

Support update

Mike Shaw

22/09/2021



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Latest Announcements and Alerts


Sage X3 UK – News and Alerts



You can subscribe for automatic updates (Can get daily or weekly summaries)

<https://www.sagecity.com/gb/sage-x3-uk/f/sage-x3-uk-announcements-news-and-alerts>

 [Sage X3 Latest Patches](#)

 [ALERT: Changes to VAT on Hospitality, holiday accommodation and attraction in the UK coming into effect 1 October 2021](#)

 [ALERT: ****RESOLVED**** Mysage Case Management Portal update ****RESOLVED****](#)

 [INFO: Version 11 enters "Extended" Phase of support on 3rd January 2022](#)

 [Alert : Hotfixes available for Patch Updates function \(2021R2 and 2021R3\)](#)

 [ALERT: VAT MTD - Scheduled maintenance](#)

 [INFO: New Technical content added to the Knowledgebase in August 2021](#)

 [INFO: Announcing the availability of Sage Enterprise Intelligence 2021 R1.1](#)

 [Info: New blog article series - the "Build Diaries"](#)

 [ALERT: Web Scheduling 11.9.6.5 is now available for Sage X3](#)

Sage X3 UK – News and Alerts



ALERT: PU9 support phase has now transitioned to "End of Maintenance"



Mike Shaw

3 months ago

Sage X3 PU9 is now in "**End of Maintenance**" phase of support since 1st July 2021. See [KB article Id 105518](#) "[Sage X3 Lifecycle Policy](#)" for more details

You can find details of all the latest patches and support status on our "[Sage X3 Latest Patches](#)" article

Sage X3 UK - Blog



You can subscribe for automatic updates

<https://www.sagecity.com/gb/sage-x3-uk/b/sage-x3-uk-support-insights>



[Reports, reports, reports...Fixed Assets](#)

9 Sep 2021

 [Asad Zahoor](#)

Hi Guys, So following on from our recent blog post on Reports in the General Accounting prints/group, we will be continuing in the series with the Fixed assets reports. This can be located as below: Take a look at the table below, sho...



[The Finance Round-Up #7](#)

3 Sep 2021

 [Irfan Chaudhary](#)

Welcome back! With the release of 2021R3 (V12P27) last month, we are going to be using this edition to take a look at what's new and the latest changes to the existing functionality for finance. Back in 2021R2 (V12P26), the prepayment invoice m...



[Index page: Test system Build Diary index](#)

20 Aug 2021

 [Mike Shaw](#)

I thought it would be nice for the Sage Support team to share some of our Test system "Build Diaries" with you. This blog article will act as an index to the one's we publish; so you can easily find any that interest you. What is a "Build...



[Test system Build Diary: 2021 R3 \(V12 patch 27\) Multi-Main \(Application Cluster\) installation](#)

20 Aug 2021

 [Mike Shaw](#)

Sage X3 North America (NA) - Blog



You can subscribe for automatic updates

https://www.sagecity.com/support_communities/sage_erp_x3/b/sageerp_x3_product_support_blog



The Session Log Function got a revamped look – Come see what's Changed

30 Aug 2021



[chris hann](#)

Welcome Readers,

Today I have more of an update then something new to show you all. It was pointed out to me by a colleague of mine, that the Session log Function (AKA, the global engine trace that's under Administration, Usage section) has changed in Version 12 Patch 27. It's been redone, per say, into a newly updated function called X3 Session Log. It still does relatively the same function, but it now has an added...



How to Update the V12 PatchFinder

20 Aug 2021



[Darius Arnold](#)

Hello All,

As promised, here is my next installment regarding updating the V12 PatchFinder. Please review my blog post [HERE](#) for installing the V12 PatchFinder if you have not installed the V12 PatchFinder.

Today, we will be updating from **V12 PatchFinder 2021 R2 to V12 PatchFinder 2021 R3** using the **Quick Update method**. The quick update method simply updates the data used by the PatchFinder tool as opposed to reinstalling...

Latest software versions

Latest software versions



Sage X3 versions documented in the Support Forum

<https://www.sagecity.com/gb/sage-x3-uk/f/sage-x3-uk-announcements-news-and-alerts/147993/sage-x3-latest-patches>

- V12
 - 2021 R3 (12.0.27)
 - 2021 R4 due soon!

- V11 ****now with recently added “Compatibility” matrix**
 - 11.0.20

Latest software versions



Source of truth for the technology prerequisites is the online help:

- V12 Prerequisites https://online-help.sageerpx3.com/erp/12/public/prerequisites_last-version.html
- Prerequisites Overview http://online-help.sageerpx3.com/erp/12/public/prerequisites_overview.html

Latest software versions



Keep all your technology components up to date:

- Operating System
 - Sage certify at the “top” level, latest patches can be applied

Server operating system

Component	Update 9	Version 11	Version 12
Windows Server	2008 R2 (upgrade and compatible only)	2012 R2	2012 R2
	2012	2016	2016
	2012 R2		2019 since release 2020 R2/V12.0.22
Red Hat Enterprise Linux	7.x	7.x	7.x (7.5 or later is recommended)
			8.x (with mandatory <code>compat-openssl10-1:1.0.2o-3.el8.x86_64</code> package) since release 2021 R3/V12.0.27
Oracle Enterprise Linux	7.x	7.x	7.x (7.5 or later is recommended)
			8.x (with mandatory <code>compat-openssl10-1:1.0.2o-3.el8.x86_64</code> package) since release 2021 R3/V12.0.27
IBM AIX	To be deprecated. No new configuration should be allowed with IBM AIX	To be deprecated. No new configuration should be allowed with IBM AIX	Deprecated (except if used as a manually configured Oracle database server)

Latest software versions



- Database (SQL server, Oracle)
 - Sage certify at the “top” level, latest patches can be applied
 - e.g. If using SQL Server 2016 with V12 Patch 22, you can apply the latest patches available for SQL Server 2016, but would need to upgrade to Patch 23 or above before upgrading to SQL Server 2019

Databases

Component	Update 9	Version 11	Version 12
Oracle	11g R2 (upgrade and compatible only)	12c R1 SE2, EE	12c R1 and R2 SE2, EE
	12c R1 SE, EE		19c SE2, EE since release 2020 R2/V12.0.22
MS SQL Server	2012 SP2 SE, EE (upgrade and compatible only)	2014 SE, EE, BI	2016 SE, EE, BI
	2014 SE, EE, BI	2016 SE, EE, BI	2017 SE, EE, BI 2019 SE, EE, BI since release 2020 R3/V12.0.23

Latest software versions



- Elastic Search
 - Check pre-reqs for latest certified version
 - Check Elastic Search documentation for JDK versions supported

Servers, frameworks, and middleware

Component	Update 9	Version 11	Version 12
node.js	0.12.15 to 10.0.0	4.6.0 to 12.20.x	8.11.3 to 12.22.x
Elasticsearch	1.5.*	1.5.*	2.4.4
		6.4 since Syracuse 11.17 in V11.0.14	6.4 since Syracuse 12.3 in release 2019R3/V12.0.18
		6.8 since Syracuse 11.20 in V11.0.16	6.8 since Syracuse 12.6 in release 2020R1/V12.0.21
		7.9 since Syracuse 11.24 in Sage X3 Warehousing V11.0.10/Sage X3 V11.0.19	7.9 since Syracuse 12.9 in release 2020R4 / V12.0.24
JVM	7.x	8u201 or later 8.x recommended	8u201 or later 8.x recommended
Apache	2.2 (obsolete and deprecated) 2.4 recommended	2.2 (obsolete and deprecated) 2.4 highly recommended	2.2 (obsolete and deprecated) 2.4 highly recommended
BO	Business Object XI 4.1 SP3 patch 1	Business Object XI 4.1 SP3 patch 1	Business Object XI 4.2 SP8 patch 600
.Net framework	3.5 and 4	3.5 and 4	3.5 and 4

Latest software versions



- Apache 2.2 or 2.4
 - 2.4 is **highly** recommended
 - How to upgrade 2.2 to Apache 2.4
 - <https://online-help.sageerpx3.com/erp/12/public/index.html>

Latest software versions



- JDK
 - JDK 8 is mandatory, due to installation requirements of the MongoDB component (4.0 and 4.2)
 - Can install multiple JDK versions, for example if you wish to use latest certified JDK that Elastic Search supports
 - How to replace Oracle JRE/JDK by Zulu JRE/JDK
 - <https://online-help.sageerpx3.com/erp/12/public/index.html>
 - You don't have to use Zulu, for example can use OpenJDK

Anything else to discuss

Other news or discussions



Finance, Manufacturing and Distribution “Tips and Tricks” day

- Scheduled for 19th October 2021
- Agenda:

M&D

- How and when to use the Diagnostics Tool ALOGSUP
- How to troubleshoot import/export templates
- How to use Variable Class as a diagnostic tool
- How to use parameter STOTRACE to debug stock movement documents
- Debug Workflow

Finance

- Troubleshooting matching issues
- MTD useful tips & troubleshooting
- Resynchronisation tools
- Year End tips and tricks

Other news or discussions



Join in with the communities, can ask or respond to questions:

- (UK) Sage X3 community

<https://www.sagecity.com/gb/sage-x3-uk/f/sage-x3-uk-general-discussion>

- (NA) Sage X3 community

https://www.sagecity.com/support_communities/sage_erp_x3/f/sage-x3-general-discussion-forum

- (NA) Sage SEI community

https://www.sagecity.com/support_communities/sage_erp_x3/f/sage-enterprise-intelligence-for-sage-x3

Summary



- **Latest Announcements and Alerts**
- **Latest software versions**
- **Anything else to discuss**

Thank you

