

Sage X3 Support update

Mike Shaw — 5th June 2024

Sage



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



Sage X3 Latest Patches.

POSTED BY MIKE SHAW



INFO : ATP Assistant script 3.2.0 (for 2024 R1 release) is now available

POSTED BY RAHEEL



ALERT: Hotfix available for Preventive Maintenance 2024R1 and 2023R2

POSTED BY MARTIN VICKERS



ALERT: Syracuse Server 12.20.1.15 is now available

POSTED BY MIKE SHAW



X3 Procession Quality Control and Formulation training in June!

POSTED BY LINDA USHER



INFO: Sage Enterprise Intelligence (SEI) Version 2024 Release 5 is now available

POSTED BY RICHARD PERRINS



ALERT: Preventive Maintenance - Now available for X3 2024 R1 (12.0.35)

POSTED BY MARTIN VICKERS

Sage X3 UK - Blog

You can subscribe for automatic updates

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



Configuring Client Authentication with Certificates

 Mike Shaw

You may have a situation whereby you want to use client certificates to authenticate users. This may be desirable if you have an integrated environment where you can generate your own client certificates and automatically distribute them to the client...



Hotfixes explained

 Mike Shaw

This blog aims to explain what hotfixes are and considerations when applying them. What are hotfixes A hotfix is a small patch to update one or more objects outside the normal patch release mechanism. Hotfixes are provided to resolv...




Unlocking Convenience: Introducing Self-Service Password Reset in Sage X3

 Raheel

With the ongoing commitment to enhancing user experience, Sage X3 Version 2023 R2 introduces password reset functionality for the basic authentication method**. This new functionality empowers users to reset their account passwords with a seamless an...



Getting more from Representations

 Richard Perrins

I'm sure you've heard of Representations, but do you know what you can use them for, and that you can change the set of fields that can be used for filtering and sorting? Well, first of all, Representations can be used in: 1) Excel Workbooks &...


Sage X3 North America - Blog

You can subscribe for automatic updates

https://communityhub.sage.com/us/sage_x3/b/sageerp_x3_product_support_blog




X3 Component Update

 Shafiqe Syed

It may happen that you could experience issue after upgrading components of Sage X3 from latest release. You have downloaded all the mandatory component and upgraded those components without issue. Now when you try to login to Sage X3 you may be experiencing...



Exploring auto journals: what is that “1=2” formula?

 pnightingale

Time once again to take an exciting journey through the world of automatic journals. Here is where our six previous adventures took us:


Exploring auto journals: the “V_” formula

Exploring auto journals: the descriptions

Exploring auto journals...



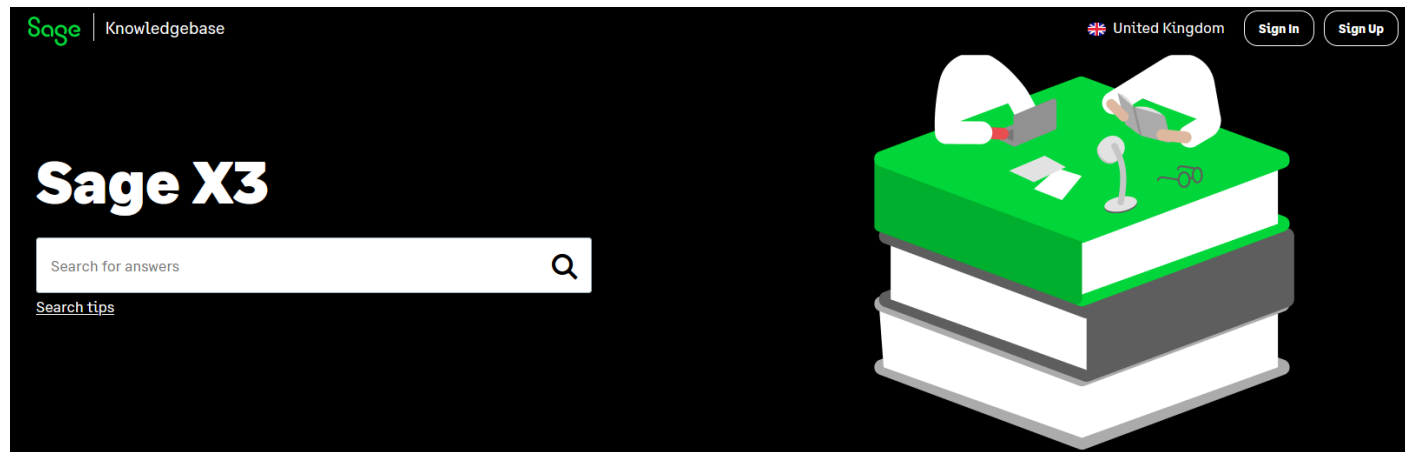
Display standard transaction in local date time format.

 Shafiqe Syed

We understand that for maintaining consistency and uniqueness all documents when created or modified in X3 is saved in GMT Date time format. In classic function we have Utilities tools “Properties” which display the Creation or Modification on of the...

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

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/>)

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 X3 Partner Collateral*

Partner Enablement Guide: https://sageu.com/SageX3/brochure/Enablement_guide.html

Partner Catalog: https://sageu.com/SageX3/brochure/partner_learning.html

Partner Schedule: <https://sageu.com/SageX3/schedule/partner.html>

Sage X3 Program Overviews*

Sage X3 Customer Learning Membership Overview: <http://www.sageu.com/sagex3membership/>

Sage X3 Certified Instructor Overview: <http://www.sageu.com/scip>

STREAM Overview: <http://www.sageu.com/STREAM>

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 (April 2024) : **2024 R1 (12.0.35)**
 - *Next release 2024 R2 (12.0.36) expected November*
- V11
 - Final patch release (March 2022) : **11.0.22**
 - **NOTE: end of maintenance date was 1st April 2024**

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

- 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>)
- 2024 R1 release notes <https://online-help.sagex3.com/x3-release-notes/index.html#/release/en-US/2024-r1-35>

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)

Component	Product version	Component version
Windows Server	Prior to release 2020 R2/V12.0.22	2016 Essentials, Standards, 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 2022 R4/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 R2/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

Notes:

- Mongo DB installer 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

- 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.sageerpx3.com/erp/12/public/index.html>
 - You don't have to use Zulu, for example can use OpenJDK

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

Anything else to discuss

Other news or discussions

Sage X3 UK - Source code requests

Process has changed recently to tighten up and manage requests more effectively. UK BPs should review the latest source code request form attached to blog “Requesting Sage X3 Source Code - Source Code Request Form” (<https://communityhub.sage.com/gb/sage-x3/b/sage-x3-uk-support-insights/posts/requesting-sage-x3-source-code---source-code-request-form>)

New online help

The online help was redesigned for 2024 R1 release. There were some initial issues which are resolved, but any issues you find please let us know by raising a support case.

Summary

Latest announcements and alerts

Latest software versions

Anything else to discuss

Thank you!

