

UNDERSTANDING THE CHECK FOR PAYROLL SUBSCRIPTION UPDATES FEATURE

The Payroll Tax Subscription Program can be installed automatically using the **Check For Payroll Subscription Updates** function (Figure 1).

Note:

- *An internet connection is required for the automatic update feature to work.*

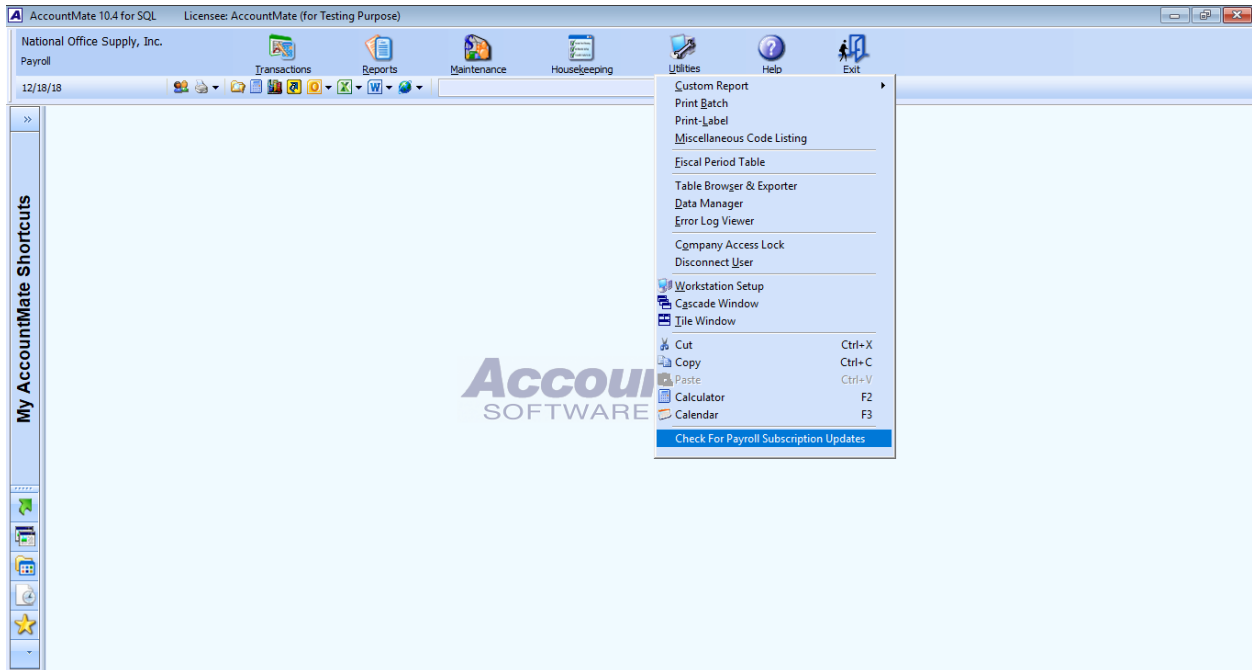


Figure 1

When you click the **Check For Payroll Subscription Updates** function, a Supervisor password will be asked for security purposes. AccountMate will then verify whether or not you have the latest Payroll Tax Subscription Program installed in your AccountMate installation (Figure 2).

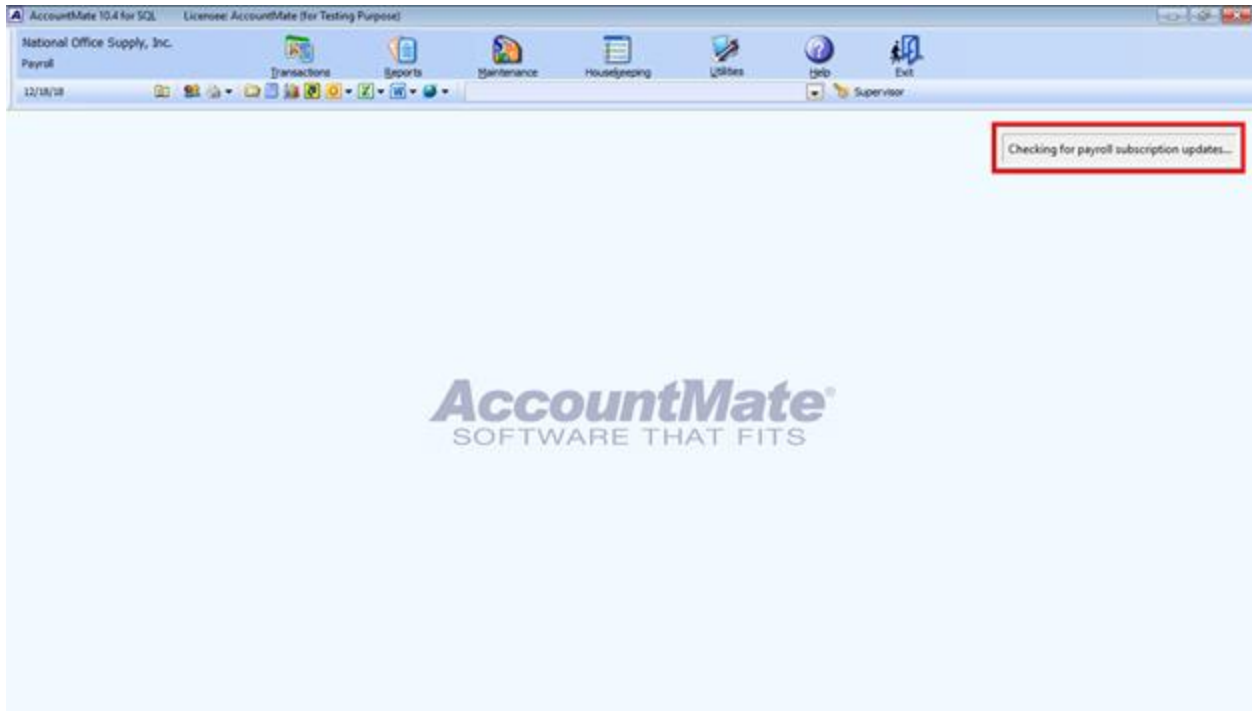


Figure 2

Note: You may encounter a message about missing Payroll Subscription Update components when you run the **Check For Payroll Subscription Updates** function. To update these missing components, perform the following:

AccountMate 11, 10, and 9 for SQL and Express, and AccountMate 10, 9, and 8 for LAN

Close the AccountMate program; then, launch the AccountMate Administrator program.

If AccountMate detects that the Payroll Tax Subscription Program installed in your AccountMate installation is not the latest, it will display the message "Payroll Subscription Updates are available for your AccountMate installation. Click this [link](#) to view the Summary of Payroll Tax Changes. Do you want to download and install these updates now?" (Figure 3); otherwise, it will display the message "The latest Payroll Subscription Updates are already installed in your system." (Figure 4).

You may click the [link](#) from the message if you wish to view the Summary of Payroll Tax Changes for the current tax year.

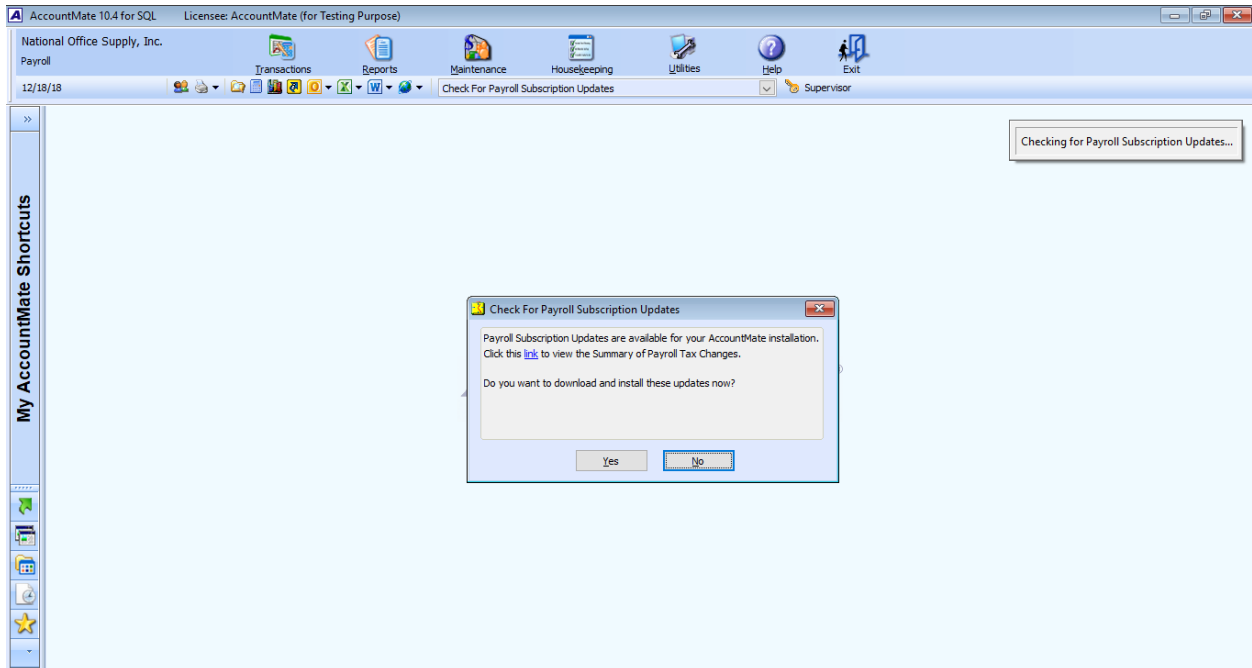


Figure 3

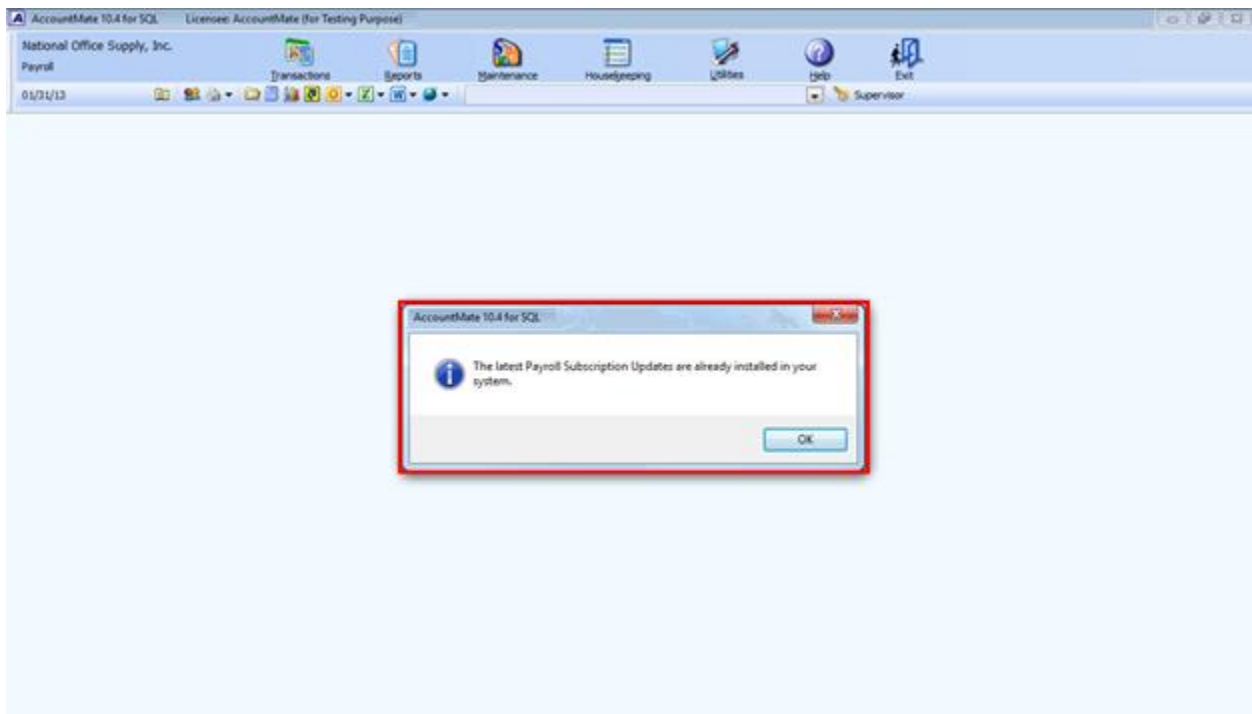


Figure 4

If an update is available, click **Yes** (Figure 5) if you want to download and automatically install the update; otherwise click **No**.

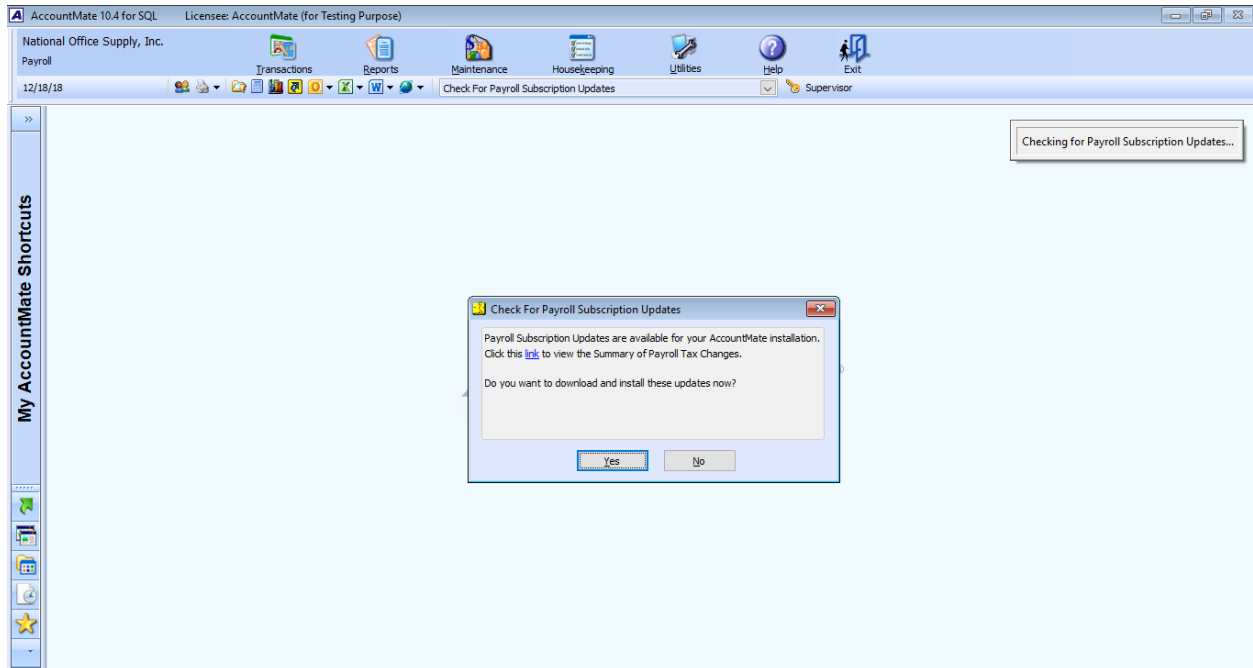


Figure 5

IMPORTANT: Before you install the latest Payroll Tax Subscription Program Updates:

- Verify that no other users are accessing AccountMate.
- Verify whether payroll modifications exist in your AccountMate program. If modifications exist, ensure that you understand if and how the Payroll Subscription Program Updates affect your modifications. Contact your AccountMate Solutions Provider for assistance.
- Back up the AccountMate application folder and all live company databases including amwsys and Sample (AMSQL/Express) or amwsys_pr and sample_pr (AMLAN). In case of problems after the installation, you must restore the application and the databases from your backup and start again.

If you click **Yes**, AccountMate will then download the latest Payroll Tax Subscription Program (Figure 6) and automatically install the updates (Figure 7).

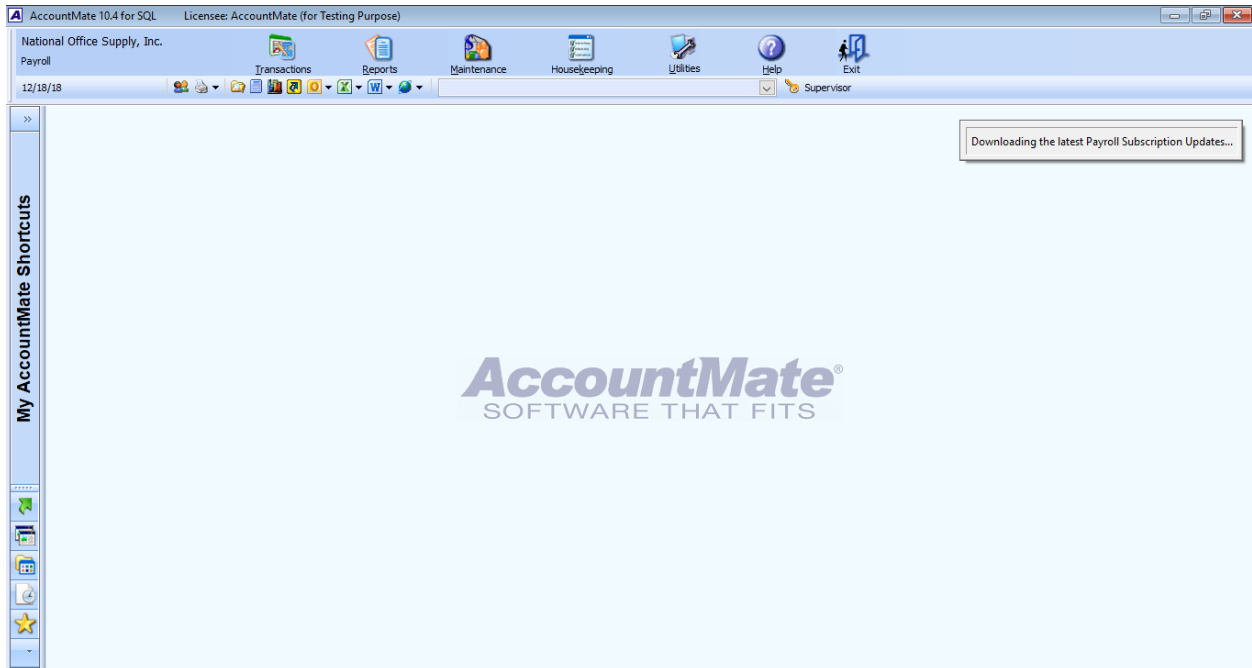


Figure 6

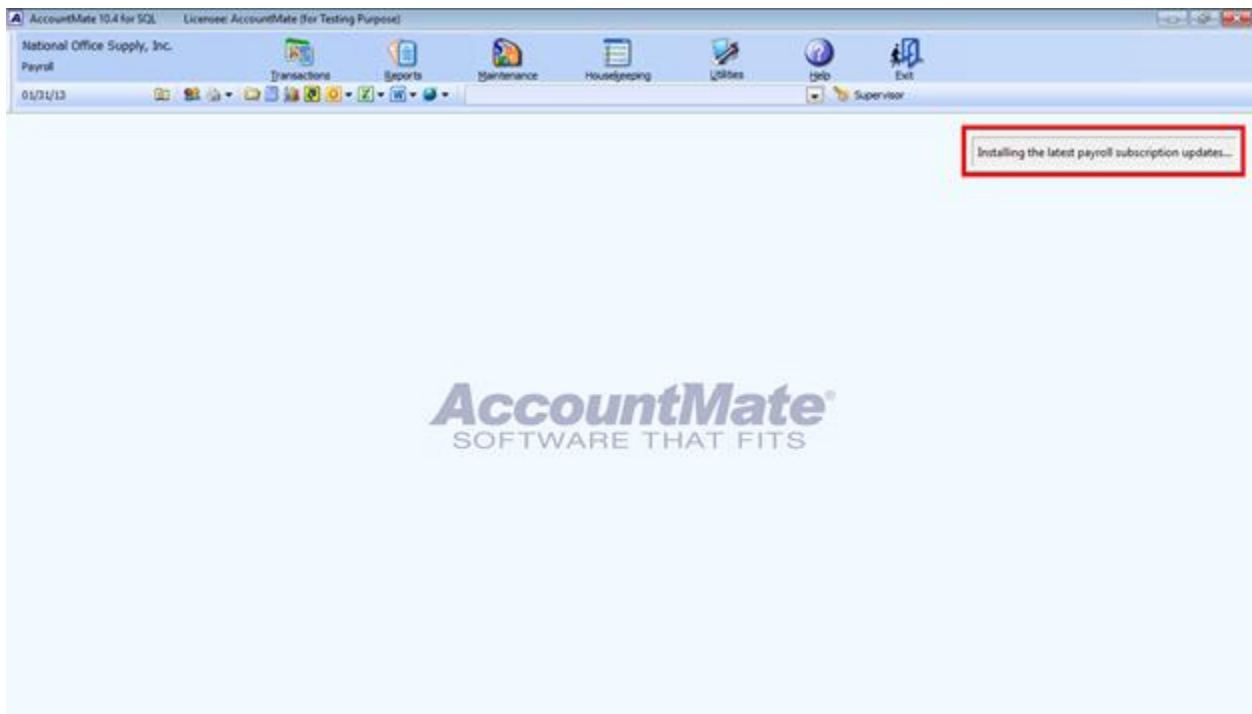


Figure 7

The message "Payroll Subscription Updates were installed successfully. Please restart the AccountMate program to complete the installation process." (Figure 8) is displayed after a successful installation. Click the **OK** button in the dialog box; then, close the AccountMate program.

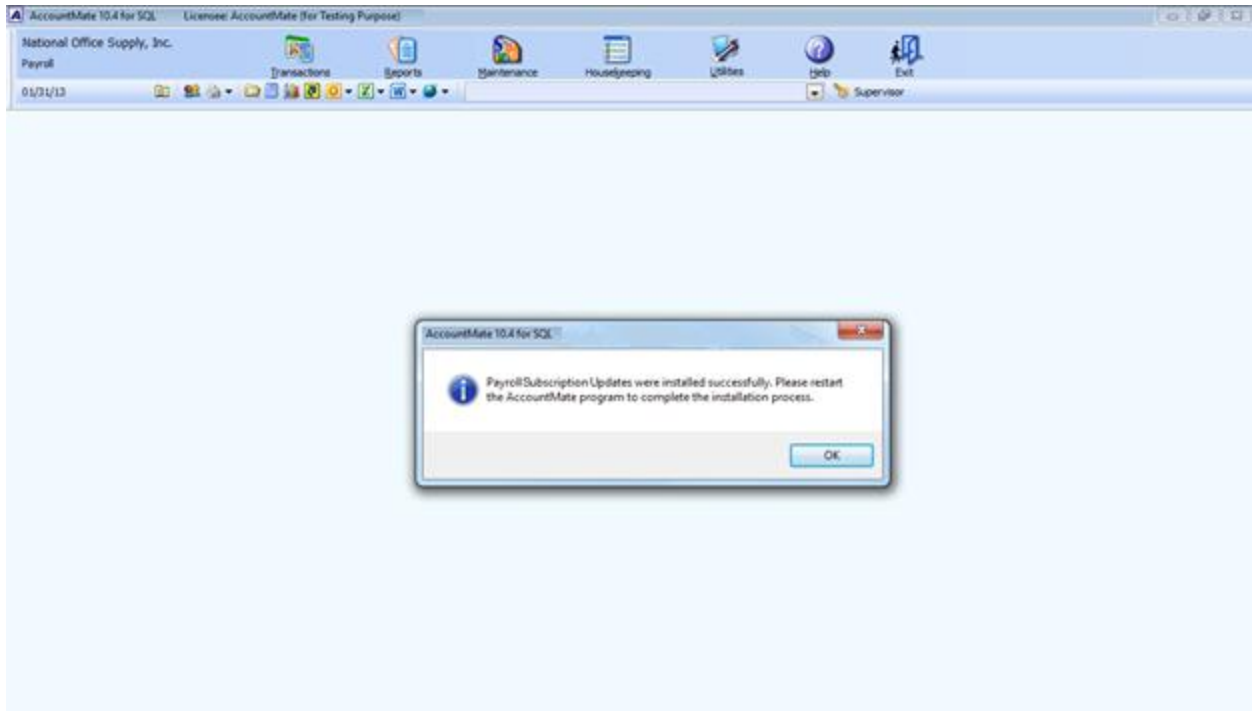


Figure 8

Access the AccountMate program again and verify that the latest Payroll Tax Subscription Program Updates were successfully installed.

TIP:

Q: How can I verify whether or not the latest Payroll Tax Subscription Program Updates are installed?

A: To verify that the latest Payroll Tax Subscription Program Updates are installed, perform either of the following:

- Access the [Summary of Payroll Tax Changes](#) web page to identify what have been updated; then, verify that the updates are installed (e.g., changes in the federal or state tax table values or implements program maintenance and enhancements).
- Verify that the **amsqlts.exe** that is in the AccountMate folder has a modified date that is the same as the date in the Last Updated field in the [AccountMate Payroll Tax Subscription Center](#). You may also check the **amsqlts.exe**'s file version #. To do this, right click on the **amsqlts.exe** file; then, select **Properties**. Access the **Details** tab in the **amsqlts.exe Properties** window; then, verify the **File Version #**. The current file version # must be higher than the file version # before you installed the latest payroll subscription program updates.

- Verify that the Payroll Tax Subscription Version # that is in **About AccountMate ► Payroll ► Payroll Tax Subscription ► Version #** field is higher than the Payroll Tax Subscription Version # before you installed the latest payroll subscription program updates.

Note: To view more Payroll Tax Subscription Program technical tips, read the [Payroll Subscription FAQs](#) document.

There are some cases when the Payroll Tax Subscription Program is downloaded but the payroll subscription updates are not installed. For example, AccountMate displays the message “*The installer is downloaded; however, the Payroll Subscription Updates are not installed. Install the payroll subscription updates manually by double-clicking the PRSUBAM.EXE that is in [xxx].*” where xxx represents the directory where your AccountMate folder is located (Figure 9).

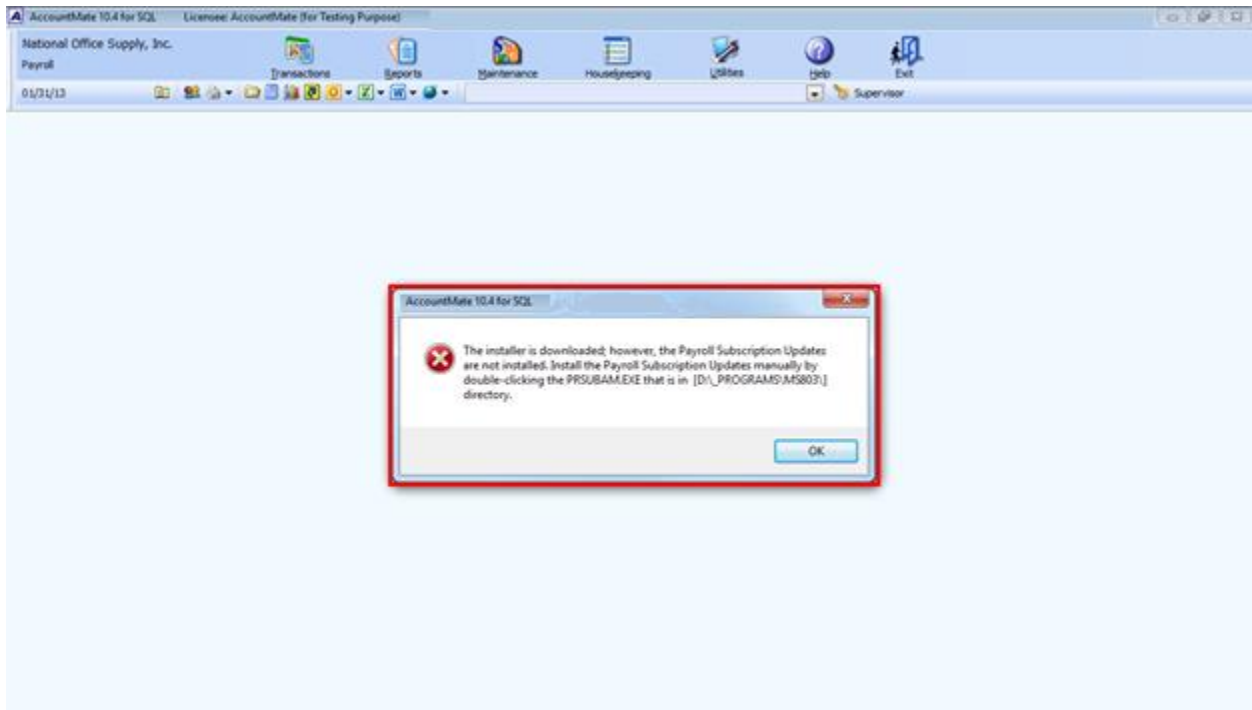


Figure 9

You can run the installer manually by double-clicking the **prsubam.exe** that can be found in your AccountMate folder (Figure 10). You may refer to the Payroll Tax Subscription Program Installation Instruction that you can access from the [AccountMate Payroll Tax Subscription Center](#).

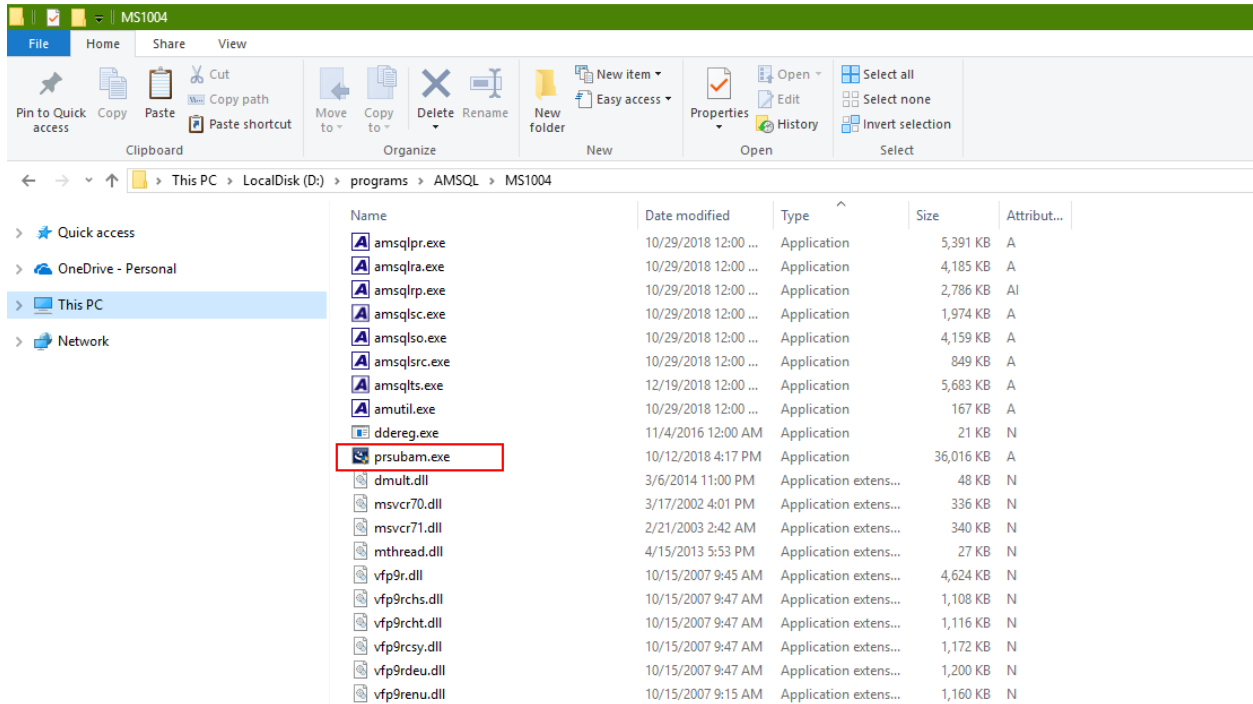


Figure 10

In case you cannot download the Payroll Tax Subscription Program (Figure 11) or you will encounter errors during the payroll subscription program automatic update process, contact your AccountMate Solutions Provider or AccountMate Technical Support for assistance.

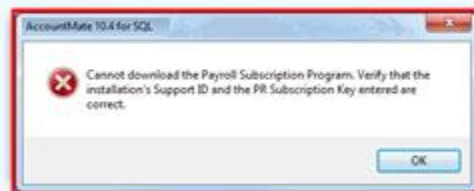
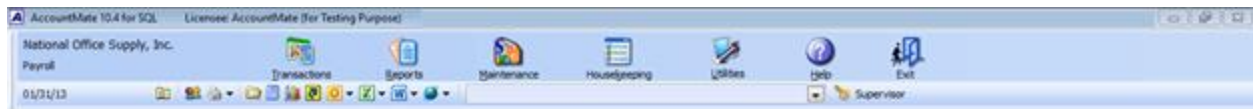


Figure 11