

# Sage X3 Support update

Mike Shaw — 4<sup>th</sup> December 2024

Sage



# Contents

**Latest announcements and alerts**

**Latest software versions**







**Anything else to discuss**

# Latest announcements and alerts

# Sage X3 UK – News and Alerts

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

<https://communityhub.sage.com/gb/sage-x3/f/announcements>

-  **Sage X3 Latest Patches.**  
POSTED BY MIKE SHAW
-  **ALERT: Stock Valuation by Period (PIT valuation) parameter STOVALPER set to No by default in Version 2024 R2**  
POSTED BY MARTIN VICKERS
-  **ALERT: Hotfix X3-services-41.0.40 is now available for 2024 R1**  
POSTED BY RICHARD PERRINS
-  **INFO : Version 2024 R2 (12.0.36) is now available**  
POSTED BY MIKE SHAW
-  **E-Invoicing Germany**  
COMMENTED BY LISA HEARN DEN
-  **Explore Sage X3 Learning Opportunities This December**  
POSTED BY BIL ARIKAN

# Sage X3 UK - Blog

You can subscribe for automatic updates

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




## Why does my batch server say it is "Running" but it doesn't run anything?

 Mike Shaw

You may be finding yourself in a situation whereby the batch server status shows as "Running" but there are no batch jobs being processed and want to know how to track this down! This issue has been reported to Sage Support in the past and ...



## A "Perfect" Case: What info we need from you when logging a Sage X3 case

 Vish Singh

You have a new Sage X3 issue reported to you from your customer to deal with. Sage Support are of course here to help you, but at what point should you log a case with Sage and what information should you provide? As to when you should log the ...



## Securing Elasticsearch 8.14 with HTTPS Certificates

 Raheel

Securing Elastic Search 8.14 with HTTPS Certificates Securing your Elasticsearch instance is crucial to protect your data and ensure only authorised access. One of the ways to achieve this is by using HTTPS certificates. Enabling HTTPS on Elasticsear...

# Sage X3 UK – Business Partners only

This is a dedicated area with exclusive news and alerts tailored just for the Sage X3 Partner community in the UK.


You can subscribe for automatic updates

<https://communityhub.sage.com/gb/sage-x3/sage-x3-support---uki-partner-group/>


# Sage X3 North America - Blog

You can subscribe for automatic updates

[https://communityhub.sage.com/us/sage\\_x3/b/sageerp\\_x3\\_product\\_support\\_blog](https://communityhub.sage.com/us/sage_x3/b/sageerp_x3_product_support_blog)




### Info on 1099s for 2024


 Joel Singam

There will be no changes to any of the Sage X3 1099 forms this year. Therefore, there will be no new 1099 downloads for 2024.

Sage X3 version 12.0.1099 2022 cumulative patch update includes fixes previously delivered, as well as the new 2022 1099/1096...




### Using runtime tags on batch jobs


 Shaftque Syed

Runtime tags was introduced in X3 2023 R2 (12.0.34) patch release. We can use runtime tags to direct individual batch jobs to a specific runtime service or a specific group of runtime services. This can be done with tags assigned to the batch jobs.

Runtime...



### Installing MongoDB in Java Architecture where multiple versions of the same component exist.

 Shaftque Syed

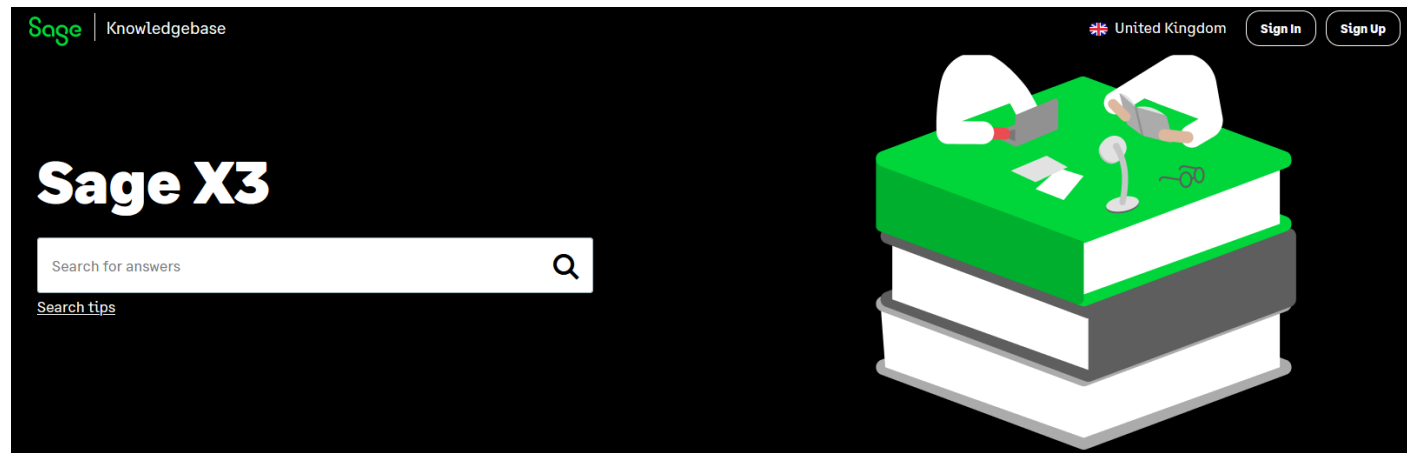
Client Java Architecture may have multiple versions of the same components (i.e. JVM, JRE, and JDK)

In this environment we often come across this issue where we are trying to install/upgrade MongoDB, but the installer hangs after validation certificate.

...

# Sage X3 UK – Knowledgebase

Sage UK X3 Support team knowledgebase is available via <https://gb-kb.sage.com> This URL includes UK specific articles plus all regions articles. North American specific articles can be found via <https://us-kb.sage.com>



## Featured Solutions

- ▶ How to troubleshoot slow performance for Sage X3



## How to

- ▶ Unbalanced distribution 8 (FIYEN Line 1) [Currency] [Company] 1[Site], when running Fiscal Year End. [FIYEND]
- ▶ How to request source code from customer support
- ▶ How to Transfer the balance between creditor accounts



# Sage X3 UK – finding information

There are a lot of places to find information, so have tried to summarise for you in the blog article “Sage X3 Support: Where can I go to find out stuff?” <https://communityhub.sage.com/gb/sage-x3/b/sage-x3-uk-support-insights/posts/sage-x3-support-where-can-i-go-to-find-out-stuff>

## Sage X3 Support: Where can I go to find out stuff?

3 minute read time.

Updated: 27 July 2023

That you are reading this article is a good starting point in itself!

So where can you go to find out information about Sage X3? It depends on what you are looking for of course...

### Where to start?

The “Sage X3 Support Landing Page” (<https://my.sage.co.uk/public/help.aspx#/customer/support/x3/category>) intends to be your one-stop shop for all the Sage X3 resources available.

### Knowledgebase

Knowledgebase (KB) articles tend to be fairly short and deal with one specific issue or problem/solution.

Sage X3 Support teams are transitioning our Knowledgebase to a new system. Available via <https://gb-kb.sage.com>

To go straight to X3 product use the URL [https://gb-kb.sage.com/portal/ss/?tabid=3&searchaliases=custom\\_gb\\_en\\_sagexthree](https://gb-kb.sage.com/portal/ss/?tabid=3&searchaliases=custom_gb_en_sagexthree)

Search tips <https://gb-kb.sage.com/portal/controller/view/faq?id=1>



Mike Shaw  
27 Jul 2023

✓ INFORMATION

✓ RESOURCES

✓ X3

✓ KNOWLEDGE

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# Sage X3 UK – Training resources

Regularly review Sage University for the latest offerings ( <https://sageu.com/> )

- **Sage X3 Partner course schedule** <https://sageu.com/sageX3/schedule/partner.html>

Apart from the standard courses available, this audience may be particularly interested in the advanced training by the Centre Of Excellence (COEX) team. Search for:

- **Expert Workshop** - typically one day or more
- **Knowledge Bites** - normally one hour

*More details on following slides*

# Sage X3 UK – Training resources

Dec 9 [Sage Enterprise Intelligence: Getting Started with the Basics](#)

Dec 10 [Sage Enterprise Intelligence: Using the SEI Addin for Excel](#)

Dec 12 [Sage Enterprise Intelligence: Advanced Formatting, Filtering & Sorting](#)

Dec 13 [Sage Enterprise Intelligence: Designing reports using the Report Designer](#)

Dec 17 [Sage Enterprise Intelligence: Administration and Security](#)

Dec 17 [Introduction to Requesters/Queries](#)

Dec 9 [Tips & Tricks for Importing & Exporting Data](#)

Dec 10 [Implementing Warehouse management with Sage X3](#)

Dec 11 [Mastering Settings for WIP Accounting](#)

Dec 11 [Foundations of Generative AI for Consultants: A One-Day Immersive Training](#)

Dec 16 [Understanding Manufacturing Costs from Setup to Implementation](#)

Dec 16 [Best Practices for Managing your Sage X3 Solution](#)

Dec 16 [Add-on development and licensing best practices](#)

Dec 17 [AI-Powered Project Management: Strategies with GenAI](#)

# Latest software versions

# Latest software versions

Sage X3 versions documented in the Support Forum

<https://communityhub.sage.com/gb/sage-x3/f/announcements/147993/sage-x3-latest-patches>

- V12 : Twice yearly releases (*General Release expected: May and November*)
  - Last release (November 2024) : **2024 R2 (12.0.36)**
  - *Next release 2025 R1 (12.0.37) expected May 2025*
- V11
  - Final patch release (March 2022) : **11.0.22**
    - **NOTE: end of maintenance date was 1<sup>st</sup> April 2024**

See KB article "[Sage X3 Lifecycle Policy](https://gb-kb.sage.com/portal/app/portlets/results/viewsolution.jsp?solutionid=220924460105518)" for more details (<https://gb-kb.sage.com/portal/app/portlets/results/viewsolution.jsp?solutionid=220924460105518> )

# Latest software versions

Source of truth for the technology prerequisites is primarily the online help, however you also need to review the patch documentation and release notes.

- Online help <https://online-help.sagex3.com/erp/12/en-us/Content/Home.htm>
  - V12 Prerequisites [https://online-help.sagex3.com/erp/12/en-us/Content/V7DEV/prerequisites\\_last-version.html](https://online-help.sagex3.com/erp/12/en-us/Content/V7DEV/prerequisites_last-version.html)
  - Prerequisites Overview [https://online-help.sagex3.com/erp/12/en-us/Content/V7DEV/prerequisites\\_overview.html](https://online-help.sagex3.com/erp/12/en-us/Content/V7DEV/prerequisites_overview.html)
  - [Architecture and system requirements](#)
- 2024 R2 Patch Documents  
<https://ukienterprisedownloads.sage.co.uk/Support/SageX3/X3V12/Patches/12.0.36/1616.x3-patch-documents-12.0.36.zip>
- 2024 R2 Release Notes <https://online-help.sagex3.com/x3-release-notes/index.html#/release/en-US/2024-r2-36>

# Latest software versions

Keep all your technology components up to date:

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

Component	Product version	Component version
Windows Server	Prior to release 2020 R2/V12.0.22	2016 Essentials, Standard, and Datacenter
	From release 2020 R2/V12.0.22 to release 2022 R3/V12.0.32	2019 Essentials, Standard, and Datacenter
	Since release 2022 R4/V12.0.32	2022 Essentials, Standard, and Datacenter
Red Hat Enterprise Linux	Prior to release 2022 R4/V12.0.32	Linux Server x64 release 7
	Since release 2022 R4/V12.0.32	Linux Server x64 release 8
Oracle Enterprise Linux	Prior to release 2022 R4/V12.0.32	Linux x64 release 7
	Since release 2022 R4/V12.0.32	Linux x64 release 8

# 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

Component	Product version	Component version
Oracle	Prior to release 2020 R2/V12.0.22	12c R1 and R2 SE2, EE
	From release 2020 R2/V12.0.22	19c SE2, EE
Microsoft SQL Server	Prior to release 2020 R3/V12.0.23	2016 SE, EE, BI
		2017 SE, EE, BI
	From release 2020 R3/V12.0.23 to release 2023 R1/V12.0.33	2019 SE, EE, BI
	From release 2023 R1/V12.0.33	2022 SE, EE, BI



# Latest software versions

- MongoDB

MongoDB	From Syracuse 12.5 in release 2019 R5/V12.0.20 to release 2020 R3/V12.0.23	3.6
	Syracuse 12.8 in release 2020 R3/V12.0.23	4.0
	From Syracuse 12.9 in release 2020 R4/V12.0.24 to release 2021 R4/V12.0.29	4.2
	From Syracuse 12.14 in release 2022 R1/V12.0.29	4.4
	From Syracuse 12.21 in release 2024 R2/V12.0.36	7

**Notes:**

- The MongoDB installer is included in the Sage X3 ISO.
- MongoDB versions under 4.2 are not compatible with Windows Server 2019.
- MongoDB 4.4 is not compatible with Windows Server 2012 R2.

# Latest software versions

- Elastic Search
  - No longer mandatory to be installed since 2022 R4
  - Check Elastic Search documentation for JDK versions supported
    - Can use the JDK provided as part of the Elastic Search installation bundle

Component	Product version	Component version
Elasticsearch	From Syracuse 12.3 before release 2020 R1/V12.0.21	6.4
	From Syracuse 12.6 in release 2020 R1/V12.0.21 to release 2020 R3/V12.0.24	6.8
	From Syracuse 12.9 in release 2020 R4/V12.0.24 to release 2023 R1/12.0.33	7.16
	From Syracuse 12.19 in release 2023 R2/12.0.34	Latest ElasticSearch 8 Version

# Latest software versions

- JDK
  - Up until 2024 R2 standalone install of JDK 8 is mandatory for installation.
  - 2024 R2 onwards, standalone install of JDK 11 is mandatory for installation.
    - In both cases, Sage certify at the “top” level, so latest patches of 11.x or 8.x respectively can be applied for the standalone JDK.
  - Sage X3 components Print Server, Classic Web have embedded Java versions. These can only be upgraded by upgrading the Sage X3 component.
  - Elastic Search install also includes its own JDK version which you can use if you wish.

# Latest software versions

- Powershell – required for Windows and Linux since 2022 R4 (12.0.32)
  - Latest version is recommended (7.4.6 at time of writing <https://learn.microsoft.com/en-us/powershell/scripting/install/installing-powershell>) Although I would recommend taking “latest version” as meaning the latest LTS version! (7.5 is available as Preview)

Product version	Component	Oracle database architectures	SQL Server database architectures
Prior to release 2022 R4/V12.0.32	Runtime server	-	-
	Database server	-	-
From release 2022 R4/V12.0.32 to release 2023 R1/V12.0.33	Runtime server	<a href="#">Microsoft PowerShell 7.2 or later</a>	<a href="#">Microsoft PowerShell 7.2 or later</a> <a href="#">SQL Server module for PowerShell version 21</a>
	Database server	-	-
From release 2023 R2/V12.0.34	Runtime server	<a href="#">Microsoft PowerShell 7.2 or later</a> Recommended: Latest version	<a href="#">Microsoft PowerShell 7.2 or later</a> Recommended: Latest version <a href="#">SQL Server module for PowerShell version 22 or later</a> Recommended: Latest version
	Database server	-	<a href="#">Microsoft PowerShell 7.2 or later</a> Recommended: Latest version <a href="#">SQL Server module for PowerShell version 22 or later</a> Recommended: Latest version

# Latest software versions

- Crystal Reports Designer

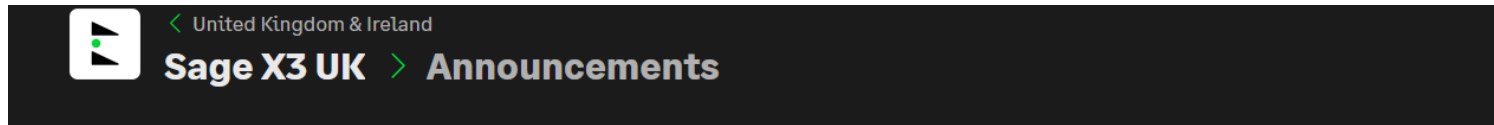
Crystal Reports Designer	CR2016 and CR2020
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- NOTE: X3 Print Server 2.19+ use CR 2020 Runtime, so can read reports developed in previous versions of Crystal Designer

# Latest software versions

- Review the “Latest Patches” alert

<https://communityhub.sage.com/gb/sage-x3/f/announcements/147993/sage-x3-latest-patches>



**Announcement!**  
This is a notification for product news or an alert. If you have a question, please [start a new discussion](#)

 **Sage X3 Latest Patches.**  
POSTED BY **MIKE SHAW** 82.18.219.77 OVER 5 YEARS AGO

The links below provide information on the latest patch versions for your Sage X3 instance:

Version	Last Updated
<a href="#">Sage X3 Version 12</a>	02 December 2024
<a href="#">Sage X3 Version 11</a>	March 2022
<a href="#">Sage X3 Patch Update 9</a>	April 2021
<a href="#">Sage X3 Patch Update 8</a>	April 2019
<a href="#">Sage X3 Version 7</a>	April 2019
<a href="#">Sage X3 Version 6</a>	April 2019
<a href="#">Sage X3 Version 5</a>	Jan 2021

# Anything else to discuss

# Other news or discussions

Our customer survey feedback system has changed. (UK live since 2<sup>nd</sup> Dec)

We are excited to announce that we will be launching a new survey system on Monday, 2nd December. From this date, you may notice a change in the feedback request when a case is closed.

The three main questions will remain the same, but we have added some additional questions regarding your experience. These new questions are optional but will provide us with valuable insights to improve our services.

Your feedback is a significant part of how judge our performance as a support provider, so if you can spend a few minutes when you get a feedback request it is always much appreciated.



# Summary

**Latest announcements and alerts**

**Latest software versions**

**Anything else to discuss**

# Thank you!

