

Sage X3 Support update

Mike Shaw — 5th October 2022

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>



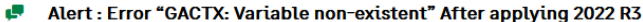
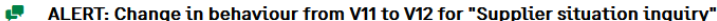
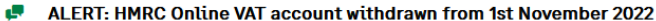
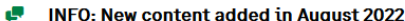
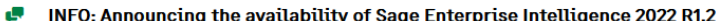
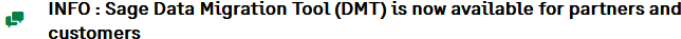
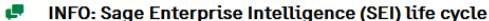
United Kingdom & Ireland

 **Sage X3 UK** > **Announcements, News, and Alerts** More

Get the latest information and updates regarding Sage X3 UK.

217 Discussions

All recent discussions ▾

- 
- 
- 
- 
- 
- 
- 
- 
- 

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 X3 UK > Sage X3 UK Support & Insights 




Illustrated guide to tracing/debugging Sage X3 Report Server

 Mike Shaw

You are running a report from Sage X3, but it is not behaving as you expect. What debugging or tracing is available to help investigate further? I should say first that much of my discussions in this article are covered in the onlin...




New Feature "Using Notification Server with Workflow" in 2022R2

 Richard Perrins

One of the New Features in 2022R2 is the ability to configure Workflows to use the Notification Server mechanism rather than the Legacy Email Service, meladx. The Notification Server options provides an email client for Sage X3 that in...



LDAP and X3 User creation

 Richard Perrins

LDAP can be used for more than just managing the Passwords for X3 Users, it can also be used to create X3 Users, and their associated Classic Users at the Folder level. "How can this be?", you ask. Let's start with what information we have in the LDA...



How can I find the SQL execution plan for a custom view in SQL Server Management Studio?


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 X3 > Sage X3 Support 

Exploring auto journals: what table is that?

 pnightingale


Time to go on another exciting adventure exploring the automatic journals!

In our previous outings, we've explored small pieces of the auto journals to better understand how they work. We've ventured into:

Exploring auto journals: the "V_" formula
Exploring auto journals: the descriptions
Exploring auto journals: the journal type

In today's adventure, we are going to zero in on the STKRE (Purchase...

Tracing with Mongo Traceability Functions

 chris hann

Evening readers,

Today we are going to look at the Traceability function for MongoDB. This function keeps a history log of changes to collections in mongo. It will let you trace stuff like authoring, pages (like dashboards), user changes, and more. This is a somewhat new function as it appears to have been added in version 12 of Sage X3 (couldn't find the exact patch number). But, once I show you how to enable it, it...

How to use Stock Movement Codes in Product category?

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

You may find the newly released “**Expert Workshop: Best Practices for Managing your Sage X3 Solution**” of particular interest (4x 4 hour sessions starting 16th November)

After attending this session you will have a better understanding on the missions of the Sage X3 ERP administrator including:

- Key concepts from the Common Tools and System & Security training courses
- Master the general operation of an ERP
- Control in parallel the state of all the business applications of the information system in force
- Ensure the functional availability of the application and its databases (Oracle, SQL Server, BaaN, ERPLN, eWork, Docuware, etc.)
- Ensure the quality of user services
- Correct execution of application-related batch jobs: (definition of work queues, planning according to needs, taking processing times into account, avoiding contention, etc.)
- Organization of the online storage of information.
- Assist the user in his use of software (hot line and resolution of discrepancies)
- Management of the relationship with external hotlines
- Monitor & anticipate issues
- Definition of indicators for detecting anomalies/malfunctions, setting up alerts
- Manage & fix issues
- Implement operating procedures (management of accounts, rights, etc.)
- Develop and update the solution based on new business needs
- Optimize performance

Sage X3 UK – Training resources

All scheduled courses are virtual instructor-led, unless otherwise noted
Excludes weekends and may include study days between dates

MUST LOG INTO SAGEU TO
ACCESS COURSE LINKS BELOW

			Oct	Nov	Dec/Jan
Technica	Using Sage X3 SQL Views to create Requesters/Queries - Level 2 (Two 3-hour sessions)	Learn more and Register	Oct 17-18		
	Defining the Segregation Of Duty challenges and impact on Sage X3 (Two 3-hour sessions)	Learn more and Register		Nov 24-25	
	Putting GraphQL to Practice (Two 4-hour sessions)	Learn more and Register		Nov 14-15	
	Best Practices for Managing your Sage X3 Solution (Four 4-hour sessions)	Learn more and Register		Nov 16-17,23-24	
	Understanding the Sage X3 Common Tools data model (Two 3.5-hour sessions)	Learn more and Register		Nov 28, Dec1	
	Tips & Tricks for Importing & Exporting Data (Two 3.5-hour sessions)	Learn more and Register		Nov 21-22	
	Using Sage X3 SQL Views to create Requesters/Queries - Level 1 (Two 3-hour sessions)	Learn more and Register		Nov 29-30	
	Sage X3 Authentication - Best Practices (Two 3.5-hour sessions)	Learn more and Register			Dec 20-21
Development	Developing Add-ons for Sage X3 (3.5-hour sessions)	Learn more and Register	Oct 21		
	Advanced Development Best Practices (Four 4-hour sessions)	Learn more and Register	Oct 17-20		
	Why Classes and representations are still interesting? (Four 3-hour sessions)	Learn more and Register	Oct 24-27		
	Hybrid development – Tips & Tricks (3.5-hour sessions)	Learn more and Register		Nov 22	
Workflow Workshops	Workflows and 4GL (4-hour sessions)	Learn more and Register	Oct 19		
	Control Your Business & Anticipate Issues using Workflows (Four 3-hour sessions)	Learn more and Register			Dec 6-9
	Practice Factory: Workflow implementation with complex recipients' management (Partner Only Class) (Four sessions)	Learn more and Register			Jan 16-17,19,20

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 expected: February, May, July and November*)
 - Last release (August 2022) : **2022 R3 (12.0.31)**
- 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 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/V12.0.22
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/V12.0.22
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 (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
 - 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, so latest Apache 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 is now optional since version 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+
 - 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	Update 9	Version 11	Version 12
MS/Office (32 and 64 bit editions). *Requires IE11	2010, 2013, 2016	2010, 2013, 2016	2010, 2013, 2016
MS/Office as part of Office 365 (32 and 64 bit editions) on-premise. No support for Office online. *Requires IE11	2013, 2016	2013, 2016	2013, 2016
MS/Outlook (32 and 64 bit editions).	2010, 2013, 2016	2010, 2013, 2016	2010, 2013, 2016
MS/Outlook as part of Office 365 (32 and 64 bit editions) on-premise. No support for Office online.	2013, 2016	2013, 2016	2013, 2016
llog	Win7, Win8.1, Win10		
Crystal Reports Designer	CR2013 and CR2016	CR2013 and CR2016	CR2013 and CR2016

Note: To use Crystal Reports Designer 2016, the Print Server version must be ≥ 2.18 .

- NOTE: The latest X3 Print Server uses CR 2020 Runtime, so can read reports developed in previous versions of Crystal Designer

Anything else to discuss

Other news or discussions

Join in with the communities, can ask or respond to questions. Intended to be peer-peer:

- (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

Other news or discussions

[A "Perfect" Case: What info we need from you when logging a Sage X3/ ERP case \(Blog\)](#)

The quality of initial information provided when logging a new case is vital and helps us reduce the resolution time significantly. This helps us to help you more effectively, with the joint aim to assist the customer reach the best solution in the quickest time.

When logging a new case with X3 Support please take these steps:

1. Make sure you provide sufficient information and explain the due diligence you have already completed before logging a new case.

To help you gather this information, we have now put together two template documents you need to complete and provide to us when raising a new case with Sage X3 Support.

- **Case_Problem:** This should be used for most cases where you are reporting some kind of problem or issue: [8540.Case_Problem_v1.0.docx](#)
- **Case_Question:** If you have a simple question, such as "How to.." then use this template instead: [1616.Case_Question_v1.0.docx](#)

2. Raise your new case, and attach the completed template

3. If you have any log files or other documents to upload to the case, remember to ZIP all files into one .zip file for ease of uploading

Additional notes

Whilst the templates attached above contain all the requested information; the sort of information being requested will be:

1. **Customer Name:** Helps us know your customer.

2. **Product Name, Version and Patch level:** Helps us investigate relevant code levels and to look for potential future fixes.

3. **A Clear Business Impact:** Helps us analyse the urgency of the issue. *e.g., frequency, all users or just some, pattern of issue occurring, consistent or intermittent, which environments effected (LIVE/UAT/SEED).*

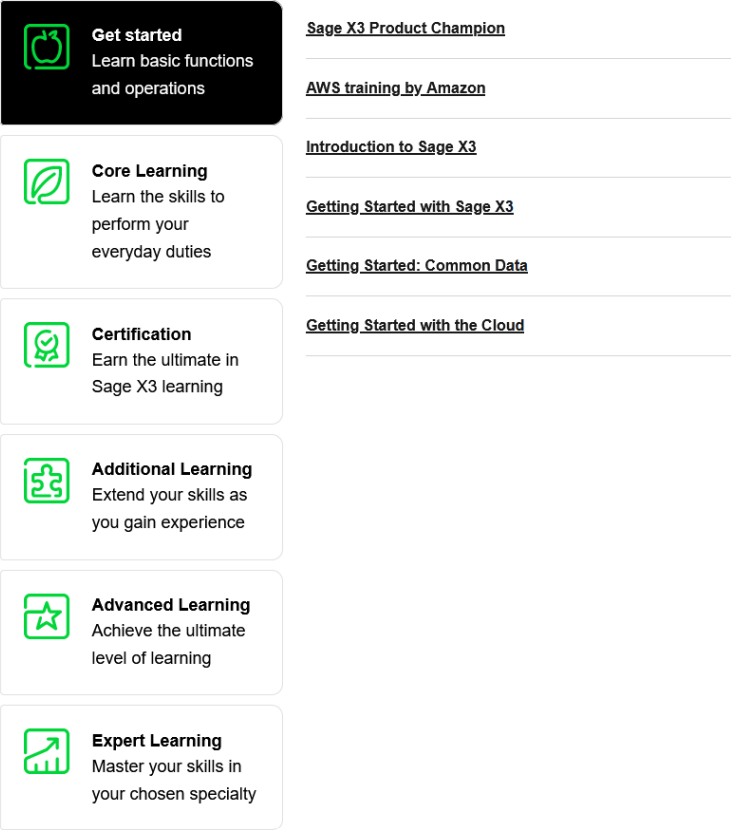
4. **A Clear Summary of the Issue:** This is the most crucial part when logging a new case. Information **MUST** include below details in

Other news or discussions

Sage Certifications

- Sage Certified Instructor Program
<https://sageu.com/SCIP>
- Sage Certifications by Role
<https://sageu.com/>

Technical Consultant	>
Certified Developer	>
Certified Integration Developer	>
Reporting and Analytics: Sage Enterprise Intelligence	>
Crystal Reports	>
Sage Data & Analytics	>



Other news or discussions

Sage X3 UK Support Landing Page

- Single stop shop to find Sage UK Support resources and tools

<https://my.sage.co.uk/public/help.aspx#/customer/support/x3/category>

Sage X3 Support Landing Page

The Sage X3 Support Landing Page provides Business Partners with easy access to resources in one central area.

Case Management

Quick access to Case management portal, links to articles useful when raising a case, patch finder and our Business Partner handbook.



Knowledgebase (Sage X3)

Access to the X3 specific knowledgebase.



Sage City

Quick access to UK X3 specific Sage City including news, blogs and forums.



Patches and Releases

Quick access to patches and release information.



Online Help

Quick access to X3 online help.



Diagnostic Tools

Quick access diagnostic tools we may ask you to run.



Sage X3 Lifecycle Policy and Partner Handbook

Quick access to the Sage X3 Lifecycle Policy and Partner Handbook.



Other Resources

Quick access to other Sage X3 resources.



Other news or discussions

“Ideas”

Enhancement requests are captured in the Sage City "Ideas" section. You can post ideas yourself with the procedure listed below, which will allow you to see any similar ideas already captured, and also see updates against your own idea once you have created a new entry:

1. Go to the Sage City UK at <https://www.sagecity.com/gb/sage-x3-uk/>
2. Select the "Ideas" tab (The direct URL is https://www.sagecity.com/support_communities/sage_erp_x3/i)
3. To create a new idea, you will need to login, however you can register quickly and easily with just an email address
4. You may wish to review the existing ideas, for example in the "Administration and Support" section, as if something similar has already been reported you can post a comment and add your vote, which may increase the chance of the idea being implemented
5. If there is no existing idea similar to yours, then use the "+ New" button to submit your new idea

Summary

Latest announcements and alerts

Latest software versions

Anything else to discuss

Thank you!

