

# AccountMate 12.x for LAN Program Upgrade from AccountMate 9.x for LAN UPGRADE INSTRUCTIONS

As of May 20, 2024

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

*Do not run the AccountMate 12 (AM 12) for LAN 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 entire document has been designed to address your upgrade needs. This is made up of three parts:

- [What's New](#) - new information added in the conversion instruction
- [Checklist](#) – step-by-step list of the procedures to be performed
- [Installation & Upgrade Details](#) – detailed discussion of the procedures specified in the checklist

## **WHAT'S NEW**

The latest conversion program now supports conversion through **AccountMate 12.3 for LAN**.

The following features are implemented:

- You can assign a Standard Occupational Classification (SOC) code to employee records to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. See **Post-Upgrade Process ► Access Maintenance Records** section below for additional information.
- All Payroll related bank account #s and routing #s in the database/s are encrypted; however, you need to run a utility to encrypt this confidential information after you upgrade. See **Post Conversion Process ► Run Data Encryption Utility** section for more details.
- You can also configure the signature settings in the **Bank Account Maintenance** function based on a range of check amounts. See more information in the **Post-Conversion Process ► Access Maintenance Records** section below.
- The Payroll module now supports application of payroll and printing of one payroll check for employees with payroll transactions for multiple states. If you have employees who have payroll transactions recorded for multiple states in AM9, read the instruction in **Section D. Post-Upgrade Process ► Item # 7 (Recalculate Employee Data) and Item # 8 (Access Maintenance Records)**.
- The employee's salary history of all regular earning codes assigned to a particular state is now tracked. A **Delete** button is also made available so you can remove the unnecessary salary information. Pay attention to **Section D. Post-Upgrade Process ► Item # 8 (Access Maintenance Records)** for additional information.

- vi. The reports **To** and **Cc** fields will be auto-populated with the customers' e-mail addresses set in the **Customer Maintenance** and **Customer Address Maintenance** functions. Sending e-mails with e-mail addresses that are separated with commas is not allowed; thus, these commas are converted to semi-colons after upgrade. Those e-mail addresses that has comma (e.g. john,kevin.brown@gmail.com) will also be included in the conversion, so you need to verify and amend them after upgrade. See **Section D. Post-Upgrade Process ► Item # 8 (Access Maintenance Records)**.
- vii. The **Bank Account Maintenance** function is also enhanced to provide users with the capability to print one or two signature lines on AP or PR checks. With this enhancement, the signature image height was increased from 1.010 to 1.250 inches. It is recommended that you verify the check signature alignment immediately after the upgrade before printing valid checks. See **Section D. Post-Upgrade Process ► Item # 12 (Verify AP and/or PR Check Alignment)** for more details.

## CHECKLIST

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

### A. Pre-installation Steps

- \_\_\_\_\_ 1. Correct Version/Build
- \_\_\_\_\_ 2. Upgrade Limitations
- \_\_\_\_\_ 3. Do Modifications Exist?
- \_\_\_\_\_ 4. Install SQL Server with Mixed Mode Authentication
- \_\_\_\_\_ 5. Choose Computer and Verify Access Rights
- \_\_\_\_\_ 6. Check Disk Space
- \_\_\_\_\_ 7. Run Reports
- \_\_\_\_\_ 8. Backup
- \_\_\_\_\_ 9. Perform Data Validation Procedures
- \_\_\_\_\_ 10. Check root folder for .fxp, .scx, .sct and amaddon files
- \_\_\_\_\_ 11. Rename folders
- \_\_\_\_\_ 12. Backup

### B. AM 12 for LAN Installation

- \_\_\_\_\_ 1. Verify Exclusive Access
- \_\_\_\_\_ 2. Run Setup.exe
- \_\_\_\_\_ 3. Select Destination Location
- \_\_\_\_\_ 4. Select the "Server" Installation Option
- \_\_\_\_\_ 5. AccountMate Product Key
- \_\_\_\_\_ 6. Select Components to Install
- \_\_\_\_\_ 7. Launch the Administrator Program
- \_\_\_\_\_ 8. Back up AM 12 for LAN

### C. Upgrading 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. Activate Modules
- \_\_\_\_\_ 2. Install License File
- \_\_\_\_\_ 3. Input PR Tax Subscription Key
- \_\_\_\_\_ 4. Run Company Setup
- \_\_\_\_\_ 5. Assign Group and User Access Rights
- \_\_\_\_\_ 6. Run Data Encryption Utility
- \_\_\_\_\_ 7. Initialize Modules and Install Latest PR Tax Update
- \_\_\_\_\_ 8. Recalculate Employee Data
- \_\_\_\_\_ 9. Access Maintenance Records
- \_\_\_\_\_ 10. Update Transactions' Attachments
- \_\_\_\_\_ 11. Compare GL Transfer Report and GL Financial Statements
- \_\_\_\_\_ 12. Review Upgraded Data (by running reports)
- \_\_\_\_\_ 13. Verify AP and/or Check Alignment
- \_\_\_\_\_ 14. Perform "Workstation" Installation

## E. Troubleshooting Errors and Messages

- \_\_\_\_\_ 1. "Cannot detect the SQL Server instance. Be sure that the AccountMate application has already been run to create the amwsys and sample databases."
- \_\_\_\_\_ 2. "Cannot connect to the source application."
- \_\_\_\_\_ 3. Cannot Rename Folder

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

## INSTALLATION & UPGRADE DETAILS

### A. Pre-installation Steps

#### 1. Correct Version/Build

This data migration program is designed to upgrade:

Databases on AccountMate 9 for LAN to **AccountMate 12.x  
for LAN**

Check the build number of your current installation by accessing the "About AccountMate" or "About Visual AccountMate" function under the Help menu. If it is on a build lower than the ones listed above, you must upgrade to one of the required builds before you can use this update program.

Verify that the version number is AM 12 for LAN. If you want to upgrade to any other version 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.

## 2. Upgrade Limitations

Please take note of these upgrade limitations:

- a. **PR Module:** Installation of the Payroll module in AM 12 for LAN is optional. However, please take note that the **Payroll module must be installed in AM 12 for LAN before the upgrade** in order for your Payroll data to be converted from your current AccountMate version.

**Note:** When installing the target AccountMate build on top of the source AccountMate build that has a Payroll module for an **in-place upgrade**, the Payroll module of the new build will be automatically installed.

- b. **SM Module:** If you install AM 12 for LAN in a different application folder than the previous build (i.e., **side-by-side upgrade**), any reports created using the **Custom Reports** feature are not upgraded. If you install AM 12 for LAN in the same application folder as the previous build (i.e., **in-place upgrade**), the Custom Reports may use tables that have undergone a data structure change thereby causing the reports not to work in the new version. If you still need the reports after the upgrade, you must re-create them in the new version.

## 3. Do Modifications Exist?

To use the generic conversion program, your AM 12 for LAN system and data structure must be **unmodified**. **This upgrade will remove any modifications in the source AccountMate system**. If you still need your customizations after the upgrade, you must have a programmer apply them into your new version.

If you **modified** the data structure or system, **please do not proceed**. 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. Install SQL Server with Mixed Mode Authentication

**Note:** If you are **upgrading to AM 12 for LAN** and do **not** have the **Payroll** module, please skip this step.

AccountMate 12 for LAN systems that will have the Payroll module installed will require SQL Server. The following SQL Server versions are supported:

- SQL Server 2022
- SQL 2022 Express
- SQL Server 2019
- SQL 2019 Express
- SQL Server 2017\*
- SQL 2017 Express\*
- SQL Server 2016 (SP2)\*\*
- SQL 2016 Express (SP2)\*\*
- SQL Server 2014 (SP2)\*\*\*
- SQL 2014 Express (SP2)\*\*\*

\*For AccountMate 9.3 for LAN and higher versions.

\*\*For AccountMate 9.1 for LAN (SP1) and higher versions.

\*\*\*Applicable up to AccountMate 10.1 for LAN (SP1).

Verify that SQL Server is properly configured for use with AccountMate:

- Make sure that SQL Server/Express is installed under **Mixed Mode** to support both SQL and NT Authentication.
- 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.
- Take note of the **SQL Server/Express Instance name** as you will also need it to configure the SQL server connection.

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

## 5. Choose Computer and Verify Access Rights

Verify that neither the AM 12 for LAN program folder nor any of its subfolders or files is set to read-only. Also, you must use a Windows login ID that has administrative rights to SQL Server/Express (if applicable) and the AM 12 for LAN program folder.

Unless you are upgrading to AM 12 for LAN without Payroll, we recommend that you run the upgrade at the computer that holds the SQL Server/Express. If for any reason you cannot perform the upgrade at the server, the SQL Client Tools must be installed in the computer where the upgrade is to be performed.

## 6. Check Disk Space

You should have free disk space of at least 2-3 times the size of your current AccountMate data in the computer where you intend to perform the upgrade and the physical hard drive that houses your SQL server.

## 7. 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.

## 8. Backup

Back up the contents of the entire AM 9 for LAN folder in preparation for performing Data Validation and Period-End Closing. If you have the **Payroll** module, you must also back up the **Payroll-related databases** in SQL Server/Express. In case of problems, you can delete the AccountMate

application folder and SQL databases (if applicable) used in the failed process, restore the files from your backup and try again. **DO NOT SKIP THIS STEP!**

## 9. Perform Data Validation Procedures

Run the **Validate Database** and **Rebuild Table Indexes** functions for each company. If you encounter any error, correct the problem; then, make another backup of the affected database before proceeding with the next step in this checklist.

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

**Note:** Perform this step only if you are running an **in-place upgrade** (i.e., installing AM 12 for LAN in the same application folder as the previous build); otherwise, please skip this step.

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 AM 12 for LAN version. **THIS IS A MUST!**

## 11. Rename Folders

**Note:** Perform this step only if you are running an **in-place upgrade** (i.e., installing AM 12 for LAN in the same application folder as the previous build); otherwise, please skip this step.

In the file server where AM12 for LAN will be installed (i.e., AMLAN folder), rename the **Patches** folder before installing the new version. The installation of the new AM 12 for LAN version will create new Patches folder.

## 12. Backup

**Note:** Perform this step only if you are running an **in-place upgrade** (i.e., installing AM 12 for LAN in the same application folder as the previous build); otherwise, please skip this step.

Back up the contents of the entire AM9 for LAN (not just the Data directory). If you have the **Payroll** module, you must also back up the **Payroll-related databases** in SQL Server/Express. In case the upgrade fails, you can delete the AccountMate application folder and SQL databases (if applicable) used in the failed upgrade, restore the files from your backup and either try again or reschedule the upgrade. **DO NOT SKIP THIS STEP!**

# B. AM 12 for LAN Installation

## 1. Verify Exclusive Access

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

logged in. Exit AccountMate and continue with the installation and upgrade.

## 2. Run Setup.exe

Click on Setup.exe from the installer package. You will be shown the AccountMate 12.x for LAN Setup screen.

## 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 build 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 program is physically located (i.e., file server), select that local folder name (e.g., C:\AMLAN).
- If you choose to perform an **in-place upgrade** and you are running the installer from a machine other than the file server where the previous AccountMate program is physically located, select the network path where the AccountMate folder has been mapped (e.g., F:\AMLAN).

## 4. Select the "Server" Installation Option

Click the **Next** button to proceed to the **Setup Type** screen. Since you are installing on the AccountMate file server where you will perform the upgrade, make sure that you choose the **Server** installation option.

## 5. AccountMate Product Key

In the **Product Key** window, enter the **25-character AccountMate Product Key**. 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 12 for LAN will not work for AM 9 for LAN and vice versa.*

## 6. Select Components to Install

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

- **Program Files** => installs the main AM 12 for LAN program, which you will use for your day-to-day operations and where you generate your reports; and 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 AM 12 for LAN functions and reports.

Be sure to select both checkboxes in this window so that the executable programs as well as the Crystal Reports and Visual FoxPro run-time libraries (DLL's) will be installed.

**Note:** *If the AccountMate Product Key you enter in the Product Key window includes any source code, you will see a third option for "Source Code" in the Select Components to Install window. Below the said option is a list of modules for which you purchased source code. Mark the checkbox next to the module for which you want to install the source code.*

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

## 7. Launch the Administrator Program

Run the AccountMate 12 for LAN Administrator program either from your desktop or AccountMate 12 for LAN application folder.

**Note:** *The following will not apply when performing an **in-place upgrade**, that is, when the target build (i.e., AMLAN12) is installed on top of the source build (i.e., AMLAN9) that has a Payroll module.*

- a. AccountMate will display a message asking if you want to install the Payroll module. Click **Yes** to install Payroll; otherwise, click **No**.

**Note:** *To upgrade any Payroll data in your current AccountMate build, you must install the Payroll module before performing the upgrade.*

- b. If you choose not to install the Payroll module:
  - i. You will see a message informing you that you can install the Payroll module at a later time by running the Administrator program and selecting the **Setup** menu's **Install Payroll Module** option. Click **OK** to close the message; AccountMate will then proceed to install the sample company database.
  - ii. When asked for the **Supervisor Password**; enter **go**.
  - iii. Click **Exit** to close the Administrator program.
- c. If you choose to install the Payroll module:
  - i. You will be asked for the **Supervisor Password**; enter **go**.



- ii. You will be prompted for the SQL Server or Express instance where your AccountMate 12 Payroll-related databases 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**

- iii. Specify the SQL Server data directory where you want to store the AccountMate Payroll-related databases for the new version. Accept the default or select a different **SQL Data Directory**.
- iv. 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 computer where the AccountMate Payroll-related 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.

**Note:** AM 12 for LAN creates the AccountMate Payroll-related databases in the computer that holds SQL Server/Express. The AccountMate application folder as well as the system, sample and company databases will reside in your file server.

- v. Click the **Install** button; 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 Payroll-related databases for the system data and sample companies of the new AccountMate version.
- vi. When shown a message stating that the installation of the system and sample companies is complete, click **OK**.
- vii. Click **Exit** to close the Administrator program.

## **8. Back up AM 12 for LAN**

Back up the entire AM 12 for LAN application folder. Unless you are upgrading to AM 12 for LAN without Payroll, you must also back up the **AMWSYS\_PR** and **Sample\_PR databases** created in SQL Server/Express. In case of failure, you can delete the AccountMate folder and SQL databases (if applicable) used in the failed upgrade and restore the files from your backup without having to redo the AM 12 for LAN installation. **DO NOT SKIP THIS STEP!**

## C. Upgrading Data

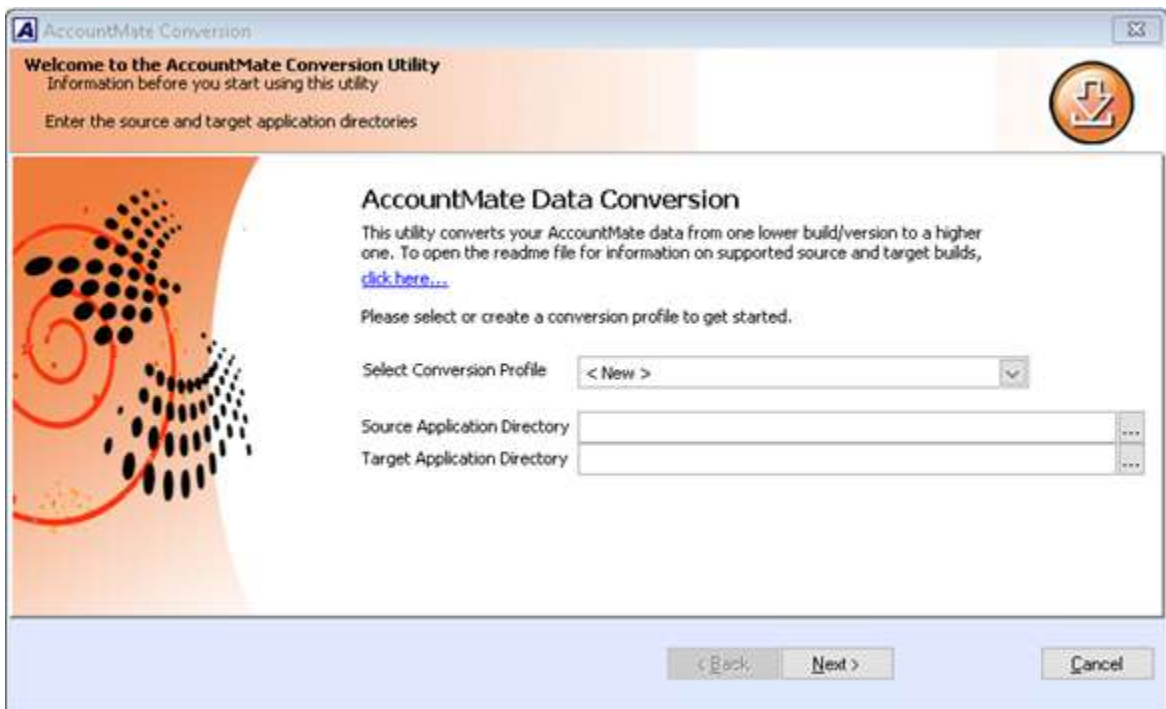
### 1. Download and Extract the Latest Conversion Utility

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

Extract the contents of the download file (AMCONVERT.zip) into a **Convert** folder that is accessible from the file server where you will perform the upgrade. When extracting the contents of the zip file, verify that the "use folder names" checkbox is marked. 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 2:



**Figure 2. Conversion Profile and Application Directory Selection**

- a. **Select Conversion Profile** => choose **<New>** to create a new profile; otherwise, click the **combo 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 build) is located. Alternatively, you can click the ellipsis button to browse for the correct location.

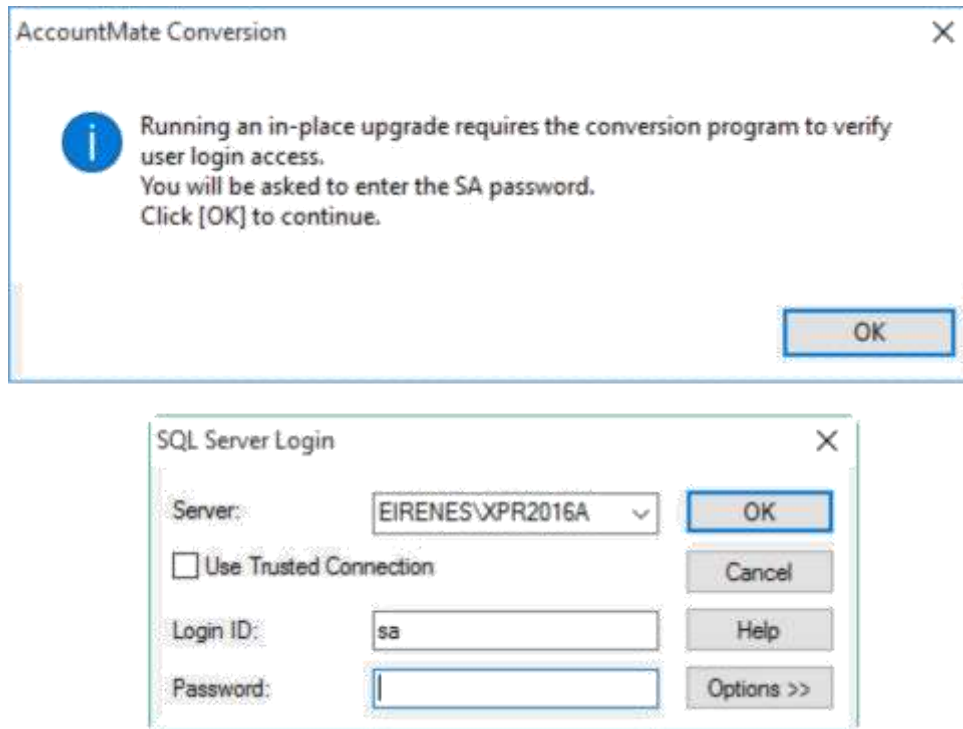
- c. **Target Application Directory** => enter the path where your target AccountMate application folder (i.e., new build) is located. Alternatively,
- d. you can click the ellipsis button to browse for the correct location.

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

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

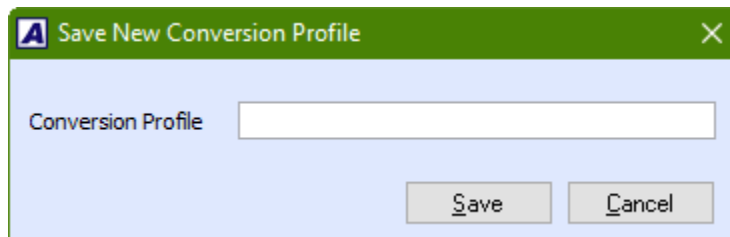
If you are performing an **in-place upgrade and Payroll is installed in the target application**, the utility will display the message shown in Figure 3; click **OK** to proceed. In the **SQL Server Login** window, enter the "sa" password and click **OK** to continue.

On the other hand, if you are performing a **side-by-side upgrade and Payroll is installed in the target application**, verification of the user login access (Figure 9) appears during Conversion Setup.



**Figure 3. SQL Server Login – In-Place Upgrade**

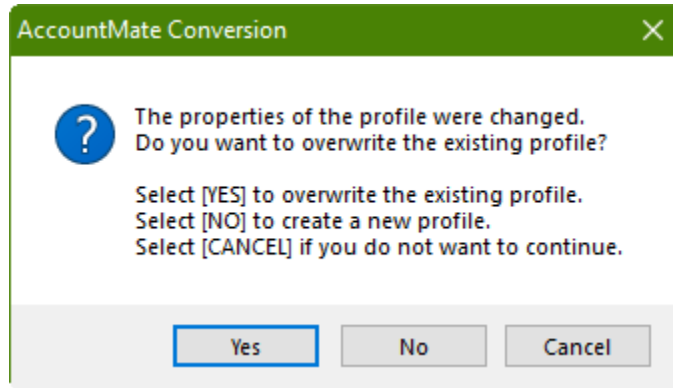
If you chose to create a new profile, you should see the following window:



**Figure 4a. Save New Conversion Profile**

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

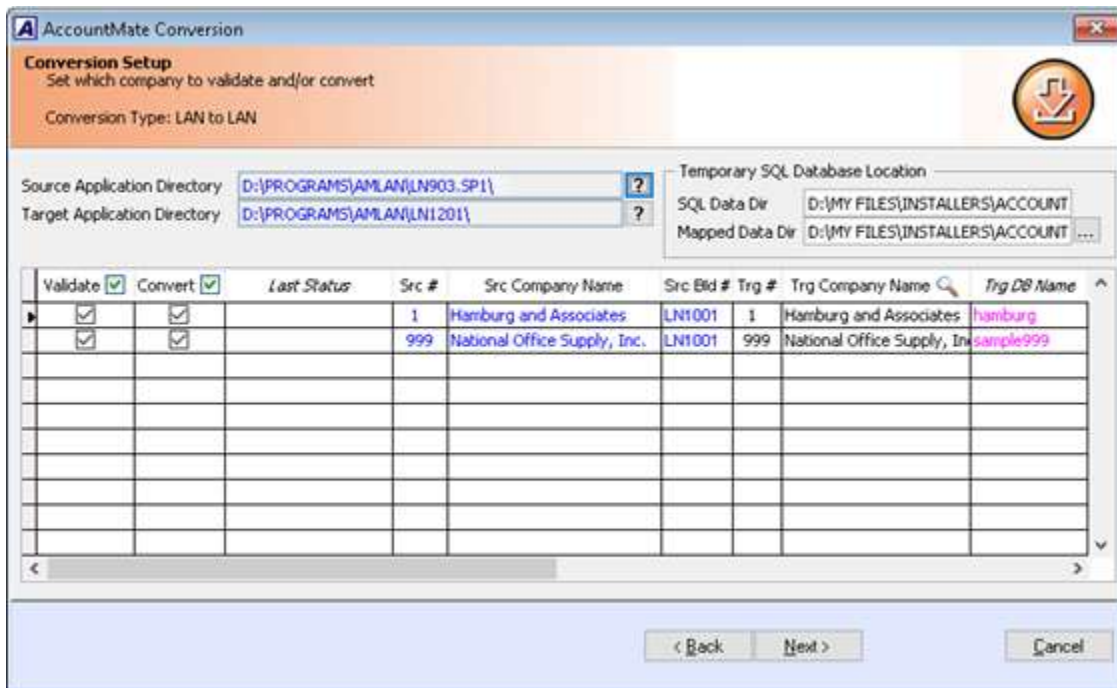
If you selected an existing profile and made changes to the Source and/or Target Application Directory fields, you should see the following message:



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

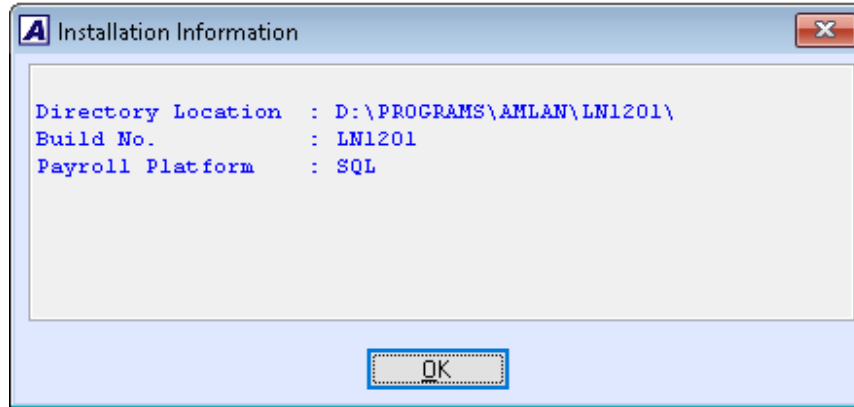
### 3. Conversion Setup

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



**Figure 5. Conversion Setup**

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 6. Source or Target Application Properties**

In the **Temporary SQL Database Location** section above the grid, enter the path where you want the utility to store the temporary SQL database that will be created during the upgrade.

- a. **SQL Data Dir** => specify the folder on the computer where Microsoft SQL Server is installed.
- b. **Mapped Data Dir** => specify the path that represents the mapping you made to the SQL Data Directory on the computer from where you are running the conversion utility.

**Note:** If Payroll is **not** installed in your target application, no temporary SQL databases will be created and you do not have to fill up the **Temporary SQL Database Location** section.

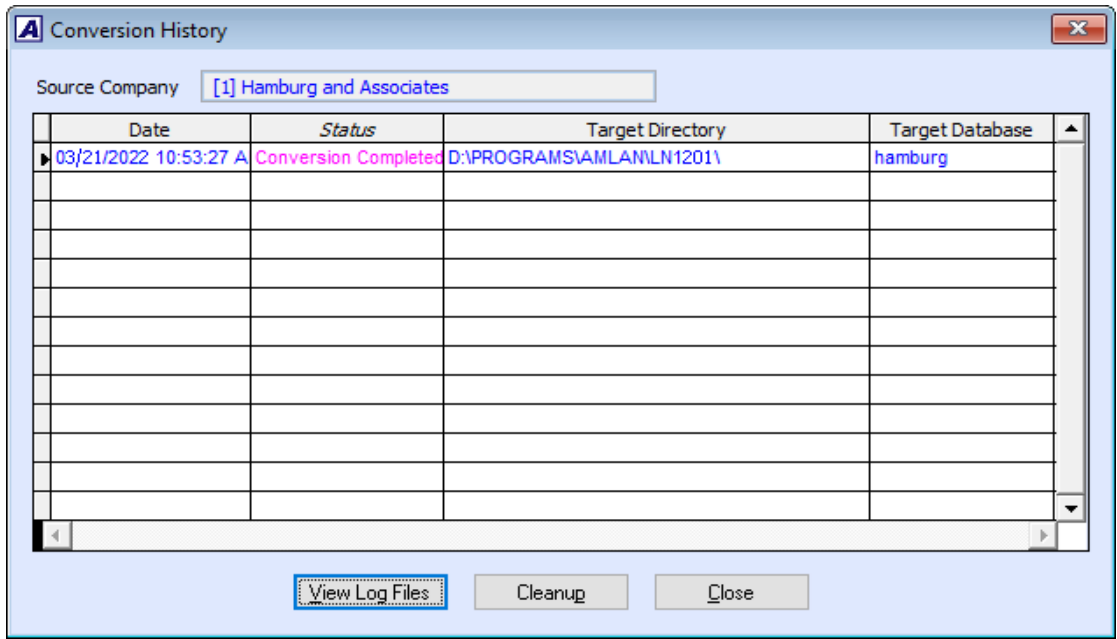
The grid displays the companies that are in your Source Application Directory (i.e., previous build) including the sample company:

- 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 various types of data validation; however, if any issues are found, no data fixing will be performed. You must fix the AccountMate LAN data using Visual FoxPro and then create another backup before proceeding with the upgrade.
- b. **Convert** => mark this checkbox to upgrade the company data. This checkbox is marked by default.
- c. **Last Status** => this field displays the status from the last time you attempted to upgrade the company data. If this is the first time you upgrade the company, this field will be blank. For subsequent attempts to upgrade the company, you may find the following information:
  - o **Started** – validation or conversion has been started but was abnormally stopped by power outages or computer crashes thereby causing the upgrade to improperly shut down.

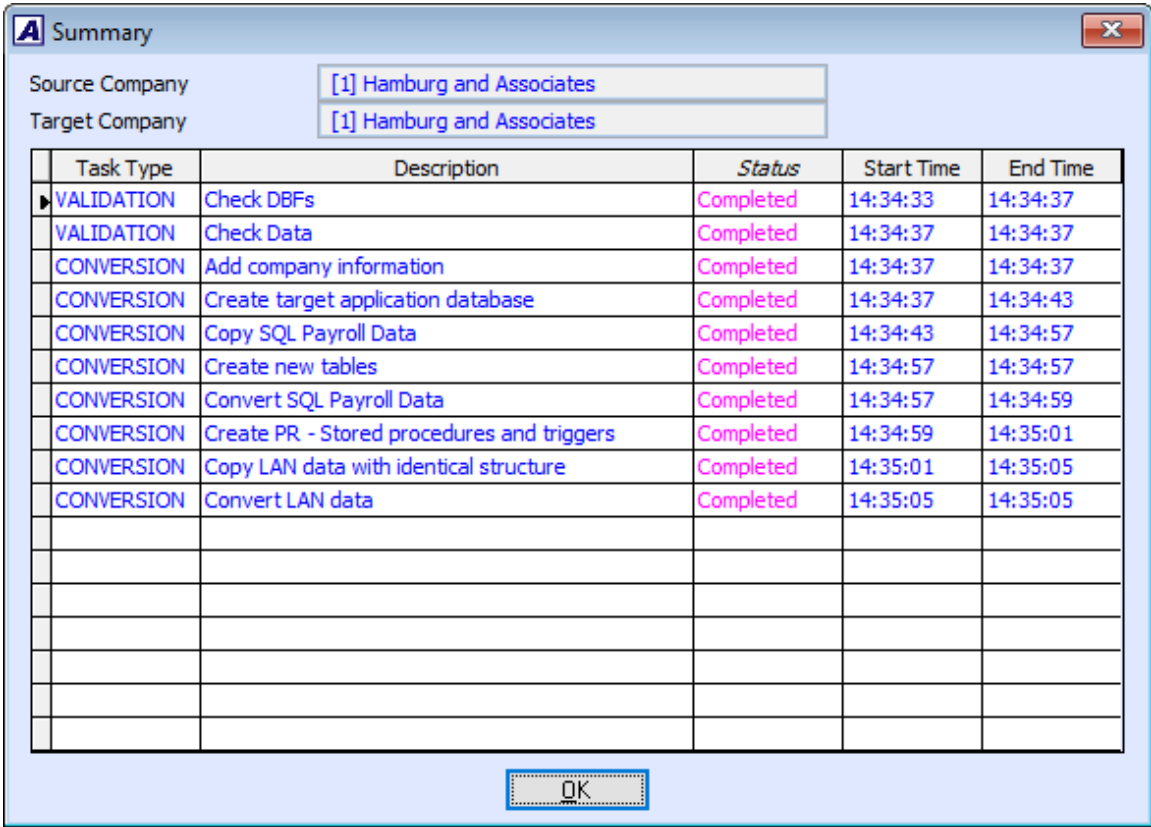
- **Validation Completed** – the source company was selected for validation only and the validation completed without error.
- **Validation Failed** – errors were encountered during validation of the source company.
- **Conversion Completed** – the source company was selected for conversion and the conversion 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 validate or convert a source company data.
- Click the **Cleanup** button in the Conversion History window to delete the upgrade log files. Be sure to do this only if you no longer need the upgrade logs (i.e., upgrade completed successfully, and data has been reviewed) as there is no way to retrieve them.
- Double click the **Status** field or click the **View Log Files** button in the Conversion History window to display the **Summary** window (Figure 7b). This window shows the status of each task that was performed as part of the validation and/or conversion process.
- Double click the **Status** field in the Summary window to view the related **upgrade log** (Figure 7c).



**Figure 7a. Conversion History**



**Figure 7b. Summary**

```
FILE LOCATION: D:\MY FILES\INSTALLERS\CONVERSION
ENGINE\AMCONVERT_20220321_RC01\SESSIONS\LN903SP1_LN1201_20220321142938\WORK\
hamburg_pr\COPYSQLPRDATA.LOG
TASK: COPY SQL PAYROLL DATA FROM DATABASE [hamburg_pr] TO [hamburg_pr]
COPYING TABLE [APCONT]...
...COMPLETED
COPYING TABLE [APVEND]...
...COMPLETED
COPYING TABLE [APVENDH]...
...COMPLETED
COPYING TABLE [APVNOT]...
...COMPLETED
COPYING TABLE [BRCTRL]...
...COMPLETED
COPYING TABLE [BRCTRLH]...
...COMPLETED
COPYING TABLE [BREBAT]...
...COMPLETED
COPYING TABLE [BRSYST]...
...COMPLETED
COPYING TABLE [COACPD]...
...COMPLETED
```

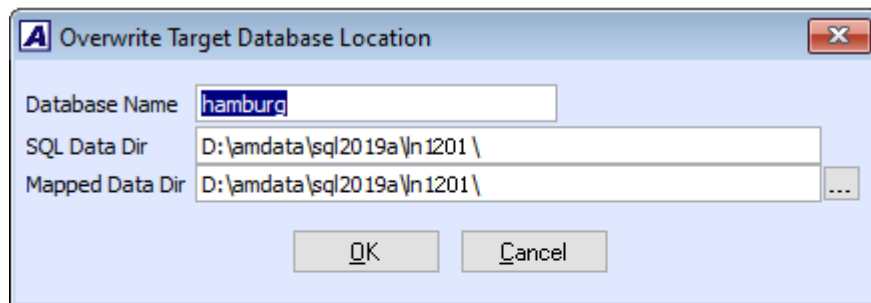
**Figure 7c. Upgrade Log**

- d. **Src #, Src Company Name and Src Bld #** => these fields are read-only. They display the company IDs, company names and company database build # from the source AccountMate application (i.e., previous build).
- e. **Trg #, Trg Company Name and Trg DB Name** => these fields display what will be the company IDs, names, and database names in the target AccountMate application (i.e., new build). 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** => the **Trg #, Trg Company Name** and **Trg DB Name** fields are read-only. You can drill down on the **Trg DB Name** field to display the **Overwrite Target Database Location** window (Figure 8) where you can enter the location where you want to store the Payroll-related databases that will be created by the upgrade process.
  - o **Side-by-side upgrades** => the **Trg #** and **Trg Company Name** fields are available for user input; these fields take their default values from the Src # and Src Company Name fields. You can only overwrite the **Trg DB Name** if Payroll is installed in your target AccountMate application (i.e., new build). 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 database name and location where you want to store the Payroll-related databases that will be created by the upgrade process.



**Notes:**

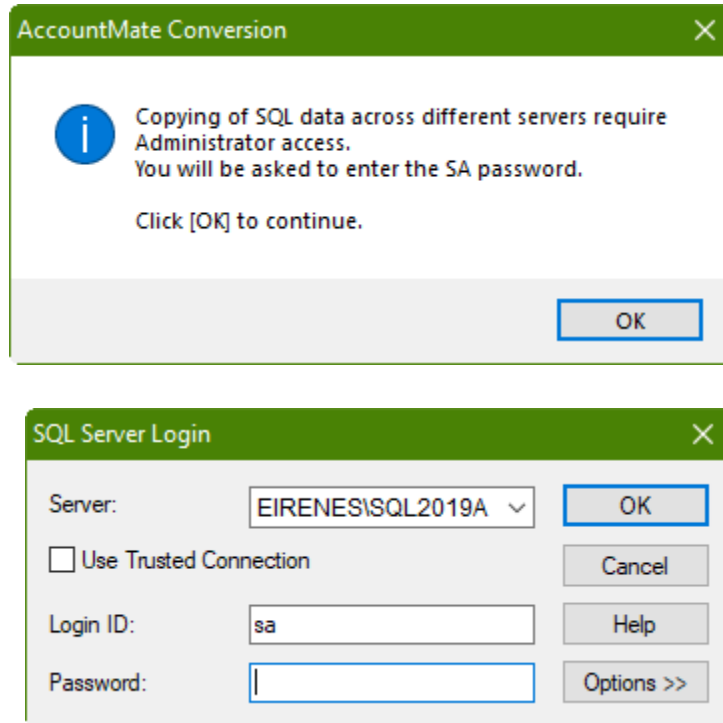
- You can double-click the **Trg Company Name** column caption to view a list of companies already set up in the target AccountMate application.
- For **side-by-side upgrades**, the utility will not allow you to use a target company that already exists in the target AccountMate application (i.e., new build). Instead, the utility will create the target company database for you during the upgrade.
- The target database name must not contain the following:
  - space(s)
  - "ln12" or "lnsqlpr"
  - system-generated LNTEMP database name (Intemp\_+database name of source database, e.g. Intemp\_sample).



**Figure 8. Overwrite Target Database Location**

Click **Next** to proceed. If Payroll is installed in the target AccountMate application (i.e., new build), the utility will validate the target company ID and database names to make sure that they do not have duplicates.

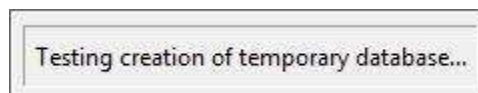
If you are performing a **Side-by-Side Upgrade** and both your source and target applications have upgraded/installed payroll, the utility will display the following screens (Figure 9):



**Figure 9. SQL Server Login – Side-by-Side**

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

If you are performing a **Side-by-Side Upgrade**; and your source AccountMate application (i.e., previous build) has the standard LAN payroll and your target AccountMate (i.e., new build) has been installed with Payroll, the following message (Figure 10) is displayed in the upper right-hand section of the screen:



**Figure 10. Message**

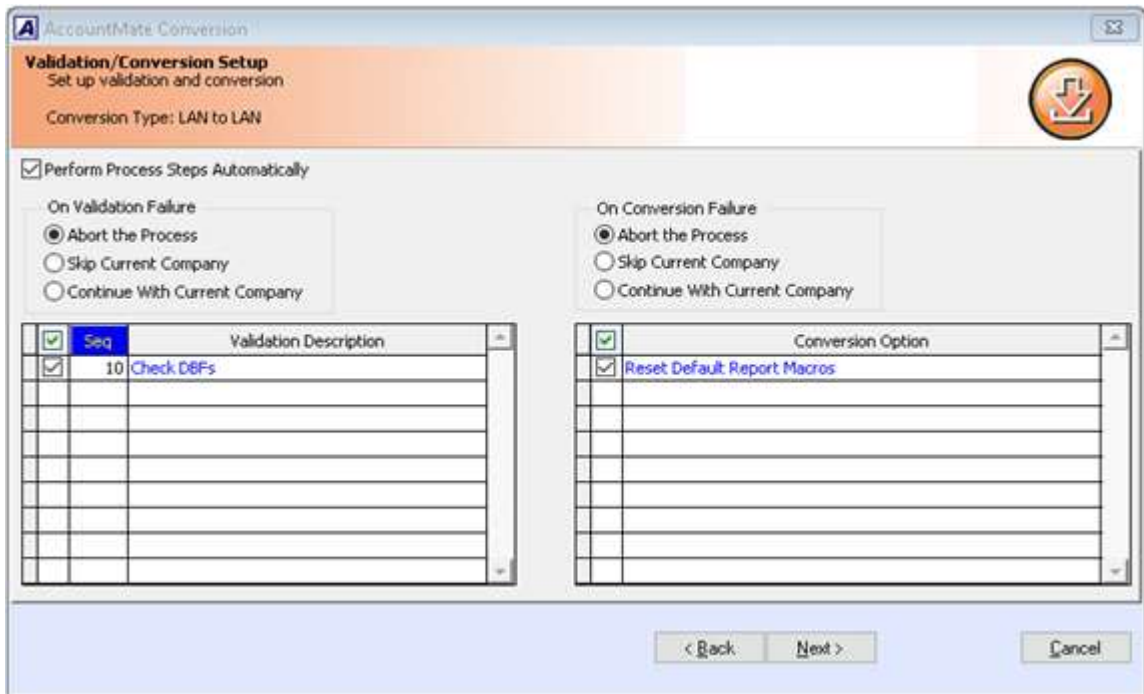
During this time, the utility will create a dummy database in the temporary SQL database location you specified. If this is successful, the **Validation/Conversion Setup** screen will be displayed.

#### 4. Validation/Conversion Setup

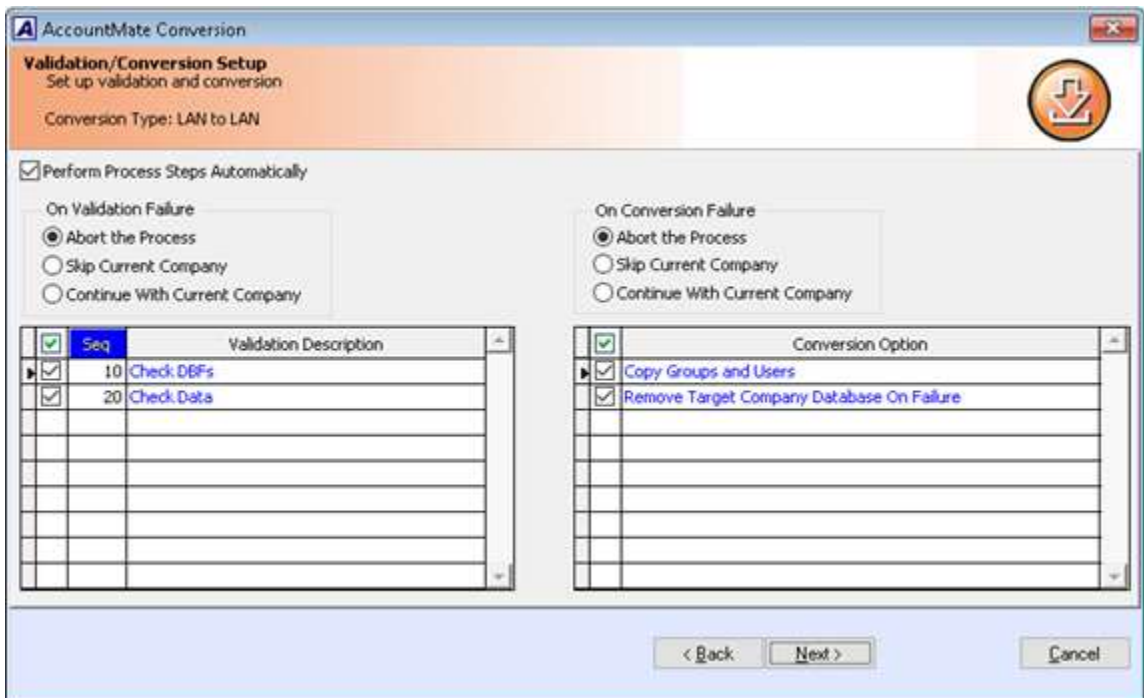
This is where you configure the settings that will determine what actions the utility will take during the data validation and/or conversion process:

- 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** – 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** – 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 11a. Validation/Conversion Setup – In-Place Upgrade**



**Figure 11b. 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 are three options:

- **Check DBFs** – select this option to validate the structural integrity of the AccountMate LAN tables. The utility will access each table and verify whether its records can be read. This validation must be performed for all AccountMate LAN company databases, including the sample company.
- **Check Data** – this option is only displayed if you are performing a side-by-side upgrade. Select this option to check for possible primary key violations in the source AccountMate LAN data. This validation must be performed for all AccountMate LAN company databases, including the sample company.
- **Check For Invalid SQL Dates** – this option is only displayed if all these conditions are met:
  - i. You are performing a side-by-side upgrade
  - ii. The source AccountMate build has the standard LAN Payroll
  - iii. Payroll is installed in the target AccountMate build

Select this option to check for date values that are less than 01/01/1753. Such dates will result in an “invalid date format” error when the utility uploads the LAN data to the SQL server. This validation must be performed for all AccountMate LAN company databases, including the sample company.

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 11a) or a **side-by-side upgrade** (Figure 11b):

- **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:*

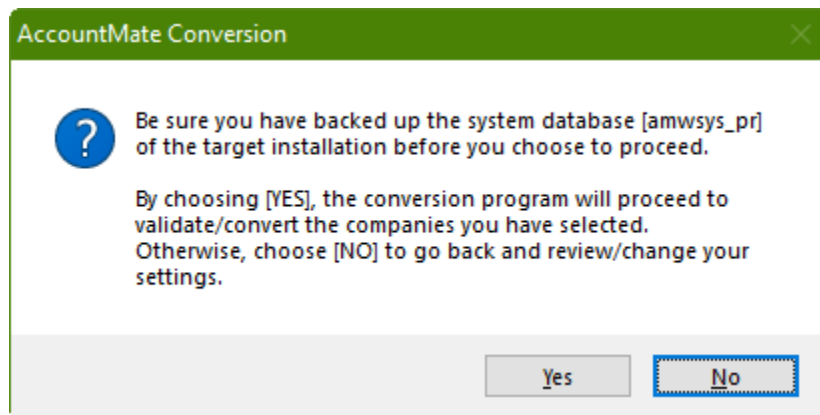
- If a group already exists in both the source and target companies but one of its users does not exist in the target company, the utility will copy the user into the same group in the target company.
- If a user already exists in both the source and target companies but its group in the source company 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 only displayed when you are performing an in-place upgrade where the source company database has upgraded/installed payroll and the target company database is AM 12 for LAN or higher. When this checkbox is marked all the report macros in your old AccountMate version will be replaced with the AM 12 for LAN default report macros.

## 5. Run the Conversion

When you have made your selections, click the **Next** button. The following message or a variation thereof will be displayed.



**Figure 12. Backup Reminder**

Click **Yes** to proceed. At this point the system will display the **Processing Data Validation and Conversion** window (Figure 13a and Figure 13b). This lists the steps that will be performed based on the selections you made in the Validation/Conversion Setup screen (Figure 11a and 11b).

**Note:** Some tasks (e.g., Check data, Check For Invalid SQL Dates, Add company information, etc.) will only appear in the grid if you are performing a side-by-side upgrade while other tasks (e.g. Prepare LAN data for upgrade) will only appear in the grid if you are performing an in-place upgrade.

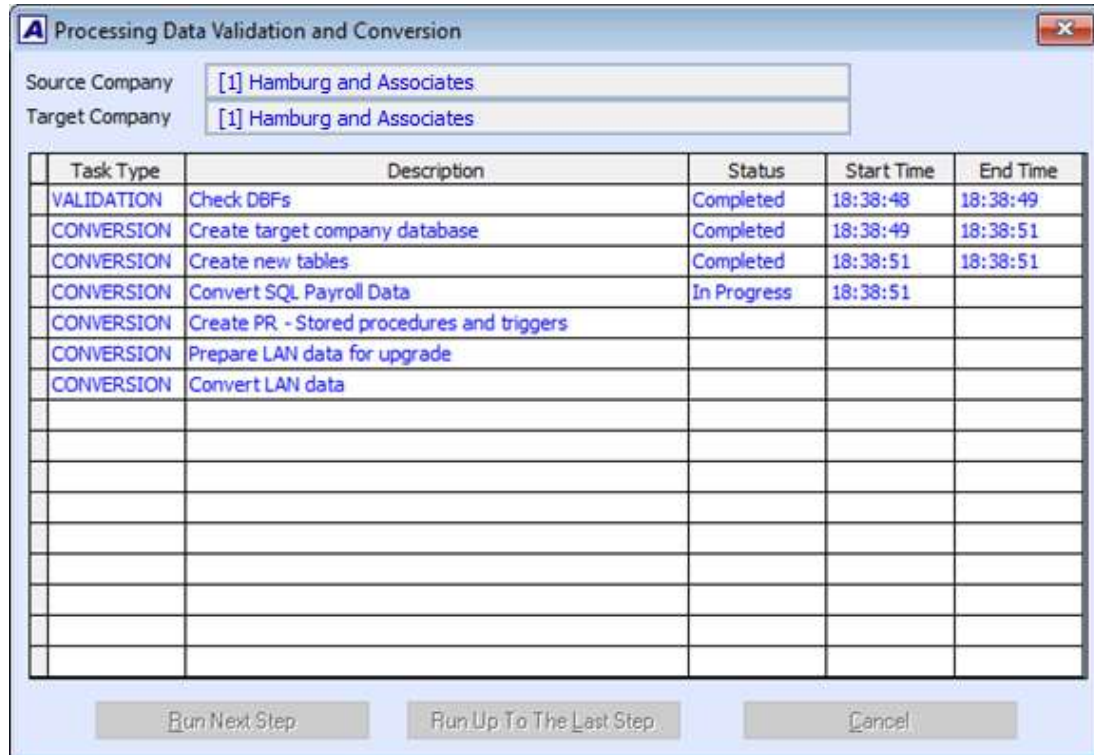
**Processing Data Validation and Conversion**

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

Task Type	Description	Status	Start Time	End Time
VALIDATION	Check DBFs	Completed	11:51:00	11:51:02
VALIDATION	Check Data	Completed	11:51:04	11:51:04
CONVERSION	Add company information	Completed	11:51:07	11:51:07
CONVERSION	Create target application database	In Progress	11:51:08	
CONVERSION	Copy SQL Payroll Data			
CONVERSION	Create new tables			
CONVERSION	Convert SQL Payroll Data			
CONVERSION	Create PR - Stored procedures and triggers			
CONVERSION	Copy LAN data with identical structure			
CONVERSION	Convert LAN data			

Run Next Step    Run Up To The Last Step    Cancel

**Figure 13a. Manual Side-by-side Upgrade Process**



**Figure 13b. Automatic In-place 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 Through The Last Step** button. Click **Cancel** to terminate the process.

**Note:** These buttons are *disabled* (Figure 13b) if you mark the **Perform Process Steps Automatically** checkbox in the Validation/Conversion Setup screen (Figure 11a or 11b).

At this stage, you will note that the selected companies are 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 14). 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.



**AccountMate Conversion**

**Summary**  
View validation and/or conversion status and log files

Conversion Type: LAN to LAN

Source Application Directory: D:\PROGRAMS\AMLAN\LN903.SP1 ?

Target Application Directory: D:\PROGRAMS\AMLAN\LN1201 ?

Src #	Src Company Name	Trg #	Trg Company Name	Trg DB Name	Status
1	Hamburg and Associates	1	Hamburg and Associates	hamburg	Conversion Completed
999	National Office Supply, Inc.	999	National Office Supply, Inc.	sample999	

< Back    Next >    Cancel

**Summary**

Source Company: [1] Hamburg and Associates

Target Company: [1] Hamburg and Associates

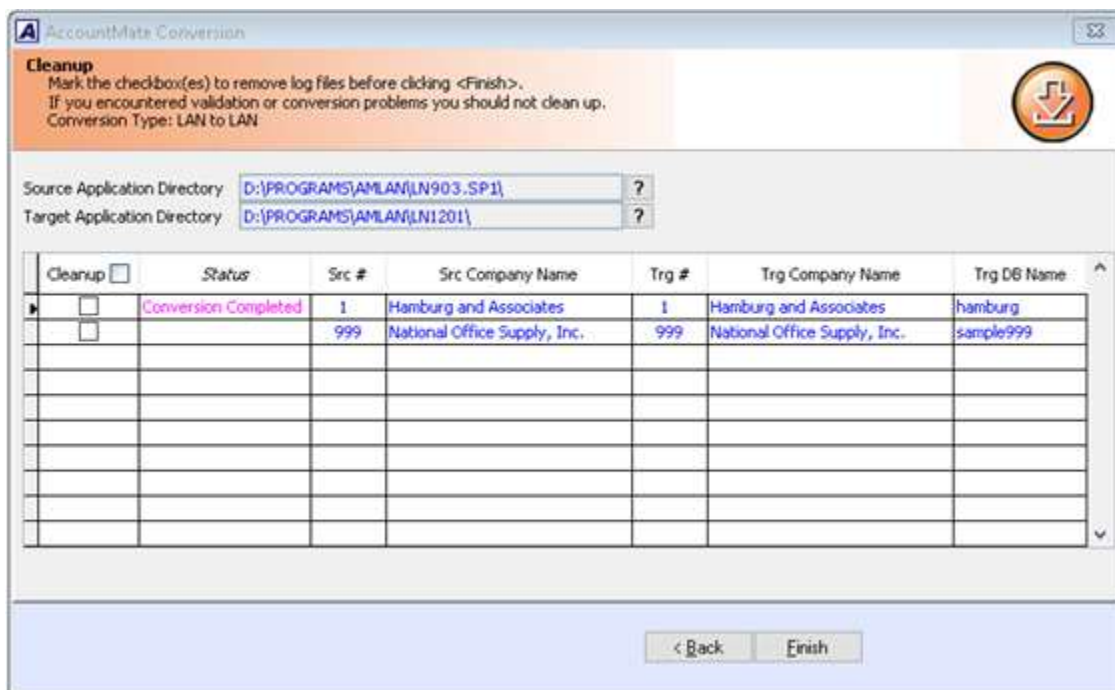
Task Type	Description	Status	Start Time	End Time
VALIDATION	Check DBFs	Completed	16:03:17	16:03:23
VALIDATION	Check Data	Completed	16:03:23	16:03:23
CONVERSION	Add company information	Completed	16:03:23	16:03:23
CONVERSION	Create target application database	Completed	16:03:23	16:03:28
CONVERSION	Copy SQL Payroll Data	Completed	16:03:28	16:03:41
CONVERSION	Create new tables	Completed	16:03:41	16:03:41
CONVERSION	Convert SQL Payroll Data	Completed	16:03:41	16:03:42
CONVERSION	Create PR - Stored procedures and triggers	Completed	16:03:42	16:03:45
CONVERSION	Copy LAN data with identical structure	Completed	16:03:45	16:03:55
CONVERSION	Convert LAN data	Completed	16:03:55	16:03:55

OK

**Figure 14. Summary Screen and Summary Windows**

In the **Cleanup** screen (Figure 15), mark the checkbox of the company which upgrade logs you want to delete. 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 have verified the converted data.

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



**Figure 15. Cleanup Screen**

## D. Post-Upgrade Process

### 1. Activate Modules

Activate **all** your modules.

- a. In the Administrator program, select Setup > Licensing > **Activate Module**. The system will display the **Important Notice** window that contains the AccountMate License and Copyright Notice. Click on "**I Agree**" to proceed.
- b. Verify the value entered in the space provided for the **AccountMate Product Key**. If the Product Key supplied is valid, the system will list all the modules that you acquired with a check mark on the **Purchase** column.
- c. To activate a module, click the box in the **Activate** column beside the module you want to be able to use.

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

## 2. Install License File

The AccountMate license is in a **License CD** which label shows your company name, Support ID, and Product Key. If you notice any discrepancy in your company name or Support ID, please contact Customer Service at 1-800-877-8896 ext. 520.

To install the **License File**:

Insert the **License CD** into a CD-ROM drive that is accessible from the computer where you will perform the License File installation.

Access the AM 12 for LAN **Administrator** program (click on **Amlanadm.exe** in the AccountMate root directory).

Select the **Install License File** option under the **Licensing** function on the **Setup** menu. This will display the **Important Notice** window. Click "**I Agree**" to show the **Install License File** dialogue box.

Click the ellipsis button beside the **License File** field and select the path that points to the CD-ROM drive.

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 12 for LAN 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 0.10 gigabytes. If your upgraded data has a size that is greater than 0.10 gigabytes, you will be locked out of the main AccountMate program even if 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.

## 3. Input PR Tax Subscription Key

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

If you have the Payroll module and an active Payroll Tax Subscription, you will be issued a PR Tax Subscription Key. The PR Tax Subscription Key is printed on the AM 12 for LAN **License CD** and/or **Product Key Card**, provided that your Payroll Subscription was active at the time the upgrade

was shipped to you. 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** printed on the AM 12 for LAN License CD. If the Subscription Key supplied is valid, the system will display in the **Tax Year** and **Tax States** fields the tax year and states covered by your subscription.

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

#### 4. Run Company Setup

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

- a. Set the Status to **Active**
- b. Provide the **Error Log Dir** and the **Attachment Dir**.

**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:\LN1202\Attachments\1 where 1 is the company ID.*
- 2) *In the source company, go to the **Attachment Dir** physical location. For example, Y:\LN903\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:\LN1202\Attachments\1.*

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

Access the **Group/User Setup** function. For each company that was upgraded, you must assign access rights to each qualified group and user.

#### 6. Run Data Encryption Utility

*Note: Perform this step if you have **Payroll** module installed.*

To encrypt all Payroll related bank account #s and routing #s, vendors' social security numbers, and customers' credit card numbers in your databases, run

the **Data Encryption Utility** that comes with the conversion utility package. You can find the utility (**amencrypt.exe**) in the **Utilities\Amencrypt** folder where you extracted the conversion.

## 7. Initialize Modules and Install Latest PR Tax Update

For each activated module that you use, you must access the Housekeeping menu and perform **Module Setup**.

If you are using the Payroll module and have a PR Tax Subscription for the current tax year, you must also **verify that you have the latest PR tax updates installed**. You can check this by running the Federal/State/Local Tax Table Maintenance functions. If you do not have the latest PR tax updates, you must download them from the AccountMate Download Center (<http://www.accountmate.com/download/>) and install them in your upgraded system.

## 8. Recalculate Employee Data

*Note: **Skip this step** if you do not have the **Payroll** module or if you do have **Payroll** module but do not have employees with payroll transactions recorded for multiple states.*

The Payroll module is now equipped to handle application of payroll and printing of one payroll check for employees with payroll transactions for multiple states. With this enhancement, the earnings displayed in the **Employee Maintenance** function may vastly vary from LAN 9 particularly for employees with payroll transactions recorded for multiple states. With this, to ensure that data is correctly updated per applicable state, recalculate the employee data through the **Data Manager** function.

Example:

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

*LAN 9 (source build):* The year-to-date earnings for the SALARY earning code that is displayed in the **Employee Maintenance ► Earning Code tab** is 56,000.00.

*LAN 12 (target build):* You will now see a **Tax State** selection list grid that lists all the states for which the employee has a recorded payroll transaction. The default tax state is the employee's assigned tax state before the upgrade.

*Before recalculating employee data*

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

After recalculating employee data

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

## 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 attention to the following Maintenance records:

- **Bank Account Maintenance** = > Review the assigned signature images and signature lines in the Signature tab for the indicated check amount the signatures will apply. You may check the signature preview if the signature/s looks good and amend as necessary.
- **Customer Maintenance** = > the default Ship Via and F.O.B values come from SO/AR Module Setup. You may change the values as desired. The values in these fields will be used when creating customer addresses.
  - => Commas in e-mail addresses or in between e-mail addresses will be converted to semi-colons after upgrade. Verify and amend those e-mail addresses that are supposed to have commas (e.g. john,kevin.brown@gmail.com) in the **Customer Maintenance ► Information ► E-mail** field.
- **Customer Address Maintenance** = > the default Ship Via and F.O.B values come from SO/AR Module Setup. You may change the values as desired. The values in these fields will be used when creating SO/AR transactions.
- **Employee Maintenance** => If you have employees with payroll transactions recorded for multiple states in AM9, verify and amend as necessary the employee information set up in the **Employee Maintenance** function, particularly the information in the **W-4 Info** and **Earning Code** tabs.
  - => Review all the employees' salary history in the **Earning Code** tab and amend as necessary. Pay particular attention to the earning codes assigned for each state, its corresponding default **Pay Amount** and **Effective Date**.
  - => Create a list of Standard Occupational Classification (SOC) codes in Miscellaneous Maintenance and assign a code to each employee record in the Info tab. The value in the SOC Code field will be automatically populated in the SOC Code field of the LA eFile LDOL ES 61 Report.
- **W-2 Information Update** => Review all the **Box 14** entries which were manually added or updated in the source build and amend as necessary.

## 10. Update Transactions' Attachments

*Note: **Skip this step** if you do not have the AR/SO and PO modules.*

The folder naming convention for Vendor/Customer related transaction attachments (AR Invoice, Purchase Order, Sales Order, etc.) has been changed starting in **AM 9.2 for LAN**. 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 SO # 30056 attachments for Customer # ACC1.

With this change, if you are upgrading from AM 9.1 for LAN (or lower), 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. If you are performing a **side-by-side** upgrade, be sure to copy the subfolder(s) in the source build's Attachments folder to the AM 12 for LAN Attachments.

## 11. Compare GL Transfer Report and GL Financial Statements

Run the **GL Transfer Report** for your non-GL modules and the **GL financial statements** (i.e., Balance Sheet, Income Statement, and GL Listing) and compare the information generated against the same reports from your previous AccountMate build. 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.

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

You should run the newly upgraded company in AM 12 for LAN 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 Sales Order Report, Shipment Report
- PO : Purchase Order Backorder Report, Received Goods Report
- IC : Inventory Transfer In-Transit Report
- MI : Backorder Report
- BR : Bank Reconciliation Report
- PR : PR Check Register Report, Earning Code Transaction Reports, Paid Leave Transaction Report, Deduction Transactions Report, QTD or YTD Tax Withholdings Report
- CL : Consolidated Account Balance Report, Consolidated Account Balance Analysis

## 13. Verify AP and/or PR Check Alignment

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

The **Bank Account Maintenance** function is enhanced to provide users with the capability to print one or two signature lines on AP or PR checks. With this

enhancement, the signature image height was increased from 1.010 to 1.250 inches. Logically and theoretically, this change should not have any effect in the check signature alignment; however, it is recommended that you verify the check signature alignment immediately after the upgrade to ensure that there is no misalignment prior to printing of valid checks.

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

#### 14. Perform “Workstation” Installation

**Caution:** *You need not run the workstation installation on the computer where you performed the server installation. If you previously performed the server upgrade through 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. Click on Setup.exe from the installer package. You will be shown the AccountMate 12.x for LAN 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. Since you are installing into a machine other than the file server where your AccountMate LAN program is physically located, select the network path where the AccountMate LAN folder has been mapped (e.g., F:\AMLAN).
- c. Click the **Next** button to proceed to the **Setup Type** screen. Since you are installing on a workstation, make sure that you choose the **Workstation** installation option.
- 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.

### E. Troubleshooting Errors and Messages

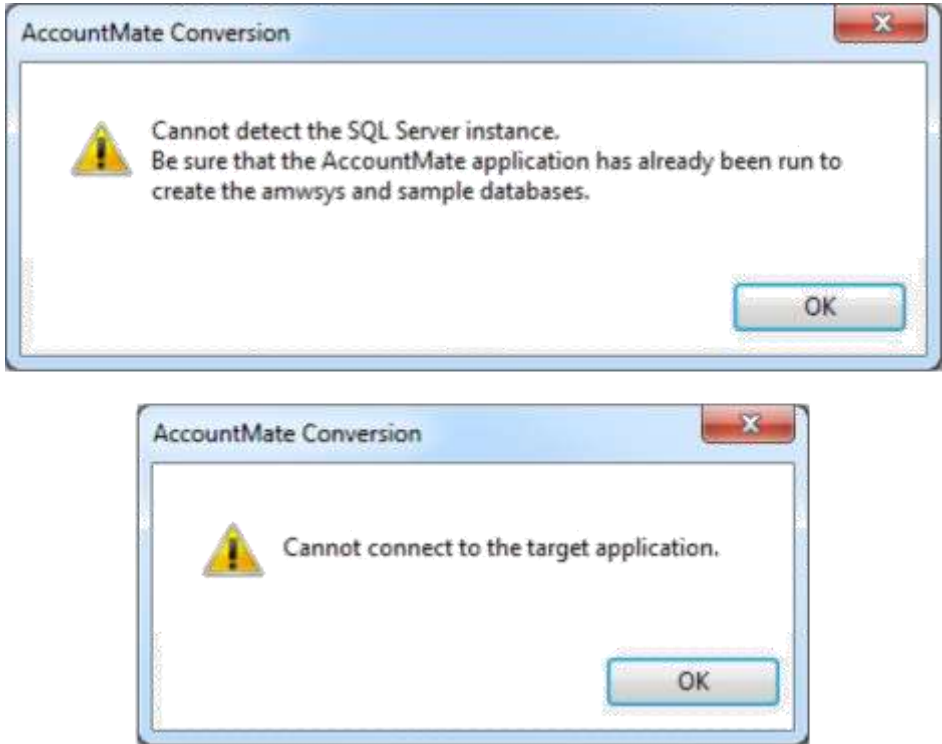
The succeeding section will provide tips for troubleshooting some of the more commonly encountered upgrade error messages.

1. **“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 if you are upgrading to AM 12 for LAN and the AMWSYS\_PR and Sample\_PR databases are not yet created in the SQL Server. To resolve these errors, launch the



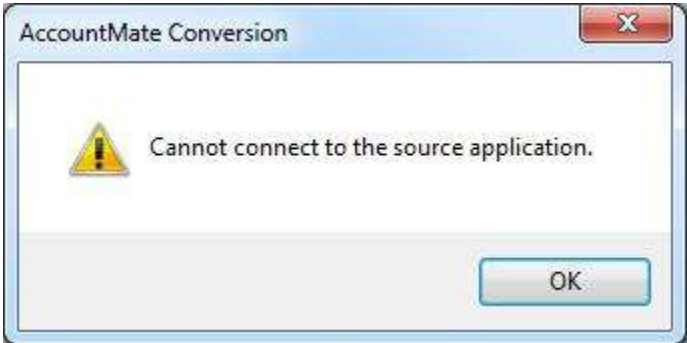
AccountMate 12 Administrator program. Refer to step 7 in Part B for more details.



**Figure 16. Cannot Detect SQL Server Instance Error**

**3. "Cannot connect to the source application."**

The error (Figure 17) below may occur when you click **Next** after you have selected a conversion profile or provided the location of your Source/Target Application Directory for new conversion profile. This takes place when the SQL server service of your Source AccountMate application (i.e., previous build) has stopped. To resolve the issue, go to the **SQL Server [xxxx] Services** in the **SQL Server Configuration Manager**. Choose the SQL Server of your Source AccountMate application; right click and click **Start** to run the service. The same configuration may be done if you have encountered an error "**Cannot connect to the target application.**" (Figure 16).



**Figure 17. Cannot Connect to the Source Application Error**

### 3. Cannot Rename Folder

You may encounter the error "**Convert LAN data task > Failed**". Upon perusal of the **Upgradelan.Log** file, you may find an entry similar to this one: "**Cannot rename folder [C:\AMLAN\Data\\_2MH13B7WX\].**"

This error usually results from not having sufficient access rights to a folder. To resolve this:

- a. Make sure that the folders and files of the source and target AccountMate installations are shared and not read-only or hidden.
- b. Verify that the Windows User Login ID used by the person performing the upgrade is given full control over all the folders and files of the source and target AccountMate installations.
- c. Make sure that no one attempts to access the source and target AccountMate installations while the upgrade is being performed. Make sure also that no instance of the source and target AccountMate applications are left open in any workstation, even if it is not actually used. If you have any other application that directly upgrades the source and/or target AccountMate installation's tables, verify that the application is not trying to upgrade AccountMate while the upgrade is going on.

If you have performed all the previous steps and the error persists, it is possible that the AccountMate program for either the source and/or target AccountMate installation was not properly closed, and some files were not released. In this case, you may need to reboot the server to release any locks placed on any of the AccountMate files.