

Sage X3 Support update

Mike Shaw — 24th May 2023

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

The screenshot displays the Sage X3 UK Announcements page. At the top, there is a navigation bar with the Sage logo, a 'City' dropdown menu, and links for 'Product Support', 'Business Discussions', and 'Community Help'. A search bar is also present. Below the navigation bar, the page title 'Sage X3 UK > Announcements' is shown. The main content area lists four announcements, each with a 'LAST UPDATE' timestamp, a user profile picture, a truncated title, the author's name, and engagement icons for replies, likes, and comments.

Last Update	Title	Author	Replies	Likes	Comments
14 DAYS AGO	ALERT: VAT return >>> Issue when the session is closed on the trace of the real decla ...	CRISTINAFAUR	60	0	0
21 HOURS AGO	ALERT Defect in Syracuse 12.18 Released with 2023 R1 - Error "Cannot read properties of ...	RAHEEL	37	0	0
1 DAY AGO	INFO: Sage Enterprise Intelligence 2023 Release 5 is now available	RAHEEL	13	0	0
18 DAYS AGO	INFO : Version 2023 R1 (12.0.33) is now available	RICHARD PERRINS	71	1	0





Sage X3 UK - Blog

You can subscribe for automatic updates

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

Sage | City ☰ | [Product Support](#) | [Community Help](#) |

Sage X3 UK > Sage X3 UK Support & Insights

- **Installing SQL Server PowerShell module when offline (.nupkg)** 24 APR 2023
Raheel
With Sage X3 2022 R4, a new prerequisite was introduced for the Sage X3 console, the requirement to install PowerShell v7.2+ and, subsequently, the SqlServer...
- **Performance tuning Sage X3: Index** 24 APR 2023
Mike Shaw
Updated: 24 April 2023 This document is the top-level index page linking to a series of sub-documents, all covering the overall topic "Performance tuning..."
- **Performance tuning your Sage X3 system: X3 specific considerations** 24 APR 2023
Mike Shaw
Updated: 24 April 2023 Back to Index Please note this document and all other documents it links to are living documents so will evolve over time as new...
- **How to create an alert if a specific user is currently logged in?** 23 MAR 2023
Mike Shaw
I seem to have been getting a lot of interesting questions recently! In this case, a customer has setup their instance such that the default

Sage X3 North America - Blog

You can subscribe for automatic updates

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

Sage City Product Support Community Help

Sage X3 > Sage X3 Support

Getting to know your costs and Cost structures (Part III). 22 MAY 2023

VanessaQ

This is the last blog for the costing structure, and in this blog, I am going to pick the cost Schedule and go over how it calculates. The cost schedule can be by **Amount** or **Per unit**.

When the schedule amount option is selected, the currency, base, and...

Detailed User setup, blog 2 of 2 16 MAY 2023

NevilleC

Basic user setup has been completed but now you want to specify criteria on what they can access.

We will walk through different scenarios so you can better understand how different setups can work to streamline your company's objectives when it comes...

Prepayment Invoice journey: Part II Processing 1 MAY 2023

pnightingale

Are you ready to embark on the second and final leg of our journey – creating the prepayment invoice transactions? If you haven't completed the setup, see my blog Prepayment Invoice journey: Part I Setup.

Sage X3 UK – Training resources

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

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

		Sage University		Sage X3 Partner Expert Workshops Schedule FY23 February-June				
		All scheduled courses are virtual instructor-led, unless otherwise noted Excludes weekends and may include study days between dates		Feb	Mar	April	May	June
Development sessions								
	Advanced Development Best Practices (4x4h sessions)	Learn more and Register		Mar 20-23				
	Sage X3 Authentication - Best Practices (2x 3,5-h sessions)	Learn more and Register		Mar 30-31				
	Meeting the challenges of a Sage X3 project with ATP (3x3h sessions)	Learn more and Register				April 4-6		June 19-21
	Hybrid Development - Tips & Tricks (1x4h session)	Learn more and Register					May 11	
	Workflows and 4GL (1x4h session)	Learn more and Register						June 8
	Tips & Tricks for Importing & Exporting Data (2x3,5h sessions)	Learn more and Register						June 12-13

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 : Twice yearly releases (*General Release expected: May and November*)
 - Last release (May 2023) : **2023 R1 (12.0.33)**
- V11
 - Final patch release (March 2022) : **11.0.22**

See KB article Id 105518 "[Sage X3 Lifecycle Policy](#)" for more details

Latest software versions

Source of truth for the technology prerequisites is primarily the online help (* At the time of writing, not yet updated for 2023 R1), however you also need to review the patch documentation and release notes.

- 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>)
- 2023 R1 release notes https://online-help.sageerpx3.com/erp/12/wp-static-content/news/en_US/ReleaseNote/RELNOTE_V12.0.33.htm

Latest software versions

Keep all your technology components up to date:

- Operating System
 - Sage certify at the “top” level, latest patches can be applied
 - 2023 R1 Syracuse onwards now only certified for Linux 8 (will not run in Linux 7)

Server operating system

Component	Version 11	Version 12
Windows Server	2016 Essentials, Standard, and Datacenter	2016 Essentials, Standard, and Datacenter
		2019 Essentials, Standard, and Datacenter since release 2020 R2/V12.0.22
		2022 Essentials, Standard, and Datacenter since release 2022 R4/V12.0.32
Red Hat Enterprise Linux	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 libunwind library is mandatory since release 2022 R4/V12.0.32
Oracle Enterprise Linux	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 libunwind library is mandatory since release 2022 R4/V12.0.32
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 stopped supporting Windows Server 2012 R2 in 2022.
- If you are currently using Windows Server 2012 R2, you need to upgrade to Windows Server 2016, 2019, or 2022.

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
 - **NOTE:** SQL Server 2022 is supported now for 2023 R1

Databases

Component	Version 11	Version 12
Oracle	12c R1 SE2, EE	12c R1 and R2 SE2, EE
		19c SE2, EE since release 2020 R2/V12.0.22
Microsoft SQL Server	2014 SE, EE, BI	2016 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

MongoDB (Version 12 shown)

3.4.16 in initial GA release 2018 R8/V12.0.14

3.6.14 since Syracuse 12.5 in release 2019 R5/V12.0.20

4.0.27 since Syracuse 12.8 in release 2020 R3/V12.0.23

4.2.17 since Syracuse 12.9 in release 2020 R4/V12.0.24

4.4.10 since Syracuse 12.14 in release 2022 R1/V12.0.29

4.4.12 since Syracuse 12.15 in release 2022 R2/V12.0.30

- Notes:
 - 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
 - No longer mandatory to be installed since 2022 R4
 - Check Elastic Search documentation for JDK versions supported

Servers, frameworks, and middleware

Component	Version 11	Version 12
Node.js embedded in Syracuse for Sage X3	4.6.0 to 14.0.0	8.11.3 to 14.0.0
Sage X3 Automated Test Platform Node.js v12	-	Sage X3 Automated Test Platform client installed on a local desktop: Installation managed automatically via the Sage X3 Automated Test Platform installer. Jenkins server: Download and install the latest version of Node v12.x.x (LTS) (Long Term Support) from https://nodejs.org/download/release/latest-v12.x/ .
Elasticsearch	1.5.*	2.4
	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 since Syracuse 11.20 in V11.0.16	6.8 since Syracuse 12.6 in release 2020 R1/V12.0.21
	7.16 since Syracuse 11.24 in Sage X3 Warehousing V11.0.10/Sage X3 V11.0.19	7.16 since Syracuse 12.9 in release 2020 R4/V12.0.24
JVM	8u201 or later 8.x recommended	8u201 or later 8.x recommended
Apache	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 4.2 SP8 patch 600
.Net framework	3.5 and 4	3.5 and 4

Latest software versions

- Apache 2.4
 - Apache optional since version 2022 R2
 - Syracuse takes over the role Apache was playing
 - Where used, Apache 2.4 is **highly** recommended
 - Sage certify at the “top” level, so latest Apache patches can be applied
- 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.

Latest software versions

- JDK
 - JDK 8 is mandatory, due to installation requirements of the MongoDB component 4.x+
 - Sage certify at the “top” level, latest patches of 8.x can be applied for the standalone JDK
 - NOTE: some Sage X3 components have embedded Java versions (Print Server, Classic Web)
 - Can install multiple JDK versions on one Server, 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.sageerp3.com/erp/12/public/index.html>
 - You don't have to use Zulu, for example can use OpenJDK

Latest software versions

- Crystal Reports Designer

Client components

Component	Version 11	Version 12
Microsoft Office (32 and 64-bit editions)	2010, 2013, 2016	2010, 2013, 2016, 2019
Microsoft Office as part of Office 365 (32 and 64-bit editions) on-premises. No support for Office online.	2013, 2016	2013, 2016, 2019
Microsoft Outlook (32 and 64-bit editions)	2010, 2013, 2016	2010, 2013, 2016, 2019
Microsoft Outlook as part of Office 365 (32 and 64-bit editions) on-premises. No support for Office online.	2013, 2016	2013, 2016, 2019
llog	Windows 7, 8.1, and 10 64-bit editions	Windows 7, 8.1, 10, and 11 64-bit editions Only for the weighing module with on-premises solutions.
Crystal Reports Designer	CR2013 and CR2016	CR2013, CR2016, and CR2020

Note:

- To use Crystal Reports Designer 2016 and 2020, the Print Server version must be ≥ 2.18 .
- NOTE: X3 Print Server 2.19+ use CR 2020 Runtime, so can read reports developed in previous versions of Crystal Designer

Anything else to discuss

Other news or discussions

Center of Excellence and Expertise - recent articles

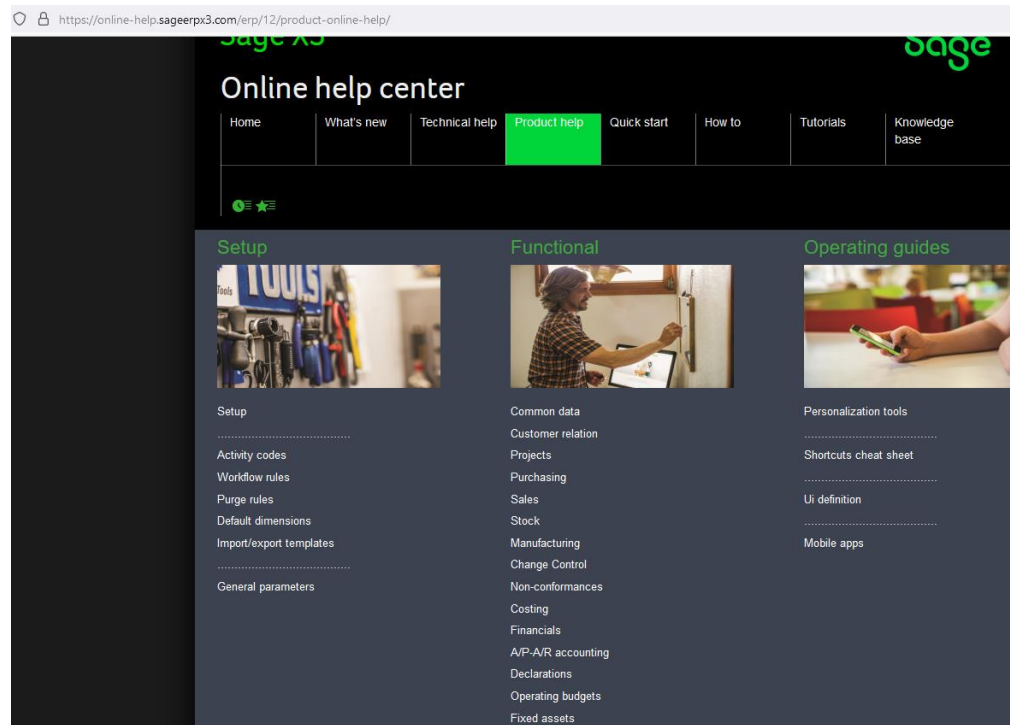
[How to compress a table in Sage X3 with MS SQL SERVER - Center of Excellence and Expertise - Sage X3 Global Hub - Sage City Community](#)

[Housekeeping guide - Sage X3 files - Center of Excellence and Expertise - Sage X3 Global Hub - Sage City Community](#)

Other news or discussions

Random “top tip”

Don't forget to check the online help for useful stuff... e.g. The “UI definition” provides lots of handy short cuts, etc.



The UI description guide includes the following documents:

General Documentation

This set of documentation describes the global organization of Version 7 pages. When a user **connects** on the platform, he enters in a **landing page**. The main purpose of a landing page is to deliver information in gadgets. A gadget can only be a **normal page** but not a **classic page**. A page can include several **widgets** and links that enable to navigate further.

A user can have several **landing pages** that displays different information and visual processes.

The **mobile client** and the **tablet adapted pages** have a different organization explained in a dedicated documents.

In top of that, a **personalization mode** allows to change the page layout displayed by default.

Page organization

The description of the following pages and the corresponding user interaction is given here:

- **UI Initial page**: Initial page and connection process.
- **UI Landing page**: Global organization of a landing page that usually displays gadgets giving important KPIs as well as process maps.
- **UI page**: Organization of a normal page in edit, query, details, or summary facets.
- **Grids**: How the input is done on a grid in a Version 7 page.
- **UI Definition Personalization**: Describes how the personalization works.
- **UI Classic pages**: Describes the user interface of Classic pages.
- **UI Mobile pages (V7)**: Describes the user interface of pages on a mobile phone (version 7 and 8).
- **UI Tablet adapted pages (V7)**: Describes the user interface of pages on a tablet device.
- **UI Mobile client**: Describes the new adaptative user interface available from version 9, that fits all kind of mobiles and tablets.
- **UI Search**: Describes the behavior of the search area.
- **Keyboard shortcuts**: Describes the different shortcuts that can be used within the browser to execute Version 7 functions.

Detailed Widget Description

This section describes some dedicated widgets found in the Version 7 pages:

- **UI Definition HTML Editor**: The widget used to edit HTML texts.
- **UI Definition Link Explorer**: The widget that describes links between entities in administration pages.
- **UI Definition Portal updates**: Describes the personalization actions possible when an "orange bar" displays to warn the user that an authored portal has been updated.
- **UI Bookmarks**: Describes the bookmark management.
- **UI translated text widget**: The widget used every time a text that depends on the language is entered.
- **UI Upper Bar**: Describes the upper bar that is displayed at the top of the browser when accessing to Version 7 pages.
- **UI Site map**: Describes the sitemap which allows you to navigate through all available functions.
- **Date time display widget**: Describes a widget that displays the local date time from a GMT format.
- **Flamegraph widget**: Describes a widget that displays the distribution of time slots when executing code.
- **Calendar widget**: Describes a widget that displays events on a calendar.

Microsoft® Office Clients

A dedicated plugin manages the connection to Office software. This section describes the different use cases:

Summary

Latest announcements and alerts

Latest software versions

Anything else to discuss

Thank you!

