Payroll data files like PR9, PRB, PRI, PRJ, PRK, PRL, etc. are missing when printing Payroll registers or checks

Products

Sage 100

Region

North America

Description

Payroll data files like PR9, PRB, PRI, PRJ, PRK, PRL, etc. are missing when printing Payroll registers or checks from Sage 100, when Webroot Antivirus is installed

Payroll data entry files missing upon attempting to print Payroll Data Entry Audit Report, Earnings Register, Benefits Register, Deduction Register and/or Payroll Check Printing... when Webroot Antivirus or Microsoft Windows Update **KB4051034** or **KB4054518** is installed

Missing Payroll files may include **PR9xxx.soa**, **PRBxxx.soa**, **PRIxxx.soa**, **PRJxxx.soa**, **PRKxxx.soa**, and **PRLxxx.soa** (where **xxx** is the company code)

Note: This primarily affects users of Payroll, but may affect any Legacy module data entry file. So Work Order data entry files are missing, Job Cost data entry files are missing, Time Card data entry files are missing, etc. Legacy versions of Sage 100 (formerly Sage MAS 90 or 200) may also experiences issues in other modules.

Disclaimer

Support
Sage Customer Support does not provide assistance for issues related to third party products or enhancements, hardware, report customizations, state or federal tax-related questions, or specific accounting questions. Please contact your Sage business partner, network administrator, or accountant for assistance. Please review this document for additional information on the scope of Sage Customer Support Services.

Cause

- **Webroot Antivirus** or another aggressive antivirus or anti-malware may be interrupting the creation of Payroll data files or other legacy files
- This issue may occur on Sage 100 Standard platform if Sage Knowledgebase KB article 45806 (see Related Resources) has not been implemented

- Sage Customer Support has observed that Security Update for **Microsoft Windows (KB4051034)** or **(KB4054518)** has recently been installed on workstations having this issue. Sage Engineering is currently looking into this as a cause and have not yet been able to duplicate issue by installing this update.

Resolution

To address possible cause(s):

- **Webroot Antivirus** - The most common denominator at this time appears to be **Webroot Antivirus**. Some customers report that even excluding Sage 100 program and "**MAS90**" and "**PRXXX**" (where XXX is the company code) directories does not resolve the issue - only complete removal of Webroot Antivirus and going to another product resolves the issue for them.
- **Other Antivirus or Anti-malware product** (such as MalwareBytes) - Make sure to **set proper antivirus exclusions and disable On-Access Scanning** on both the Sage 100 Server and Workstation as stated in Sage Knowledgebase KB article **45806**
    - **Note**: For more information, see the **Related Resources** section on setting antivirus exclusions.
- **Microsoft Windows Update (KB4051034) or (KB4054518)** - To check for and uninstall this specific update:
    1. Open Windows **Control Panel**
    2. Select "**Programs and Features**" or "**Uninstall a Program**"
    3. Select "**View installed updates**"
    4. Examine if the following **Windows Update** is installed:
        - **Update for Microsoft Windows (KB4051034)**
        - **Security Update for Microsoft Windows (KB4054518)**
        - If file exists, select file and click **Uninstall**
    5. **Restart computer when complete**
    6. **Note:** If the update was uninstalled in order to process payroll, after Payroll is processed, the update can be obtained from the Microsoft Update Catalog and reinstalled.
        - **Example**: http://www.catalog.update.microsoft.com/Search.aspx?q=KB4051034 (http://www.catalog.update.microsoft.com/Search.aspx?q=KB4051034)

To re-create missing file(s):

1. Via File or Windows Explorer, browse to the "..**MAS90\\MAS_XXX\\PRXXX**" folder where Sage 100 is installed (and where **xxx** is the company code)
2. Look for the **PR9xxx.soa** (or **PRJxxx.soa** , **PRKxxx.soa**, **PRLxxx.soa**, etc.) file (per the error message)
3. *Skip to Step 6 if missing*. Otherwise, if **damaged**: **Right-click** the file
4. Select **Rename** from the pop-up context menu that appears
5. Rename the file to something else (like **oldPR9xxx.soa** or **oldPRJxxx.soa**, etc.)
6. Use the **Manual** feature in the **Reinitialize Data Files** utility to **reinitialize** the **PR9xxx.soa** (or **PRJxxx.soa** , **PRKxxx.soa**, **PRLxxx.soa**, etc.) file (per the error message)
    - For information on how to manually reinitialize a data file, see the **Related Resources** section below.

Related resources

Error: "12 PRWJAA 0410" when attempting to print the Payroll Check Register
Error: "12 PRWUAA 8825" or "File PR9xxx.soa not found" (or PRJ, PRK, PRL, PR_02) while running Payroll Tax Calculation
Error: "Unable to create two instances," when trying to run eFiling and Reporting
How to erase or manually recreate data files using the Reinitialize Data Files utility
How to exclude Sage 100 from antivirus scans; how to set antivirus exclusions
How to uninstall Windows Update Files

Additional information

External link to Microsoft Windows Update KBs (**Caution**: Sage is not responsible for the content of third-party web pages):

- https://support.microsoft.com/en-gb/help/4051034/windows-7-update-kb4051034 (https://support.microsoft.com/en-gb/help/4051034/windows-7-update-kb4051034)
- https://support.microsoft.com/en-ie/help/4054518/windows-7-update-kb4054518 (https://support.microsoft.com/en-ie/help/4054518/windows-7-update-kb4054518)

Category

Batches, entries, posting
Processing

Entitlement

Open

Defect ID

106266

ID:77960 **Last modified:**12-20-2017