

# Sage X3 Support update

Mike Shaw — 15<sup>th</sup> November 2023

Sage



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**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 🕒 OVER 4 YEARS AGO
-  **ALERT : Syracuse Server Hotfix 12.17.18.2 and 12.18.12.2 are both available**  
POSTED BY CRISTINAFAUR 🕒 10 DAYS AGO
-  **INFO: Technical Team Update October 2023**  
POSTED BY RAHEEL 🕒 11 DAYS AGO
-  **Alert: Potential data issue when archiving or purging GACCDUDATE table using PIH routine (Purchase invoice archive) including fix version**  
POSTED BY LISA IDDISON 🕒 13 DAYS AGO
-  **Exciting news...Sage City is now Community Hub!**  
POSTED BY ANDY RICKEARD 🕒 17 DAYS AGO
-  **INFO: Sage Enterprise Intelligence (SEI) Version 2023 Release 12 (September) is now available**  
POSTED BY RAHEEL 🕒 28 DAYS AGO


# Sage X3 UK - Blog

You can subscribe for automatic updates


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

 [United Kingdom & Ireland](#) **Sage X3 UK** > **Sage X3 UK Support & Insights** [Ask a question](#)

By date ▾ Descending ▾ ⚙




### How to copy Administration data to a separate server


 Mike Shaw

You may be in a situation where you either want to clone your LIVE server to a TEST server, or may be undertaking a migration to a newer version of Sage X3 and want to copy over all the administration data from your SOURCE (LIVE) server to the TARGET...

13 Oct 2023




### Producing Log Files for Efficient Issue Resolution in Sage X3


 Raheel

Log files play a vital role in diagnosing and troubleshooting problems in software and issue resolution. In the context of Sage X3, generating and providing log files significantly aids the support team in identifying and resolving various issues eff...

30 Aug 2023



### How to increase logging levels for diagnosing issues

 Mike Shaw

You have got your X3 Version 12 system working, but either want to understand how something works in more detail or are now seeing some issue which you need to investigate further. In order to understand what is going on within your X3 system y...

29 Aug 2023

# 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)

Sage X3 > Sage X3 Support



## Exploring auto journals: which auto journal will be used?

pnightingale

Time to go on our sixth thrilling adventure exploring the automatic journals and see what determines which auto journal will be used. Our previous travels have taken us through:  
Exploring auto journals: the "V\_" formula  
Exploring auto journals...

1 Nov 2023



## Mobile Automation picking with LPN (License plate number)

Joel Singam

Sage is continuing to add more features and functionality to mobile automation.

Online help center provides a detail how to on most of the transactions and functionality.

Under "Recent How to guides" you can find a link to "Mobile Automation..."

1 Nov 2023



## What is the difference between a Primary valuation method and a Secondary valuation?

VanessaQ

Valuation methods can be found in Setup, Stock, Valuation methods. This function is used to select the primary valuation that is going to be assigned to a product. Several valuation methods are available for selection based on the country's legal requirements...

24 Oct 2023

# Sage X3 UK – Knowledgebase

Sage X3 Support teams have transitioned the Knowledgebase to a new system.

Is available via <https://gb-kb.sage.com> This URL includes UK specific articles plus all regions articles. Many articles have been migrated from the previous system, but not all.

The old KB system is still available for now but is not being maintained. You can go straight to the X3 product section with 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)

# 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](https://sageu.com/SageX3/brochure/Enablement_guide.html)

Partner Catalog: [https://sageu.com/SageX3/brochure/partner\\_learning.html](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>

# Sage X3 UK – Training resources

Upcoming Expert sessions from CCOEX

## Expert sessions October-December 2023

New Features Highlights 2023R2			
CoEX New Features Highlights (Global Morning) (1*2h session)	<a href="#">Learn more and Register</a>	30 Nov	
CoEX New Features Highlights (Global Afternoon) (1*2h session)	<a href="#">Learn more and Register</a>	30 Nov	
CoEX New Features Highlights (France Morning) (1*2h session)	<a href="#">Learn more and Register</a>		5 Dec
CoEX New Features Highlights (Spain Morning) (1*1,5h session)	<a href="#">Learn more and Register</a>		21 Dec

Development sessions			
Meeting the challenges of a Sage X3 project with ATP (3*3h sessions)	<a href="#">Learn more and Register</a>		20-22 Nov
Tips & Tricks for Importing & Exporting Data (2*3,5h sessions)	<a href="#">Learn more and Register</a>		9-10 Nov
Add-on development and licensing best practices (4*3,5h sessions)	<a href="#">Learn more and Register</a>		11-14 Dec
Putting GraphQL to Practice (2*4h sessions)	<a href="#">Learn more and Register</a>		12-19Dec

## Tools sessions

Best Practices for Managing your Sage X3 Solution (4*4h sessions)	<a href="#">Learn more and Register</a>	24-27 Oct		
Understanding the Sage X3 common tools data model (2*3,5h sessions)	<a href="#">Learn more and Register</a>	30-31 Oct		
Understanding the Sage X3 distribution data model (2*3,5h sessions)	<a href="#">Learn more and Register</a>		13-14 Nov	
Understanding 4GL as an Implementation Consultant - Part 1 (4*3,5h sessions)	<a href="#">Learn more and Register</a>		13-16 Nov	
Understanding the Sage X3 manufacturing data model (2*3,5h sessions)	<a href="#">Learn more and Register</a>			5-6 Dec

# 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 (May 2023) : **2023 R1 (12.0.33)**
  - *Next release 2023 R2 (12.0.34) expected 20<sup>th</sup> November*
- V11
  - Final patch release (March 2022) : **11.0.22**
    - **NOTE: end of maintenance date is 1<sup>st</sup> April 2024**

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

# Latest software versions

Source of truth for the technology prerequisites is primarily the online, 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](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](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](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 <b>compat-openssl10-1:1.0.2o-3.el8.x86_64</b> package) since release 2021 R3/V12.0.27 <b>libunwind</b> 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 <b>compat-openssl10-1:1.0.2o-3.el8.x86_64</b> package) since release 2021 R3/V12.0.27 <b>libunwind</b> 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
    - Can use the JDK provided as part of the Elastic Search installation bundle

## 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 <b>Node v12.x.x (LTS)</b> (Long Term Support) from <a href="https://nodejs.org/download/release/latest-v12.x/">https://nodejs.org/download/release/latest-v12.x/</a> .
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](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

## 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  $\geq 2.18$ .
- 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

## Changes to the Sage X3 Technical Consultant Role!

See [PDF](#) for details

### Why are we doing this?

After completing a thorough review of our learning content and the true roles the various tasks and functions apply to within our partner organizations, we made the decision to eliminate the Core Technical course and certification and replace it with the following two new courses and certification:

- **System Engineer:** This course is designed for consultants responsible for the installation and configuration of Sage X3. Information in this course covers the architecture and requirements, planning for an install, installing and configuring components, configuring the Sage X3 solution, patching, managing folders and connections, and monitoring key settings.
- **System Administration:** This 4 day course covers the common tools and system administration features including but not limited to managing folders and connections, configuring the application, monitoring and key settings, endpoint user access, global user access, general parameters, activity codes, and formulas.

A Partner Organization can now have a dedicated System Engineer Consultant and a dedicated System Administration Consultant, if desired.

This also allows the functional consultants (Financial, Distribution, and Manufacturing) to reduce classroom time by attending only the System Administration course for the information that applies to their role.

# Other news or discussions

## Random top tip

If you are having issues or queries regarding the Sage Office plugin, then check out the online help at <https://online-help.sageerpx3.com/erp/12/wp-static-content/public/Office%20plugin/Default.htm> as this gives walk through on installing and using the plugin.

The screenshot shows the Sage X3 help page for the Office plugin. At the top left is the Sage logo and 'Sage X3'. A search bar is located at the top right. Below the search bar is a navigation bar with 'Office plugin' selected. The main content area has a sub-menu 'Office plugin' and a title 'Office plugin'. The text describes the new release of the Microsoft Office plugin for Sage X3 release 2022 R1/version 12.0.29. It lists the goal of the document and provides a bulleted list of topics: 'Comply with security rules' and 'Manage the deprecation by Microsoft of Internet Explorer, planned for June 2022'. A feedback statement is also present. On the right side, there is a 'Menu' section with a list of links: 'Office plugin history', 'Switch to Edge libraries', 'Installation', 'Document upload rights', 'Use the plugin for Excel', 'Use the plugin for Word', 'Install Outlook', and 'Use the plugin for Outlook'.

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Search

Office plugin ▾

Menu: Office plugin

## Office plugin

This document describes the new release of the Microsoft® Office plugin delivered with Sage X3 release 2022 R1/version 12.0.29.

The goal of this document is to help you to:

- Comply with security rules
- Manage the deprecation by Microsoft of Internet Explorer, planned for June 2022

Your feedback is valuable. If you have questions not covered in this document, contact Sage Customer Support.

Menu

- ▾ Office plugin
  - Office plugin history
  - Switch to Edge libraries
  - Installation
  - Document upload rights
  - Use the plugin for Excel
  - Use the plugin for Word
  - Install Outlook
  - Use the plugin for Outlook

# Summary

**Latest announcements and alerts**

**Latest software versions**

**Anything else to discuss**



# Thank you!

