

Sage 500 ERP

# How to Allow Aatrix Updates in Sage 500 ERP for TY 2023

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# 1. Overview

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This document describes an issue that will likely occur when a user tries to update our 1099 system that includes accessing Aatrix Software's 1099 processing. The target audience is a Sage 500 ERP user responsible for filing 1099 document for their company in Tax Year (TY) 2023.

Based on IRS 1099 changes for a given tax, Aatrix will update its software to match IRS 1099 compliance. Sage 500 ERP uses part of its system for 1099 NEC, MISC, DIV, and INT forms. These are the 1099 documents that Sage 500 ERP supports. Other Sage products utilizing Aatrix Software may or may not support these documents, may support other documents, or may support these plus other documents.

For TY 2023 there is no need for the Sage 500 ERP applications to support the Aatrix compliance-based changes. However, there is a change to a processing piece of code supplied by Aatrix. This piece of code has not changed for years since Sage 500 ERP first implemented the Aatrix Software solution back in TY 2016. This particular piece of code cannot be updated by Aatrix in their update process while the Sage 500 ERP 1099 application is running as the Aatrix update is normally called by the Sage 500 ERP code.

The result of this is that the Aatrix update process is likely to fail under most circumstances. This document provides step-by-step instructions on how to work around this situation, particularly to TY 2023.

Note that this document only describes how to work around a single specific issue occurring in the Aatrix TY 2023 Auto Update (AESCrypto.DLL in use) issue. Any other issue should be handled through your Sage 500 ERP partner or Sage Customer Support.

## 2. Solutions

We suggest that you use these solutions in order. So, if solution 1 does not work, try solution 2. Various environments in customer's systems may necessitate different solutions.

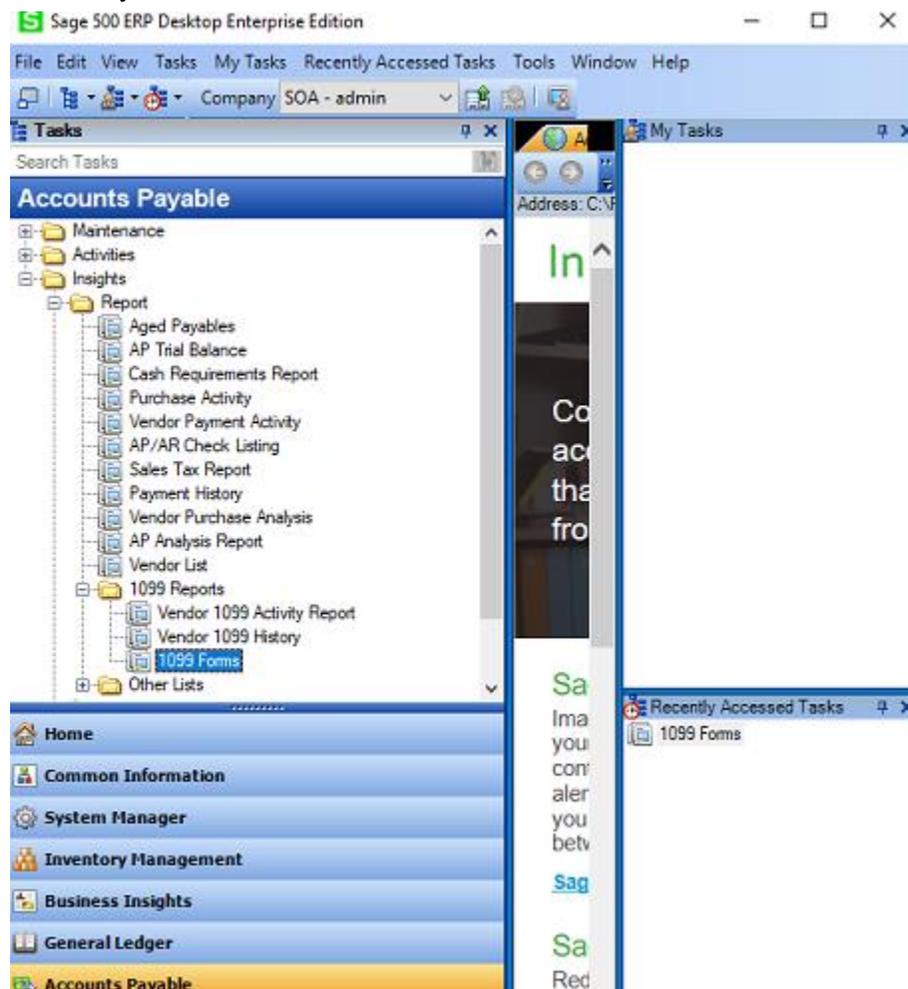
This process should only have to be done once for TY 2023 for the first 1099 form you happen to submit. Subsequent TY 2023 submission should flow like normal once the first 1099 form submission is dealt with.

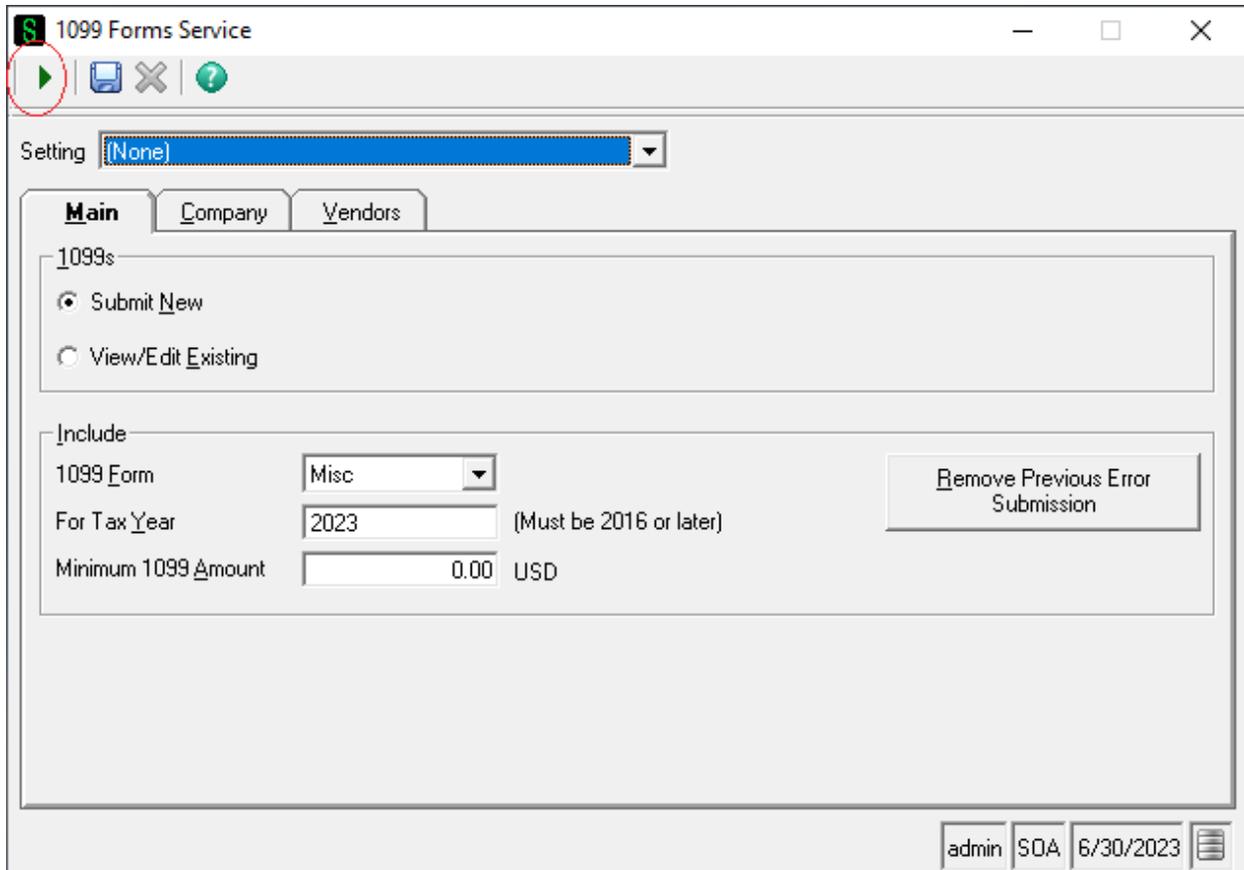
### 2.1. Solution 1 – Using Sage 500 ERP Exclusively

This solution provides a user the ability to complete the Aatrix auto-update process using only Sage 500 ERP / Aatrix Software screens. While all screens may be supplied by Sage 500 ERP, some of them are supplied by Aatrix Software.

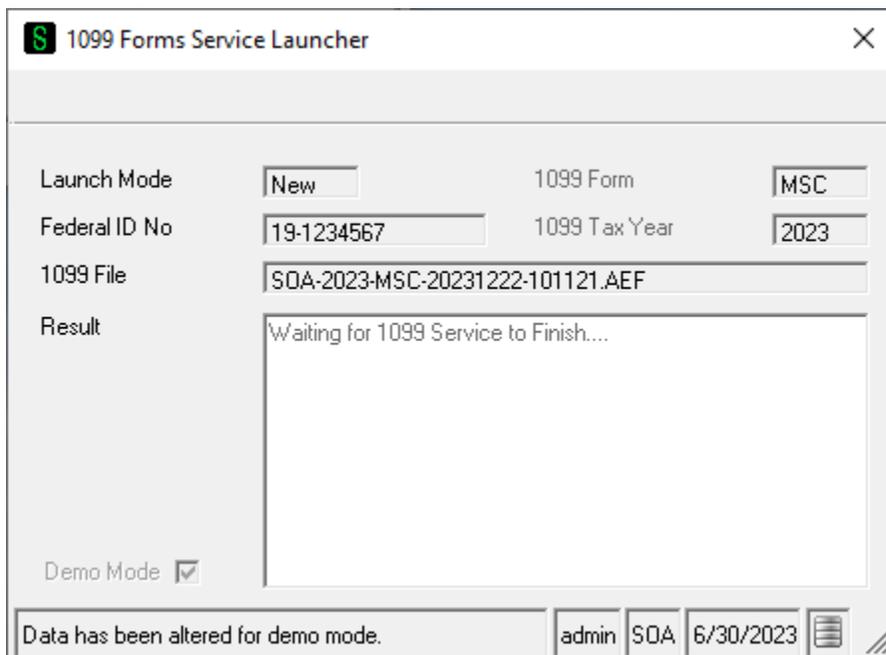
#### 2.1.1. Initial Launch

Launch your 1099 software as you have in the past. Note that earlier versions of Sage 500 ERP may refer to a menu choice that includes 2016+.

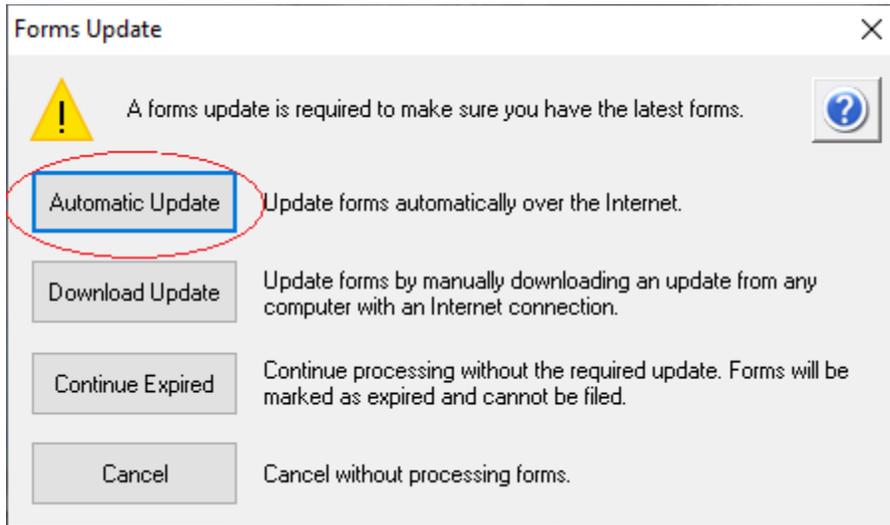




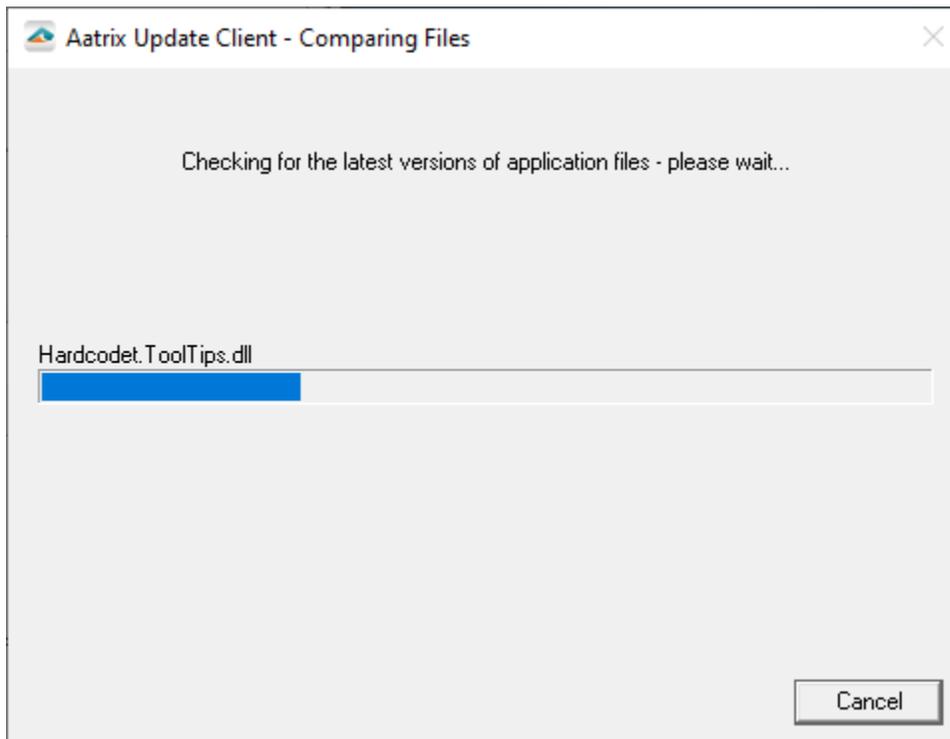
Once you select the desired form and tax year (likely 2023) press the green proceed arrow like you usually do.



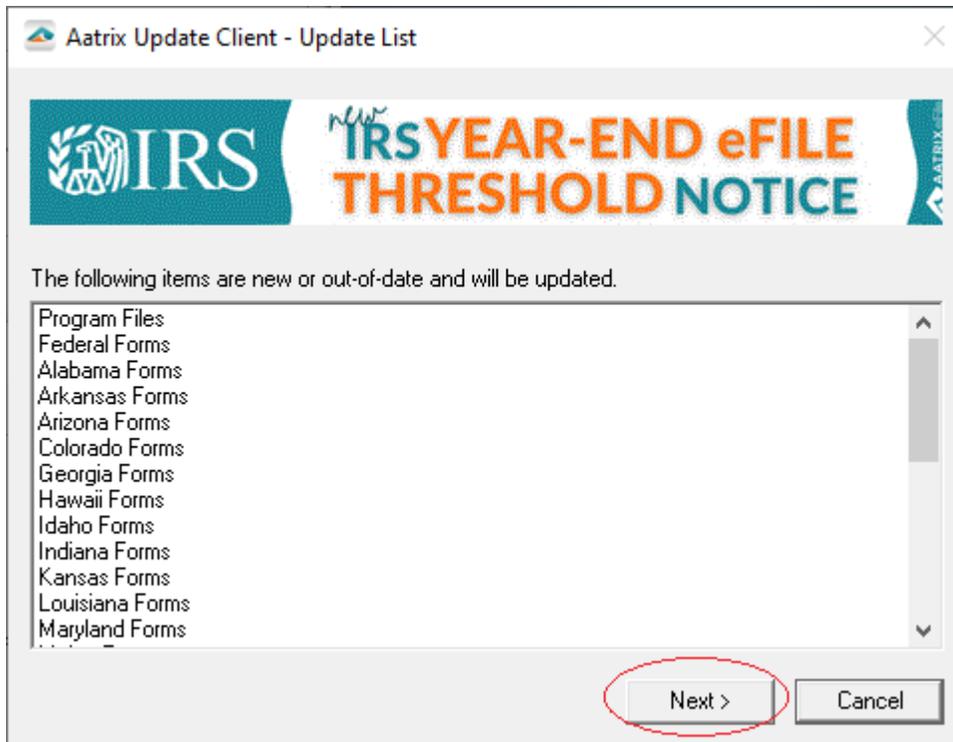
The 1099 Forms Service Launcher for will appear. Following this Forms Update form will appear. At this point you are using Aatrix provided forms. Click the Automatic Update button. Note the 1099 Forms Service Launcher form remains in the background.



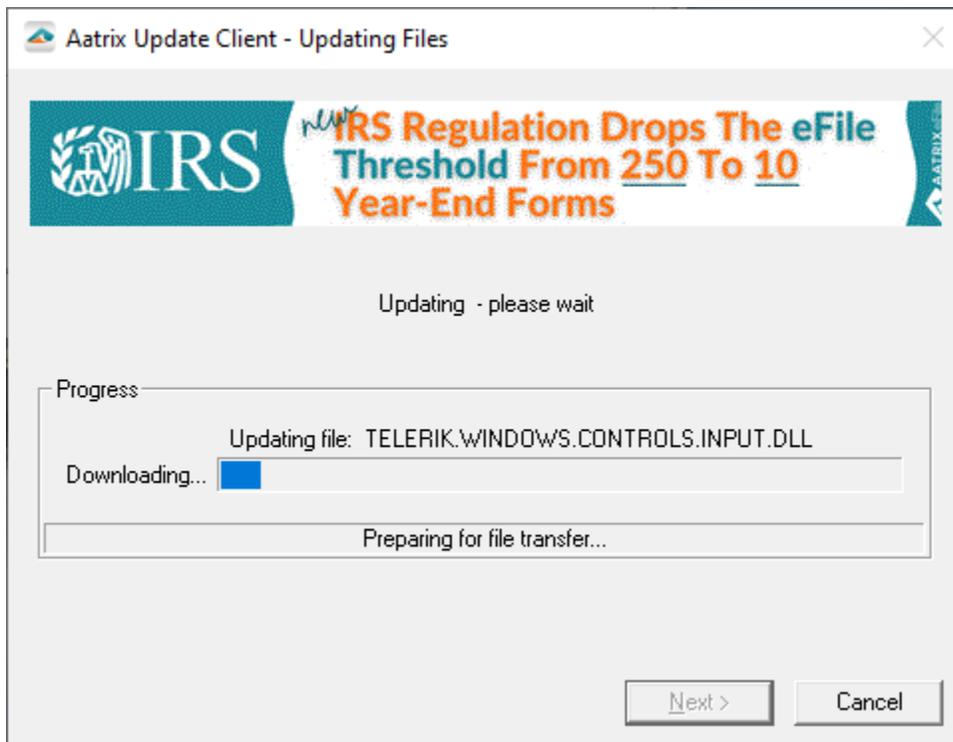
This will launch one or more Aatrix forms. Some of the forms shown here will change dynamically as the Aatrix forms process.



When you get to this Aatrix form, click OK. Note that the entries shown may vary.

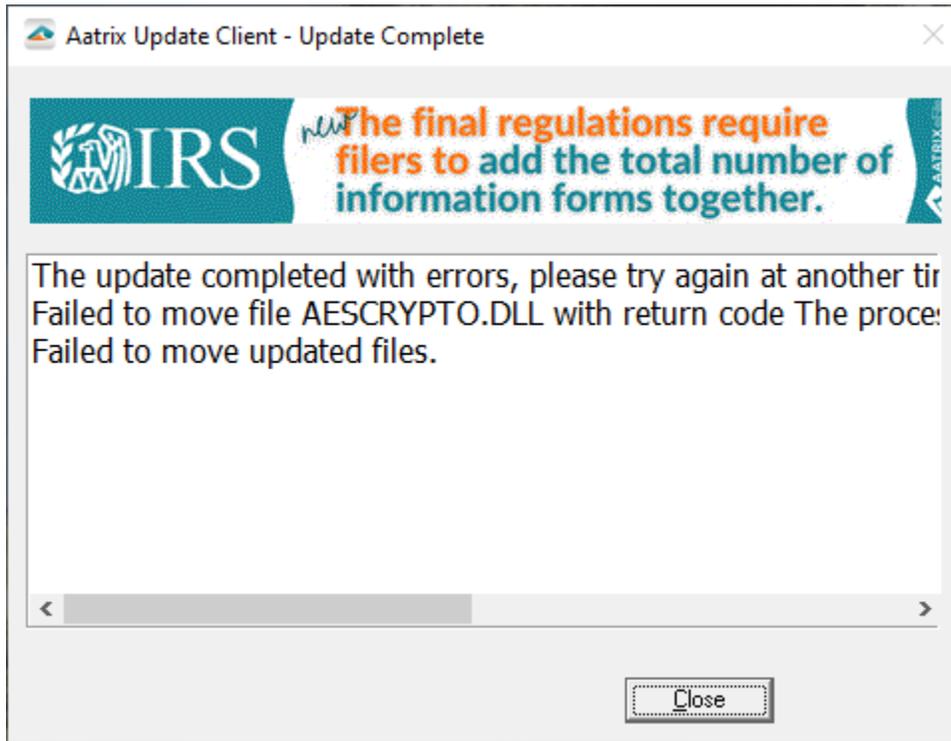


A series of Aatrix forms will then process and may look different that what you see here.

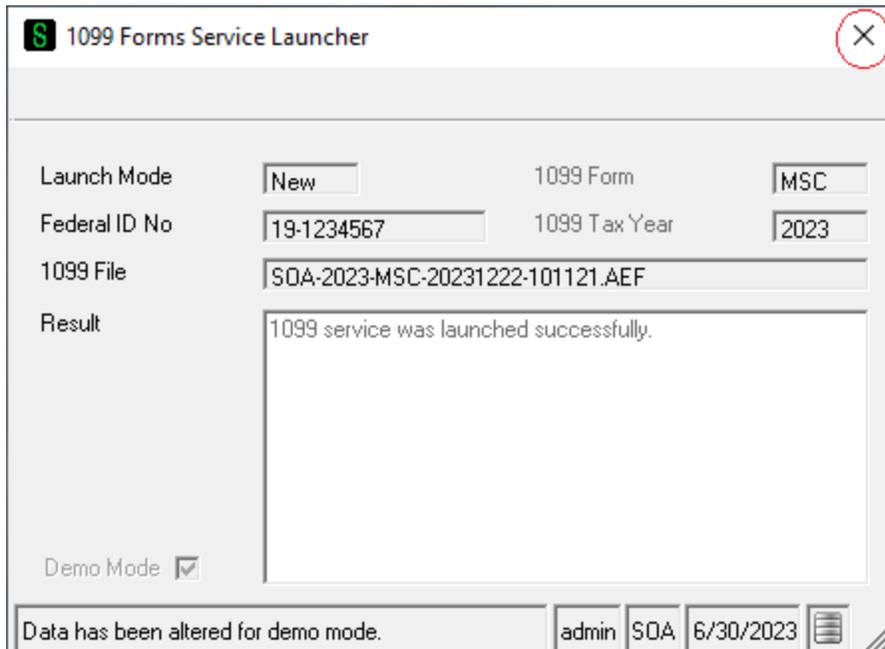


On the next screen you will see a message about the processing being successful or being unsuccessful. If the failure is due to the issue for this document it will look like the screen

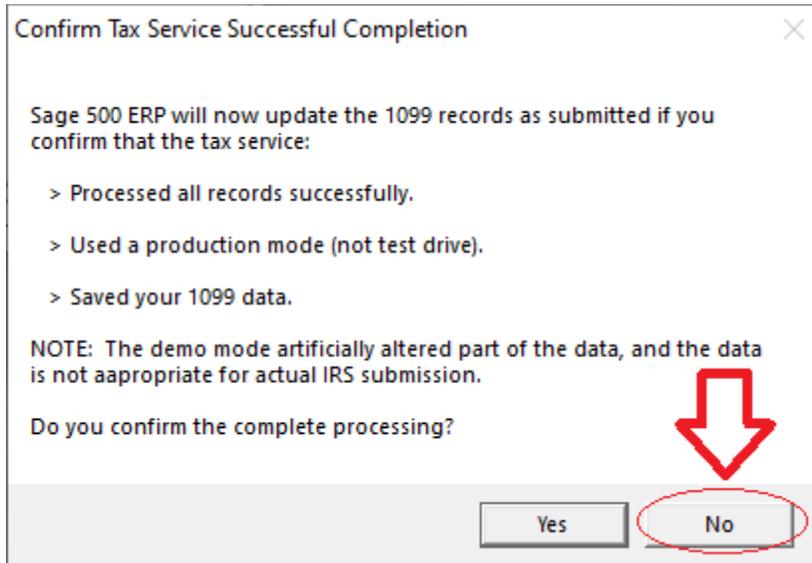
following referencing a file called AESCrypto.dll. The Aatrix update has failed, and no changes were made. **Do not click the "Close" button yet.**



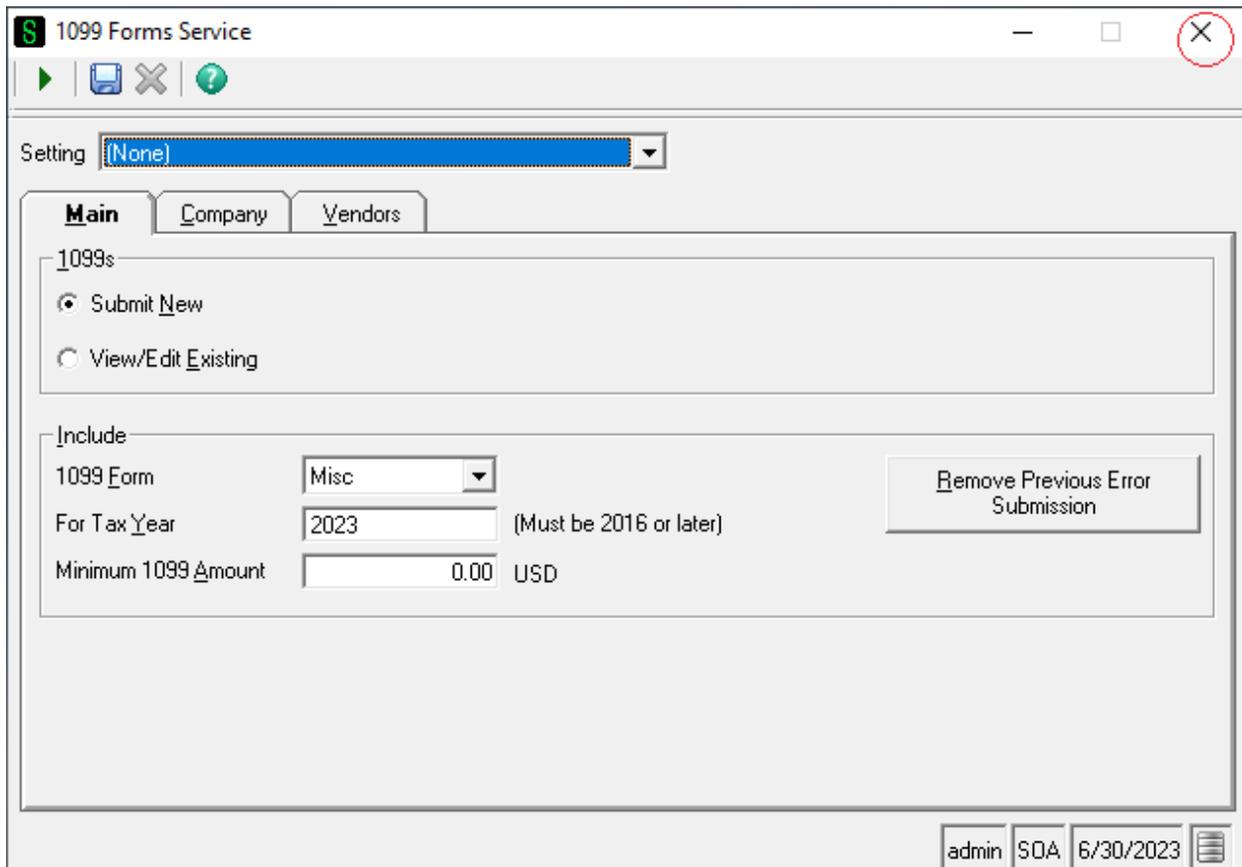
Beside this Aatrix form, you should see the 1099 Forms Service Launcher form in the background which is a Sage 500 ERP form. The next step is to close the 1099 Forms Service Launcher form by clicking the X on the form.



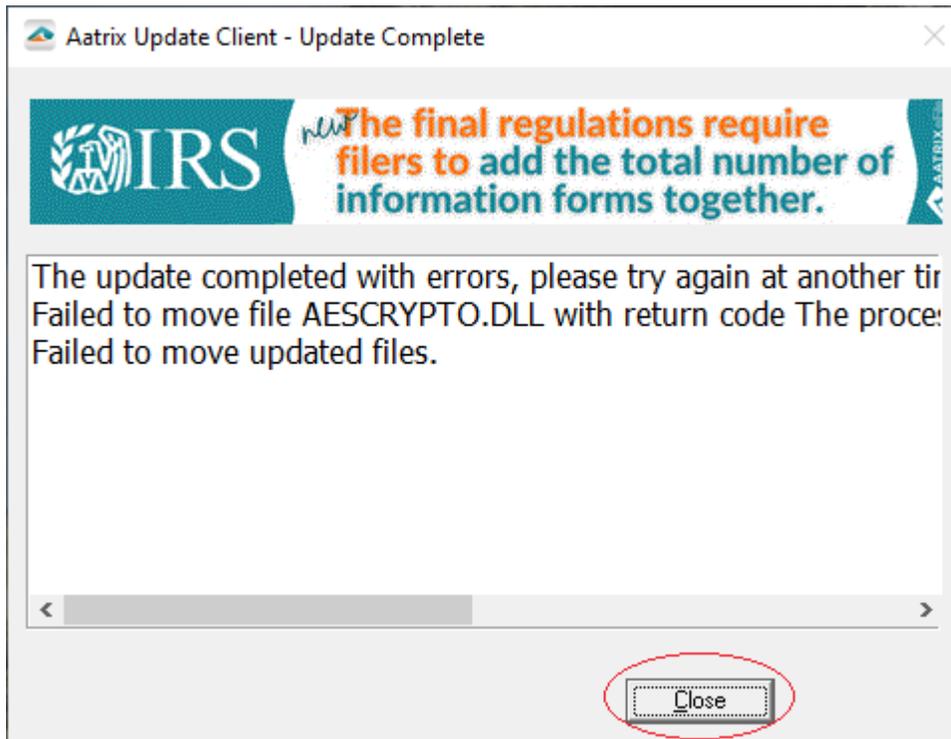
After closing the 1099 Forms Service Launcher form, you should see this Sage 500 ERP form. **Be sure to click "NO"** so that Sage 500 ERP will not treat the 1099 submission and complete and valid so the submission can be reprocessed later.



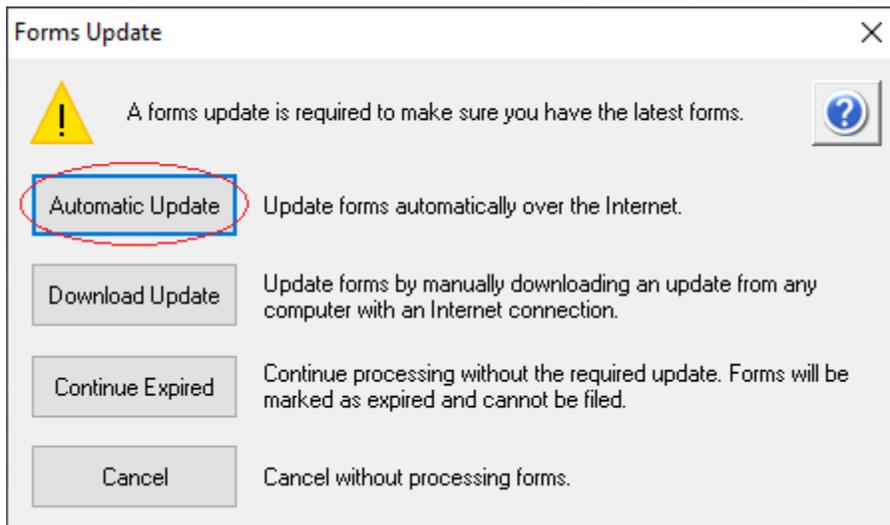
The 1099 Forms Service form will now be showing with your starting information. Close this form using the form X.



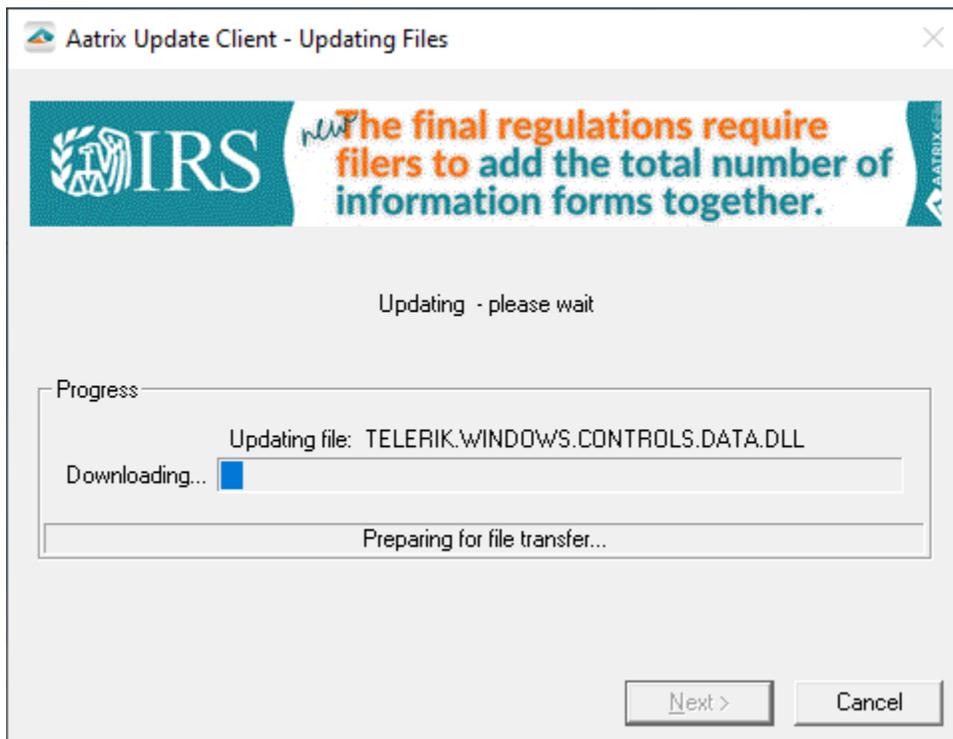
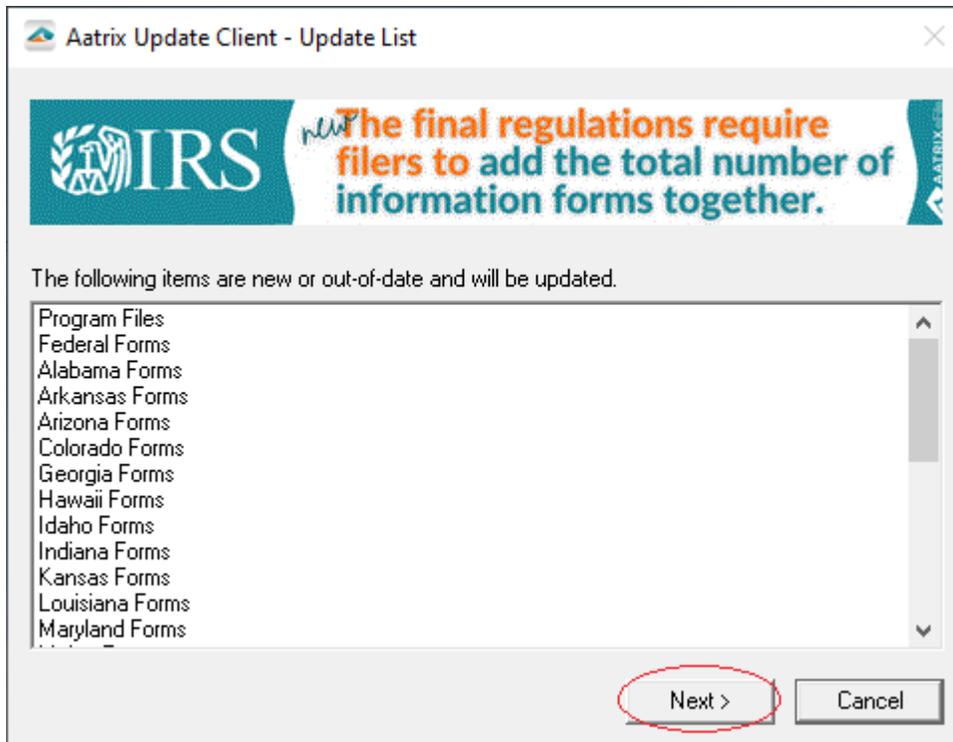
Now, click the “Close” button on the Aatrix Update Client – Update Complete form.



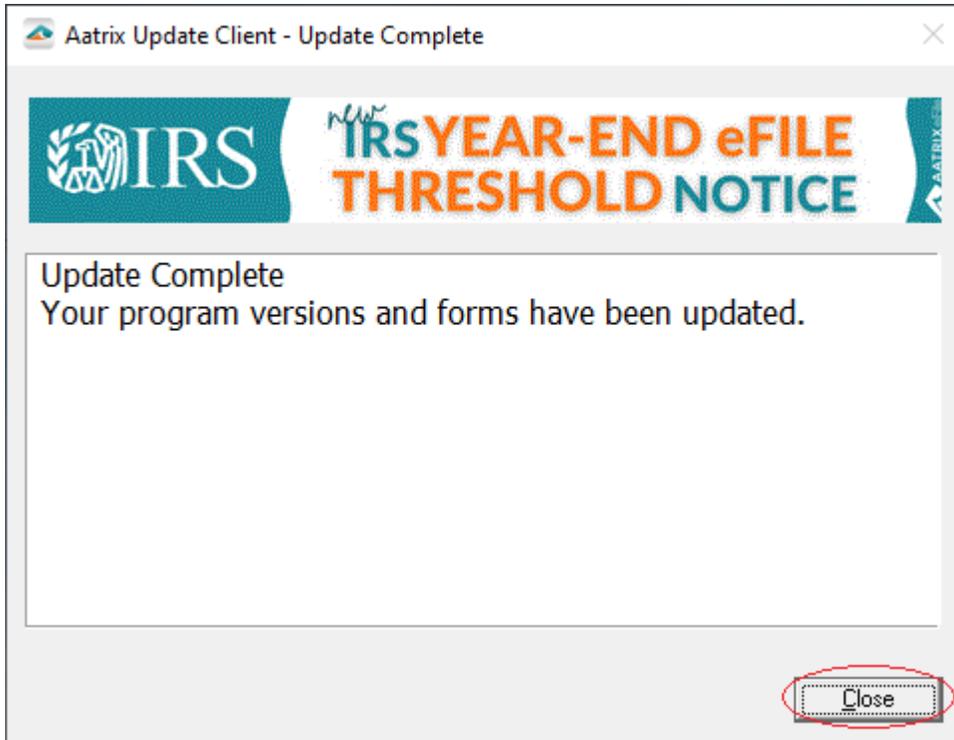
The Aatrix form will disappear. Shortly after that, the Aatrix “Forms Update” form will reappear. It may take a few seconds for that to happen.



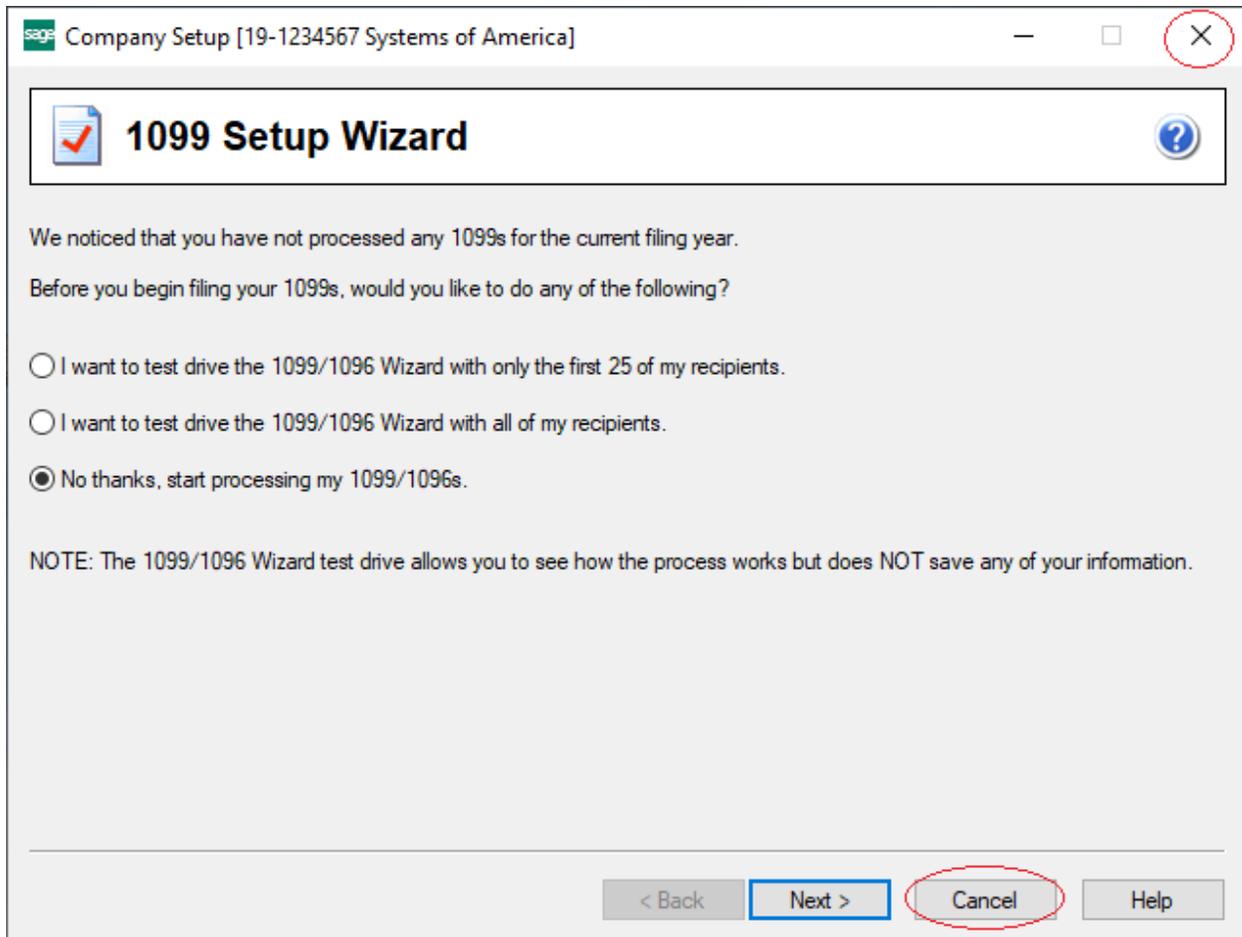
Click “Automatic Update” to relaunch the Aatrix update process. This will now run the update without the Sage 500 ERP 1099 applications running, clearing the way for allowing the AESCrypto.dll to occur. Some of the same Aatrix forms will run again through the updating process.



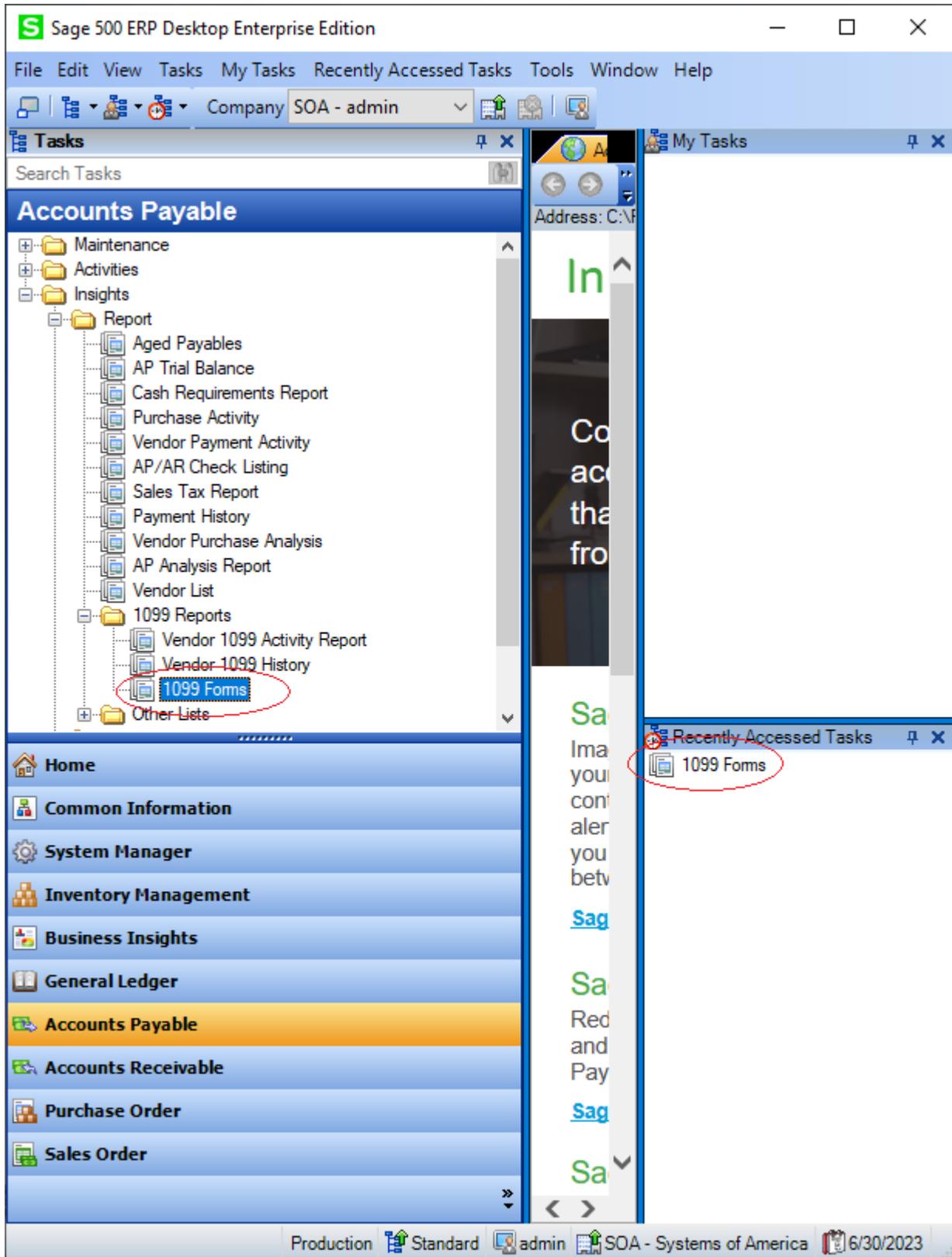
Ideally, the “Aatrix Update Client – Update Complete” form will now display a message indicating that the update was successful.



After you click close on the previous screen and the update was successful, you will see a screen like the following (it may take a few seconds). **It is suggested that you close the screen to ensure that your Aatrix processing keeps in sync with Sage 500 ERP.**



If successful, process your 1099s as you normally do by starting over again. Resubmit the form you were trying to process as no changes have taken place. Note that for any further TY 2023 submissions this process should not be needed as the 1099 TY 2023 system should be up to date.



## **2.2. Solution 2 – Using Sage Software Customer Support**

If solution 1 did not work out for you, please contact your partner or Sage Customer Support for Sage 500 ERP and they can likely address the issue by providing you with a file and instructions of how to manually apply that file to a specific location on your computer, which may require elevated Windows permissions.

Note that this solution will not provide the TY 2023 Aatrix updates but should allow the Aatrix Auto Update to finish without the unable to update AESCrypto.dll issue and proceed as normal.

### **3. Aatrix 1099 Services**

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Sage 500 ERP continues to provide self-printed 1099s at no additional cost to you. You may not need the preprinted IRS forms as we believe they have been approved for plain paper forms. Check with Aatrix.

Other Aatrix options are available to you at additional cost and require a setup with Aatrix that is independent of Sage 500 ERP. They provide for complete paper 1099 processing where they handle the printing and mailing of the 1099s at a reasonable cost that is likely discounted for Sage 500 ERP customers.

If you are e-filing for the first time in TY 2023 due to the new IRS regulations for 10 or more 1099s you should be aware that Aatrix has a minimum cost for any of their additional 1099 services.

As always, all premium options for 1099 processing prices are shown in the Aatrix Software final screens.