

Sage 100
Contractor

Sage 100 Contractor 2014

(Formerly Sage Master Builder)

Canadian and United States Editions

Release Notes

Version 19.4

sage

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U.S. Payroll Tax Tables—July 2014 Updates

Government-Mandated Payroll Tax Changes

As a result of legislative changes, the payroll tax tables changed for the following jurisdictions:

- Idaho, retroactive to January 1, 2014
- Ohio, effective July 1, 2014
- Yonkers, New York, effective August 1, 2014

Enhancements in Version 19.4

You will find the following new features and enhancements in Sage 100 Contractor Version 19.4.

General Improvements

Improved Project Management Information

The **6-12 Project Work Center** window now includes the request number in the Transaction# column for Requests for Information.

Printing Support for Windows 8.1 and Windows Server 2012 R2

To support printing to PDF or RTF in a Windows 8.1 or Windows Server 2012 R2 environment, version 19.4 includes version 5.0.1.1 of the Amyuni PDF Converter.



IMPORTANT: If you are *upgrading* Sage 100 Contractor on a Windows 8.1 or a Windows Server 2012 R2 machine, you must take some additional steps to upgrade the PDF Converter before printing to PDF or RTF. For more information, see Knowledgebase article 24875.

Enhancements for the Canadian Edition

Sage 100 Contractor Version 19.4 includes the following enhancements to the Canadian Edition:

Support for Vacation Accrual

To meet statutory requirements, Sage 100 Contractor now tracks the dollar balance of employee vacation earned but not yet paid. Accrued vacation can be paid out with each pay cheque, or it can accumulate in a payroll liability account to be paid out later.

The vacation balance is calculated and posted to a liability account for the employee whenever you final compute payroll.



NOTE: Vacation is taxed when it is paid out, not when it is accrued.

We have updated several Sage 100 Contractor windows, as described in the next sections, to support the new methods for accruing and paying out vacation.

Changes in the 5-3-1 Payroll Calculations window

You can now set up payroll calculations for accruing vacation using **Tax Type 6 - Vacation Accrual**.

For a new vacation accrual calculation, the default rate is 4%. If vacation is earned and accrued on vacation, you calculate a different default rate by multiplying the recursive portion of the tax by the base rate. For example, if employees accrue additional vacation at 4% on a basic accrual rate of 4%, you would enter **4.16** in the **Default Rate** field.

The Credit Account you use to maintain the vacation balance must be an account that is set up to use subaccounts, and it cannot already have subaccounts associated with it. The check box **Use employee# as subaccount** is selected automatically for vacation accruals, and you cannot change this selection.

Other payroll calculations can affect vacation calculations. A new **Vacation Accrual** check box in the **Subject to** section of the window lets you control which taxable benefits or non-taxable deductions affect the accrual amount.

When you upgrade to version 19.4, the **Subject to Vacation Accrual** check box is selected automatically for existing payroll calculations if the calculation is subject to CPP contributions. You can change the Vacation Accrual option at any time, although you cannot change any other Subject to options after saving a payroll calculation.



CAUTION: If you have been tracking vacation accruals using payroll calculations with **Tax Type - None** in earlier versions, you should either set the default rate for the old payroll calculation to zero or set that calculation inactive before setting up the new **Tax Type 6 - Vacation Accrual** for payroll calculations in version 19.4. Otherwise, vacation accruals and payouts may be counted twice.



TIP: To bring a new system up to date, you can enter the amount of vacation due that has already been accrued.

Changes in the 5-2-1 Employees window

A new **Accrued Vacation Due** field on the Compensation tab of the **5-2-1 Employees** window keeps track of each employee's accrued vacation. This field is updated when you perform a payroll final compute. Similar to the Advances Due field, the Accrued Vacation Due field is not cleared at year-end, but continues to accumulate accrued vacation until vacation is paid out.



TIP: You can lock this field to suppress further edits after you save an employee record, if necessary.

This window also provides a new query, **Employees~Accrued Vacation Due**, that shows the vacation balance for employees who have vacation due.

Changes in the 5-2-2 Payroll Records window

A new **Vacation Payout** field in the Payroll Records window allows you to enter a lump sum payout—or even a negative amount—for a pay period. The field is available for all payroll types except advances for new or existing open payroll records.

A display field labeled (**Vacation balance is ...**) beside the Vacation Payout field shows the current vacation balance accrued for the employee.

Together, the Vacation Payout and the Salary amounts make up the amount that appears as the total pay for the period.

This window also provides a new query, **Payroll Records~Vacation Payout**, that shows a list of vacation payouts for a specified range of employees and pay periods. You can drill down from this query to view the underlying transaction for a selected payout.

Changes in the 5-2-3 Compute Payroll window

During a final payroll computation, any vacation accrued for the period increases the **Accrued Vacation Due** field in the employee record. Any vacation payout reduces the amount in the **Accrued Vacation Due** field in an employee's record.



NOTES:

- Vacation is not accrued on any vacation payout amount.
- While Sage 100 Contractor does not automatically audit or verify the vacation amounts, you can query the accrued vacation for all employees in the 5-2-1 window, and then compare the amounts on the resulting report to the subsidiary balances in the liability account.

Changes in the 5-2-6 Post Payroll to GL window

Vacation payout is posted as a debit to the liability account specified for the accrued vacation payroll calculation, using the employee# as the subaccount.

Vacation accrual is posted as a credit to the liability account specified for the accrued vacation payroll calculation, using the employee# as the subaccount.

New and Improved Payroll Reports

Version 19.4 includes new reports that can help you meet federal and provincial filing requirements, as well as modified reports that support the changes in vacation processing.

New Employer Health Tax (EHT) Report

The **5-1-4 Provincial Tax Report** window includes a new **71 - Employer Health Tax** report, which you can use when you complete your Employer Health Tax (EHT) return in provinces that require this filing. The report lists the taxable gross, computed EHT, and EHT liability for each employee.

Before you can run the report, you need to set up a payroll calculation for Employer Health Tax, and assign it to employee records. When printing the report, you specify the Employer Health Tax payroll calculation.



NOTE: There is no dedicated tax type for Employer Health Tax, but you can use **Tax Type = None**.

Gross Wage Totals for Federal and Provincial Tax Reports

When printing Federal Tax reports and Provincial Tax reports, you can select the new **Use Taxable Gross** option to exclude from gross wages any benefits, allowances, and deductions that are not subject to tax. These exclusions can include, for example, overtime meal allowances, reimbursement of moving expenses, or union dues.

- If you select the **Use Taxable Gross** check box, the tax report includes a Taxable Gross column that displays only wages on which income tax is calculated.
- If you *do not* select this check box, the tax report includes a Total Gross column that displays all wages, which can include non-taxable benefits, allowances, and deductions.

New Combined Federal/Provincial Tax Reports

The **5-1-3 Federal Tax Report** window includes two new combined Federal/Provincial tax reports:

- **41 - Federal/Provincial Tax Report~Excluding Quebec.** This reports lists income tax, CPP, and EI totals paid by and for each employee, as well as the taxable gross for each employee, for all provinces except Québec. You can use it when filling out the PD7A remittance report for the Canada Revenue Agency.
- **42 - Federal/Provincial Tax Report~Quebec Only.** This report lists Québec income tax, QPP, and EI totals paid by and for each employee in the province of Québec, as well as the taxable gross for each employee listed. You can use it when filling out the RLZ-1.S-V Summary of Source Deductions and Employer Contributions report for Revenu Québec.

Redesigned 5-2-4-21 Payroll Cheques Include Vacation Amounts

We have redesigned the payroll cheque stubs to include new **Vacation Payout** and **Vacation Balance** amounts, reflecting the amount of vacation paid and the amount still owed to employees.

Redesigned Payroll Processing Reports Include Accrued Vacation

The **5-2-1 Payroll Processing** reports 21, 22, 31, and 32 include the **Accrued Vacation Due** amount.

Improved Sales Tax Calculation and Tracking

Version 19.4 introduces several changes that make Sage 100 Contractor more flexible and even more responsive to the variety of sales tax requirements in different Canadian jurisdictions, including the following:

- You can now create multiple tax codes for provinces that levy several taxes, resulting in more refined tax reporting. For example, you can create a Tax Exempt tax code for vendors that are exempt from tax, and you can create another code for goods and services that are subject to input tax credit recapture.
- Sage 100 Contractor can now compute and track Recaptured Input Tax Credits (RITC) on Accounts Payable invoices and credit notes for provinces that have HST.
- On Accounts Receivable invoices and Service Receivable invoices, you can now override calculated sales taxes with a dollar amount, allowing you to process accurately invoices that were created outside Sage 100 Contractor (for example, by a salesperson or a subcontractor on the road or at a job site, or during setup).
- In Accounts Payable, when entering credit card receipts, you can now enter a total amount and let Sage 100 Contractor compute the correct tax based on the vendor's jurisdiction. This feature is useful when recording receipts that do not show individual tax amounts.

Support for Multiple Sales Taxes

Some provinces have a variety of tax rates that apply to different types of goods and services, or they may exempt certain types of businesses or services from tax. With version 19.4, you can create multiple tax codes for each province. For example, you could create additional tax codes for provinces that apply special tax rates to certain items. Because you no longer need to enter a tax rate for GST or HST, you can also set up tax codes for tax-exempt vendors. You can also set up special tax codes for provinces that require the recapture of input tax credits on specified property and services.

You use the **Canada Sales Tax Setup** table in the **1-8 General Ledger Setup** window to set up the additional tax codes.



IMPORTANT: When defining multiple tax codes for a province, you must assign an identical set of accounts to each tax code for the province.

Where there are multiple tax codes for a province, a new **Is Primary Code** column in the tax setup table indicates which tax code Sage 100 Contractor uses as the primary tax code for the province. The primary tax code is used as the default for Accounts Payable transactions for each province. However, you can override this code for specific transactions and vendors.



NOTE: During the upgrade to version 19.4, Sage 100 Contractor automatically marks existing provincial tax codes as the primary codes for each province.

Tax Codes for Foreign Vendors

The **9999--Unidentified Province** tax code now uses "ZZ" as the Province code, which the Canadian Revenue Agency recognizes as the code for vendors located outside Canada.

Overriding the Primary Tax Code for Specific Vendors

Sometimes, you may need to assign a tax code to a vendor that is different from the primary tax code for the vendor's province. In version 19.4, you can define secondary tax codes that use different tax rates, or a zero tax rate (for tax-exempt vendors). You can then assign these secondary codes to individual vendors.

To override the primary tax code for a specific vendor, you enter the correct code in the new **Tax Code Override** in the **4-4 Vendors** window.

When you enter Accounts Payable transactions in the **4-2 Payable Invoices/Credits**, **4-6 Recurring Payables**, and **4-7-3 Credit Card Receipts** windows, Sage 100 Contractor automatically applies the tax code override from the vendor

record, if one is specified for the vendor. If no tax override is specified in the vendor record, the primary tax code for the province is used.

Changes in Transaction Windows to Support Multiple Tax Codes

In Accounts Receivable, the **3-2 Receivable Invoices/Credits**, **3-7 Progress Billing**, **3-9 Unitary Billing**, and **3-10-4 Post T&M Invoices** windows calculate sales tax based on the primary tax code for the province used for the job.


In Service Receivables, the **11-2 Work Orders/Invoices/Credits** window calculates sales tax using the primary tax code for the province specified for the service location. However, you can override tax amounts for individual detail lines.


In Accounts Payable, the following transaction windows include new tax code fields:

- **4-2 Payable Invoices/Credits**
- **4-6 Recurring Payables**
- **4-7-3 Credit Card Receipts**
- **4-7-4 Enter Recurring Charges**

When you select a vendor in these windows, Sage 100 Contractor inserts the tax code from the vendor record as the default code in the transaction header and detail lines. If no tax override exists for the vendor, it uses the primary tax code for the vendor's province. Sage 100 Contractor follows these same principles when inserting tax codes in the header and detail lines on invoices created from purchase order receipts and credit card receipts. The tax rates for the specified tax code are applied to the transactions.


You can change the tax code in the transaction header, and you can change the tax codes and the tax amounts in detail lines. However, the tax codes used in the grid must be defined for the same province as the tax code used in the header.

 **IMPORTANT:** Overriding tax codes and amounts for detail lines has an impact on federal tax reports. Entering a zero tax amount for a detail line is not equivalent to using a tax-exempt tax code. Transactions that use a tax-exempt tax code **do not** appear on the GST/HST report. Transactions that contain a zero override amount **do** appear on the GST/HST report, and they show that no tax was paid.

 **NOTE:** When upgrading existing payable invoices and recurring payables to version 19.4, Sage 100 Contractor automatically updates the headers using the primary tax code for the vendor's province. Similarly, it updates existing recurring credit card charges using the primary tax code for the payee's province.

Recaptured Input Tax Credits

Sage 100 Contractor can now track, compute, and report Recaptured Input Tax Credits (RITC) for provinces that have HST and require large businesses to repay input tax credits on specified goods and services.

 **NOTE:** The RITC fields are used only for internal tracking and reporting of disallowed input tax credits that are accumulated from Accounts Payable transactions. They do not appear in Accounts Receivable, and you will not find them on your vendors' original documents.

Changes in General Ledger to Support RITC

You can define secondary provincial tax codes specifically to track RITC, and then enter the RITC tax code in Accounts Payable transactions to which RITC applies.

You use the **Canada Sales Tax Setup** table in the **1-8 General Ledger Setup** window to define RITC tax codes. The tax setup table now includes **RITC Rate** and **RITC Paid Account** columns that you use to specify the repayment rate and posting account for recaptured tax credits.

Changes in Accounts Payable to Support RITC

The **4-2 Payable Invoices/Credits** and **4-7-3 Enter Credit Card Receipts** windows display tax amount columns only for the tax code specified in the transaction header (usually, the primary tax code for the vendor's province):

A new RITC column appears for provinces with HST. An RITC amount is calculated for each detail line.



NOTE: In the **4-6 Recurring Payables** and **4-7-4 Recurring Credit Cards** windows, you cannot use a tax code that includes an RITC rate.

Changes to GST/HST Filing Reports to Support RITC

The GST/HST Filing reports (2-11-21 and 2-11-22) now include a PST/RITC column. (In provinces that have HST, only RITC amounts appear in the PST/RITC column. In provinces that have PST, only PST amounts appear in this column.)

Override for Receivable Sales Tax Amounts

You can now override the tax amount when you enter receivable invoices created in another system (such as during setup) or created manually.

To override the sales tax amount in the **3-2 Receivable Invoices/Credits** window or in the **11-2 Work Orders/Invoices/Credits** window, select **Options > Override Sales Tax Amount**. You can then enter tax amounts directly in the grid.



CAUTION: If you choose to override sales tax amounts, the program will not calculate or verify any tax amounts in the grid for the current transaction.

The override applies only to the current transaction—it will not carry over into the next transaction.

Sales Taxes Derived from Credit Card Receipt Totals

The **4-7-3 Credit Card Receipts** window provides a convenient way to enter a credit card receipt that does not show tax amounts. You can now simply enter the total receipt amount (including tax), and let Sage 100 Contractor calculate the tax amounts for you.

Before entering other detail lines, simply enter the total receipt amount in the new **Optional Total Receipt** field, and then click the adjacent **Calculate** button to add a detail line that includes tax amounts calculated for the specified tax code.

Additional Improvements

More Flexible Tax Codes for Accounts Payable

In the **4-4 Vendors** window, the Invoice Defaults tab includes a new **Tax Code Override** field, which you can use to override the primary tax code used for the vendor's province.

If you add a tax code that has no tax rate in the **1-8 Canada Sales Tax Setup** window, you can then assign that tax code to vendors that are tax exempt.

Fixes in Version 19.4

We have made the following software fixes in the first release of Version 19.4.

- In the **10-3 Schedules** window, if you change the fixed date for a task that has a predecessor in another phase, when you click the Recap button, you receive a message that lists the jobs and phases affected by your change. You must recalculate and save those jobs and phases before you can display the Scheduling Recap window.
- In the **3-10-2** window, the computation of time and materials invoices for a range of jobs now skips jobs that are not time and materials jobs, and continues processing.
- In the **3-1-8-31** window, the Job Mail Label~ Sheet can now export job information to Excel.
- In the **5-2-1 Employees** window, the **Social Security#** field (in the U.S. Edition) and the **Social Insurance#** field (in the Canadian Edition) respect the Require Unique property when it is set for the field.
- If you posted LIFO/FIFO inventory consumption to the year prior to the year you posted the stocking transaction, archive validation will display an inventory audit error that can be fixed.
- In the **1-3 Journal Transactions** window, you can no longer use the Quick List to overwrite text fields on posted Accounts Payable check transactions.
- In the **9-5 Takeoffs** window, you can now export takeoff prices to the parts database regardless of the options selected on the Options menu.
- In the **5-2-2 Payroll Records** window, if you enter a timecard that has a salary amount, but total hours equal zero in the grid, the program no longer computes job costs..
- In the **4-2 Payable Invoices/Credits** window, you can now void an invoice for a PO that included a line with no parts or amounts.
- If the **11-2 Work Orders/Invoices/Credits** window does not require unique service order numbers and you happen to reuse the number of a void service order, you can now enter that service order number in a payroll record. The program ignores the void service order number, and proceeds to validate subsequent service orders.
- In the **10-3 Schedules** window, when you use the Grid/Gantt window to change the duration of a task, the Gantt Chart is updated to reflect the change when you save the schedule.
- In the **11-3 Dispatch Board** window, you can now leave the **Work Order Properties** window open while you copy several notes from another program and paste them in the **Work Order Properties** window. You no longer have to save and close the notes each time you leave the **Work Order Properties** window to copy a note from the other program.
- The **5-1-1-21 Employee List** report now correctly displays employees' social security numbers (social insurance numbers, in Canada) when you print or preview the report.
- When archiving a fiscal year in the **1-6 Period/Fiscal Year Management** window, if inventory audit errors cause the verification process to fail, all the contents of the archive folder are deleted properly.

Fixes for the Canadian Edition

The following issues were fixed specifically for the Canadian edition:

- The T5018 Recipient TIN is sent to Aatrix correctly when the vendor T5018 is Business (2).
- The HST on non-vendor-related payments are now included on the **2-11-0-21** report .
- In the **5-3-1** window, the **Exclude from T4 slips** box is available.
- Aatrix reports that include Charitable Donations, Union Dues and RPP Contributions are now correct when the Tax Type is **0-None**.
- In the **1-8 General Ledger Setup** window, the pre-built General Contractor and Subcontractor charts of accounts now use the correct Workers' Comp Payable account.
- Default discount calculations now use the correct base amounts. In the **4-2 Payable Invoices/Credits** window, discounts are based on the invoice amount net of tax. In the **3-2 Receivable Invoices/Credits** window, discounts are based on the invoice amount net of holdbacks.
- The taxable gross amounts on the 5-1-4-21, 22, 31, and 32 Provincial Tax reports now match the taxable gross on the Federal Tax report.
- In the **3-11 Recurring Receivables window**, when you enter a job without specifying the province, you receive only one message informing you that sales cannot be computed unless you specify a province.
- When you print a statement in the **3-4 Statements** window, the **Total Invoiced to Date** amount now includes billed holdbacks.
- Long Vendor Lists you print using the **4-1-1 Report Printing** window now include the correct label for the GST/HST ID# field.
- Outstanding Balance amounts are now correct on all Subcontract Audit reports printed using the **6-7-4 Report Printing** window.
- The **5-3-7 Payroll Audit** window no longer displays a CPP audit errors for an employee that has a very small wage total for the year.
- CPP is now calculated correctly for employees not yet 18 years of age and for employees over the age of 70.

Known Issues and Comments

The following sections describe known issues and problems in Sage 100 Contractor Version 19.4.

General

Internet Access Required for Sage 100 Contractor

Sage 100 Contractor features, such as printing or eFiling tax forms, submitting enhancement requests, accessing Help, or downloading periodic product or tax updates all require Internet access.

To take advantage of these features, ensure that any workstation or server that Sage 100 Contractor is installed on has access to the Internet.

During installation of Sage 100 Contractor, the computer serving as the Sage license server must be able to connect to the Internet to obtain licenses. Once installation is complete, you can check out license uses for each computer where Sage 100 Contractor is installed, then disconnect the Sage license server from the Internet.



NOTE: A static Internet connection using a compatible web browser is required for Sage Construction Anywhere..

For current information on supported browsers, supported Sage 100 Contractor versions, and other system requirements, see the Sage Construction Anywhere help at http://help.sageconstructionanywhere.com/sage100contractor/help/Default.htm#01_Setup/System_requirements.htm.

Sage Advisor Update

Sage Advisor Update is a notification and download service that alerts you when an update is available for Sage 100 Contractor. You can also use Sage Advisor Update to download updates for your Sage products.



TIP: Use the **Customize** settings in the Windows system tray to make sure you can view the Sage Advisor Update icon and notifications from the System Tray in your Taskbar.

For more information about Sage Advisor Update, see "About Sage Advisor Update" in the User Guide and in the Sage 100 Contractor help.

Tax Forms and eFiling by Aatrix configuration requirements

Tax Forms and eFiling by Aatrix requires an Internet connection for two reasons:

- For updating forms and executable files.
- For electronic filing (eFiling) of the forms.

Both of the operations listed can report an Internet connection problem. The vast majority of these problems are a result of problems communicating through an Internet firewall.

Firewalls need to have access allowed through specific ports:

- The Tax Forms and eFiling Updater uses standard SSL/HTTP port 80 to access the site <http://updates.aatrix.com>.
- The eFiling component uses secure HTTPS on port to access the site <https://efile.aatrix.com>.

By allowing access to aatrix.com, you allow both updates and eFiling. Occasionally, restrictions are tighter and only allow access to these ports by specific programs. Tax Forms and eFiling uses the following programs to access the Internet.

For updating using http on port 80 to <http://updates.aatrix.com>:

- aatrixforms.exe
- updater.exe
- updater2.exe

For eFiling using secure http on port 443 to <https://efile.aatrix.com>:

- builder.exe
- viewer.exe

Locating tax updates

Tax updates are released throughout the year. To get the latest information about tax updates:

1. Log on to the Customer Portal, <https://support.na.sage.com/>.
2. In the **Solve a common problem** section, click **Sage Contractor Downloads and Updates**.

Printing reports at year-end (U.S. Edition)

As of Version 19.2, in the U.S. Edition, if you pay retainage in the current year for a prior year invoice and then you print a 4 1 3 26 AP Aging report for the prior year, the report shows a reduced Retention amount, and the amount paid in the future period is allocated to the Current period or an aging period, depending on the due date of the retainage and the date it was paid.

Therefore, you should print these reports as part of your year-end processing to ensure that you have a set of reports that reflect the true amount of retainage outstanding at year end.



TIP: If you archive your data at year end, you can also print the reports from the Archive, later.

PCI DSS Compliance

PCI DSS stands for Payment Card Industry Data Security Standard. It was developed by the major credit card companies as a guideline to help organizations that process card payments to prevent credit card fraud, cracking, and other security weaknesses and threats.

A company processing, storing, or transmitting payment card data must be PCI-compliant or risk losing its ability to process credit card payments and being audited and/or fined. (For more information about PCI standards, see <https://www.pcisecuritystandards.org/>.)

Sage 100 Contractor payment processing works exclusively with Sage Payment Solutions to enable merchants to seamlessly process check and credit card transactions directly in Sage 100 Contractor. The payment processing program uses Sage Exchange, a secure payment-processing application, to connect to Sage Payment Solutions and process check and credit card transactions.

Integrating your financial and operations system with Sage Payment Solutions lets you process check and credit card transactions without storing your customers' sensitive card information in your database. Sage Exchange transmits check

and credit card details through a secure connection to Sage Payment Solutions, where they are stored in a PCI-compliant vault, protecting your from exposure to non-compliance penalties and credit card fraud.



CAUTION: To avoid non-compliance with PCI standards, do not store credit card information in Sage 100 Contractor. Such storage also creates unnecessary risk for your business and your customers.

Use Adobe Reader Version 8.1.3 or later for faxing

Customers have reported problems faxing from Sage 100 Contractor with versions of Adobe Reader earlier than 8.1.3. Adobe Reader Version 8.1.3 and later support faxing from Windows and from Sage 100 Contractor.



IMPORTANT: To fax from Sage 100 Contractor, the Windows Fax Service component must be installed with your Windows operating system. For more information about installing the Windows Fax Service component, see the Sage 100 Contractor Help topic, "Installing the Windows Fax Service component."

About network configuration and TCP Remoting Channel

Sage 100 Contractor uses the TCP Remoting Channel, a Microsoft .NET Framework component, to enable communication among computers on a network. By default, Sage 100 Contractor uses the TCP starting port 48750. Certain configurations can potentially disable the communication:

- File sharing on computers running the Windows 8, Windows 7, Vista, Server 2008, Server 2008 R2, and Server 2012 operating system must be enabled. To enable file sharing, follow the instructions in the Windows Help.
- TCP communication requires the selection of port numbers that are not in use by other processes on the local computer.
- Software firewalls running on the local computer can be configured to block processes from opening TCP ports, which will prevent communication through the TCP Remoting Channel.

Sage licensing (Sage 100 Contractor Hosting Framework) cannot auto-start on Windows 8, Windows 7 Professional, Vista, Server 2008, or Server 2008 R2 Standard

The Sage licensing service (Sage 100 Contractor Hosting Framework) cannot auto-start on computers running the Windows 8, Windows 7 Professional, Vista Business, Server 2008, or Server 2008 R2 Standard operating systems. If the service stops, the program displays a message advising you to take further action to resolve this issue.

Configuring anti-virus software and third-party firewalls

During installation of the Sage 100 Contractor Hosting Framework, the Windows Firewall is configured automatically to allow the Sage 100 Contractor Hosting Framework to act as a TCP server. If you use some other firewall, however, you may need to manually adjust some settings in the firewall in order to ensure proper operation.

You can use the following basic procedure to manually configure the Windows Firewall to allow the Sage 100 Contractor Hosting Framework to communicate with other computers. Use it as the basis for manually configuring other third-party firewall products.

To configure the Windows Firewall:

1. For Windows Vista or Server 2008, click **Start > Control Panel > Security**.
For Windows 7, click **Start > Control Panel > System and Security**

For Windows 8, click **Start > All apps > Control Panel > System and Security**.

2. Open **Windows Firewall**, and then select **Allow a program or feature through Windows Firewall**.
3. If Sage 100 Contractor Hosting Framework is not on the list, you can add it by selecting **Add Program**, then browsing to the following path:
\\MB7\Programs\Sage.CRE.HostingFramework.Service-InstanceConfig.xml.



NOTE: By default, the exception is set to allow access by any computer on the network. You can refine this setting by selecting the **Change Scope** button. Be aware that restricting the scope incorrectly can cause the computer to be unable to connect with some or all of the other machines on the network.

Files to exclude when manually configuring your firewall for Windows 8 Professional 32-bit

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files\Sage\Sage 100 Contractor
- C:\ProgramData\Aatrix Software
- C:\Program Files\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows 8 Professional 64-bit

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Aatrix Software
- C:\ProgramData\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows Vista 32-bit

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files\Sage\Sage 100 Contractor
- C:\ProgramData\Aatrix Software
- C:\Program Files\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows Vista 64-bit

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Aatrix Software
- C:\ProgramData\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows 7 Professional 32-bit

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files\Sage\Sage 100 Contractor
- C:\ProgramData\Aatrix Software
- C:\Program Files\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows 7 Professional 64-bit

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Aatrix Software
- C:\ProgramData\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows 8 Professional

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Aatrix Software
- C:\ProgramData\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Files to exclude when manually configuring your firewall for Windows Server 2008, 2011, 2012

- C:\MB7
- C:\ProgramData\Sage\Sage 100 Contractor
- C:\ProgramFiles (x86)\Sage\Sage 100 Contractor
- C:\Program Files (x86)\Aatrix Software
- C:\ProgramData\Aatrix Software
- C:\%LocalAppData%\Sage\Sage 100 Contractor
- Network location of Sage 100 Contractor data

Configuring Windows Regional and Short Date Format:

1. Click the **[Start]** button, point to **Control Panel**, then click **Clock, Language, and Region** .
2. Click **Region and Language**.
3. On the **Formats** tab, select **English (Canada)English (United States)**.
4. Under **Date and time formats**, from the Short date format drop-down list, select **dd/MM/yyyy MM/dd/yyyy**
5. Click **[OK]**.
6. Close the **Clock, Language, and Region** window.

Windows 8 Professional and Server 2012 Standard Operating Systems

Windows 8 Professional and Server 2012 Standard "Sleep Mode" prevents computers from obtaining a license use

If a computer running the Windows 8 Professional or Server 2012 Standard operating system is used as a license server, when it goes into sleep mode other computers on the network can't obtain a license.

To avoid this possibility, set **Sleep Mode** on your license server computer to **Never**.

To set the Sleep Mode to "Never":

1. **Start > All apps > Control Panel > System and Security > Power Options**.
2. Select **Change when computer sleeps**.
3. From the **Put computer to sleep** list, select **Never**.

Sage licensing (Sage 100 Contractor Hosting Framework) cannot auto-start on Windows 8

The Sage licensing service (Sage 100 Contractor Hosting Framework) cannot auto-start on computers running the Windows 8 Professional or Windows 8 Enterprise operating systems. If the service stops, the program displays a message advising you to take further action to resolve this issue.

Solution for Server 2012 error message about mb7.kpr file

If you encounter an error message about opening the mb7.kpr file when launching Sage 100 Contractor on a computer running Windows Server 2012, follow these steps to resolve the issue:


- 1 On the Windows desktop, right-click **Start**, and then click **[Explore]**.
- 2 On the left side of the window, under **Folders**, right-click the MB7 folder, and then select **Properties**.
- 3 On the **MB7 Properties** window, click the **[Security]** tab.
- 4 From the list under **Group or User Names**, select **USERS**, then click the **[Edit]** button.
- 5 On the **Permissions** window, select **USERS** again, and under **Allow**, select the **Full control** check box. Selecting **Full control**, selects all the check boxes necessary for this solution.
- 6 On the **Permissions** window, click **[OK]**, and then on the **MB7 Properties** window, click **[OK]**.

Server 2012 network configuration and TCP Remoting Channel

Sage 100 Contractor uses the TCP Remoting Channel, a Microsoft .NET Framework component to enable communication among computers on a network. File and printer sharing on computers running the Server 2012 operating system must be enabled. To enable file sharing, follow the instructions in the Windows Server 2012 Help.


Windows 7 Professional and Server 2008 R2 Standard Operating Systems

Launching Sage 100 Contractor to run as administrator for scheduling reports

 **IMPORTANT:** On computers running Windows 7 Professional or Server 2008 R2 Standard, scheduling Sage 100 Contractor reports requires that you “run as administrator” or to “run the program as administrator.”


Microsoft Windows has changed security rules in the Windows 7 Professional and Server 2008 R2 Standard operating systems to make your computer more secure. If you are running Sage 100 Contractor as a typical user, then you have limited privileges in some areas of the program, such as saving a report schedule. To save a report schedule, you must launch Sage 100 Contractor with the command to either **Run as administrator** or **Run this program as an administrator**.

When you select either command, the settings are limited to you personally. Your settings to run Sage 100 Contractor as administrator do not affect the next person who logs on and launches Sage 100 Contractor from this computer. Your settings on this computer can either be temporary or persistent. For example, when you select **Run as administrator**, you run the program as administrator for that session only. When you select **Run this program as an administrator**, you set program properties to always run the program as administrator when you log on to this computer.

 **NOTE:** “**Run as administrator**” and “**Run this program as an administrator**” are not related to Windows 7 Professional or Server 2008 R2 Standard operating systems user groups but are limited to a specific program you are running.

To set “Run as administrator”:

- 1 On your Windows desktop, right-click the Sage 100 Contractor program icon.
- 2 From the drop-down menu, to launch the program, click **[Run as administrator]**.

 **NOTE:** Selecting **Run as administrator** only runs the current session of running Sage 100 Contractor. The setting does not persist after the session is over.

To set "Run this program as an administrator":

- 1 On your Windows desktop, right-click the Sage 100 Contractor program icon.
- 2 From the drop-down menu, click **[Properties]**.
- 3 On the Sage 100 Contractor Properties window, click the **[Compatibility]** tab.
- 4 Under Privileges Level, select **Run this program as an administrator**.
- 5 Click **[Apply]**, and then click **[OK]**.



NOTE: Selecting **Run this program as an administrator** always runs the program with these properties when you launch the program on this computer. The setting persists.

Windows 7 Professional, Windows 8 Professional, and Server 2008 R2 Standard "Sleep Mode" prevents computers from obtaining a license use

If a computer running the Windows 7 Professional, Windows 8, or Server 2008 R2 Standard operating system is used as a license server, when it goes into sleep mode other computers on the network can't obtain a license.

Set **Sleep Mode** on your license server computer to **Never**.

To set the Sleep Mode to "Never":

1. **Start > Control Panel > System and Security > Power Options.**
2. Select **Change when computer sleeps.**
3. From the **Put computer to sleep** list, select **Never**.

Windows Server 2008 R2 and Microsoft .NET 3.5.1

Microsoft .NET 3.5.1 must be available and enabled prior to installing Sage 100 Contractor on a Windows Server 2008 R2 machine. Server 2008 R2 comes with .NET 3.5.1 loaded but not installed, so Sage 100 Contractor doesn't install it automatically.

If you attempt to install Sage 100 Contractor without .NET 3.5.1 installed, you will receive the following message during the licensing install: "Sage.CRE.HostingFramework.Service v3.2 has stopped working." When you click **[OK]**, the installation continues, but the services have not been installed so Sage 100 Contractor cannot open. The Sage.CRE.HostingFramework Service will not install unless .NET 3.5.1 has been installed. If you receive the above message during installation, install .NET Framework 3.5.1 and reinstall Sage 100 Contractor.

To verify that .NET 3.5.1 is installed on Windows Server 2008 R2:

- 1 Click the **Start** button in the lower left corner of the display.
- 2 Highlight **Administrative Tools** and select **Server Manager**.
- 3 In the **Server Manager** interface, click **Features** to display all the installed Features in the right-hand pane. Verify that .NET Framework 3.5.1 is listed.

To enable .NET 3.5.1 on Windows Server 2008 R2:

- 1 In the **Server Manager** interface, select **Add Features** to display a list of possible features.
- 2 In the **Select Features** interface, expand **.NET Framework 3.5.1 Features**.
- 3 Once you expand **.NET Framework 3.5.1 Features**, you will see two check boxes. Check the box next to .NET Framework 3.5.1 and click **Next**.

- 4 In the **Confirm Installation Selections** interface, review the selections and then click [**Install**].
- 5 Allow the installation process to complete and then click [**Close**].



NOTE: Enabling .NET Framework 3.5.1 may require a reboot.

Solution for Server 2008 R2 "Permission Error Opening File"

If you see a permission error message when launching Sage 100 Contractor on a computer running the Windows Server 2008 R2 operating system, follow these instructions:

- 1 On the Window desktop, right-click **Start**, and then click **Open Windows Explorer**.
- 2 On the left side of the window, under **Computer > Local Disk**, right-click the \MB7 folder, and then select **Properties**.
- 3 On the **MB7 Properties** window, click the **Security** tab.
- 4 From the list under **Group or User Names**, select **USERS**, and then click the **Edit** button.
- 5 On the **Permissions** window, select **USERS** again, and under **Allow**, select the **Full control** check box.
- 6 Selecting **Full control** selects all the check boxes necessary for this solution.
- 7 On the **Permissions** window, click **OK**, and then on the **MB7 Properties** window, click [**OK**].

Solution for Windows 2008 Server R2 Application Error Message

Under some circumstances, on servers operating Windows 2008 Server R2, you may experience the following error message when trying to open a photograph or image file in Sage 100 Contractor:

"No application is associated with the specific file associated with this application."

This error message appears when you attempt to open an image file in Sage 100 Contractor but you have not yet enabled the Desktop Experience feature in Windows 2008 Server R2. If you receive this error message, install Desktop Experience using the Server Manager utility:

- 1 In Windows 2008 Server R2, select **Start > All Programs > Administrative Tools > Server Manager**.
- 2 In the **Server Manager** window, click **Features** (left-hand pane).
- 3 In the **Features** pane, click **Add Features**.
- 4 Select the Desktop Experience check box.
- 5 If you are prompted to add additional features, click [**Add Required Features**].
- 6 Click [**Next**].
- 7 Click [**Install**].

Windows Vista and Server 2008 Operating Systems

Solution for Server 2008 "Permission Error Opening File"

If you see a permission error message when launching Sage 100 Contractor on a computer running the Windows Server 2008 operating system, follow these instructions:

- 1 On the Window desktop, right-click **Start**, and then click [**Explore**].
- 2 On the left side of the window, under **Folders**, right-click the \MB7 folder, and then select **Properties**.
- 3 On the **MB7 Properties** window, click the **Security** tab.

- 4 From the list under **Group or User Names**, select **USERS**, then click the **[Edit]** button.
- 5 On the **Permissions** window, select **USERS** again, and under **Allow**, select the **Full control** check box. Selecting **Full control** selects all the check boxes necessary for this solution.
- 6 On the **Permissions** window, click **[OK]**, and then on the **MB7 Properties** window, click **[OK]**.

Vista and Server 2008 “Sleep Mode” prevents computers from obtaining a license use

If you are using a Vista or Server 2008 computer as the Sage license server and it goes into **Sleep Mode**, the workstations cannot obtain a license use.

Use a different computer on your network to be the Sage license server. Any supported operating system can be used in place of Vista or Server 2008.

Set **Sleep Mode** on your license server computer to **Never**.

To set the Sleep Mode to "Never":

- 1 **Start > Control Panel > System and Maintenance > Power Options.**
- 2 Select **Change when computer sleeps.**
- 3 From the **Put computer to sleep** list, select **Never**.

Vista, Windows 7, and Server 2008 and changing the Sage License Server computer

On a Vista, Windows 7, or Server 2008 workstation, when you select **File > Change Sage License Server > Select the computer from the list of computers on your network**, the command may fail to generate a list of network computer names. To resolve this issue, click **Enter the IP address or name of the computer**, and then type the IP address of the server computer in the box.

Possible conflict when running scheduled reports on Vista Business 64-bit operating system

On computers running the Vista Business operating system, the Sage 100 Contractor report scheduler may encounter a conflict with the Microsoft print spooler (splwow.exe) and may not function as expected.

A solution for avoiding this possible conflict would be to schedule reports on computers running a 32-bit operating system.