

Sage X3 Support update

Mike Shaw

30/03/2022



Contents



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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](#)

 [INFO: Sage X3 V11 Patch 22 is now available](#)

 [Plastic Packaging Tax: Product approach for Sage X3](#)

 [ALERT: Changes to VAT on Hospitality, holiday accommodation and attractions in the UK coming into effect 1st of April 2022](#)

 [Online help is currently not responding correctly UPDATED: Now back online](#)

 [INFO: Announcing the availability of Sage Enterprise Intelligence 2021 R2.2](#)

 [INFO: New content added to the Sage X3 Knowledgebase February 2022](#)

 [INFO: Announcing the availability of Sage Enterprise Intelligence 2021 R2.1](#)

 [ALERT: 2022 R1 release \(Syracuse 12.14\) - issue with British English language](#)

Sage X3 UK - Blog



You can subscribe for automatic updates

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



[Should I change the default Syracuse logging in my production system](#)

14 Mar 2022



[Mike Shaw](#)

You have just completed your Syracuse installation and have handed over to the users, so you can relax and move onto the next task, right? It's not always that easy and after a few days, users suddenly start complaining about odd messages...



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

25 Feb 2022



[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 ones we publish; so you can easily find any that interest you. What is a "Build...



[Test system Build Diary: 2022 R1 - Automated Test Platform installation](#)

25 Feb 2022



[Mike Shaw](#)

Last Updated: 25th February 2022 Return to Index page: Test system Build Diary index (<https://www.sagecity.com/gb/sage-x3-uk/b/sage-x3-uk-support-insights/posts/index-page-build-diaries>) What is a "Build Diary" A Build...



Elasticsearch

[What does Elastic Search do anyway?](#)

20 Jan 2022



[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



How to set the allocation type on a pick ticket to "Global"?

15 Mar 2022

 [Joel Singam](#)

A sales order allocation type can be set to 'Global' or 'Detailed'.

Depending on the general parameter "ALLTYP" we can default the allocation type to either 'Global' or 'Detailed'.

For this discussion we will set this parameter to 'Global', create a sales order, generate a pick ticket with global allocation and finally pick it using the mobile automation (ADC...



Where can I find current instructions for setting up...

10 Mar 2022

 [pnightingale](#)

During a recent conversation with a colleague, I was asked where to find a current copy of instructions for setting up Sage Sales Tax. She had a set dated 2017 and thought there had to be something more current that she could send out to a partner. She had scoured her hard drive. She couldn't remember if she ever had a more recent one.

It's not the first time, I've come across people with old copies of setup instructions...

Sage X3 North America (NA) - Blog



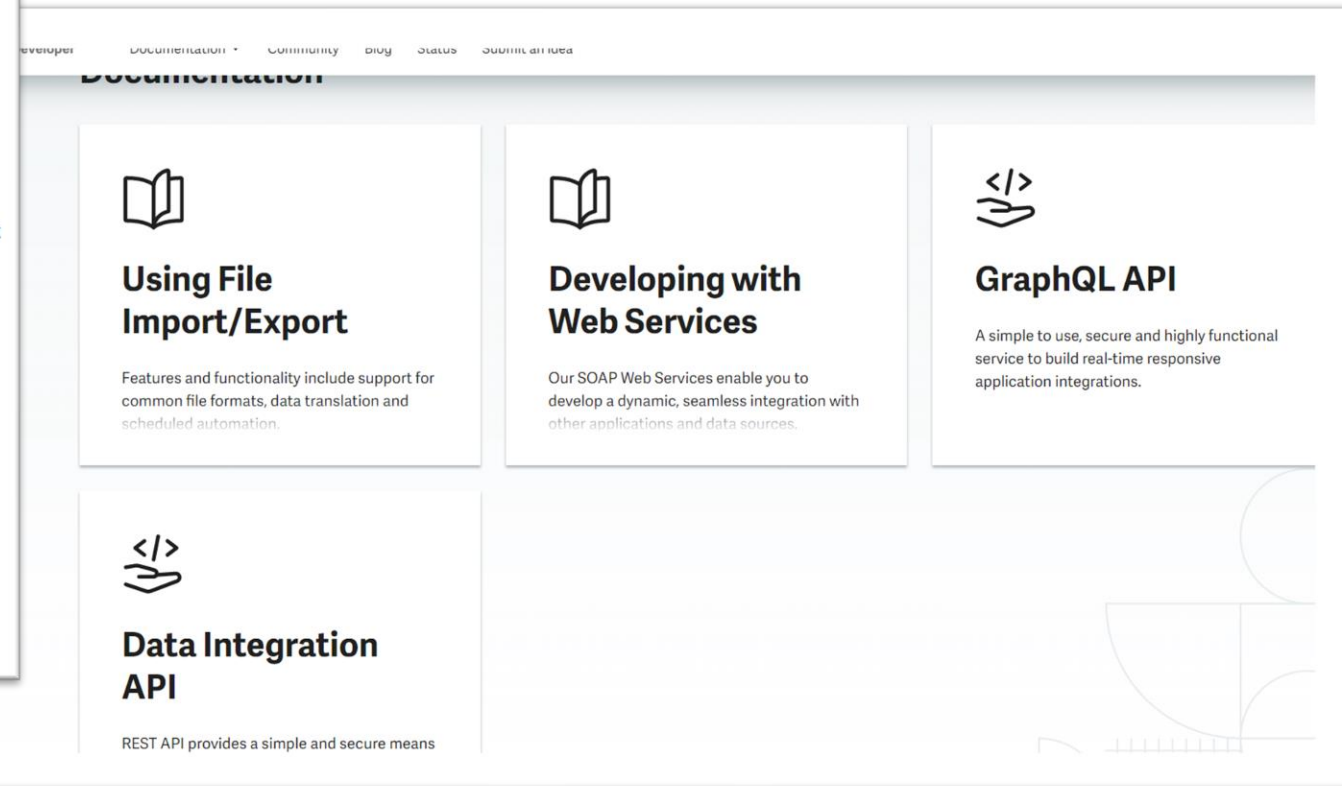
Interesting recent article about Sage Developer site <https://developer.sage.com/x3/>

Exploring our Sage Developer Site

Hello Readers,

Today we are going to be exploring our Sage Developer site. Lately I have been getting inquiries on APIs and REST information. I figured it was a good time to write a short blog on our developer site where you can find all sorts of information on APIs, REST, GraphQL and more. Originally, in the beginning, the developer site mainly helped developers with XML/JSON calls for our Web server component. It shows samples on how to use SOAPUI to make calls to/from the system. Fast forward several years; now the site has several options for developing like REST and GraphQL. I am going to show you how you can find this information and where you can go to get started on your own development.

So, it all starts at the website. You will want to navigate via your preferred browser to <https://developer.sage.com/>. It should take you to the main site and look very similar to mine (if you're on a smart device it will scale so it won't exactly look like mine).



Sage X3 UK – Training resources



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

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 next slide

Sage X3 UK – Training resources



Date	Workshop	Description
Apr 4	Workflows and 4GL	Learn how to use workflow actions to update tables, create bespoke ACTIONS, use functions and entry points for advance bespoke contents and actions management, and understand how to use workflow in Syracuse or hybrid contexts.
Apr 4-5	Putting GraphQL to Practice	Learn how to use the existing GraphQL APIs and practice retrieving information from and write to Sage X3.
Apr 4-5	Tips & Tricks for Importing & Exporting Data	Learn best practices for handling different import and export standard requirements and learn about specific script statements to work with when importing or exporting data.
Apr 4-7	Multi-legislation Set Up	Learn how to implement, in the same folder, companies coming from different countries and using different legislations.
Apr 4-7	AVC stock valuation recommendations & troubleshooting	Learn the setup involved and how postings are made to the general ledger and reflected on specific reports
Apr 7	Developing Add-ons for Sage X3	Gain a better understanding on the rules and best practices for developing official add-ons for Sage X3, analyzing 4GL code and the impact.
Apr 7-8	Implementing MRP	Learn the best way to implement MRP. You will learn how to use MRP efficiently including understanding why maintaining data integrity and accuracy is essentials.
Apr 12-14	Shipments Preparation & Packing	Learn the concepts for shipment preparation and packing, as well as the settings and process flow through different business cases.
Apr 14-15	Using Sage X3 SQL Views to create Requesters/Queries - Level 1	Discover how to use Sage X3 SQL views to extend the potential you have to create complex requesters/queries.
Apr 19-20	Understanding and Managing Supply Chain Constraints	Learn the different constraints (Production Constraints, Flow Constraints, and Storage Constraints). You will also learn how to include other constraints including: Supplier, Manufacturing, Storage, Loading/Unloading, Demand Fulfillment, and Time-Phased Constraints to manage the needs of the customer in Sage X3.
Apr 21-22	Shop Floor Tracking Best Practices	How to enhance the manufacturing offer for additional industries and verticals.
Apr 22-29	Project Management Implementation Best Practices	Gain a better understanding of the PJM structure and flow giving you a better understanding of how you can customize the PJM structure based on a user's requirements.
Apr 25-26	Mastering Settings for WIP Accounting	Define information to utilize WIP accounting for a specific company and be able to reconcile the movements between the accounting and manufacturing modules.
Apr 25-28	Core Model Approach Best Practices	Learn about the corporate logic integrating each factory's distinctive features and creating consistency between various productions sites.
Apr 25-28	Advanced Development Best Practices	Learn tested and trusted development best practices representing the most efficient and effective development methods recommended by our experts.
Apr 26-27	Mastering Invoicing Elements in Sales and Purchasing	Attend this expert level workshop to see advanced settings of Invoicing Elements
Apr 26-29	Understanding different Configurator Scenarios	After attending this session you will have a better understanding on the Configurator philosophy and limitation, be familiar with the Configurator set up process, and be able to set up Configurator scenarios.
Apr 26-29	Distribution Best Practices Tips & Tricks	Learn about best practices and tips and tricks for defining advanced settings to help resolve these challenges.

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 : Quarterly releases (*General Release: February, May, July and November*)
 - Last release (February 2022) : **2022 R1 (12.0.29)**

- V11
 - Final patch release (March 2022) : **11.0.22**

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
- [Architecture and system requirements](https://online-help.sageerpx3.com/erp/12/public/index.html) (via the Online help at <https://online-help.sageerpx3.com/erp/12/public/index.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
 - Note that Windows 2012 is due to be de-certified

Server operating system

Component	Update 9	Version 11	Version 12
Windows Server	2008 R2 (upgrade and compatible only)	2012 R2 is about to be deprecated. See note below.	2012 R2 is about to be deprecated. See note below.
	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 compat-openssl10-1:1.0.2o-3.el8.x86_64 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 compat-openssl10-1:1.0.2o-3.el8.x86_64 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 but it can be used as a manually configured Oracle database server

Note: Windows Server 2012 R2 should not be used for new installations, as:

- Its End of Life is planned for October 10, 2023.
- Sage will stop supporting Windows Server 2012 R2 in 2022.
- If you are currently using Windows Server 2012 R2, you need to upgrade to Windows Server 2016 or 2019.

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
	2017 SE, EE, BI (only for Sage X3 People)		2019 SE, EE, BI since release 2020 R3/V12.0.23

Latest software versions



- MongoDB

MongoDB (installer included in the Sage X3 ISO)	0.9 in initial GA release U9.0.2	3.2.6 in initial GA release V11.0.2	3.4.16 in initial GA release 2018 R8/V12.0.14
	3.2.6 since Syracuse 9.4 in Sage X3 U9.04/Sage X3 People U9.04	3.4.16 since Syracuse 11.11 in Sage X3 V11.0.10	3.6.14 since Syracuse 12.5 in release 2019 R5/V12.0.20
	3.4.16 since Syracuse 9.12 in Sage X3 U9.09/Sage X3 People U9.12	3.6.14 since Syracuse 11.19 in Sage X3 V11.0.15	4.0.27 since Syracuse 12.8 in release 2020 R3/V12.0.23
	3.6.14 since Syracuse 9.19 in Sage X3 U9.12/Sage X3 People U9.16	4.0.27 since Syracuse 11.23 in Sage X3 V11.0.18	4.2.17 since Syracuse 12.9 in release 2020 R4/V12.0.24
	4.0.27 since Syracuse 9.23 in Sage X3 People U9.19	4.2.17 since Syracuse 11.24 in Sage X3 Warehousing V11.0.10/Sage X3 release V11.0.19	4.4.10 since Syracuse 12.14 in release 2022 R1/V12.0.29

- Note:**
- MongoDB versions under 4.2 are not compatible with Windows Server 2019.
 - MongoDB 4.4 is not compatible with Windows Server 2012.

Latest software versions



- Elastic Search
 - Check Elastic Search documentation for JDK versions supported
 - Can use the JDK provided as part of the Elastic Search installation bundle

Servers, frameworks, and middleware

Component	Update 9	Version 11	Version 12
node.js	0.12.15 to 10.0.0	4.6.0 to 14.0.0	8.11.3 to 14.0.0
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 2019 R3/V12.0.18
		6.8.22 since Syracuse 11.20 in V11.0.16	6.8.22 since Syracuse 12.6 in release 2020 R1/V12.0.21
		7.16.2 since Syracuse 11.24 in Sage X3 Warehousing V11.0.10/Sage X3 V11.0.19	7.16.2 since Syracuse 12.9 in release 2020 R4/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
 - Sage certify at the “top” level, latest patches can be applied
 - How to upgrade 2.2 to Apache 2.4
 - <https://online-help.sageerpx3.com/erp/12/public/index.html>
 - Apache vulnerabilities
 - https://httpd.apache.org/security/vulnerabilities_24.html
 - Setup your firewall rules so that the Apache installation (configured for Sage X3 use only) can only be accessed by the X3 server(s) that need the access to Apache.
 - Apache will be optional in future version (Expected in 2022 R2)
 - Syracuse will take over the role Apache was playing

Latest software versions



- JDK
 - JDK 8 is mandatory, due to installation requirements of the MongoDB component (4.x)
 - 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

- Sage X3 Centre of Excellence – Expert Service Types
 - Contact Leigh Graham (Leigh.Graham@sage.com) for further information



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

