Support update

Mike Shaw

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Latest Announcements and Alerts

Sage X3 UK – News and Alerts

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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

- ALERT: V11 Syracuse 11.25.1.2 and PU9 Syracuse 9.22.7.52

- ALERT: Syracuse 12.10 or later cannot be applied to 2019 R5 (12.0.20) or earlier

- Critical Issue Alert: Sage Cloud ID intermittantly unavailable

- ALERT: X3 Warehousing functions error In 2021 R1 - HOTFIX Available

- HMRC MTD Issue Reported - UPDATED 18.03.21

- Sage X3 Release Training is now available: v12.0.25 & cloud February 2021

- ALERT: Automation Test Platform 2.2.1 now available for Chrome browser update

- INFO : How do I obtain the Installation Media for Sage Intelligence for Sage X3?

- INFO : Sage X3 2021 R1: Updated documentation on New Features

- INFO: New content added to the Knowledgebase in February 2021

- ALERT: Sage X3 Version 11 Patch 19 is now available

Sage X3 UK – News and Alerts

Latest Security Patches. Communications were sent direct to all Business Partners 15th March

- Sage X3 V12 : Syracuse 12.10.1.6

Compatible with 2020 R1, 2020 R2, 2020 R3, 2020 R4 and 2021 R1

- Sage X3 V11 : Syracuse 11.25.1.2

Certified with Patch 15 and higher

- Sage X3 PU9 : Syracuse 9.22.7.2

Certified with latest patch (Patch 12)

Sage X3 UK - Blog

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You can subscribe for automatic updates

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

The Manufacturing and Distribution Round-Up

Patricia Richardson

This will be a regular summary to let you know what is happening in Sage X3 M&D Support in UKI. We will include recently published KB articles, info on new releases, common issues, and links to any other posts that you might have missed. P...

The Finance Round-Up #2

Irfan Chaudhary

Welcome back to the second instalment of the Finance round up! V11 P19 Released Firstly, Sage has recently released Sage X3 Version 11 Patch 19. You can find links for the latest patches for all versions here. Please take a look at th...

Need to update the Sage X3 Syracuse component?

Raheel

The Syracuse server component of X3 is a webserver based on Node JS technology. Its what you see and use when you interact with Sage X3 using your browser. Have you ever needed to update the Syracuse component? This may be because Sage has released a...

Patching the Sage X3 Runtime component in isolation

Sage X3 North America (NA) - Blog

sage

You can subscribe for automatic updates
https://www.sagecity.com/support_communities/sage_erp_x3/b/sageerp_x3_product_support_blog

Web Scheduling--logs galore!

Chuck Lamborn

Much like my previous post on SEI logs, I've found that Web Scheduling also provides us with several useful logs to help diagnose issues. As a newer offering, we're constantly learning more and more about the ins and outs of how Web Scheduling works. With that in mind, note that this may not be a complete list of all the available logs—but it's a good start! Anyways, let's get to the logs!...

SEI--Logs, logs, everywhere!

Chuck Lamborn

Today I'd like to take a quick look at some of the logs that are available to you for SEI (Sage Enterprise Intelligence). You might be asking yourself why you would care about these logs. Well if you ever find yourself in a situation where reports aren't being emailed out as scheduled, or data in your reports doesn't seem to be correct, or, well, just about any other possible troubleshooting situation that comes...

Learning to update the Print Server Component

chris hann

Evening Readers (and morning to some of you).

Selection of Forum threads, Blogs or Knowledgebase articles

Forum, Blog or Knowledgebase articles

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Blogs

- Sage X3 Support: Where can I go to find out stuff?
  https://www.sagecity.com/gb/sage-x3-uk/b/sage-x3-uk-support-insights/posts/sage-x3-support-where-can-i-go-to-find-out-stuff

- Unbalanced Journal Legal! Finding the balance using the GTEST
  https://www.sagecity.com/gb/sage-x3-uk/b/sage-x3-uk-support-insights/posts/unbalanced-journal-legal-find-the-balance-using-the-gtest

Forum, Blog or Knowledgebase articles

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Forum

- Is Crystal Reports 2016 compatible with X3 v11?
  https://www.sagecity.com/support_communities/sage_erp_x3/f/sage-x3-general-discussion-forum/111730/is-crystal-reports-2016-compatible-with-x3-v11

KB articles

- Support for Crystal 2013 (phase 1) is ending dec 31 2020. What is Sages plan to replace Crystal 2013
  https://support.na.sage.com/selfservice/viewdocument.do?externalId=106255

Latest software versions

Latest software versions

sage

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

  - 2021 R1 (12.0.25)

    - Internet Explorer will no longer function https://www.sagecity.com/gb/sage-x3-uk/f/sage-x3-uk-announcements-news-and-alerts/164346/warning-internet-explorer-browser-will-no-longer-work-with-syracuse-12-10-2021-r1

- V11

  - 11.0.19

- General

  - Console 2.49.2 now available https://www.sagecity.com/gb/sage-x3-uk/f/sage-x3-uk-announcements-news-and-alerts/165845/alert-console-version-2-49-2-is-now-available

Latest software versions

Source of truth for the technology prerequisites is the online help:

- Prerequisites Overview http://online-help.sageerpx3.com/erp/12/public/prerequisites_overview.html

This document provides an overview of the prerequisites to install the different upgrades of Sage X3.

Database

Component	Update 9	Version 11	Version 12
Oracle	11gR2 (upgrade and compatible only)	12c R1 SE2, EE	12c R1 and R2 SE2, EE
	12c 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 since release 2018 R7
			2019 SE, EE, BI since release 2020 R3/V12.0.23
MongoDB	3.0	3.2.6	3.2.6
	3.2.6 since U9.4	3.2.11 since WebServer11.3	3.4.16 since release 2018 R7
	3.2.11 since U9.6	3.4.16 since WebServer11.11	3.6 since release 2019 R5/V12.0.20
	3.4.16 since U9.11	3.6 since WebServer11.19 release V11.15	4.0 since release 2020 R3/V12.0.23
	3.6 since U9.19	4.0 since WebServer11.23 release V11.18	4.2 since release 2020 R4/V12.0.24
	4.0 since U9.24	4.2 since WebServer11.24 release WH11.10	

Server OS

Component	Update 9	Version 11	Version 12
Windows Server	2008R2 (upgrade and compatible only)	2012	2012
	2012	2016	2016
			2019 since release 2020 R2/V12.0.22
Red Hat Enterprise Linux	7.x	7.x	7.x (7.5 or later is recommended)
Oracle Enterprise Linux	7.x	7.x	7.x (7.5 or later is recommended)
AIX	To be deprecated. No new configuration should be allowed with AIX	To be deprecated. No new configuration should be allowed with AIX	Deprecated (except if used as database server configured manually)

Servers, Frameworks and Middleware

Component	Update 9	Version 11	Version 12
node.js	0.12.15 to 10.0.0	4.6.0 to 10.23.x	8.11.3 to 10.23.x
Elasticsearch	1.5.*	1.5.*	2.4.4
		6.4 since WebServer11.22 release V11.17	6.4 since release 2019 R3/V12.0.18
		6.8 since WebServer11.22 release V11.17	6.8 since release 2019 R3/V12.0.18
		7.9 since WebServer11.23 release V11.18	7.9 since release 2020 R4/V12.0.24

Latest software versions

Keep all your technology components up to date:

- Operating System

  – Sage certify at the "top" level, latest patches can be applied

  – Carefully read the versions certified, e.g. "*Linux 7.x (7.5 or later is recommended)*" does not mean Linux 8 is certified

Server OS

Component	Update 9	Version 11	Version 12
Windows Server	2008R2 (upgrade and compatible only)	2012	2012
	2012	2016	2016
			2019 since release 2020 R2/V12.0.22
Red Hat Enterprise Linux	7.x	7.x	7.x (7.5 or later is recommended)
Oracle Enterprise Linux	7.x	7.x	7.x (7.5 or later is recommended)
AIX	To be deprecated. No new configuration should be allowed with AIX	To be deprecated. No new configuration should be allowed with AIX	Deprecated (except if used as database server configured manually)

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

Database

Component	Update 9	Version 11	Version 12
Oracle	11gR2 (upgrade and compatible only)	12c R1 SE2, EE	12c R1 and R2 SE2, EE
	12c 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 since release 2018 R7
			2019 SE, EE, BI since release 2020 R3/V12.0.23

Latest software versions

- Elastic Search

  – Check pre-reqs for latest certified version

  – Check Elastic Search documentation for JDK versions supported

Servers, Frameworks and Middleware

Component	Update 9	Version 11	Version 12
node.js	0.12.15 to 10.0.0	4.6.0 to 10.23.x	8.11.3 to 10.23.x
Elasticsearch	1.5.*	1.5.*	2.4.4
		6.4 since WebServer11.22 release V11.17	6.4 since release 2019 R3/V12.0.18
		6.8 since WebServer11.22 release V11.17	6.8 since release 2019 R3/V12.0.18
		7.9 since WebServer11.23 release V11.18	7.9 since release 2020 R4/V12.0.24
JVM	7.x	8u291	8u291
Apache	2.2.25	2.2	2.4

Latest software versions

- Apache 2.2 or 2.4

  - How to upgrade 2.2 to Apache 2.4

    - https://online-help.sageerpx3.com/erp/12/public/index.html

Latest software versions

- JDK

  – JDK 8 is mandatory, due to installation requirements of the MongoDB component (4.0 and 4.2)

  – 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

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Lifecycle policy (Refresher)

https://www.sagecity.com/gb/sage-x3-uk/f/sage-x3-uk-announcements-news-and-alerts/159915/important-reminder-sage-x3-lifecycle-policy

- KB article 105518 "Sage X3 Lifecycle Policy"

Enhancement Requests (aka "Ideas")

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

  – KB article 80195 "Where to view or submit new enhancement requests, ideas, or suggestions for Sage X3"

Other news or discussions

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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

Other news or discussions

sage

V12 Patch 25

Still has the issue "**Process execution failed, continue anyway**" when installing AdxAdmin and Runtime - if you already have a later version of the Microsoft Visual C++ Redistributable installed

Described in KB 107786 "Message: Process execution failed during install of component"
https://support.na.sage.com/selfservice/viewdocument.do?externalId=107786

Resolved in latest Runtime version R093.003.00035 (Patch 26)

Summary

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- ◉ **Latest Announcements and Alerts**

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- ◉ **Anything else to discuss**

Thank you