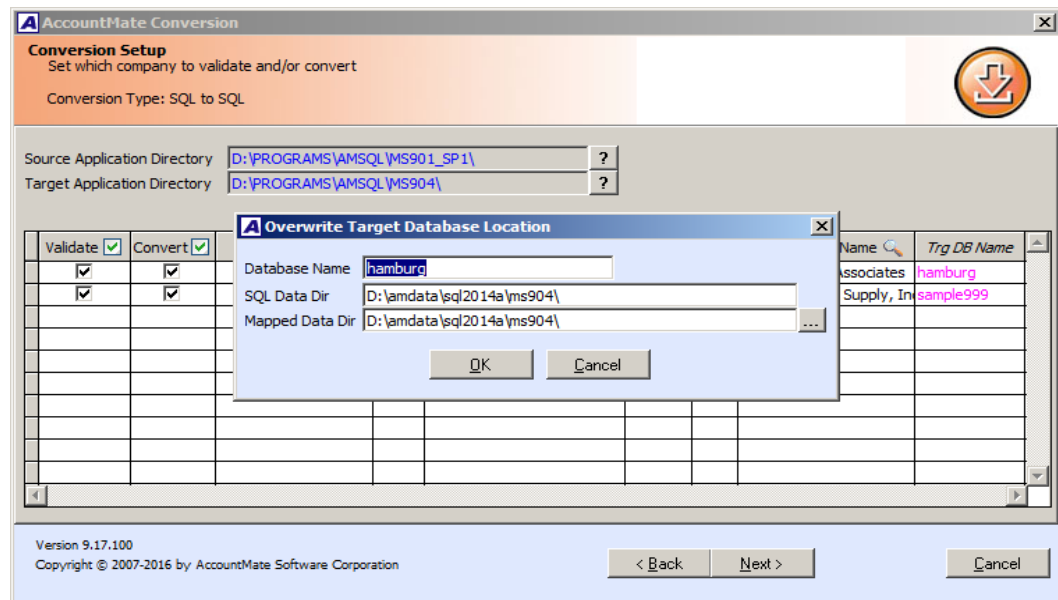
Figure 8. Overwrite Target Database Location

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

Figure 9. SQL Server Login

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

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

4. **Validation/Conversion Setup**

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

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

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

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

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

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

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

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

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

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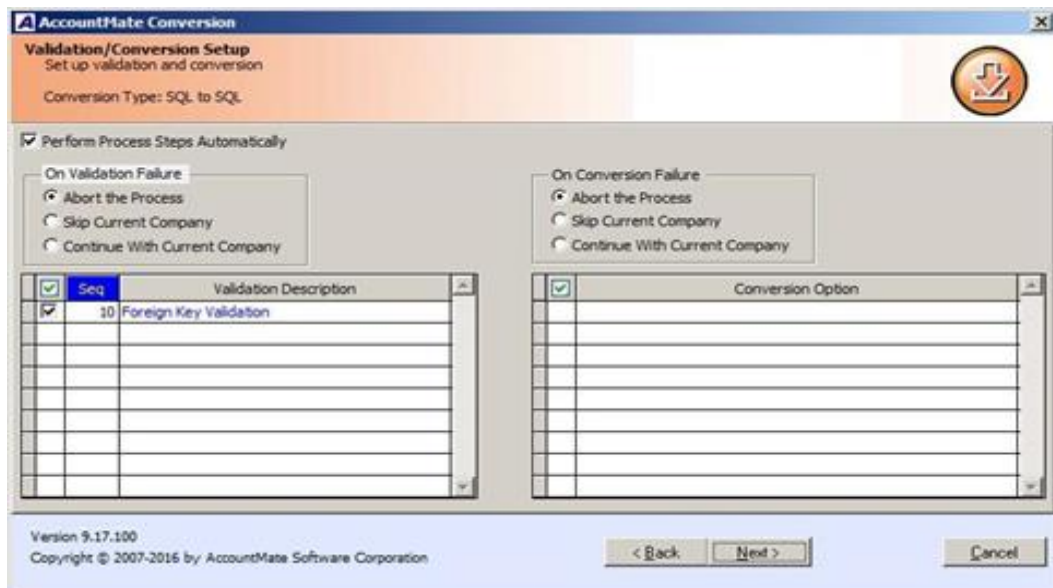
Figure 10a. Validation/Conversion Setup – In-place Update
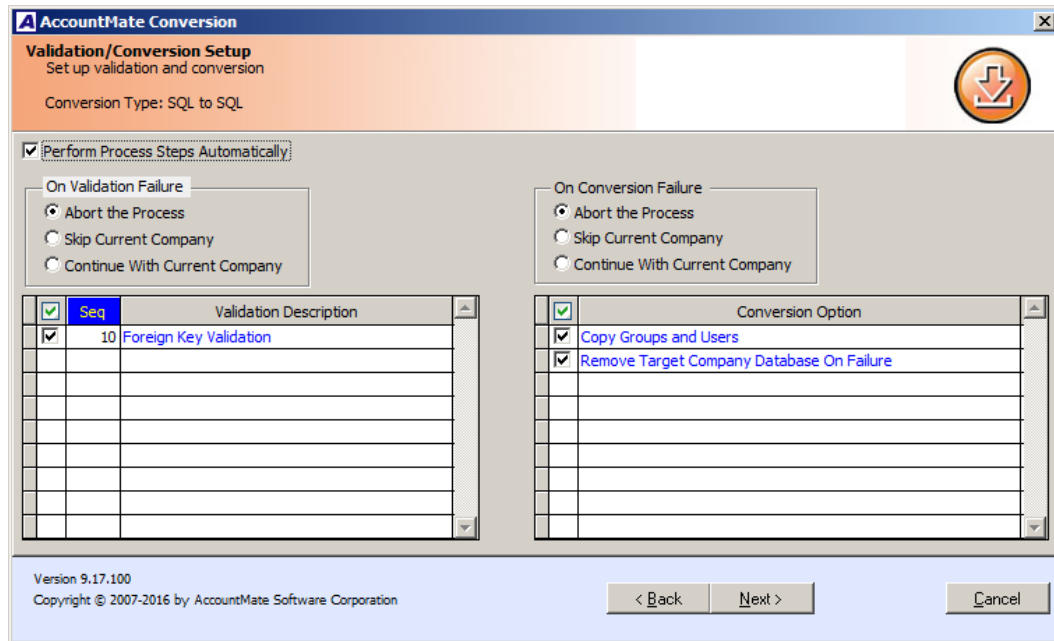
Figure 10b. Validation/Conversion Setup – Side-by-side Update

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

o **Foreign Key Validation** – select this option to check the GL Account ID fields for possible foreign key violation errors. This validation must be performed for 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 update process, use the **Foreign Key Checker** utility (**AMFKCHK.EXE**) to fix the data. You will find this file in the **Utilities\AMFKCHK_SQL** subfolder in the Convert folder where you extracted the conversion files you downloaded from the website. The utility comes with a **User Guide**; be sure to read it thoroughly before using the utility to fix the data.

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

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

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

  *Notes: The utility will observe the following behavior if the **Copy Groups and Users** checkbox is 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 update. When this checkbox is marked:

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

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

  Note: There were no specified conversion options for AM9 in-place update.

- o **Reset Default Report Macros** – this option is displayed only when you are performing an **in-place upgrade**. When this checkbox is marked, all the report macros in your old AccountMate version will be replaced with the AM9 system default report macros. The user-defined report macros, on the other hand, will not be deleted and can still be used after the update.

- o **Upsize Report Macros** – this option is displayed only when you are performing an **in-place upgrade**. When this checkbox is marked, all the report macros in your old AccountMate version will be removed and replaced with the AM9 system default report macros.

  Note: *If you do not mark these checkboxes, you may get the error message about invalid report macros when you run the AM 9.4 reports after the update.*

5. Run the Conversion

When you have made your selections, click the **Next** button. The following message will be displayed reminding you to back up the AMWSYS database of the target AccountMate application folder before proceeding with the update:
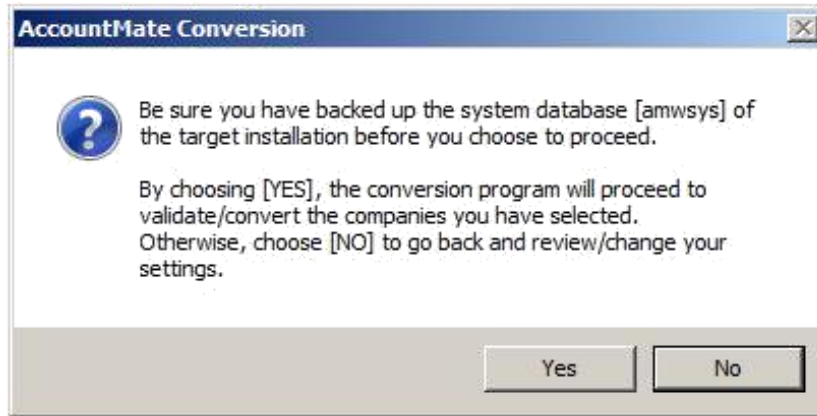
Figure 11. Backup Reminder

Click **Yes** to proceed. At this point the system will display the **Processing Data Validation and Conversion** window (Figure 12a). This 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 update.*
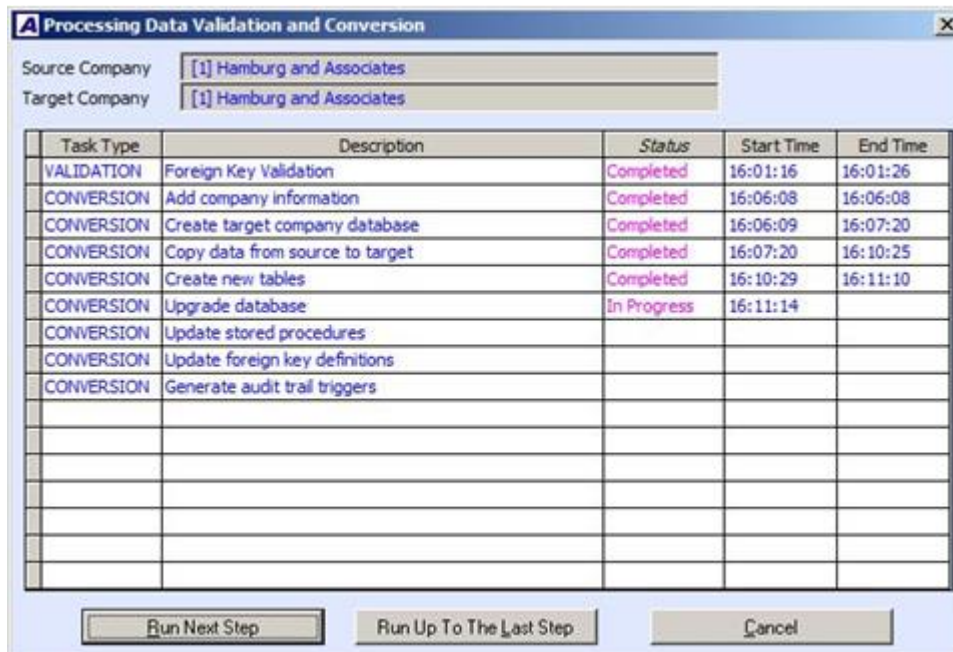
**Figure 12a. Manual Side-by-side Update Process**

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

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

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

When all the selected databases have been updated, the utility will display the **Summary** 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 update logs.

Click **Next** to proceed.
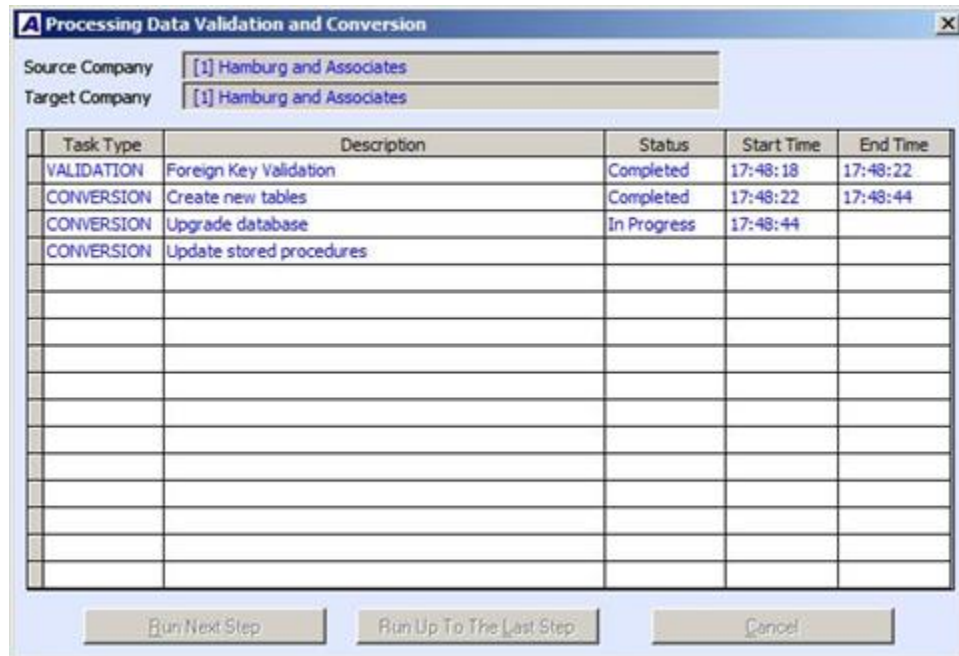
Figure 12b. Automatic In-place Update Process
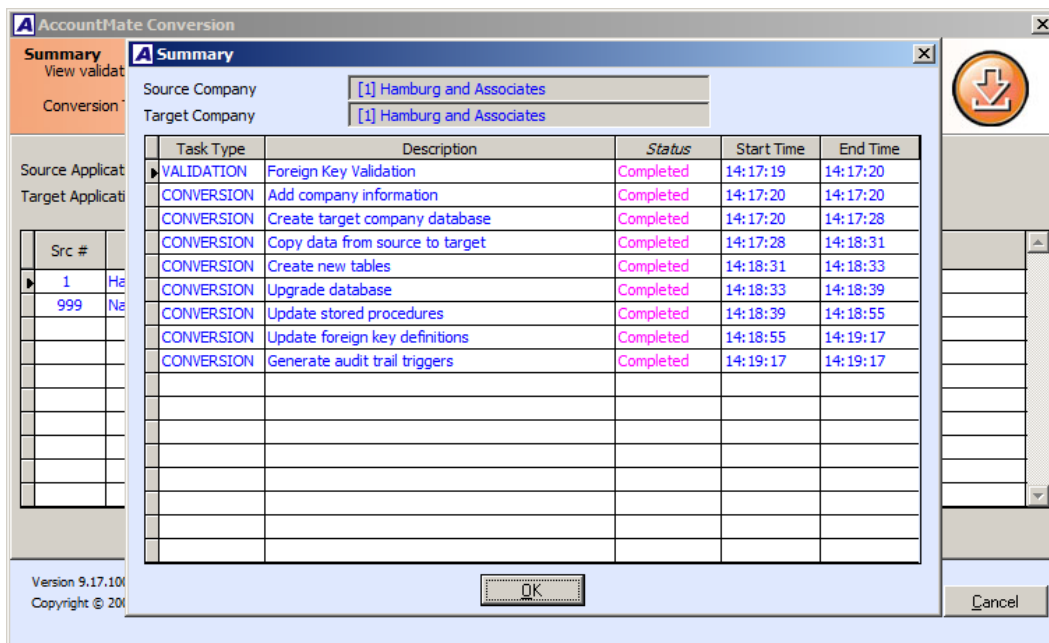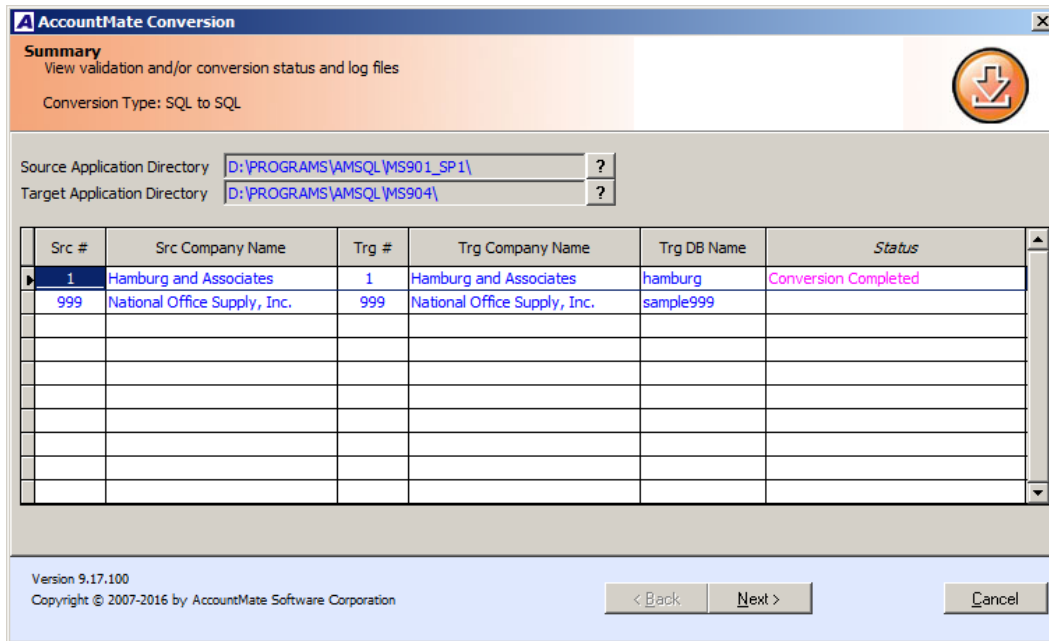
Figure 13. Summary Screen and Summary Window

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

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

Figure 14. Cleanup Screen

D. Post-Upgrade Process

1. Install License File

*Note: If you are doing an **in-place update**, 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.*
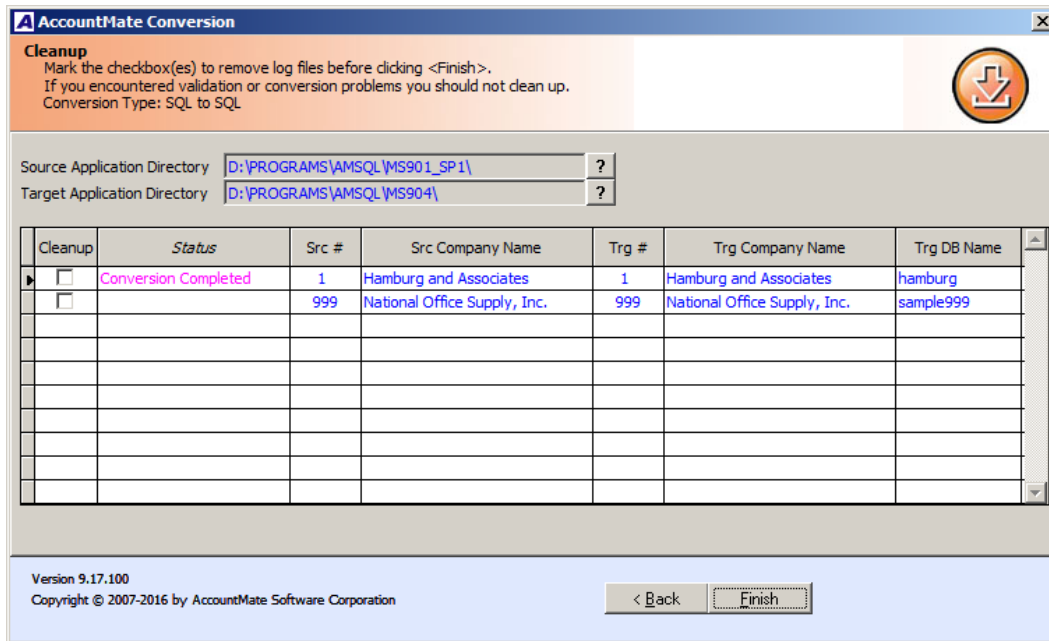
The AM 9 license is available for download from the Software Update Download page of the AccountMate website. If you are an AccountMate End User, you must ask your AccountMate Solution Provider to download it for you.

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 AM 9 **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 have 90 days from the installation of your new AM 9 version to install the license file. After 90 days, the unregistered copy will expire and you*

will be locked out of the main AccountMate program until the license is installed.

- *You will also be limited to a database size of approximately <u>0.25 gigabytes until the license is installed</u>. If your updated data has a size that is greater than 0.25 gigabytes, you will be locked out of the main AccountMate program though you have not exceeded the 90-day grace period: you will only be able to use the program once you have installed your license file.*

- *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 (Help > About AccountMate > System Information tab > **Build Date**). If new updates have been issued, you <u>must</u> **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 updated 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 **Payroll** module but doing an **in-place update**, please skip this step.*

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

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

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

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

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

5. **Run Company Setup**

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

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

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

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

      Note: The side-by-side 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 target company's **Attachment Folder** physical location. For example, Z:\MS902\CommonFiles\Attachments\1 where 1 is the company ID.*

      2) *In the source company, go to the **Attachment Dir** physical location. For example, Y:\MS901\CommonFiles\Attachments\1 where 1 is the source company ID.*

3) *Copy the folders containing the attached files (e.g., arcust, arinvc, etc.) into the upgraded company's Attachments folder; using the example, copy the folders into Z:\MS902\CommonFiles\Attachments\1.*

c. 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 9 for Express or if you are running AccountMate 9 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.

d. Subsidiary companies that are updated using the side-by-side update 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 updated.

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

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

7. **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. PR Module Setup > GL Accounts tab > Accrued Employer's Tax field). This is especially necessary to set up or activate the new features introduced in your new AccountMate version.

8. **Access Maintenance Records**

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

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.

9. **Update Transactions' Attachments**

Note: **Please skip this step** if you are updating to AM 9.2. Also, skip this step if you do not have the AR/SO, AP/PO, and RA modules.

Starting in **AM 9.3 for SQL/Express**, the folder naming convention for Vendor/Customer related transaction attachments (AR Invoice, Purchase Order, Sales Order, etc.) has been changed. As a uniform application, these folders are named <**Key Value 1**>_<**Key Value 2**>. Where Key Value 1 is

the Vendor/Customer # and Key Value 2 is the Transaction #, e.g. ACC1_30056 for PO # 30056 attachments for Vendor # ACC1.

With this change, you must either (1) reattach transactions' attachments to their corresponding transaction record or (2) rename any attachments folder in the source build that only has the Transaction #, to conform to the new naming convention. Be sure to copy the subfolder(s) in the source build's Attachments folder to the MS903 Attachments folder if the same in not yet the case, i.e. **side-by-side** upgrade.

10. **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 = 01/01/14, RCAL Trs Date (for quantity adjustment) = 12/31/13, RCAL Trs Date (for cost adjustment) = 12/30/13).

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

Run the **Transfer Data to GL** function for all non-GL modules to ensure that General Ledger information is updated; then, generate the **GL Transfer Report** and the **GL financial statements** (i.e. Balance Sheet,

Income Statement, and GL Listing). Compare the information in these reports against the same reports from your previous AccountMate version. This will help identify any issues that may have resulted from the update and will make it possible for you to correct these problems before data processing is resumed in the new version.

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

You should run the newly updated company in AM 9 and review the data to ensure that everything has been updated successfully. Here is a partial list of reports you can run to help verify the update:

- o GL: Trial Balance, Income Statement, Balance Sheet o AR: AR Aging, Payment Distribution Report
- o AP: AP Aging, AP Check Register
- o SO: Open Order Report, SO Shipment Report
- o PO: Backorder Report, PO Received Goods Report o IC: Inventory Transfer In-Transit Report
- o MI: Back Order Report
- o BR: Bank Reconciliation Report

- 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

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 update using one of your workstations, running the installer on that same workstation will display the Uninstall AccountMate window.

a. Access each workstation where you plan to run the new AccountMate version and run Setup.exe. You will be shown the AccountMate 9.x for SQL or AccountMate 9.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.

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

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

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

- Choose the **Typical** option if you want to run a separate client installation on each workstation. This option installs the AM 9 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.

- Choose the **Compact** option if you want to run the AM 9 for SQL/Express program through a mapping from a file server. This option installs just the run-time files on the workstation.

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

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

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

- ▪ *Report Macros*

  - o *Side-by-side update:* After the update, AccountMate will use the system default macros that come out of the box. All user-defined report macros must be created from scratch after the side-by-side update.

  - o *In-place update:* 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 the update. You must recreate the report macros for the affected reports.

- ▪ *Custom Reports*

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

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

E. Troubleshooting Errors and Messages

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

1. Update does not occur

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

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

These errors (Figure 15) may occur when you run the conversion program Amconvert.exe. This happens only if there are files or folders that the conversion program needs which are not installed. You may have missing files or folders if you do not mark the "**use folder names**" checkbox when

extracting the contents of the download file AMCONVERT.zip. To resolve this issue, perform step 1 of Part C.
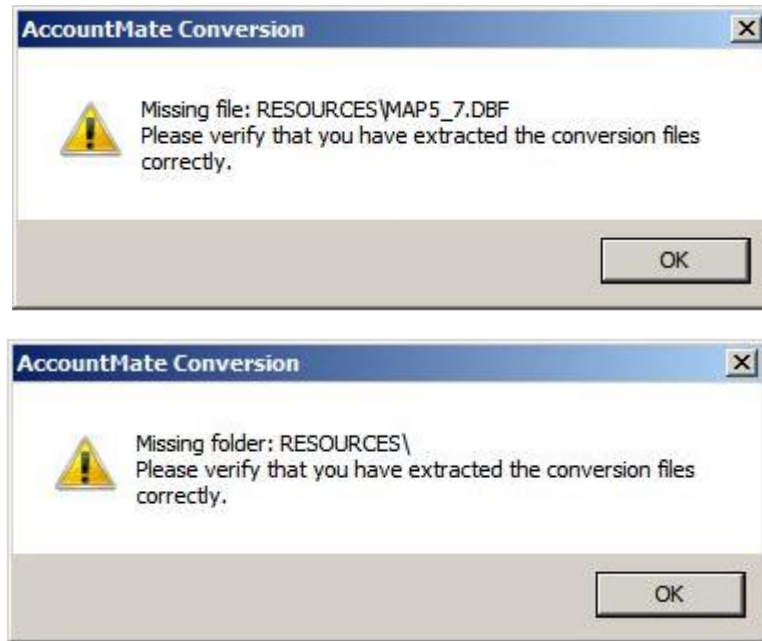
Figure 15. Missing File or Folder Error

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

These errors (Figure 16) may occur when you click the Next button in the very first conversion screen. This happens only if the AM 9 AMWSYS and Sample databases are not yet created in the SQL server. To resolve these errors, launch the AccountMate 9 Administrator program. Refer to step 7 in Part B for more details.
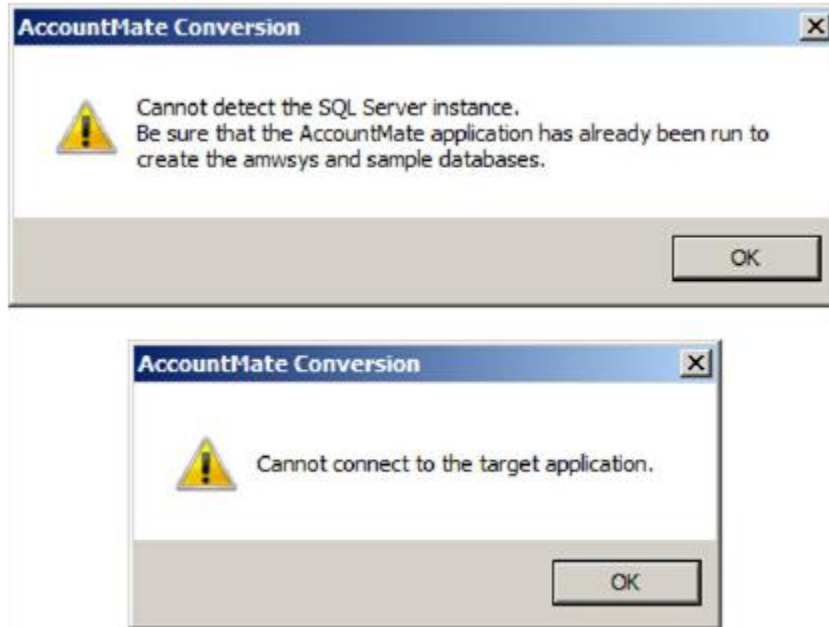
Figure 16. Cannot Detect SQL Server Instance Error

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 being 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 9.1 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**

   If you did not rename the Patches folder in the Common Files Folder before performing an in-place update, you will receive the error shown in Figure 17

the moment you launch the main AccountMate program after the update. To resolve this error:

a. Verify whether you still need the program patches. If you are uncertain about this, contact your AccountMate Solution Provider or AccountMate Product Support.
b. If you no longer need the program patches, delete them from the
c. Patches folder by clicking 'Yes' in response to the error message.
d. If you still need the program patches, copy them to a folder outside AccountMate before launching the program. When prompted with the error message after launching AccountMate, click 'Yes'. Copy the program patches back to the Patches folder before you resume processing transactions in the new version.

Figure 17. Program Patches Error

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

• Update File