

# AccountMate 9.x for SQL/Express Program Upgrade from AccountMate 8.x for SQL/Express UPGRADE INSTRUCTIONS

As of June 24, 2016

## **IMPORTANT! READ THIS DOCUMENT FIRST.**

*Do not run the AccountMate 9 (AM9) 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](mailto:support@accountmate.com) before you attempt the upgrade.*

This document is designed to address your upgrade 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 10 (**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 11 (**Recalculate Inventory Data and Inventory Beginning Balance**) in **D. Post-Upgrade Process** section for more details.

## **CHECKLIST**

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

### **A. Pre-installation Steps**

- \_\_\_\_\_ 1. Correct Version
- \_\_\_\_\_ 2. Upgrade Limitations
- \_\_\_\_\_ 3. Do Modifications Exist?

- \_\_\_\_\_ 4. Upgrade SQL Server to a Supported Version
- \_\_\_\_\_ 5. Set SQL Server to Use Mixed Mode Authentication
- \_\_\_\_\_ 6. Install SQL Server's Full Text-Search Component
- \_\_\_\_\_ 7. Choose Computer
- \_\_\_\_\_ 8. Check Disk Space
- \_\_\_\_\_ 9. 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, .sct and amaddon files
- \_\_\_\_\_ 16. Rename Patches and Modifications Folders
- \_\_\_\_\_ 17. Backup

## **B. AM9 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-Upgrade 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. Run Credit Card/SNN Update Utility
- \_\_\_\_\_ 8. Initialize Modules
- \_\_\_\_\_ 9. Access Maintenance Records
- \_\_\_\_\_ 10. Update Transactions' Attachments
- \_\_\_\_\_ 11. Recalculate Inventory Data and Inventory Beginning Balance
- \_\_\_\_\_ 12. Run Transfer Data to GL and Compare GL Transfer Reports and Financial Statements
- \_\_\_\_\_ 13. Review Upgraded Data (by running reports)
- \_\_\_\_\_ 14. Perform "Typical" or "Compact" Installation on Workstations

\_\_\_\_\_ 15. Recreate Report Macros and Custom Reports

## 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 updating:

- Databases on **AccountMate 8.1 for SQL** or higher to **AccountMate 9.1 for SQL or higher**; or
- Databases on **AccountMate 8.1 for Express** or higher to **AccountMate 9.1 for Express or higher**

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

Verify that the version number on the upgrade CD is AM 9.1 or higher. Contact AccountMate Product Support at (707) 774-7599, [support@accountmate.com](mailto: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. *SM Module*:

- **Shortcut Pane and User Grid Settings:** Shortcut pane and user grid settings are not upgraded when performing a side-by-

side upgrade. Users must re-configure their shortcut pane and grid settings after the upgrade.

- **Report Macros**

- **Side-by-side upgrade:** Report macros are stored in the system database (i.e. AMWSYS). A side-by-side upgrade uses a new system database for the new version. After the upgrade, 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 upgrade.
- **In-place upgrade:** 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 upgrade. You must recreate the report macros for the affected reports after upgrading to the new version.

- **Custom Reports**

- **Side-by-side upgrade:** Custom reports are stored in the application directory. A side-by-side upgrade uses a new application directory for the new version. As such, all custom reports must be created from scratch in a side-by-side upgrade.
- **In-place upgrade:** Some enhancements in the new version may involve data structure changes. If these changes affect any of the tables that were used in the Custom Reports you created in your previous AccountMate version, the reports may not work after the upgrade. You must run the Custom Report Setup function after the upgrade and review all your custom reports and make the necessary revisions to make them work in the new version.

**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 AM9 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](mailto: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 8 on SQL Server 2005 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 9.x for SQL/Express. Check our website for the most up to date [AM9 System Requirements](#).

**Note:** 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 AM8 company databases to new AM databases in a SQL Server which is supported by AccountMate 9.x for SQL/Express.

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

**Note:** Perform this step only if you are doing a **side-by-side upgrade** 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.

#### 6. 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.*

AM9 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. 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 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 upgrade).

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

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

AM9 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.

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

## 12. Payroll Module Preparations

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

Starting in **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 **AM8.1 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 the pre-upgrade 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 January 31, 2014; January 2014 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 January 31, 2014; check is dated February 1, 2014; and January 2014 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, 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 upgraded to AM9 for SQL/Express have 'amlogin' as the database owner. This includes the AMWSYS and sample databases.

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

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

Check your root folder for any \*.fxp, \*.scx, \*.sct and amaddon.\* files. They are known to cause problems and must be removed before you install the new AM9 for SQL/Express version. **THIS IS A MUST!**

### 16. Rename Patches and Modifications Folders

**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.

Rename the **Patches** and **Modifications** folders in your Common Files Folder before installing the new version in the server and in every workstation where AM9 for SQL/Express will be installed (i.e. AMSQL folder). The installation of the new AM9 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 upgrade if you buy and modify source for the new version.

### 17. 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. AM9 for SQL/Express Installation

### 1. Verify Exclusive Access

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

### 2. Run Setup.exe as Administrator

Extract the AM 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.

- 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**).
- 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).
- If you choose to perform a **side-by-side upgrade** and the file server is running on Windows Server 2008 or higher, we strongly recommend that you do NOT install the application in the 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 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 AM9 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 9.2 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 9 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 9 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 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 upgrade* or a *side-by-side upgrade*.

### a. Side-by-side upgrade:

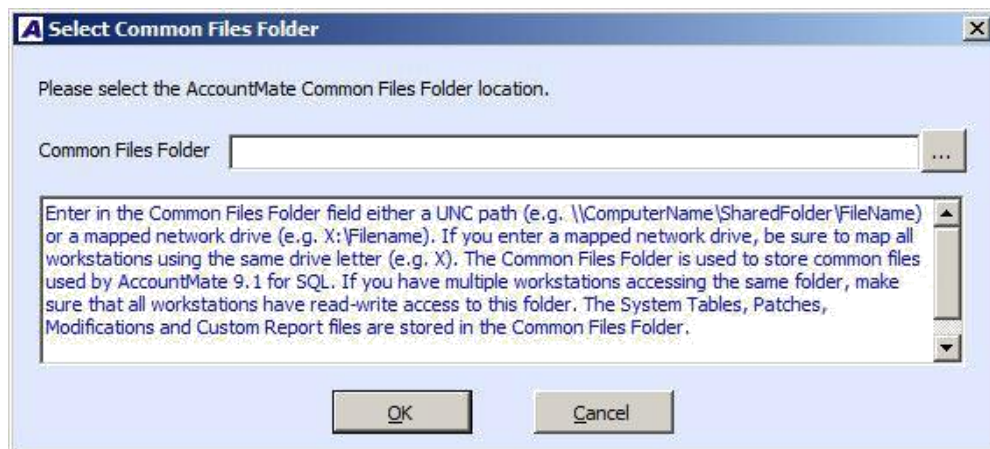
- i. You should be prompted for the SQL Server or Express instance where your AccountMate 9 data will be stored (Figure 1). Enter in the **SQL Server Name** field the computer name and the SQL Server or Express instance name (e.g.COMP1\SQL1NSTC); then, press **OK**.



**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). Enter the Common Files Folder directory you created in step 10 of Part A. As discussed, this folder will store the database containers, System Tables, Patches, Modifications, SptgUpdate and Custom Report files along with all other common files used by AM9. You can enter either a UNC path (e.g. \\ComputerName\SharedFolder\FileName) or a mapped network drive (e.g. X:\Filename). If you enter a mapped network drive, be sure to map all workstations using the same drive letter (e.g. X). Since all AccountMate workstations will use the same common files folder, they must all have read-write access to the said folder.

**Note:** If the folder you specify does not yet exist, you will be asked if you want the installer to create the folder. Click "Yes" to proceed.



**Figure 2. Select Common Files Folder**

- iv. At this point, you will be asked for the **Default Password**; enter **go**.
- v. In the **Select Country Tax for Sample Company** window, select from the list box the desired country tax for the sample company.

- vi. Specify the SQL Server data directory where you want to store the AccountMate databases for the new version. Accept the default or select a different **SQL Data Directory**.
- vii. If the SQL server is installed in another computer, specify in the **Mapped as Directory** field the drive letter and the shared network folder to which you mapped the physical location on the database server where the AccountMate databases for the new version will be stored. If you are physically running AccountMate at the same computer where the SQL server data directory is located, the Mapped as Directory should be the same as the SQL Data Directory.
- viii. Click the **Install** button; then, when you see a message asking you to confirm whether you are ready to proceed with the installation, click Yes to start the creation of the system database and sample company database for the new AccountMate version.
- ix. When shown a message stating that the installation of the system database and sample company database is complete, click **OK**.
- x. Click **Exit** to close the Administrator program.

***b. In-place upgrade:***

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

## **C. Upgrading Data**

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

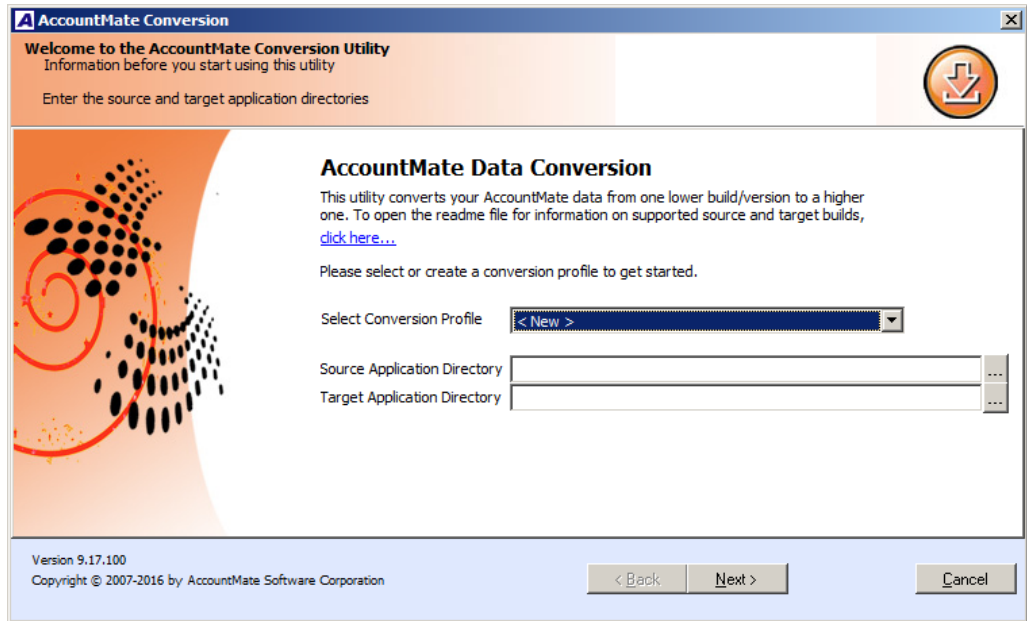
Make sure you have the latest conversion utility (i.e. **Upgrade File for AM 9 for SQL/Express**). The latest version of this file is available for download from the [Conversion & Update Tools](#) section of the AccountMate website. If you are an AccountMate End User, you must ask your AccountMate Solution 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 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**, you are required to enter the **'sa'** password. Click the OK button in the message dialog box; then, enter the **'sa'** password in the SQL Server Login window to proceed.

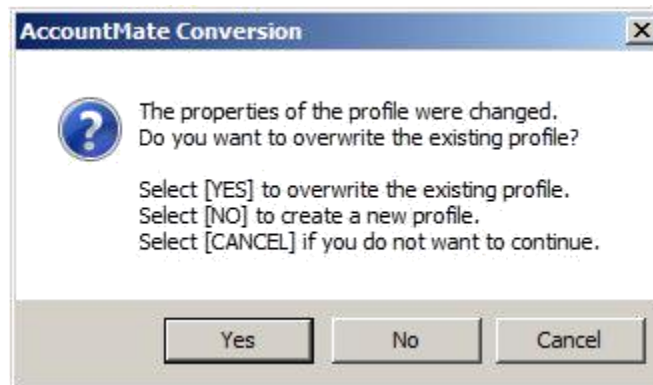
If you chose to create a new profile, you should see the following window:



**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:

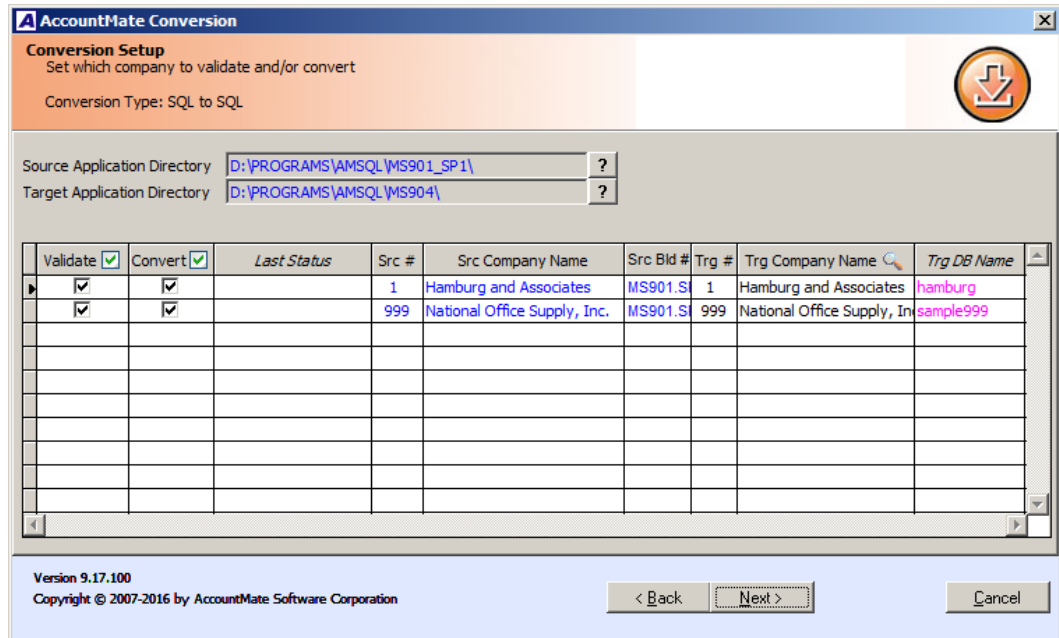


**Figure 4b. Update Existing Conversion Profile**

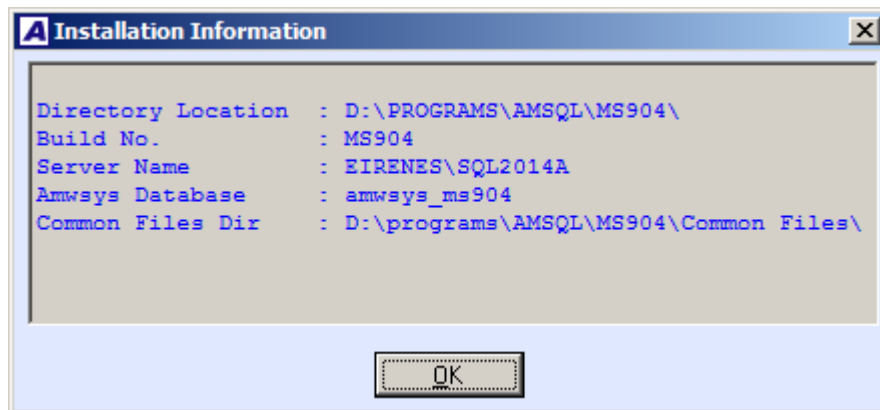
### **3. Conversion Setup**

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.
- **Last Status** => this field displays the status from the last time you attempted to upgrade the company data. If this is your first attempt to upgrade the company, this field will be blank. For subsequent attempts to upgrade the company, you may find the following information:
    - **Started** – validation or conversion had been started but was abnormally stopped (by power outages, computer crashes, etc.) thereby causing the upgrade to improperly shut down.
    - **Validation Completed** – the source company was selected for validation only and the validation completed without error.
    - **Validation Failed** – errors were encountered during validation of the source company.
    - **Conversion Completed** – the source company was selected for conversion which completed without error.
    - **Conversion Failed** – errors were encountered during conversion of the source company.
    - **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 validated or converted a source company data.
- Click the **Cleanup** button in the Conversion History window to delete the upgrade log files. Be sure to do this only if you no longer need the upgrade logs (i.e. upgrade completed successfully and data has been reviewed) as there is no way to retrieve them.
- Double click the **Status** field or click the **View Log Files** button in the Conversion History window to display the **Summary** window (Figure 7b). This window shows the status of each task that was performed as part of the validation and/or upgrade process.
- Double click the **Status** field in the Summary window to view the related **upgrade log** (Figure 7c).



**Conversion History**

Source Company [1] Hamburg and Associates

Date	Status	Target Directory	Target Database
11/11/2015 03:53:50 P	Conversion Failed	D:\CONVERSION PROGRAM\MS904	hamburg

View Log Files   Cleanup   Close

**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	16:01:16	16:01:26
CONVERSION	Add company information	Completed	16:06:08	16:06:08
CONVERSION	Create target company database	Completed	16:06:09	16:07:20
CONVERSION	Copy data from source to target	Completed	16:07:20	16:10:25
CONVERSION	Create new tables	Completed	16:10:29	16:11:10
CONVERSION	Upgrade database	Completed	16:11:14	16:18:12
CONVERSION	Update stored procedures	Failed	16:18:18	16:19:21
CONVERSION	Update foreign key definitions			
CONVERSION	Generate audit trail triggers			

OK

**Figure 7b. Summary**

```

appliesp.log [Read Only]
LOG FILE LOCATION: D:\CONVERSION PROGRAM\AMCONVERT\SESSIONS\HAMBURG_20141111155350\WORK\hamburg\APPLYS.P.LOG
TASK: APPLYING STORED PROCEDURES TO DATABASE [hamburg]...

Error #: [1526]: Connectivity error: [Microsoft][ODBC SQL Server Driver][SQL Server]Invalid object name
'vsp_rpt_racrec'.

Sql command:
/** ID: RP90272.03 Name: vsp_rpt_racrec Owner: AM ScriptDate: 11/10/2014 **/
alter procedure vsp_rpt_racrec @nsortno int, @lmulticurr smallint, @occurrcode char(3),
@namtdec int, @cfilterla varchar(250), @cfilterlb varchar(250), @cfilterlc varchar(250),
/* .MS802 .10013515 .05/09/2011 .begin. */
--@cfilterld varchar(250),
@cfilterle varchar(250), @cfilterlf varchar(250),
@cfilterlg varchar(250), @cfilterlh varchar(250), @cfilterli varchar(250),
/* .MS802 .10013515 .05/09/2011 .end. */
@chistfiles1 varchar(250), @chistfiles2 varchar(250),
@linclitemspec smallint, @lcurrent smallint, @lsalestax smallint, @lffreight smallint,
@lindividual smallint, @linclinetpricetax smallint
as
begin
declare @lcsqlcmd varchar(8000), @lcsqlcmdh varchar(8000), @lfields varchar(5000),
--@lcsortby varchar(250), @lcsortno varchar(250), @lcfilter1 varchar(1000),
@lcsortby varchar(250), @lcsortno varchar(250), @lcfilter1 varchar(2500), /* .MS802 .10013515
.05/09/2011. */
@lchistfiles varchar(500), @lctaxtype char(3), @lcsqlcmdl varchar(7000)

select @lcfilter1 = @cfilterla + @cfilterlb + @cfilterlc + @cfilterld +
@cfilterle + @cfilterlf + @cfilterlg + @cfilterlh + @cfilterli /* .MS802 .10013515 .05/09/2011. */
select @lchistfiles = rtrim(@chistfiles1) + rtrim(@chistfiles2)

select @lcsortby =
case @nsortno
when 1 then "rarecg.crmano"
when 2 then "rarecg.ccustno"
when 3 then "rarecg.dreceive"

```

Figure 7c. Upgrade Log

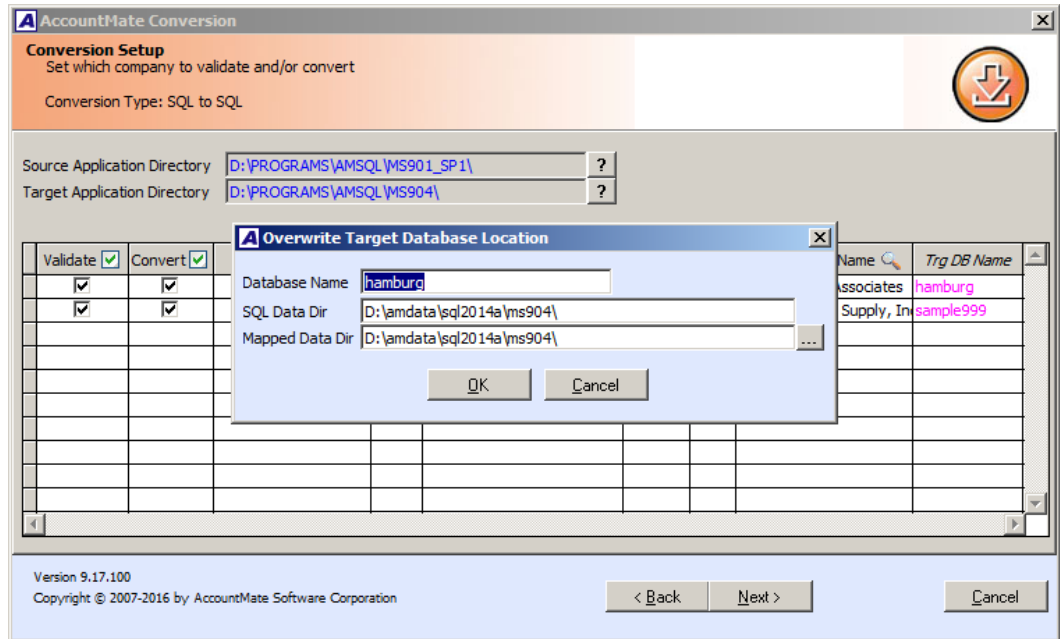
- d. **Src #, Src Company Name and Src Bld # =>** these fields are read-only. They display the company IDs, names and company database build # from the source AccountMate application (i.e. previous version).
- e. **Trg #, Trg Company Name and Trg DB Name =>** these fields display the company IDs, company 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 upgrade or a side-by-side upgrade.
  - o **In-place upgrades =>** all three fields are read-only.
  - o **Side-by-side upgrades =>** all three fields are available for user input. The **Trg #** and **Trg Company Name** fields take their default values from the **Src #** and **Src Company Name** fields. To overwrite the default target database name, double click the **Trg DB Name** field. The utility displays the **Overwrite Target Database Location** window (Figure 8) where you can enter the location where you want to store the company data that will be created by the upgrade process. Be sure to enter the correct path in the **Mapped Data Dir** field if the target server is in a different machine than the one where you are performing the upgrade.

**Notes:**

- You can double-click the **Trg Company Name** column caption to view a list of companies already set up in the target AccountMate application.
- For **side-by-side** upgrades, the utility will not allow you to use a

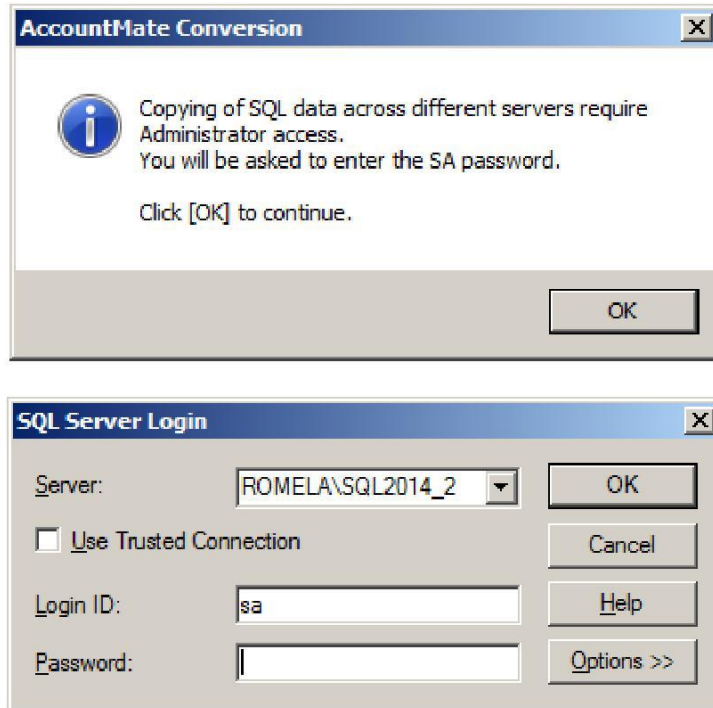
target company that already exists in the target AccountMate application (i.e. new version). Instead, the utility will create the target company database for you during the upgrade.

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



**Figure 8. Overwrite Target Database Location**

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



**Figure 9. SQL Server Login**

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

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

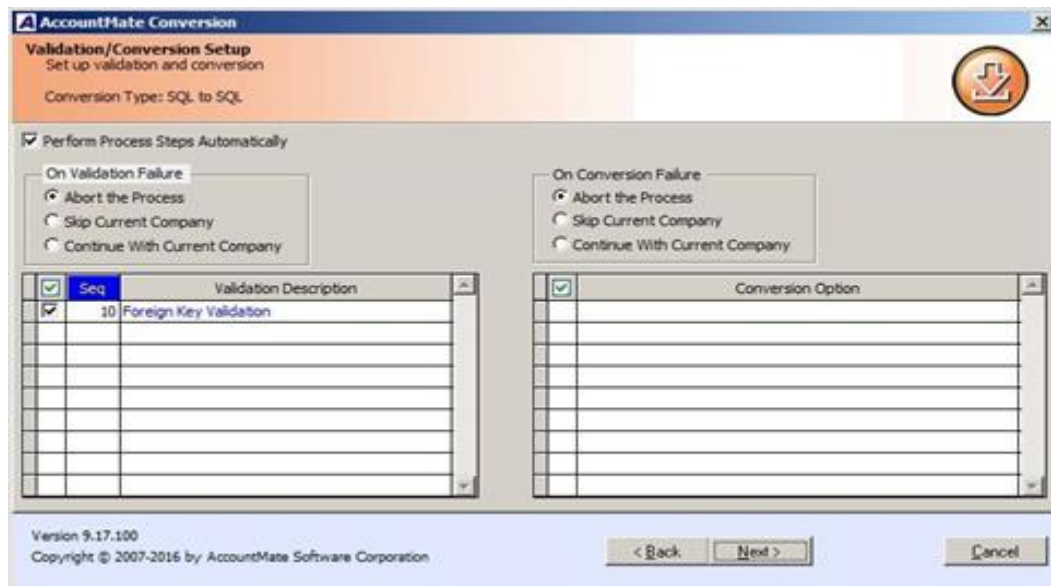
#### **4. Validation/Conversion Setup**

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

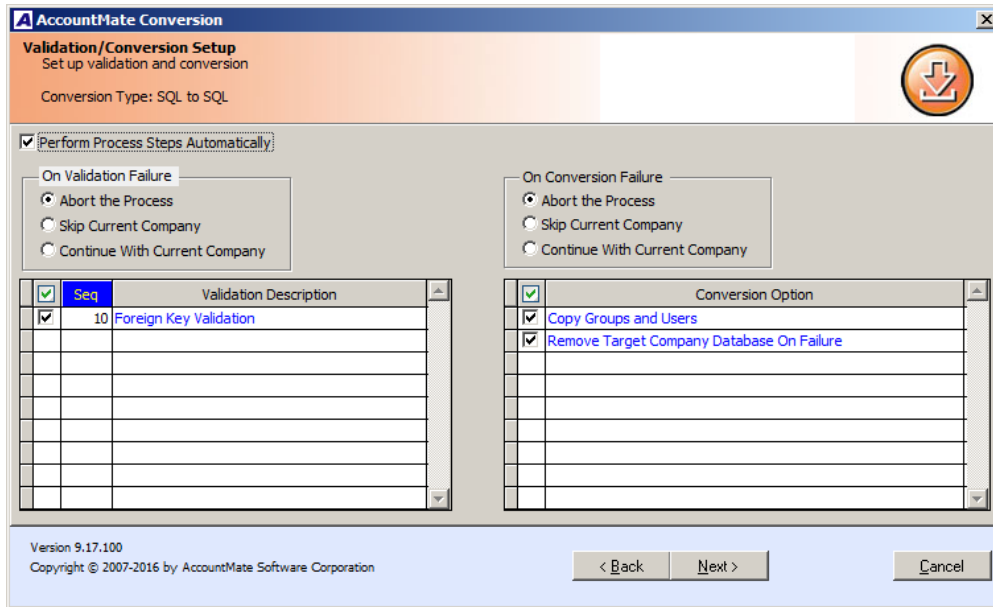
- a. **Perform Process Steps Automatically** => mark this checkbox to execute the validation and/or conversion processes automatically. This checkbox is marked by default.
- b. **On Validation Failure** => this section defines the action that will be taken if errors are encountered during validation of the selected company data. The options are:
  - o **Abort the Process** – choose this option if you want the validation to stop completely the moment errors are encountered. The remaining steps will not be performed for the company that fails the validation nor will they be performed for any of the other selected companies.
  - o **Skip Current Company** – choose this option if you want the process to stop just for the company that encounters the validation errors. The utility will stop validating a company's data the moment the first error occurs but will proceed to validate the other selected

companies.

- o **Continue With Current Company** – choose this option if you want the utility to continue validating a company even if errors occur. This sets the utility to run through the entire validation process for each selected company and capture more than just the first error.
- c. **On Conversion Failure** => this section defines the action that will be taken if errors are encountered during conversion of the selected company data. The options are:
- o **Abort the Process** – choose this option if you want the conversion to stop completely the moment errors are encountered. The remaining steps will not be performed for the company that fails during conversion nor will they be performed for any of the other selected companies.
  - o **Skip Current Company** – choose this option if you want the process to stop just for the company that encounters the conversion errors. The utility will stop converting a company's data the moment the first error occurs but will proceed to convert the other selected companies.
  - o **Continue With Current Company** – choose this option if you want the utility to continue converting a company even if errors occur. This sets the utility to run through the entire conversion process for each selected company and capture more than just the first error.



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



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

- d. **Validation options** => this section lists the available validation steps you can choose to perform for the selected companies. Currently, there is only one option:
- o **Foreign Key Validation** – select this option to check the GL Account ID fields for possible foreign key violation errors. This validation must be performed for all AccountMate company databases, including the sample company. If any issues are found, the conversion program will **NOT** fix your data. If any issues are found during this step of the upgrade process, use the **Foreign Key Checker** utility (**AMFKCHK.EXE**) to fix the data. You will find this file in the **Utilities\AMFKCHK\_SQL** subfolder in the Convert folder where you extracted the conversion files you downloaded from the website. The utility comes with a **User Guide**; be sure to read it thoroughly before using the utility to fix the data.
  - o **Verify If Consolidation Parent is Upgraded** – This applies only when you are performing an **in-place upgrade**. Select this option to verify whether the parent company is first upgraded prior to updating the subsidiary. If you marked this option and verification failed, be sure to first upgrade 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 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:*

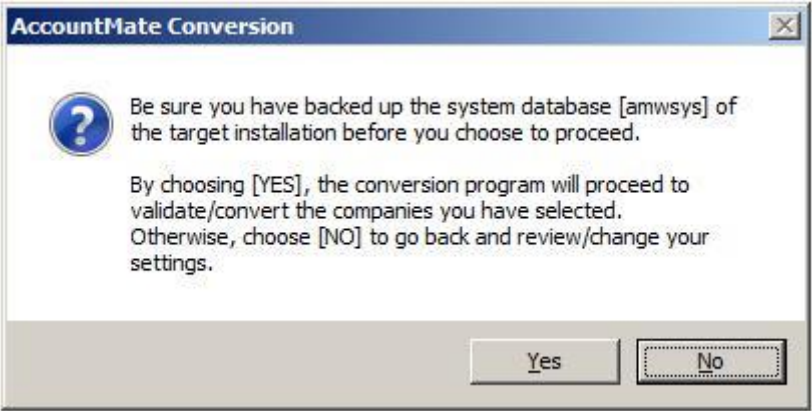
- *If a group already exists in both the source and target companies but one of its users does not exist in the target company, the utility will copy the user into the same group in the target company.*
- *If a user already exists in both the source and target companies but its group in the source company 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
- **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 upgrade.
- **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 AM9 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

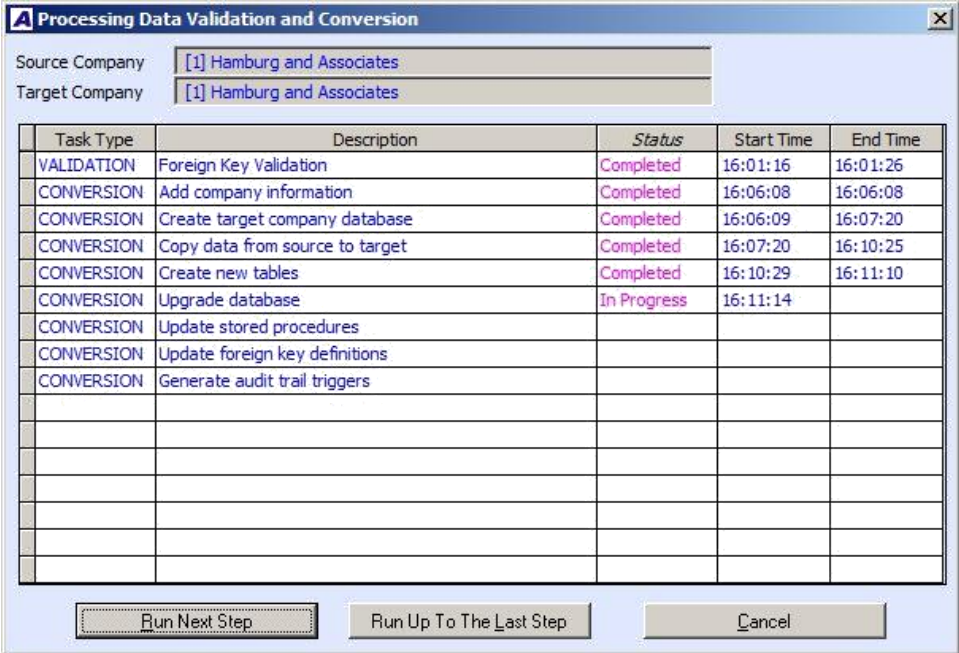
of the target AccountMate application folder before proceeding with the upgrade:



**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**



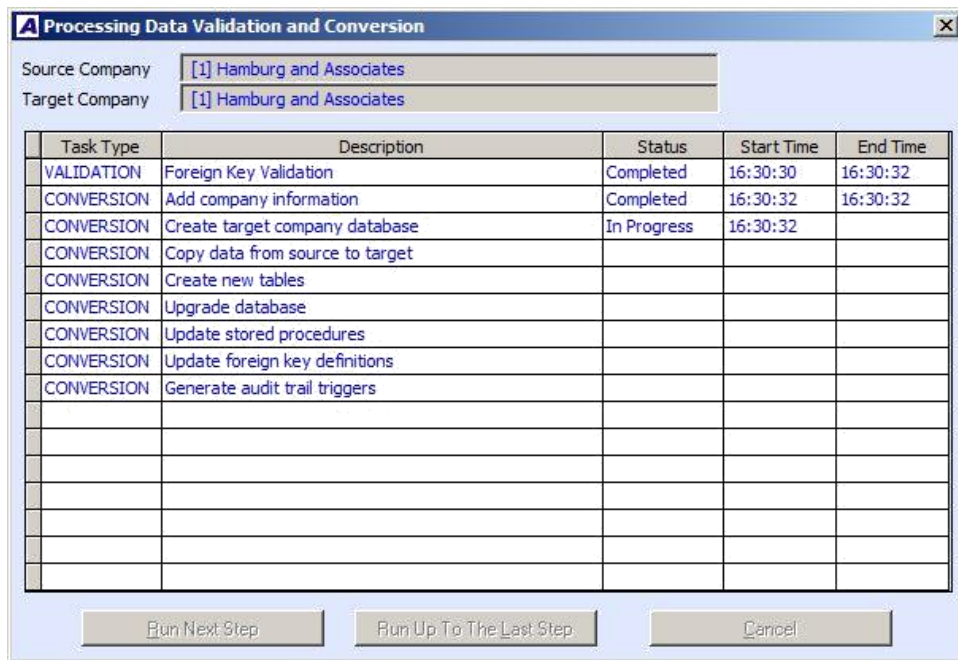
Click the **Run Next Step** button to run the process one step at a time. If you want to run the steps one after the other, click the **Run Up To The Last Step** button. Click **Cancel** to terminate the process.

**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).

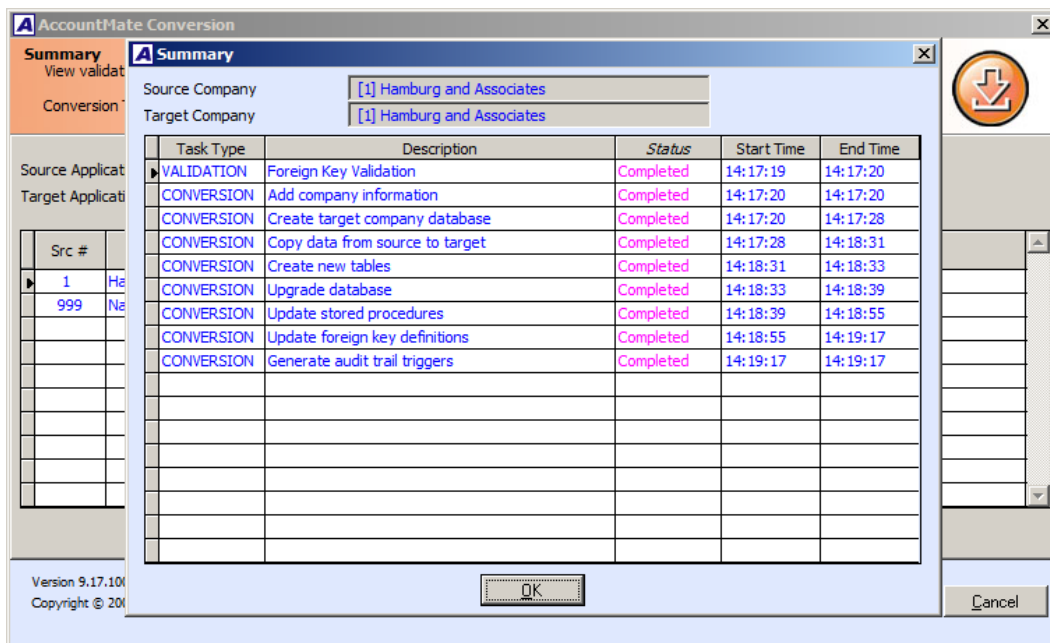
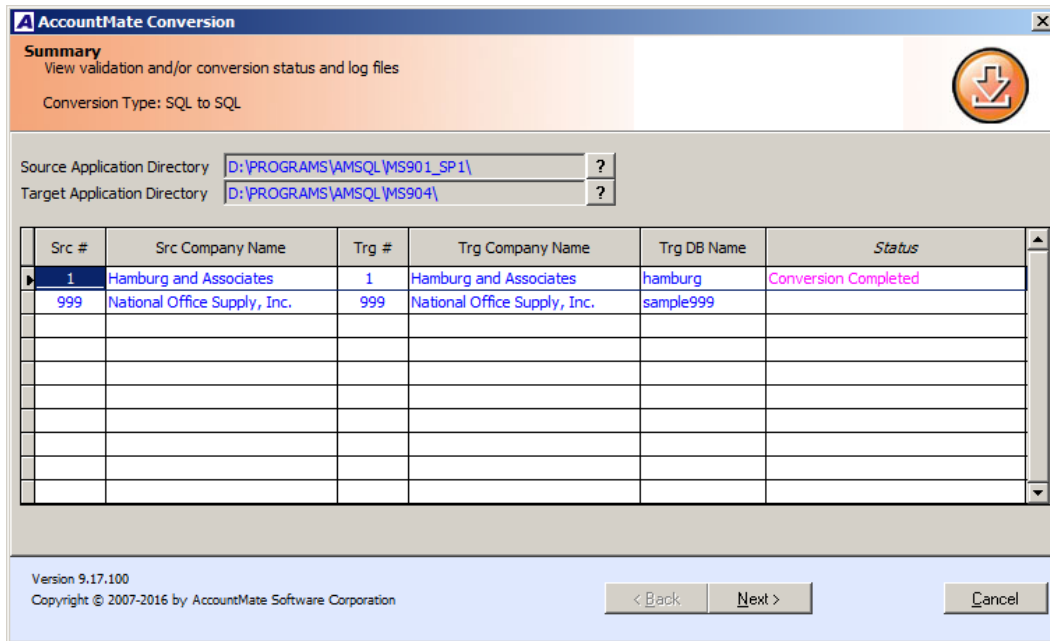
At this stage, you will note that the selected companies are being upgraded one database at a time. This can be a prolonged process depending on the number of companies to be upgraded and the size of each company's data. **Please be patient!**

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.

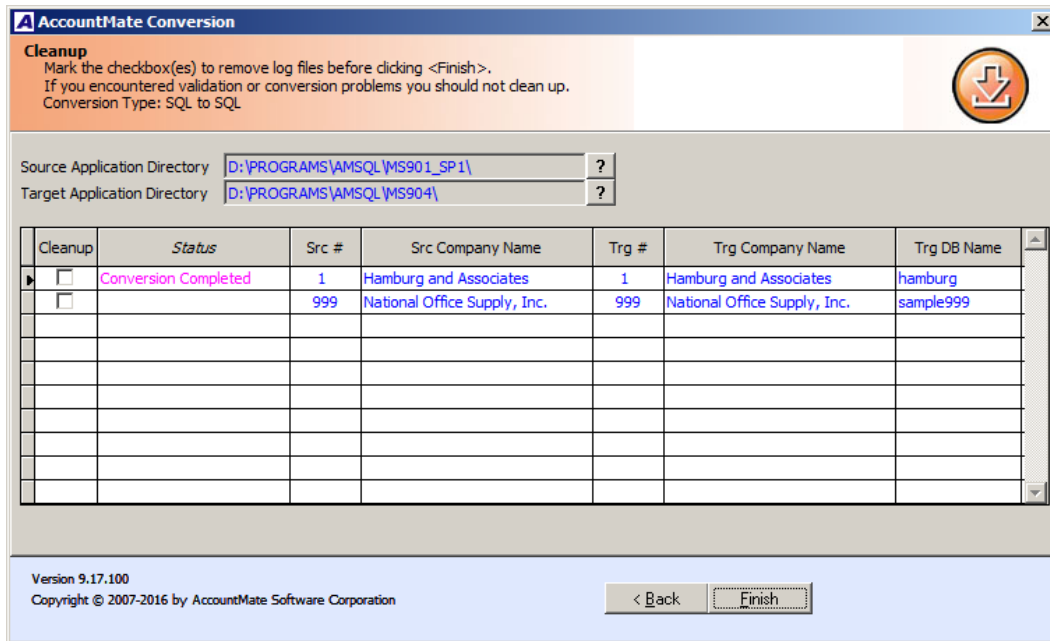


Figure 14. Cleanup Screen

## D. Post-Upgrade Process

### 1. Install License File

**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 AM9 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 AM9 **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 0.25 gigabytes until the license is installed. If your upgraded 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 must **download and install the latest PR tax update**.

You can download and install the latest PR tax update by the use of the Check for Payroll Subscription Updates function that is in the Utilities menu or you can download 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 **Payroll** module but doing an **in-place upgrade**, 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 upgrade**; otherwise, please skip this step and proceed to the next step of this section.*

For each company that was upgraded, 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:\MS901\CommonFiles\Attachments\6 where 6 is the company ID.*

- 2) In the source company, go to the **Attachment Dir** physical location. For example, Y:\MS801\CommonFiles\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:\MS901\CommonFiles\Attachments\6.
- 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 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 assigned to each qualified group/ user and/or assign access rights to new functions and reports (for in-place upgrades) introduced in your new AccountMate version.

## 7. Run Credit Card/SSN Update Utility

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

The vendors' social security numbers that came from AM 8 are not encrypted. These data must be encrypted using the Credit Card/SSN Update Utility that comes with the conversion utility.

To encrypt your vendor 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 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. PR Module Setup > GL Accounts tab > Accrued Employer's Tax and Accrued Other Expenses fields, AR Module Setup > GL Accounts (2) tab > Open Credit Write-off field). This is especially necessary to set up or 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 following Maintenance records:

- **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.*

- **Bank Account Maintenance** = > Assign a value in the Next E-Payment Check # field for all bank account records that are used to process electronic payments in AP and PR. The value in this field will be used as default check # when printing AP/PR e-payment checks.
- **Warehouse Maintenance** = > Review the Inventory and Inventory Adjustments GL accounts assigned to existing warehouse records. These values come from the corresponding fields in IC Module Setup, only if the IC module is set up. The Inventory and Inventory Adjustments GL accounts used during creation of inventory records and posting of inventory adjustments will come from your warehouse records.
- **Revenue Code Maintenance** = > Review the Cost Variances GL account assigned to each revenue code record. You can either assign an asset or income statement account depending on how you treat the inventory cost variance. See On-Line Help for more details.

## 10. Update Transactions' Attachments

The folder naming convention for vendor/customer related transaction attachments has been changed from **Transaction #** only to **Vendor #/Customer # + Transaction #**. With this change, the transactions attachment(s) should either be reattached to the transaction record or copy the subfolder(s) in the source build's Attachments folder to the MS903 Attachments folder; then, rename the attachment's folder name to conform to the new attachment's folder naming convention.

## 11. 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).

## 12. 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 upgraded; 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 upgrade and will make it possible for you to correct these problems before data processing is resumed in the new version.

**Note:** *If you have the **Payroll** module and the pre-upgrade data includes applied payroll/check transactions that are yet to be permanently transferred to GL, the **GL Transfer Report** from AM8.1 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.*

## 13. Review Upgraded Data (by running reports)

You should run the newly upgraded company in AM9 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

#### 14. 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 will run the new AccountMate version. Insert the AM9 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 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, Windows 8 or Windows 8.1, 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. 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.
  - Choose the **Typical** option if you want to run a separate client installation on each workstation. This option installs the AM9 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 AM9 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.

## 15. 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 upgrade:

- **Report Macros**
  - **Side-by-side upgrade:** After the upgrade, 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 upgrade.
  - **In-place upgrade:** 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 upgrade. You must recreate the report macros for the affected reports.
- **Custom Reports**
  - **Side-by-side upgrade:** A side-by-side upgrade uses a new application directory for the new version. As such, all custom reports must be created from scratch.
  - **In-place upgrade:** Some enhancements in the new version may involve data structure changes. If these changes affect any of the tables that were used in the Custom Reports you created in your previous AccountMate version, the reports may not work after the upgrade. You must run the Custom Report Setup function after the upgrade and review all your custom reports and make the necessary revisions to make them work in the new version.

## E. Troubleshooting Errors and Messages

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

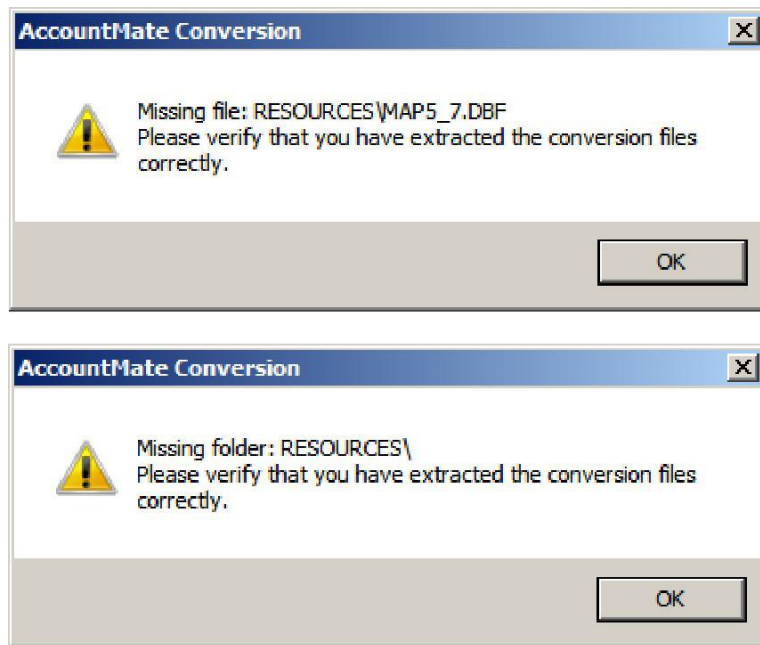
### 1. Upgrade does not occur

In an in-place upgrade, launching the Administrator program will not trigger the upgrade 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 upgrade your data.

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

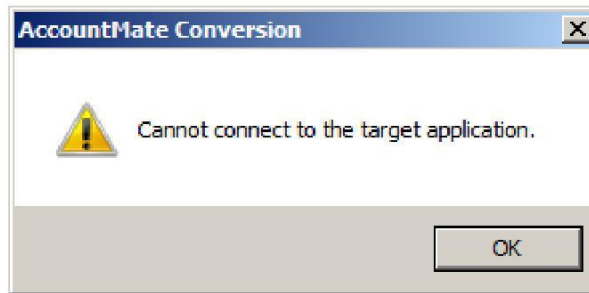
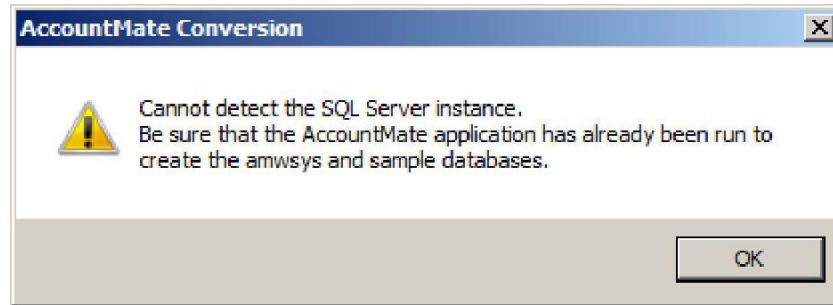
These errors (Figure 15) may occur when you run the conversion program Amconvert.exe. This happens only if there are files or folders that the conversion program needs which are not installed. You may have missing files or folders if you do not mark the **"use folder names"** checkbox when extracting 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 AM9 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 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 8.1 product key for an AM9.2 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 upgrade, you will receive the error shown in Figure 17 the moment you launch the main AccountMate program after the upgrade. To resolve this error:

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



**Figure 17. Program Patches Error**