

Article Outline	Sage Evolution Self-help Online Registration Procedure & Disaster Recovery Utility	
Article Date	2019/06/20	
Knowledge Type	Enquiry: General How to	
Knowledge Activity	Configuration	
Application Version	V9.20	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	All/Multiple Modules/Not Relevant	
Secondary Module	All/Multiple Modules/Not Relevant	
Knowledge Source	Incoming Customer Query	

Description of Enquiry

This article explains the Sage Evolution **Self-help Online Registration Procedure** as well as briefly the **Disaster Recovery Registrations Utility**.

This procedure is available 24/7 and is intended to make it as simple and highly efficient as possible.

Doing it this way should obviously save you a significant amount of time and effort by not having to call the Sage Product Registrations Department and waiting in a queue, or waiting for the new registration code to arrive per e-mail (as per registration code request e-mail queries sent to Sage).

Solution / Details

Apply the following steps to achieve the above:

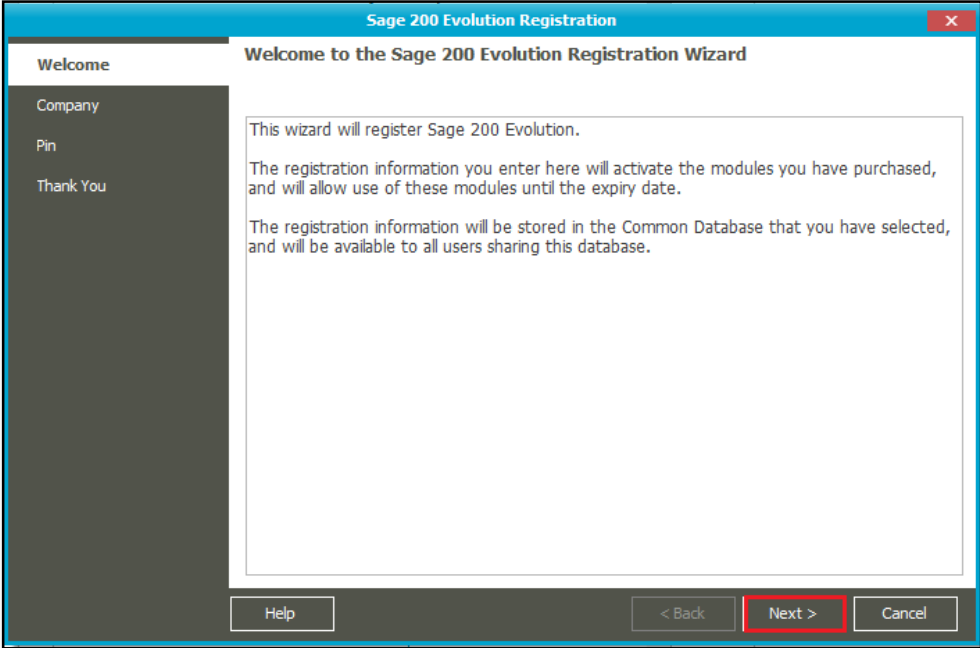
Phase 1: Preparation

For new and existing Evolution clients, ensure the following is in place:

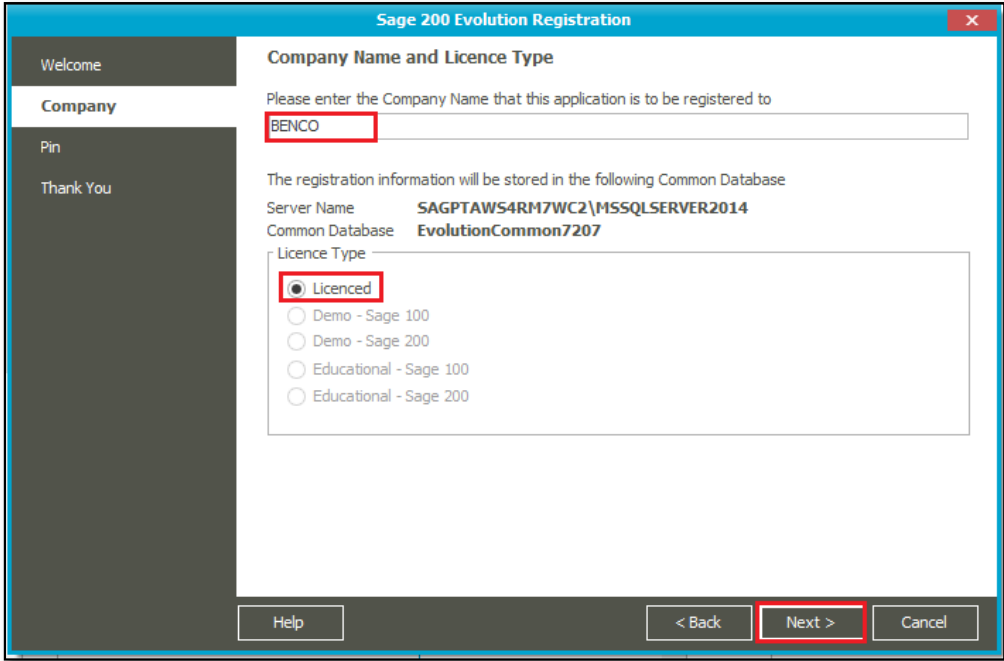
- Your Sage Evolution Annual Renewal Fee (ARF) has been invoiced by Sage, and
- Your Sage Evolution ARF has been paid, or your ARF monthly payments arrangement has been accepted by Sage.
- Keep your Base Serial number and Customer Number handy when logging into the Customer Zone (<https://zones.pastel.co.za/customerzone/login.asp>) or Reseller Zone (<https://zones.pastel.co.za/resellerzone/login.asp>)

Phase 2: Online Registration Steps

- 1. Within the Evolution company, go to **Utilities | Registration**
- 2. Click the **Next** button below



- 3. Ensure your company name is entered below and click the **Next** button below.



4. Notice the **PIN Number** below but keep the screen open.

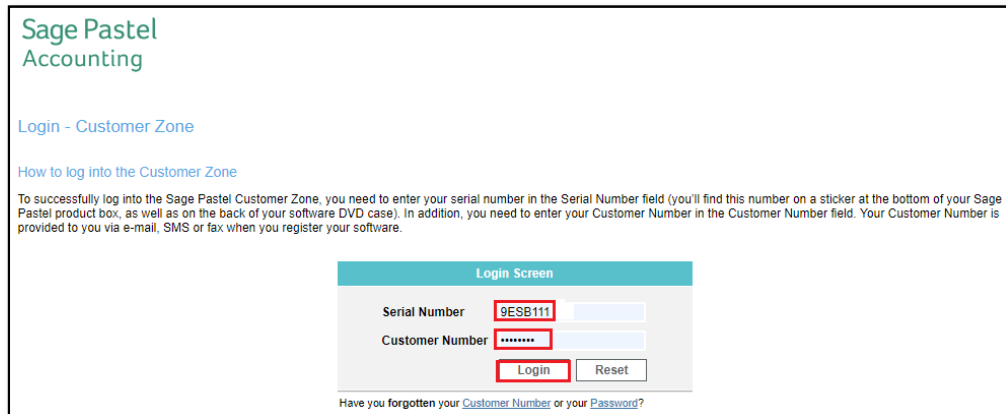


The screenshot shows the 'Sage 200 Evolution Registration' page. On the left is a navigation menu with 'Welcome', 'Company', 'Pin', and 'Thank You'. The main content area is titled 'PIN Number and Registration Code'. It includes instructions to quote the PIN number and a field for the PIN Number containing 'P1184142'. Below that is a registration code field containing 'KLKMMM-JMMQ-MJMJMM-L48R-V55LZ4-K4S3-Z8R8KT-GQS8'. At the bottom, it says 'Please contact Sage Pastel on +27 11 304-3900 with your details and PIN number to obtain a registration code.'

5. For Evolution end users, open the **Customer Zone**, by opening this link [Customer Zone](#):

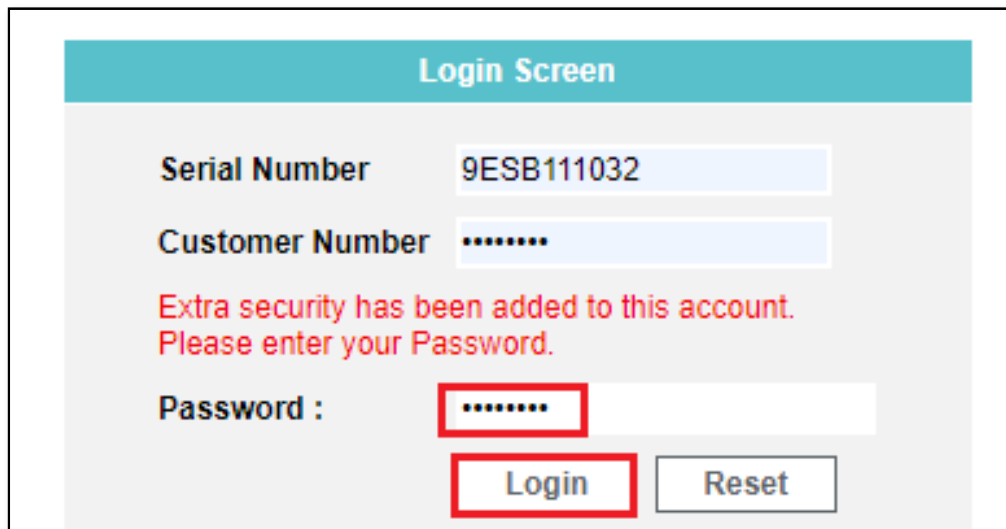
The steps below make use of the **Customer Zone** but the same steps also apply to the **Reseller-** and **Partner Zones**.

6. Enter your **Serial Number** and **Customer Number** values below and click the **Login** button.



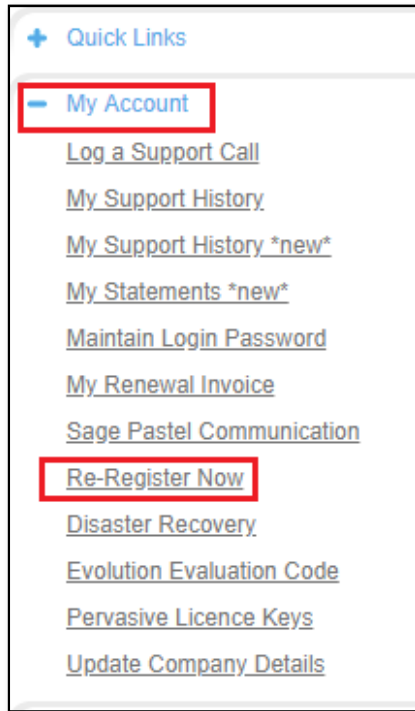
The screenshot shows the 'Sage Pastel Accounting' login page for the 'Customer Zone'. It includes a link 'How to log into the Customer Zone' and a paragraph explaining that users need to enter their serial number and customer number. Below this is a 'Login Screen' form with fields for 'Serial Number' (containing '9ESB111') and 'Customer Number' (containing '*****'). There are 'Login' and 'Reset' buttons. At the bottom, it asks 'Have you forgotten your Customer Number or your Password?'.

7. On the **Password** field, enter your password and again click the **Login** button.



The screenshot shows the 'Login Screen' with the 'Serial Number' field containing '9ESB111032' and the 'Customer Number' field containing '*****'. A red message states: 'Extra security has been added to this account. Please enter your Password.' Below this is a 'Password' field containing '*****'. There are 'Login' and 'Reset' buttons.

8. On the left of the opened Customer Zone, go to **My Account | Re-Register Now**



9. On the screen below, notice the **Access Code** value below, which should be the same as the PIN Number on Step 4 above.

The image shows a web page titled 'Re-register your product' with a 'Help' icon in the top right. Below the title is a paragraph of instructions: 'In order to register your product click on "Help -> Register Your Package" within your Sage Pastel product. Follow the wizard until you are provided with an **access code** and input the code below. Once you have clicked on the "Complete Registration" button, a **new registration code** will be displayed and the registration details will be emailed to: lalita.govindasamy@sage.com. You can also copy the registration code from this screen and paste it into the Registration Code field. Please E-mail productreg@sage.com for further assistance.'

Product type	Sage 100 - Evolution Version 9 (Standard)
Company name	Internal Test Acc
Base serial number	9ESB111032
Expiry date	31 May 2020
Access code	P1184142
Registration code	ZJV4ZS-88KK-K83LGL-Z88K-VB3LZ4-K4S3-Z888SM-KB8Z

There are no modules registered. If you have any additional module serial numbers, they can be added in the space provided below.

[Add this module](#) [Where can I find my module serial numbers?](#)

[Complete Registration](#)

10. If the PIN number in Evolution **DOES NOT** correspond with the **Access Code** value above, note the following reasons why this may not be the case:

- The Evolution Server PC has changed since Evolution was registered previously, and/or
- The Evolution company has been upgraded to a new Evolution version since it was registered previously.

In that case, please directly contact the Sage Product Registrations Department to obtain a new registration code, as using the Online Registration Procedure will not work in this case.

Contact the Sage Product Registrations Department at:

- [Click here](#) to chat to an agent
- E-mail address productreg@sage.com

Include the following in your e-mail

- Your request for a new Sage Evolution registration number
- Registered Company Name
- Registered Customer Number
- Registered Serial Number
- Registered Account Number

11. If the PIN number in Evolution corresponds with the Access Code value above, click the **Complete Registration** button in step 9. above.
12. Notice the new Registration code below that can now be copied (Control +C) and pasted in your Evolution company (Control + V, refer to step 4 above). The registration procedure in Evolution can then be completed in the usual way.

Re-registration Complete [Help](#)

The registration request is complete. Please copy/paste the registration code below into your Sage software. The Step by Step Registration process has been emailed to you for your convenience.

Product type	Sage 100 - Evolution Version 9 (Standard)
Registration Code	8JV4ZS-88KK-K83LGL-8R8K-VB3LZ4-K4S3-Z888SM-KB88

[Print](#)

Where do I enter my registration code?

- You will need to open your Evolution software and then click on "Utilities" and then "Registration".
- A Registration Assistant will guide you through the process.

13. If you have recently purchased and properly registered Evolution add-on modules or purchased additional users and need a new registration code, do the following:
 - a. By referring to your Sage Invoice, below enter the serial number of the first additional add-on module or increased user count pack that you purchased in the field below, and click the **Add this module** button.

There are no modules registered. If you have any additional module serial numbers, they can be added in the space provided below.

[Add this module](#) [Where can I find my module serial numbers?](#)

- b. Add the second serial number of the new module / increased user count and click the **Add this module** button again. Repeat the process until done.
- c. Finally, click the **Complete Registration** button again to generate and display the new Registration code. This new registration code can then also be copied to the Evolution registration wizard as in step 12 above.

Evolution Disaster Recovery

An alternative method for the **Online Registration Procedure** is to make use of the **Evolution Disaster Recovery Utility**.

Notice the basic guidelines below how and when it should be used.

Evolution Disaster Recovery

- ▶ The purpose of this registration code is purely for extreme situations when you need to register your software during disaster recovery.
- ▶ This is a temporary code for **9ESB111032** valid for **7 days** within which time you would need to have contacted Sage Pastel Support and received a new code from the Product Registrations team.
- ▶ Over a **12 month period** you are limited to **4 disaster recovery registration codes** as to avoid any fraudulent registrations.
- ▶ Please note that you should only consider getting a disaster recovery registration code outside our normal working hours.
- ▶ If you need a new code during normal working hours please click on "Re-Register Now" or contact our Product Registrations Team on productreg@sage.com.
- ▶ Office Hours **Monday to Thursday: 08:00am - 5:00pm, Friday: 08:00am - 4:30pm** and **Saturday: 09:00am - 12:00pm**

Access Code

Access Code	Registration Code	Date Created	Expiry Date
No registration codes have been generated			

Find attached to this article a detailed guide on how it works and make use of it, called **SAGE EVOLUTION DISASTER RECOVERY FACILITY - OBTAINING A TEMPORARY REGISTRATION CODE.pdf**.

***Disclaimer:** These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +86 (0) 112 6837.*