sage Fixed Assets

Sage Fixed Assets Network

Installation guide

Last updated January 16, 2020

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Chapter 1 Introduction

After installation, your computer will have the following Sage Fixed Assets Network products:

- Depreciation
- Tracking
- Planning

This guide contains information that will get your application up and running as quickly as possible. It includes information about installing these applications for the first time, as well as upgrading from a previous version of each product.

System Requirements

Before installing Sage Fixed Assets, review the System Requirements: Sage Fixed Assets Network Edition article in the Sage Knowledgebase for the latest system requirements. The requirements listed are the *minimum* requirements. As is true of most software programs, enhancing your hardware and system software may improve performance.

Note: You can run Sage Fixed Assets Network on either a LAN (Local Area Network) or a WAN (Wide Area Network); however, the Customer Support cannot troubleshoot problems with your WAN.

Security Requirements

The following rights are required to install and run the Sage Fixed Assets applications properly.

Installation

The person installing the program must have **Administrative** rights to the local computer.

After you install the server components, make sure that you share the SFAServ directory and not just its subdirectories. During the installation of the network client, the client machine will need **Read/Write** access to the SFAServ directory.

Contacting Us

Within Sage Fixed Assets, select Help/Sage Support to display a list of support options. Click to access the product Knowledgebase, find product downloads and updates, start a live chat session, or to submit a support ticket. Sage Support contact number: 800-331-8514.

Chapter 2 Installing Sage Fixed Assets Network Server

In this chapter:

Preparing for a New Install
Overview of the Install Process
Step 1: Installing the Sage Fixed Assets Network Server Components
Step 2: Locating the Default Database
Step 3: Sharing the SFAServ Folder
Step 4: Setting Up the Attachments Folder for PDFs
Step 5: Installing the Sage Fixed Assets Reporting Server Components (Optional)
Step 6: Registering the Application
Managing Seats

Preparing for a New Install

1___Does each user of the application and each local system account have Modify rights access to the SFAServ directory?

Full control is not required.

2___ Is the person performing the installation logged on as an Administrator?

You must have local Administrator rights to install the program.

3___ Are you running a supported operating system on the server?

For more information, see "System Requirements," page 5.

Overview of the Install Process

The install process consists of the following steps:

1. Installing the Sage Fixed Assets network server components, page 7.
2. Locating the Default database, page 10.
3. Sharing the SFAServ folder, page 11.
4. Setting up the Attachments folder for PDFs, page 14.
5. **Optional:** Installing the Sage Fixed Assets Reporting server, page 15.
6. Registering the program on the server, page 15.
7. **Optional:** Mapping a drive to the SFAServ folder, page 18.

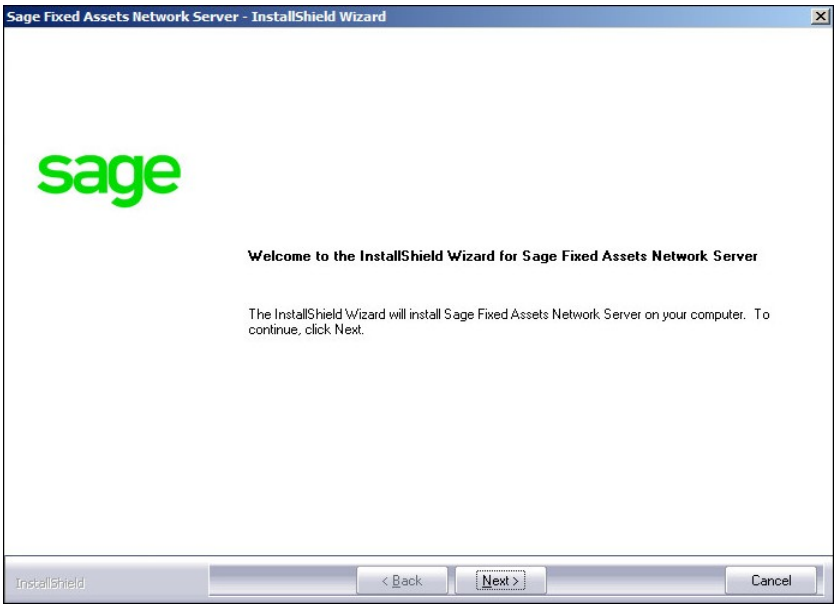
Step 1: Installing the Sage Fixed Assets Network Server Components

In this step, you install the server components on the server machine.

Note: You must be on the server machine to install the server components. You cannot install the server components from the client machine.

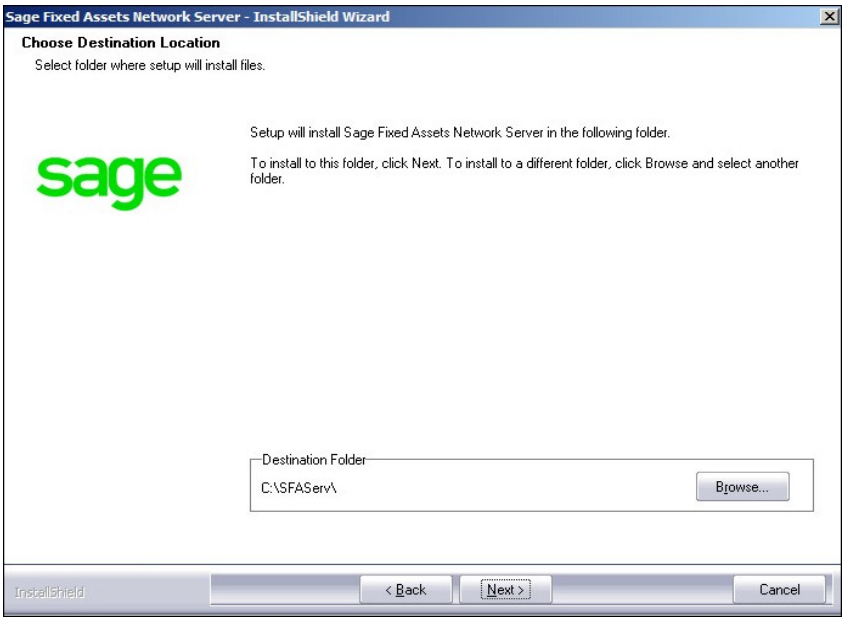
To install the Sage Fixed Assets network server components

1. Sign in to Sage Support.
2. Click My Downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file. The system prompts you to install Sage Advisor Update, Microsoft .NET Framework, and Microsoft Visual C++ 2015 Redistributable if it is not already installed.
6. Click the Install button. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)

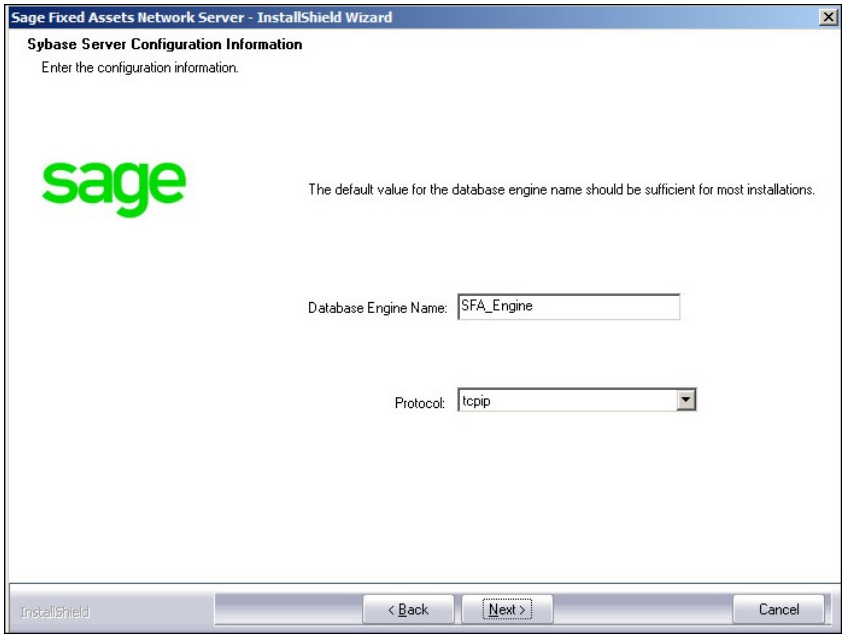


7. Click the Next button. The Software License Agreement dialog appears. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Choose Destination Location dialog appears.



8. Select the folder in which to install the server components, and then click the Next button. The Sybase Server Configuration Information dialog appears.

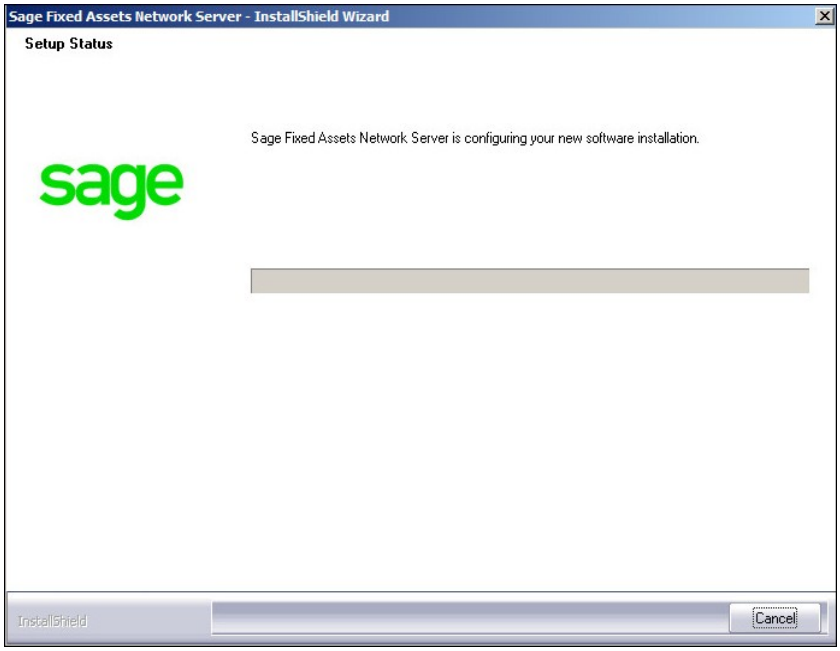


- **Database Engine Name**
  We recommend that you accept the default Database Engine name of SFA_Engine unless you are using a different Sybase database engine name.

Note: This field is unavailable if you have already installed a Sage Fixed Assets network server application on this machine. You will use the same Database Engine name that was used in the previous installation.

- **Protocol**
  We recommend that you make a note of the communication protocol information. The selected protocol must match the communication protocol that you specify when you establish the network Database server.

9. Click the Next button. The system begins installing the software, and the Setup Status dialog appears.

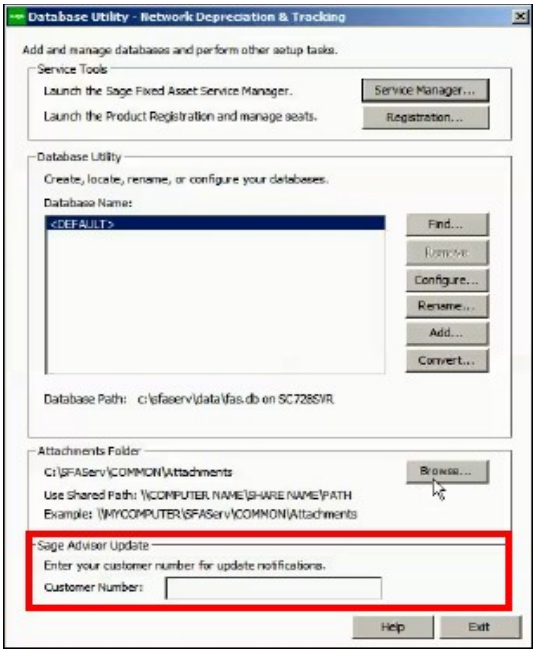


When all of the files have been installed, a message informs you that:

- The application will launch the Database Utility, and
- You MUST specify a UNC path for the attachments folder for PDF files attached to images.

10. Click OK. The InstallShield Wizard Complete dialog appears.
11. Click the Finish button. The system displays the Database Utility dialog.

12. Enter your customer number in the Customer Number field within the Sage Advisor Update section to receive update notifications. You can find the customer number on the packing slip. If you cannot find your customer number, call Customer Service at 800-368-2405.



13. The database engine must be started before you can run the network client on a local workstation.

    The installation program automatically creates a database service called Sage Fixed Assets Service. The installation program starts this service for you.

Step 2: Locating the Default Database

In this step, you use the Database Utility to add the default asset database to the system. Once the default asset database has been added, you will not have to add it again for any other clients.

To add the default database

1. Click the Find button on the Database Utility. The Find Databases dialog appears.
2. Click the Browse button. The Browse for Folder dialog appears.
3. Use the directory tree to locate the folder containing the default database.

   The installation program installed a default database in the F:\SFAServ\DATA directory on the server, if you accepted the default directory when you installed the database server files.
4. Click OK to return to the Find Databases dialog.
5. Click the Search button. The system lists all of the databases that it finds in the list box.
6. Select (highlight) the database that you want to use, and then click the Add button. The selected database disappears from the list of search results after it has been added.
7. Click the Close button. The system returns to the Database Utility dialog. The selected database appears in the Database Name field.

Step 3: Sharing the SFAServ Folder

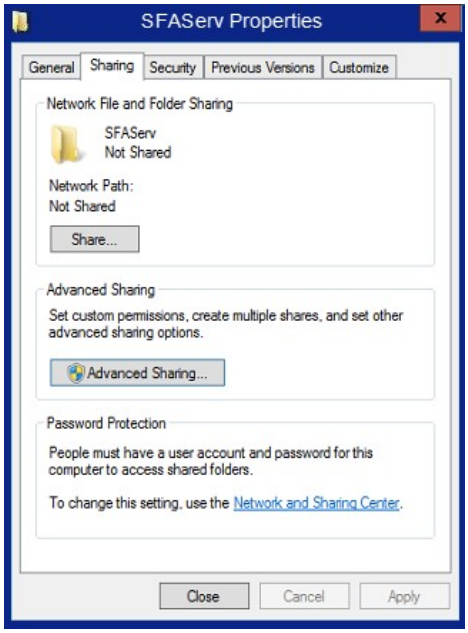
The next step is to share the \SFAServ folder for the following users or groups:

- Users of the Sage Fixed Assets application with Modify rights
- Domain Administrators with Full Control
- Local operating SYSTEM group with Full Control

Steps for sharing a folder on Windows Server

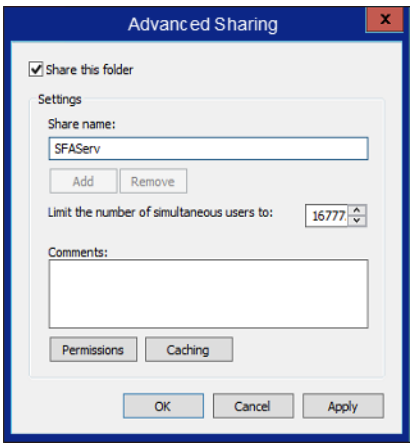
To share the SFAServ folder

1. In Windows Explorer, right-click on the SFAServ folder.
2. From the popup menu, select Properties. The SFAServ Properties dialog appears.
3. Click the Sharing tab.

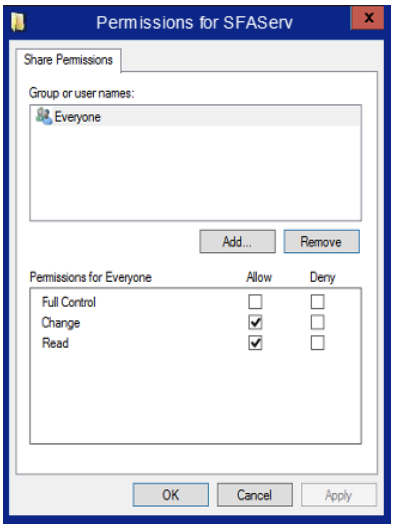


4. Click the Advanced Sharing option button.
5. Select the Share this folder option.

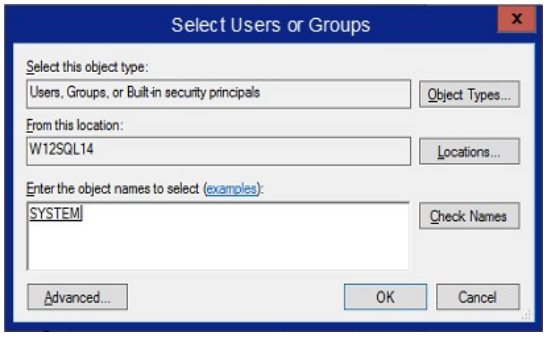
6. Enter a name for the share in the Share name field.



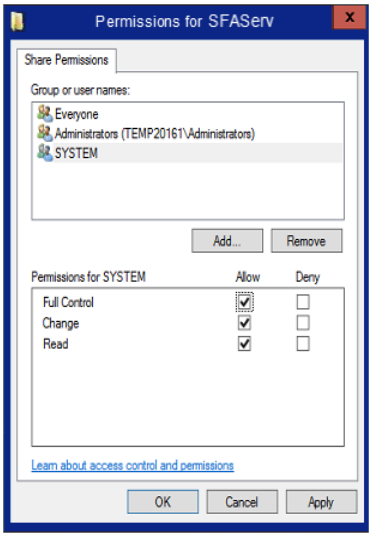
7. Click the Permissions option button.



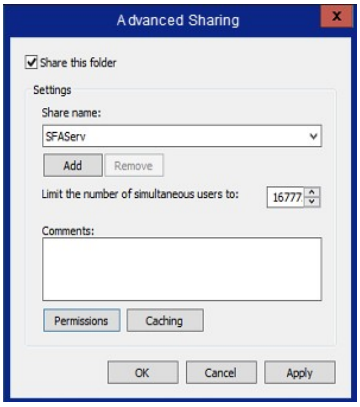
8. Click Add.



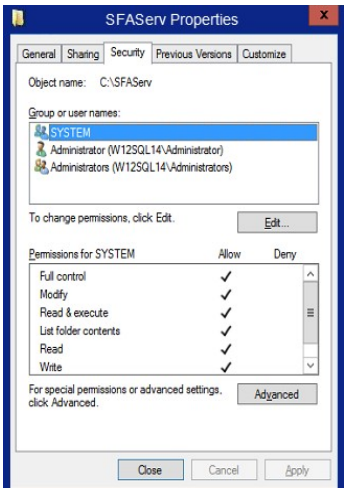
9. Enter SYSTEM. Click Check Names.



10. Give Full control. Click Apply then OK.



11. Click Apply then OK.



12. Check the Security tab and verify that System has Full Control. Click Close. If the Sybase engine is currently running, it will need to be stopped and started for the changes to take effect.

Step 4: Setting Up the Attachments Folder for PDFs

You can use the Images tab in Asset Detail to attach an image to an asset. The application stores most types of image files in the asset database. However, the application stores Adobe PDF file attachments in a separate folder.

The application creates an Attachments folder during installation. You can find it under C:\SFAServ\COMMON on the server machine.

Note: You must specify the path to this folder or to another folder in the Attachments field on the Database Utility.

Setting up the attachments folder

1. On the Database Utility, click the Browse button. The Browse for Folder dialog appears.
2. Select (or create) the folder that will contain the Adobe PDF file attachments. The directory path must appear in the format \\COMPUTER NAME\SHARE NAME\folder path. For example, if the computer name is “MYCOMPUTER” and the share name of the SFAServ folder is “SFAServ,” then the path to the existing attachments folder would appear as:

   \\MYCOMPUTER\SFAServ\COMMON\Attachments.
3. Enter this path in the Folder field of the Browse for Folder dialog.
4. Click OK to close the Browse for Folder dialog. The selected folder appears in the Attachments Folder field.
5. Enter your customer number in the Customer Number field within the Sage Advisor Update section to receive update notifications. You can find the customer number on the packing slip. If you cannot find your customer number, call Customer Service at 800-368-2405.
6. Click the Exit button to close the Database Utility.

Optional Step: Editing the Config File

This step is recommended in network environments in which the Sage Fixed Assets Server and the client workstation(s) are located on different subnets.

To edit the config file

1. Using a text editor (such as Notepad), open the INSTALL.CFG file. It is located in the folder where the Sage Fixed Assets Server components were installed (default folder is SFAServ) on the server machine.
2. In the PARAMETERS line, change XXX.XXX.XXX.XXX to the IP address of the server machine.
3. Save the file.

Step 5: Installing the Sage Fixed Assets Reporting Server Components (Optional)

Sage Fixed Assets Reporting enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

Note: The Sage Fixed Assets Reporting program uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space. Sage Fixed Assets Reporting may not be compatible with other versions of Crystal Reports. Before installing Sage Fixed Assets Reporting, we recommend that you make sure version Crystal Reports 2016 is compatible with your other applications that run Crystal Reports.

In this step, you install the Sage Fixed Assets Reporting server on the server machine. This step is optional. You should install the Sage Fixed Assets Reporting server only if you have purchased Sage Fixed Assets Reporting, or you want to explore its features on a 30-day, free trial basis.

To install the Sage Fixed Assets Reporting server components

1. Sign in to Sage Support.
2. Click My Downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
6. Click OK. The system begins to download the file. The system automatically displays the Sage Fixed Assets Reporting Server Welcome dialog. Click the Next button the Software License Agreement dialog appears.
7. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

For instructions on installing the Sage Fixed Assets Reporting client components, see Chapter 7, "Installing Sage Fixed Assets Reporting."

Step 6: Registering the Application

The process of registering the application is a one-time event. After you enter your registration codes, you won't have to enter them again—not even when you receive your next program update.

After you have installed the database server and the network client, follow the steps below to register the network application.

Note: The trial mode period is 30 days for unregistered products.

To register a product

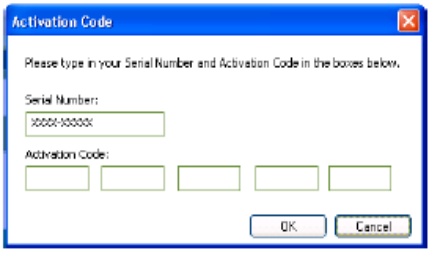
Note: Before you perform the steps below, make sure the database engine has been started. The installation program should have started the database engine automatically. However, you must start the database engine if it has been stopped for any reason. **The database engine must be running when you register the program.** For instructions on starting the database engine, see "Managing a Sage Fixed Assets Database Service," page 9-1.

Use the following step for both the Database Utility - Network Depreciation & Tracking and the Database Utility - Network Planning:

1. On the server machine, click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility Network icon for the Database Utility - Network Depreciation & Tracking or the Database Utility - Network Planning and the Database Utility dialog appears.

5. Click the Registration button. The Product Registration dialog similar to the one shown below appears.

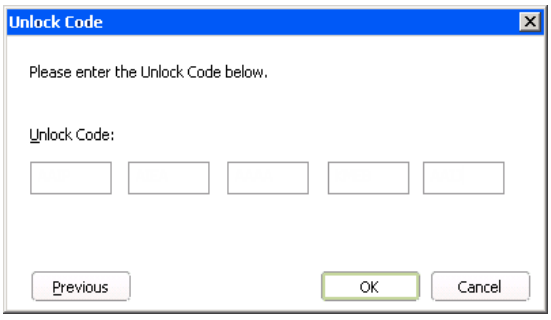
6. Click the Register button. A registration dialog appears allowing you to enter your Serial Number and Activation Code.



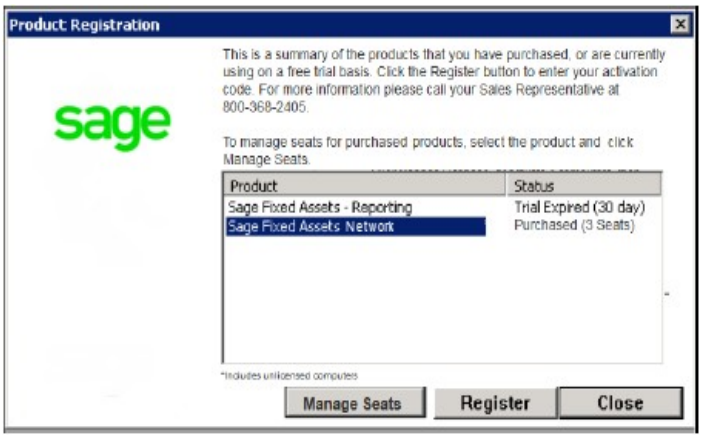
- **Serial Number**
  Enter your serial number. **You must enter the hyphen**.
- **Activation Code**
  Enter your activation code.

Please contact Sage Fixed Assets Customer Service at 800-368-2405 if you cannot find your serial number and activation code.

7. If you are a Subscription customer, the Unlock Code dialog opens. Enter your unlock code in the Unlock Code field.



8. Click OK. The system returns to the Product Registration dialog, where the product is listed as Purchased. If you are a Subscription customer, you will see the subscription expiration date.



9. Click the Close button.

Using an Expired Subscription

If your subscription expires, a notification displays when you open your product. You can continue to use these features for up to 120 days after the expiration date; *Open Company*, *Custom Export*, *Excel Export*, *Open/Print Reports,* and *Print Asset List.*

If your subscription is expired and you exceed the 120 day grace period, the dialog below displays when you open your product. Select **Start > All Programs > Sage Fixed Assets > Tools > Database Utility Network** to open the Database Utility dialog. Select Registration to open the Product Registration dialog and then follow the steps in "Registering the Application," above.

Managing Seats

The Seat Information window allows you to view your seat and grace period information, to activate an unlicensed computer, or to deactivate a licensed computer. Deactivation is useful for situations such as employee turnover or if an employee gets a new computer.

Understanding the grace period

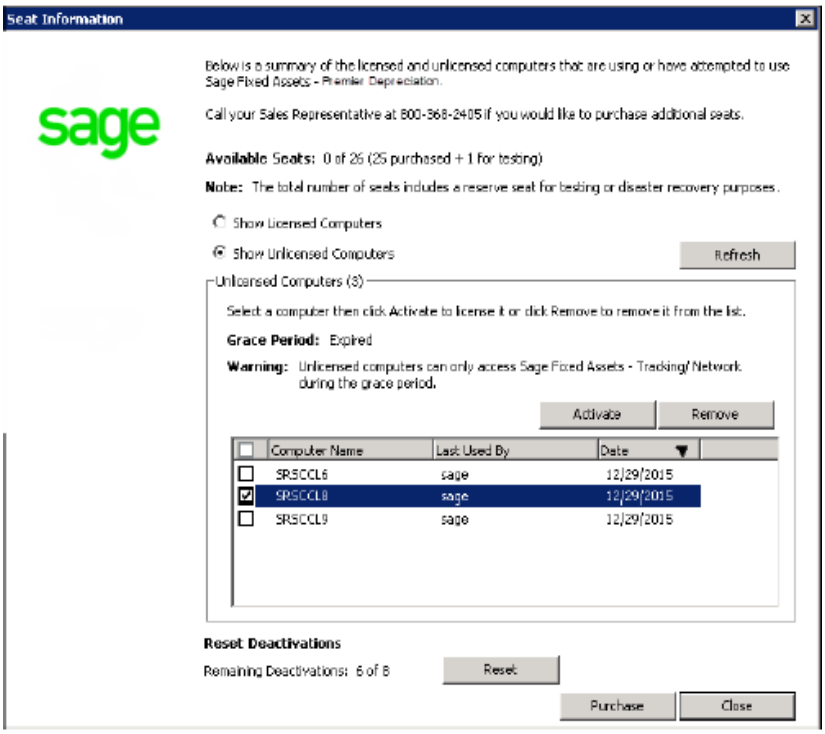
Depreciation and Tracking have a seven day, company-wide grace period for unlicensed computers. If your seat count is exhausted and an unlicensed user signs in, they can choose to continue (which automatically starts the grace period) or cancel. The grace period cannot be extended and does not reset per user. Unlicensed computers cannot access the program after the grace period expires.

To activate an unlicensed computer

1. On the server machine, click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility Network icon. The Database Utility dialog appears.

5. Click the Registration button. The Product Registration dialog similar to the one shown below appears.

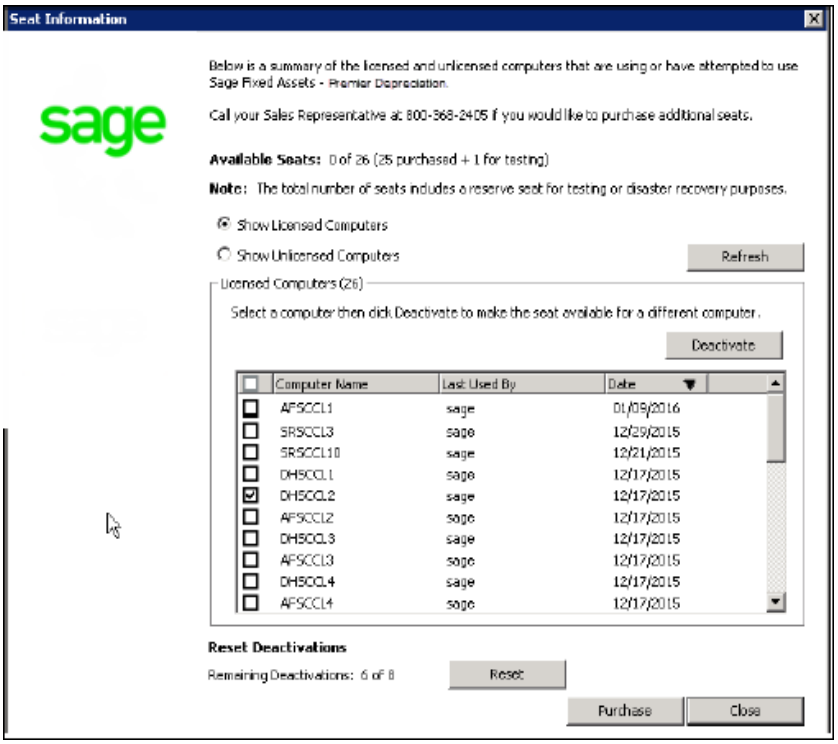
6. Click the Manage Seats button. The Seat Information dialog appears.



7. Verify that you have an available seat in the Available Seats field.
8. Click Show Unlicensed Computers to filter the list.
9. Select the computer you want to activate.
10. Click Activate. Sage Fixed Assets moves the computer to the Licensed Computers list and your seat count is reduced by one.

To deactivate a licensed computer

1. Open the Seat Information dialog.
2. Click Show Licensed Computers to filter the list.
3. Select the computer you want to deactivate.



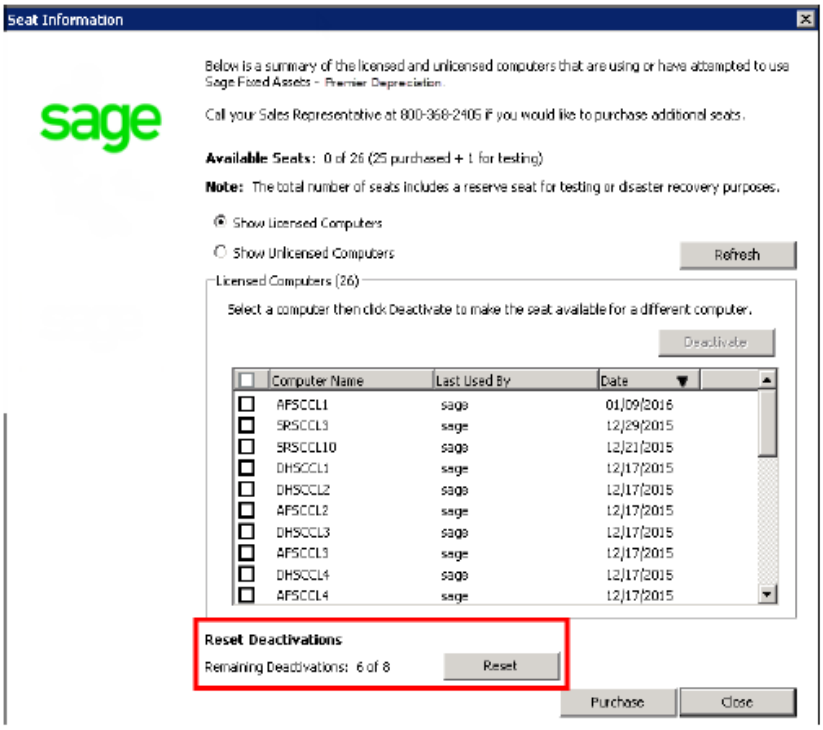
4. Click Deactivate. Sage Fixed Assets increases your available seat count by one and reduces the number of Remaining Deactivations by one.

To remove an unlicensed computer

1. Click Show Unlicensed Computers to filter the list.
2. Select the computer you want to remove.
3. Click Remove to remove it from the Unlicensed Computers list.

To reset deactivations

Each Sage Fixed Assets installation has a set number of deactivations according to how many seats are on your license. If you use all of your deactivations, you can click Reset in the Reset Deactivations section at the bottom of the on the Seat Information window then follow the instructions to request a reset code.



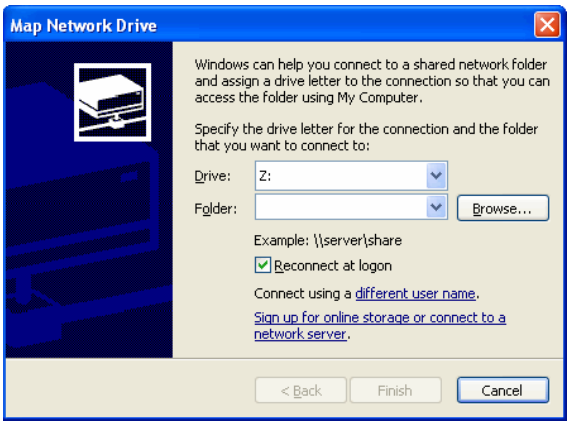
Step 7: Mapping a Drive to the SFAServ Folder (Optional)

Now that you have shared the SFAServ folder, you can map a network drive to that directory on each workstation.

Note: Instead of mapping a drive to the SFAServ folder, you can install the client components by entering the UNC path (\\Servername\Foldername) in the Run dialog on the client machine.

To map a drive to the SFAServ folder

1. In Windows Explorer, select Tools/Map Network Drive. The Map Network Drive dialog appears.



2. Click the Browse button to locate the SFAServ folder on the server.

Note: Do **NOT** map a drive to a folder underneath the SFAServ folder, such as the Network Setup folder.

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3. Click the Finish button to close the Map Network Drive dialog.

Chapter 3 Installing Sage Fixed Assets Network Clients

In this chapter:

Preparing for a New Install
Step 1: Installing the Client Components
Step 2: Starting the Application

Preparing for a New Install

1___Does each user of the application have Modify rights and each local system account have full control access to the SFAServ directory?

To run the application, each network user must have full control access to the SFAServ directory. After the application has been installed, make sure the SFAServ directory has the correct permissions.

2___ Is the person performing the installation logged on as an Administrator? You cannot install the program if you do not have Administrative rights.

3___ Are you running a supported operating system on the server? For more information, see "System Requirements," page 5.

Step 1: Installing the Client Components

Follow the steps below on each workstation on which you will run the network application. You can also install the client application on the server for testing purposes.

To install a client on a workstation

1. Do one of the following:
   - Go to My Computer and browse to the network drive that you mapped in the previous step. Locate the folder in which you installed the server components (SFAServ is the default) and double-click the SETUP.EXE file in the Network Client subfolder.
   - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components.

- In the Run dialog, enter the mapped drive path to the folder (for example, Z:\SFAServ\Network Client\SETUP.EXE.

(Substitute your network drive letter for "Z" if it is different.)

Note: If you mapped the Z: drive to \SFAServ, then the path would be:

Z:\Network Client\SETUP.EXE.

Note: The SETUP.EXE file is located on the machine on which you installed the server components.

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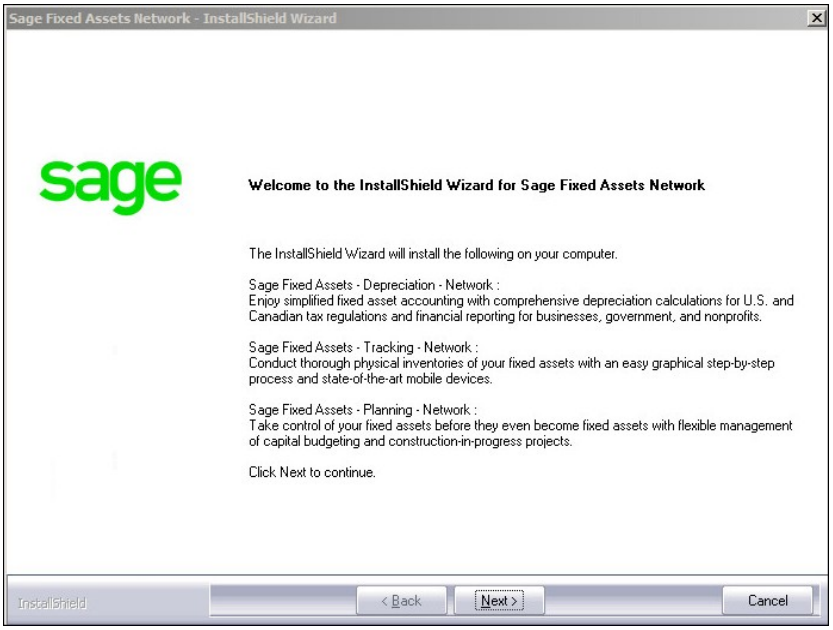
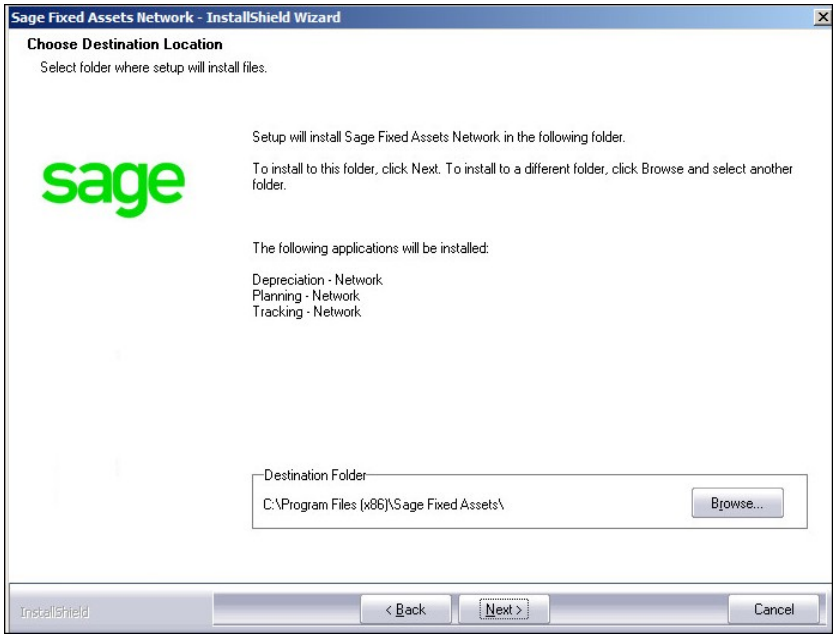
2. Click OK.
3. The system begins to download the file. The system prompts you to install Sage Advisor Update, Sage SBDDesktop, Microsoft .NET Framework, and Microsoft Visual C++ 2015 Redistributable if it is not already installed.
4. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)



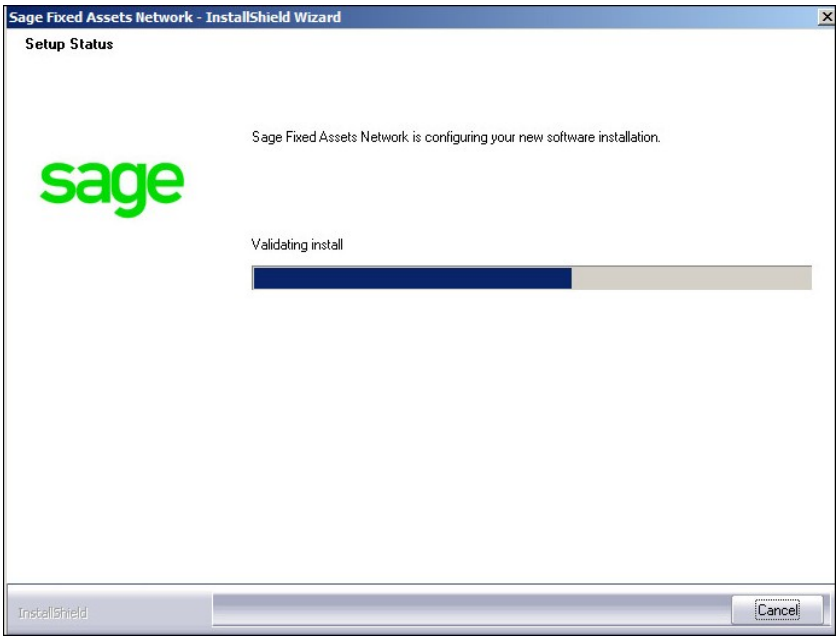
5. Click the Next button. The License Agreement dialog appears.

6. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

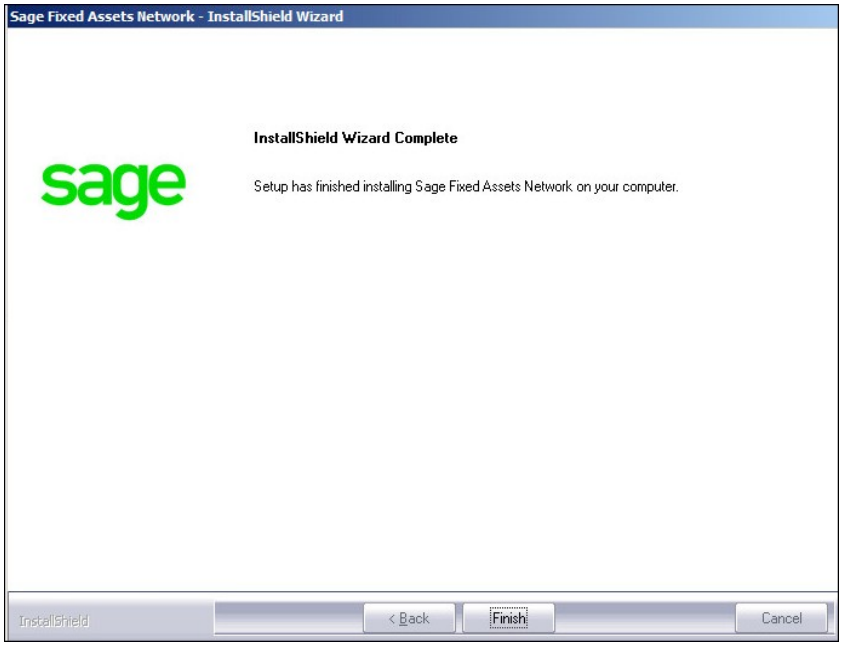
7. After you click the Yes button, the Choose Destination Location dialog appears.



8. Select the location for the client components, and then click the Next button. The system begins installing the software, and the Setup Status dialog appears.



When all of the files have been installed, the InstallShield Wizard Complete dialog appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Tip: We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

9. Click the Finish button.

Step 2: Starting the Application

Follow the steps below to start the network application from a workstation.

Note: You can start the program by double-clicking the icon on your desktop.

To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage Fixed Assets program group.
3. Select a product icon. The Update User Information dialog appears (for Depreciation and Tracking products).
4. Complete the Update User Information dialog, and then click OK.

To view your customer number

When you call Customer Support with a question, you will need your customer number. Select Help/ About from the menu bar. A dialog appears that provides information about your application, including your customer number.

Chapter 4 Using a Bar Code Reader

In this chapter:

Attaching Your Physical Reader
Installing the Barcode Reader Program
Upgrading the Barcode Reader Program

Attaching Your Physical Reader

In this step, you attach your physical reader to your workstation. The installation program will detect your reader and prompt you to install the Barcode Reader program. For more information, see "Installing the Barcode Reader Program," page 28.

Installing the Barcode Reader Program

To successfully operate physical readers during a Dynamic or Baseline inventory, you must transfer the Barcode Reader program files from your computer to the reader. You must have already installed Microsoft Windows Mobile Device Center on your computer before installing Barcode Reader.

You only need to follow the procedure that downloads the Barcode Reader program to the physical reader once. You will not need to repeat this procedure unless there is an update to the program.

Note: Before installing the Barcode Reader program, you must make sure that Microsoft Windows Mobile Device Center is installed on your computer. You can get it for free from the download page on the Microsoft website at www.microsoft.com.

The following steps describe how to install the Barcode Reader program during the installation of Sage Fixed Assets. You can install the Barcode Reader program at any time after you have installed the application by doing the following:

- Attach the physical reader to your computer.
- Right-click the SETUP.EXE file located in the Reader folder where you installed Sage Fixed Assets and then select Run as administrator. The default location is C:\Program Files\Sage Fixed Assets\Reader.

You many need to repeat the steps above if you have purchased more than one reader.

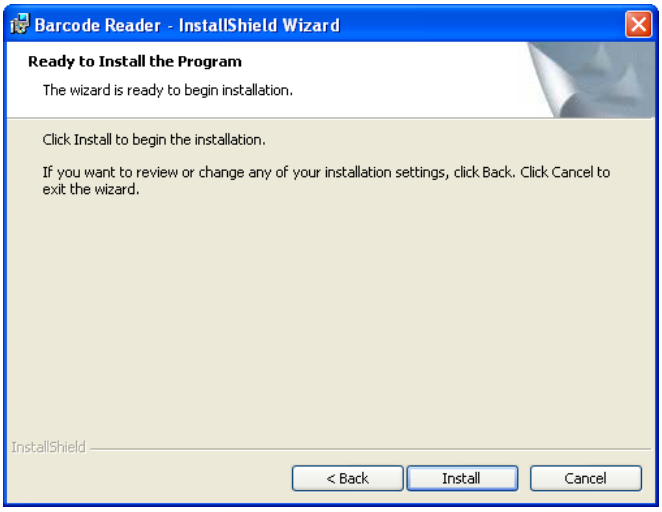
To install the Barcode Reader program to the physical reader

1. Before starting the installation, make sure your physical reader is connected to your computer and has at least 3 Mb of storage memory available.

   At the end of the Sage Fixed Assets client installation process, the system asks if you would like to install the Barcode Reader program.

2. Click Yes. The Welcome dialog appears.
3. Click the Next button. The License Agreement dialog appears. Read the license agreement, accept the terms of the license agreement, and then click the Next button. (If you do not accept the terms of the license agreement, click the Cancel button and the system exits from the installation program.)

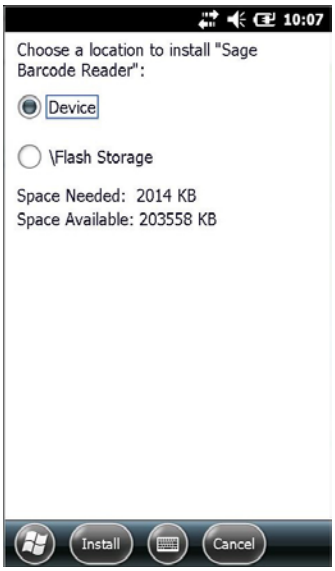
   The Ready to Install the Program dialog appears.



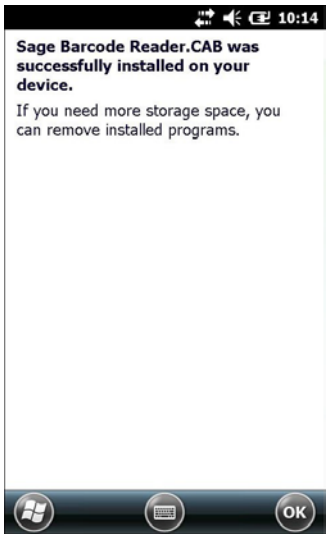
4. Click the Install button. The system displays a dialog that indicates the progress of the installation.

   When the installation is complete, a message asks you to check your physical device screen for additional steps to complete the installation.

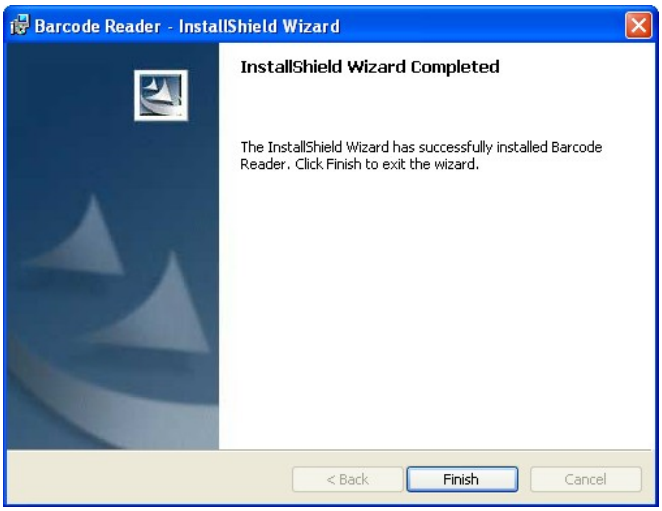
5. Click OK. On the physical device, a message allows you to select the location for installing the Barcode Reader program.



6. Click the Device option, and then click Install. On the physical device, a message confirms the successful installation of the Barcode Reader.



On the computer desktop, the InstallShield Wizard Completed dialog appears.



7. Click the Finish button.

Note: After the installation is complete, it is recommended that you restart the physical reader.

Upgrading the Barcode Reader Program

To successfully operate physical readers during a Dynamic or Baseline inventory, you must transfer the Barcode Reader program files from your computer to the reader. You must have already installed Microsoft Windows Mobile Device Center on your computer before installing Barcode Reader.

You only need to follow the procedure that downloads the Barcode Reader program to the physical reader once. You will not need to repeat this procedure unless there is an update to the program.

Note: Before installing the Barcode Reader program, you must make sure that Microsoft Windows Mobile Device Center is installed on your computer. You can get it free from the download page on the Microsoft website at www.microsoft.com.

The following steps describe how to install the Barcode Reader program during the installation of Sage Fixed Assets. You can install the Barcode Reader program at any time after you have installed the application by doing the following:

- Attach the physical reader to your computer.
- Right-click the SETUP.EXE file located in the Reader folder where you installed Sage Fixed Assets and then select Run as administrator. The default location is C:\Program Files\Sage Fixed Assets\Reader.

You many need to repeat the steps above if you have purchased more than one reader.

To upgrade the Barcode Reader program

Complete the following steps if you have already installed a previous version of the reader program on your physical device.

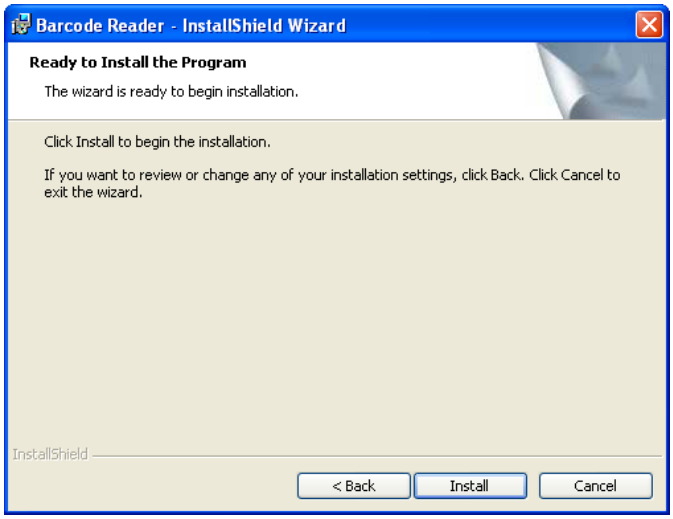
1. Before starting the installation, make sure your physical reader is connected to your computer and has at least 3 Mb of storage memory available.

   At the end of the installation process, the system asks if you would like to install the Barcode Reader program.

2. Click Yes. The Welcome dialog appears.

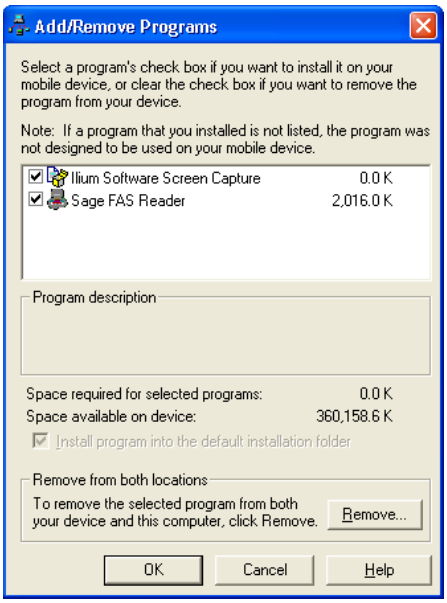
3. Click the Next button. The License Agreement dialog appears. Read the license agreement, accept the terms of the license agreement, and then click the Next button. (If you do not accept the terms of the license agreement, click the Cancel button and the system exits from the installation program.)

   The Ready to Install the Program dialog appears.



Note: Because you are upgrading the device from a previous version of the reader program, you will be required by Windows Mobile Device Center to first remove the old program.

4. Click the Install button. The Add/Remove Programs dialog appears.

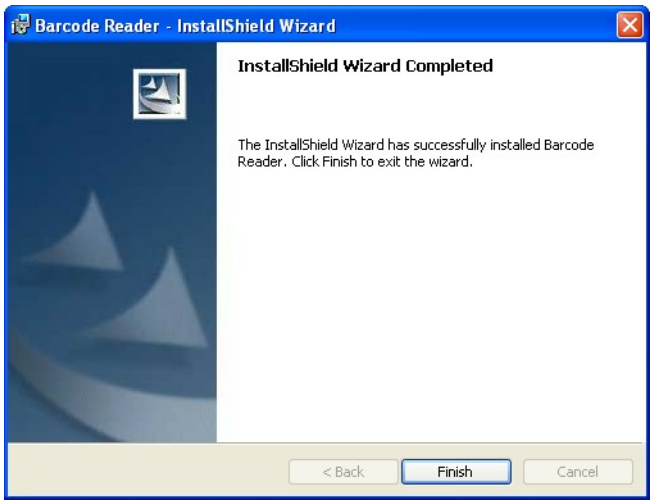


5. Make sure to select the reader program you want to remove. In the current version, the reader program on the device is called Sage Barcode Reader. In older versions, the program was called Sage FAS Reader and Sage FAS CE.
6. Click the Remove button. The system displays a confirmation message.
7. Click OK. The system displays a message that confirms your intention to uninstall the previous version of the program.
8. Click Yes. The system displays a dialog that indicates the progress of the installation of the new Barcode Reader program.

   When the installation is complete, a message asks you to check your mobile device screen for additional steps to complete the installation.
9. Click OK. On the physical device, a message allows you to select the location for installing the Barcode Reader program.

10. Click the Device option, and then click Install. On the physical device, a message confirms the successful installation of the Barcode Reader.

On the computer desktop, the InstallShield Wizard Completed dialog appears.



11. Click the Finish button. After the installation is complete, it is recommended that you restart the physical reader.

Chapter 5 Upgrading Sage Fixed Assets Network Server

In this chapter:

Previous Versions Compatible with the Latest Version
Preparing for an Upgrade
Overview of the Upgrade Process
Step 1: Backing Up Your Data
Step 2: Upgrading the Sage Fixed Assets - Network Server Components
Step 3: Setting Up the Attachments Folder for PDFs
Step 4: Installing the Sage Fixed Assets Reporting Server Components (Optional)
Step 5: Converting Your Current Data

This chapter provides instructions for upgrading the server from a previous version of Sage Fixed Assets.

Previous Versions Compatible with the Latest Version

You must be currently using the prior Midyear release or the prior Taxupdate release of Sage Fixed Assets to follow the steps in this chapter. If you are not, install prior releases in sequential order through the compatible version before you upgrade.

Preparing for an Upgrade

1___ Is the person performing the installation logged on as an Administrator? You cannot install the application unless you have Administrative privileges.

2___ Have you backed up your existing data using the application's backup utility? (To back up your data, select File/Company Utilities/Backup Company from the menu bar.)

Location of backup _

Overview of the Upgrade Process

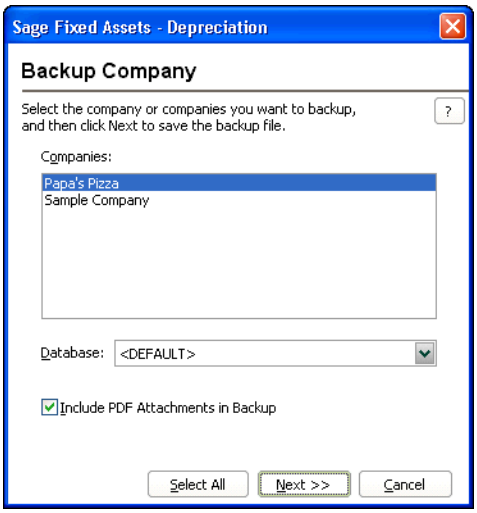
The upgrade process consists of the following steps:

1. Backing up your current data, page 36.
2. Upgrading the Sage Fixed Assets network server components, page 37.
3. Setting up the attachments folder for PDFs, page 39.
4. **Optional:** Installing the Sage Fixed Assets Reporting server, page 40.
5. Converting your current data, page 40.

Step 1: Backing Up Your Data

To back up your data

1. Select File/Company Utilities/Backup Company from the menu bar. The Backup Company dialog appears.



2. Select the database containing the company or companies you want to back up.

Note: You can repeat these steps and select a different database if you have multiple databases.

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3. Select the company or companies that you want to back up, and then click the Next button.

Note: Click the Select All button to select all of the companies listed in the Companies field.

---

4. A dialog that allows you to name and save the backup file appears.
5. Enter a file name and select a location for the backup file, and then click the Backup button. The application saves the backup file and returns to the Backup Company dialog.
6. After the backup is complete, click the Cancel button to close the Backup Companies dialog, or select another company to back up.

Step 2: Upgrading the Sage Fixed Assets - Network Server Components

In this step, you install the server components on the server machine.

Note: You must be on the server machine where the previous server components were installed to upgrade the server components. You cannot install the server components from the client machine.

To upgrade the Sage Fixed Assets server components

1. Sign in to Sage Support.
2. Click My downloads and updates in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file.

   The system prompts you to install Sage Advisor Update and Microsoft .NET Framework if it is not already installed.
6. Click the Install button. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)
7. Click the Next button. The Software License Agreement dialog appears. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

   After you click the Yes button, a message appears indicating that a previous version of the program has been found on your computer.

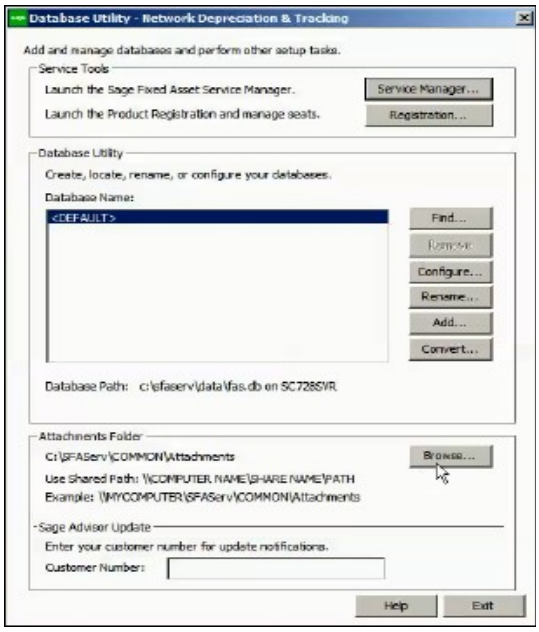
   Note: If this message does not appear, make sure you are installing the server components on the machine where the previous Sage Fixed Assets server components were installed.

8. Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status dialog appears.

   When all of the files have been installed, a message informs you that the application will launch the Database Utility.

9. Click OK. The InstallShield Wizard Complete dialog appears.

10. Click the Finish button. The system displays the Database Utility dialog.



11. The database engine must be started before you can run the network client on a local workstation.

    The installation program automatically creates a service called Sage Fixed Assets Service. The installation program starts this service for you.

Optional Step: Editing the Config File

This step is recommended in network environments in which the Sage Fixed Assets Server and the client workstation(s) are located on different subnets.

To edit the config file

1. Using a text editor (such as Notepad), open the INSTALL.CFG file. It is located in the folder where the Sage Fixed Assets Server components were installed (default folder is FASServ) on the server machine.

2. In the PARAMETERS line, change XXX.XXX.XXX.XXX to the IP address of the server machine.

3. Save the file.

Step 3: Setting Up the Attachments Folder for PDFs

You can use the Images tab in Asset Detail to attach an image to an asset. The application stores most types of image files in the asset database. However, the application stores Adobe PDF file attachments in a separate folder.

The application creates an Attachments folder during installation. You can find it under C:\SFAServ\COMMON on the server machine. You must specify the path to this folder or to another folder in the Attachments field on the Database Utility.

Note: Make sure the folder that you select is either shared or underneath a shared folder.

Setting up the attachments folder

1. On the Database Utility, click the Browse button. The Browse for Folder dialog appears.
2. Select (or create) the folder that will contain the Adobe PDF file attachments. The directory path must appear in the format \\COMPUTER NAME\SHARE NAME\folder path. For example, if the computer name is “MYCOMPUTER” and the share name of the SFAServ folder is “SFAServ,” then the path to the existing attachments folder would appear as:

   \\MYCOMPUTER\SFAServ\COMMON\Attachments.
3. Enter this path in the Folder field of the Browse for Folder dialog.
4. Click OK to close the Browse for Folder dialog. The selected folder appears in the Attachments Folder field.
5. Enter your customer number in the Customer Number field within the Sage Advisor Update section to receive update notifications. You can find the customer number on the packing slip. If you cannot find your customer number, call Customer Service at 800-368-2405.
6. Click the Exit button to close the Database Utility.

Step 4: Installing the Sage Fixed Assets Reporting Server Components (Optional)

Sage Fixed Assets Reporting enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

Note: The Sage Fixed Assets Reporting program uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space. Sage Fixed Assets Reporting may not be compatible with other versions of Crystal Reports. Before installing Sage Fixed Assets Reporting, we recommend that you make sure version Crystal Reports 2016 is compatible with your other applications that run Crystal Reports.

In this step, you install the Sage Fixed Assets Reporting server on the server machine. This step is optional. You should install the Sage Fixed Assets Reporting server only if you have purchased Sage Fixed Assets Reporting, or you want to explore its features on a 30-day, free trial basis.

To install the Sage Fixed Assets Reporting server components

1. Sign in to Sage Support.
2. Click My Downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file. Then the system automatically displays the Sage Fixed Assets Reporting Server Welcome dialog.
6. Click the Next button. The Software License Agreement dialog appears. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

For instructions on installing the Sage Fixed Assets Reporting client components, see Chapter 7, "Installing Sage Fixed Assets Reporting."

Step 5: Converting Your Current Data

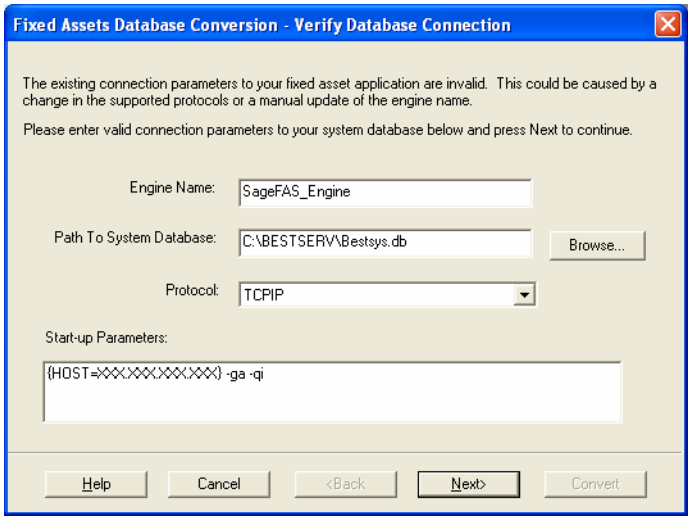
As new features and enhancements are added to the program, the system requires additional information to support the new features. This requires that changes be made to your existing asset database so that the system can store the new information. To update your database, you perform a database conversion.

Note: A database conversion may not be required for the current release. If the program launches and does not prompt you to perform the In-Place Database Conversion, a conversion is not needed for the current database. If it does prompt you for conversion, you can continue and convert the current database, or cancel to use the Database Conversion Utility to convert multiple databases. A database conversion requires four times the size of each database of disk space for each database being converted.

To convert your data

1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility Network icon. The Database Utility dialog appears.
5. Click the Convert button.

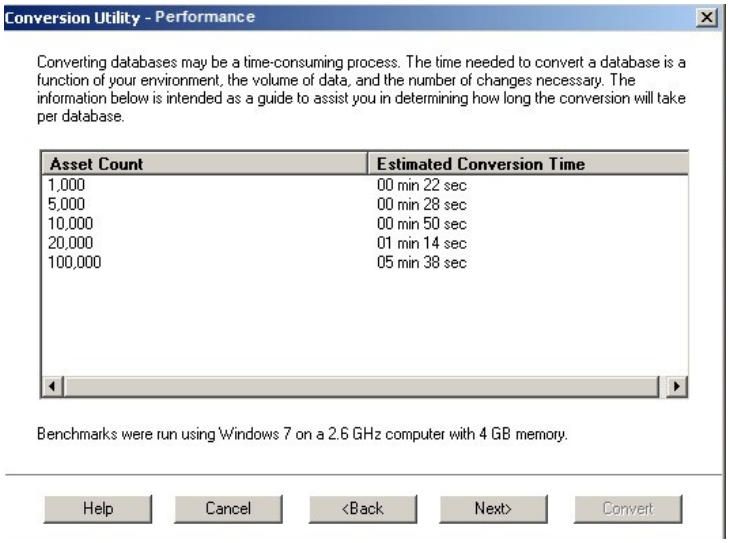
If the system cannot connect to the system database, the Verify Database Connection dialog appears.



Note: If the Verify Database Connection dialog appears, please call Customer Support. There may be several possible reasons that the system cannot connect to the database.

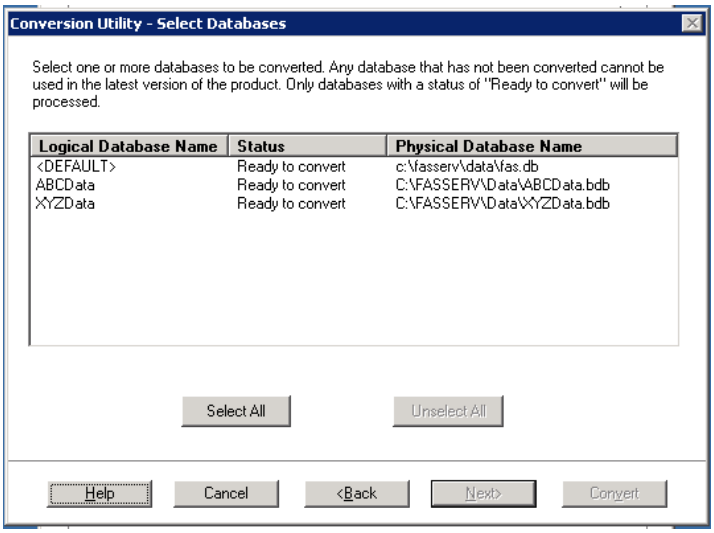
The Conversion Utility Welcome dialog appears.

6. Click the Next button. The Conversion Utility Performance dialog appears.



7. Review the Performance dialog to estimate how long the database conversion will take.

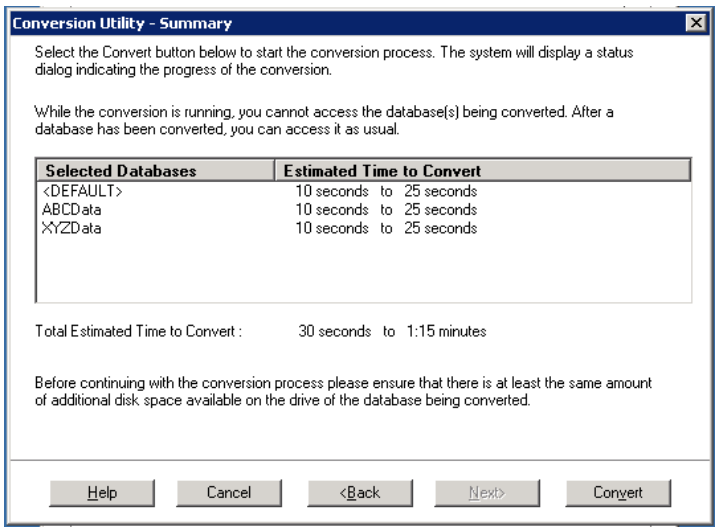
8. Click the Next button. The Conversion Utility Select Databases dialog appears.



This dialog displays the status of each database.

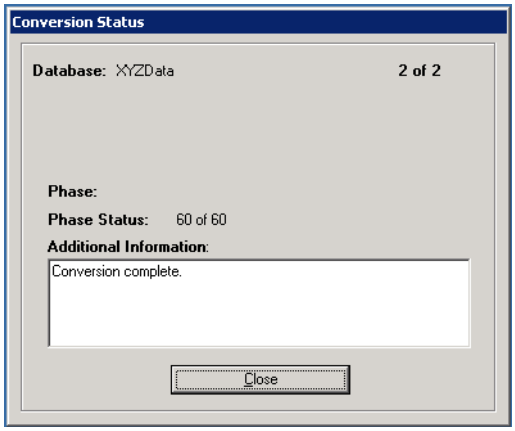
- **Conversion Complete**
  This status indicates that the database has already been converted to the latest version.
- **Ready to Convert**
  This status indicates that the database is ready to be converted to the latest version.
- **Incompatible Version**
  This status indicates that the database cannot be converted because the database version is incompatible with the latest version of the application. For assistance in converting your databases, please contact Customer Support.
- **Cannot Open**
  This status indicates that the database cannot be converted for an unknown reason. The database may have been moved and the system cannot locate it, the database may be corrupted, or the local System account or group does not have Full Control access rights to the shared folder where the server components are installed. For assistance in resolving the problem, please contact Customer Support.

9. Select the database(s) that you want to convert, and then click the Next button. The Conversion Utility Summary dialog appears.



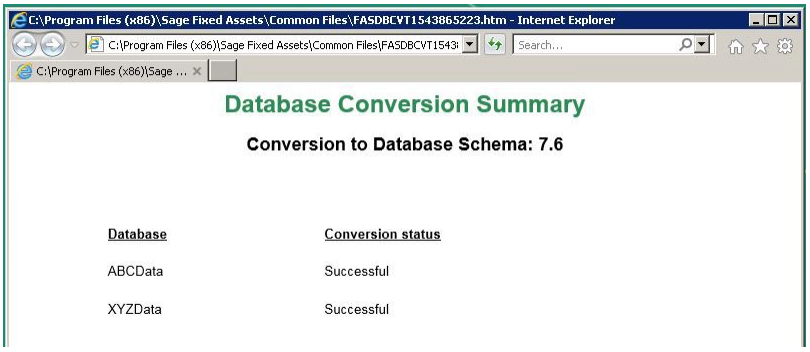
10. Review the Conversion Utility Summary dialog, and then click the Convert button.

    The system checks your computer's disk space to make sure there is sufficient space to convert your data. The conversion requires three to four GB of disk space. If there is sufficient space for the conversion, it begins to convert the database(s) and displays the Conversion Status message box.



    When the conversion is complete, the system displays a "Conversion Complete" message in the Additional Information text box.

11. Click the Close button. The system displays the Database Conversion Summary report, which indicates whether the conversion was successful for each database.



You are now ready to open the database in the latest version of the application.

Chapter 6 Upgrading Sage Fixed Assets Client

In this chapter:

Upgrading the Client Components
Starting the Application

This chapter provides instructions for upgrading from a previous version of Sage Fixed Assets Depreciation.

Upgrading the Client Components

Follow the steps below on each workstation on which you will run the network application. You can also upgrade the client application on the server for testing purposes.

Before you upgrade the network client, you must share the directory in which you installed the database server and map a network drive to that directory on each workstation.

To upgrade a client on a workstation

1. Do one of the following:
   - Go to My Computer and browse to the network drive that you mapped in the previous step. Locate the folder in which you installed the server components (FASServ, BESTSERV, and SFAServ are the defaults), and right-click the SETUP.EXE file in the Network Setup subfolder then select Run as Administrator.
   - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components.
   - In the Run dialog, enter the mapped drive path to the folder (for example, Z:\SFAServ\Network Client\SETUP.EXE.

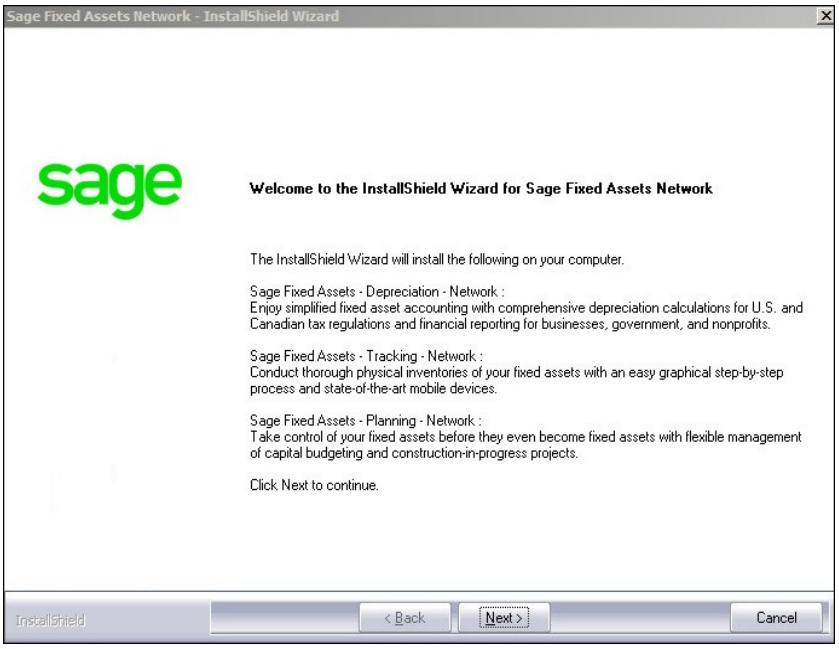
   (Substitute your network drive letter for "Z" if it is different.)

Note: If you mapped the Z: drive to \FASServ, \BESTSERV, or \SFAServ, then the path would be:

Z:\Network Client\SETUP.EXE

The system prompts you to install Sage Advisor Update, Sage SBDDesktop, Microsoft .NET Framework, and Microsoft Visual C++ 2015 Redistributable if it is not already installed before you can install the application.

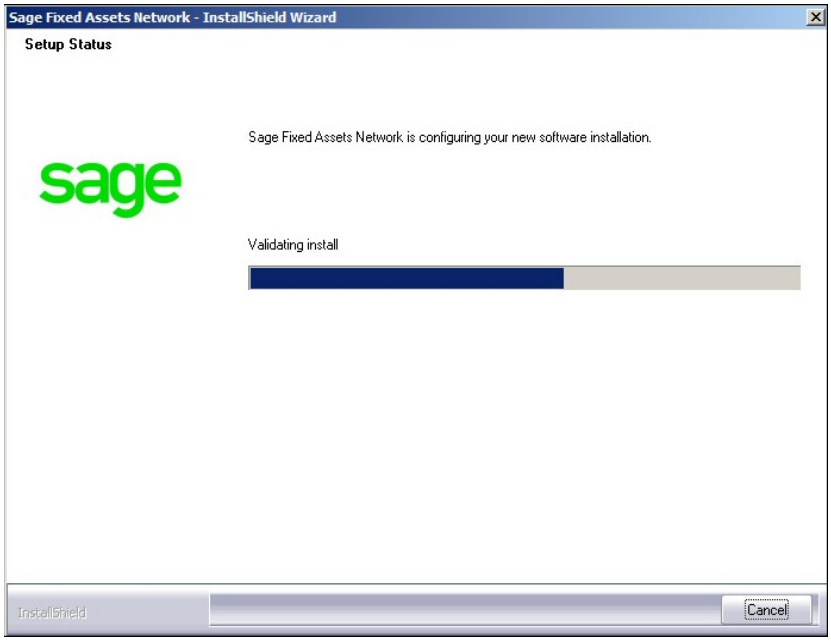
2. Click the Install button. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)



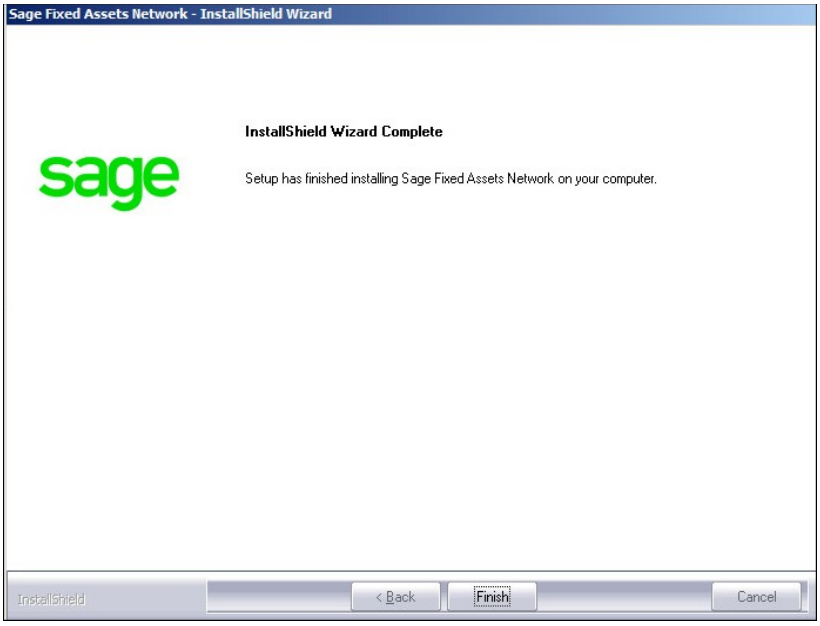
3. Click the Next button. The License Agreement dialog appears. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

4. After you click the Yes button, a message appears indicating that a previous version of the program has been found on your computer.

5. Click Yes to remove the previous version of the application. The system removes the prior version and begins installing the software, and the Setup Status dialog appears.



When all of the files have been installed, the InstallShield Wizard Complete dialog appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Tip: We recommend that you allow the system to restart your computer at this time if you are prompted to do so.

---

6. Click the Finish button.

Starting the Application

Follow the steps below to start the network application from a workstation.

Note: You can start the program by double-clicking the icon on your desktop.

To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage Fixed Assets program group.
3. Select the icon.

To update your customer number

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User Information from the menu bar. A dialog appears that allows you to enter your customer number.
2. Complete the Update User Information dialog, and then click OK.

To view your customer number

When you call Customer Support with a question, you will need your customer number. Follow the steps below to view your customer number. Select Help/About from the menu bar. A dialog appears that provides information about your program, including your customer number.

Chapter 7 Installing Sage Fixed Assets Reporting

In this chapter:

Installing the Latest Version 7-1

Note: The latest version of Sage Fixed Assets Reporting uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space.

Sage Fixed Assets Reporting enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

Note: Sage Fixed Assets Reporting may not be compatible with other versions of Crystal Reports. Before installing Sage Fixed Assets Reporting, we recommend that you make sure Crystal Reports 2016 is compatible with your other applications that run Crystal Reports.

Installing the Latest Version

Before you begin to install the application, you should do the following:

- Close all other Windows programs.
- Close all tool bars on your computer's desktop (such as the Microsoft Office tool bar).
- Close all programs that run in the background after you start your computer (such as virus-checking programs).
- Make sure you have **Administrative rights** to the local computer.

When installing the application, we recommend you accept the default options and directory locations the installation program provides. However, you can customize the installation to suit your needs by choosing the components you want to install.

To install Sage Fixed Assets Reporting

1. Select Start/Run from the Windows taskbar. The Run dialog appears.

   - **Browse**
     Click this button to select the SETUP.EXE file.

     The default directory path is Z:\SFAServ\Crystal\SETUP.EXE.

   (Substitute your network drive letter for "Z" if it is different.)

Note: If you mapped the Z: drive to \SFAServ, then the path would be:

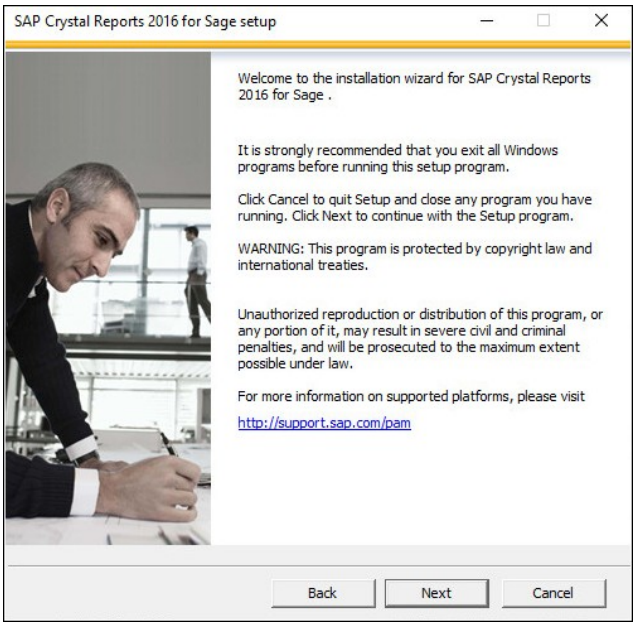
Z:\Crystal\SETUP.EXE

Note: The SETUP.EXE file is located on the machine on which you installed the server components.

2. Click OK.

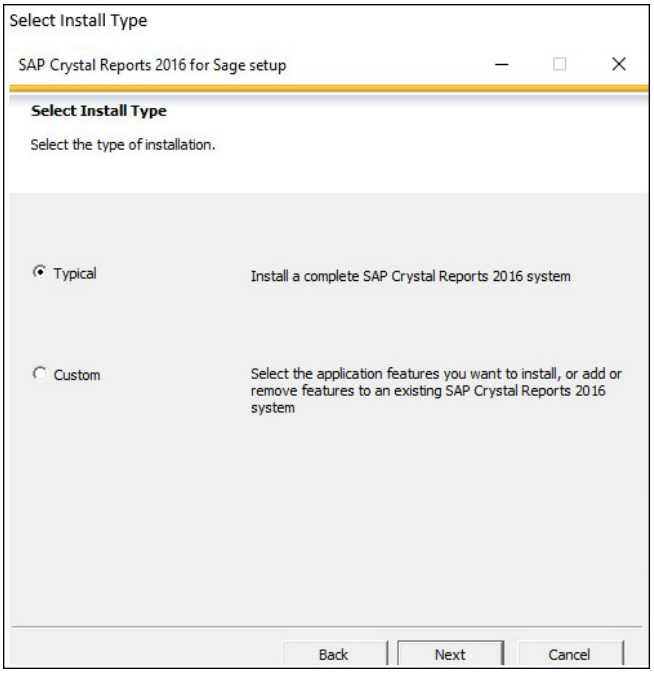
Note: The SFA reporting server must be installed in order to install Sage Fixed Asset Reporting. For more information, see "Step 5: Installing the Sage Fixed Assets Reporting Server Components (Optional)," page 15.

3. Click the Next button to continue. The Welcome dialog appears.

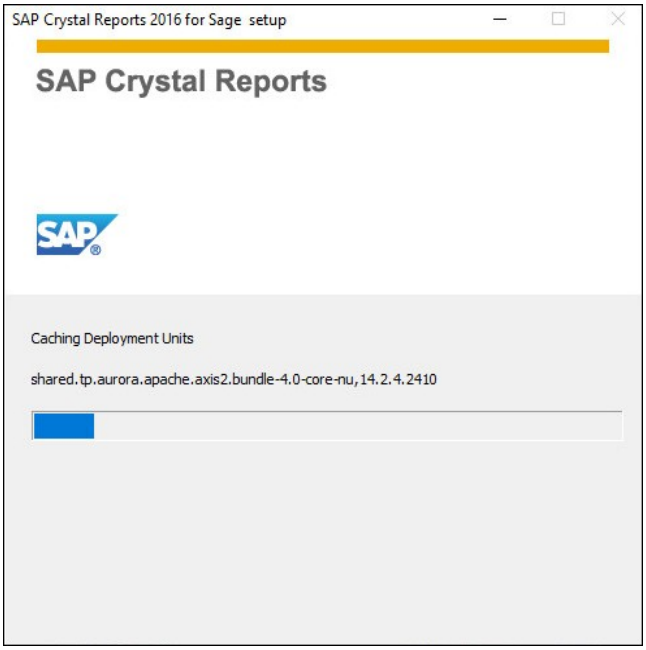


4. Click the Next button. The system displays the License Agreement. Select the I Accept the License Agreement option button, and then click the Next button. The system displays the Specify the Destination Folder dialog.

5. The system displays the Select Install Type dialog.



6. Leave the Typical option selected, and then click the Next button. The system displays the Start Installation dialog. Click the Next button. The system begins installing the program and displays the installation progress dialog.



7. When the installation is complete, a message indicates the installation has been completed successfully.

8. Clear the Check for Product Updates button.
9. Click the Finish button. The system displays the InstallShield Wizard Complete dialog.
10. Click the Finish button. The system returns to the Client Installation dialog.
11. Click the Exit button to close the dialog.

You are now ready to begin using Sage Fixed Assets application and creating custom reports with Sage Fixed Assets Reporting. For information on using Sage Fixed Assets Reporting, see the online *Sage Fixed Assets Reporting User's Guide*.

Chapter 8 Installing in a Microsoft Windows Terminal Server/Citrix Environment

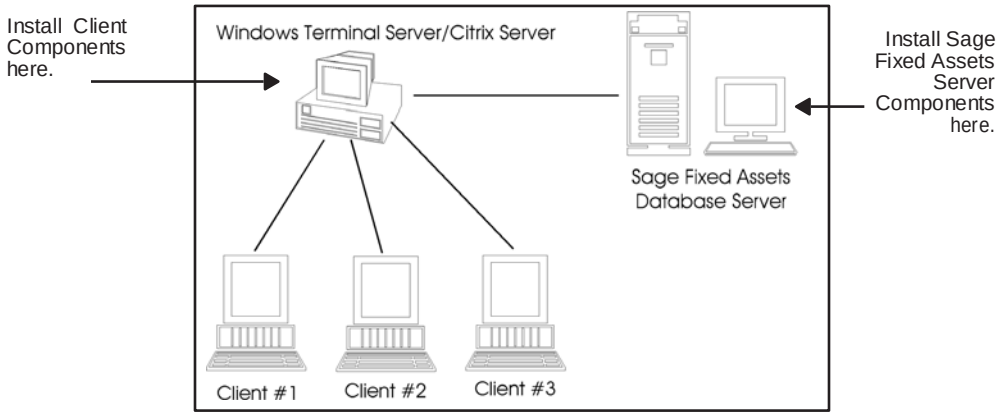
In this chapter:

Three-tiered Environment 8-1

To manage fixed assets at a central location and provide remote users with access to fixed asset data, you can install the application on a Windows Terminal Server (WTS) or in a Citrix environment.

The Sage Fixed Assets application works best in a Windows Terminal Server or Citrix environment when you install it in a "three-tiered" configuration; that is, where the Database Server and the Client are on separate servers.

Three-tiered Environment



To install in a three-tiered environment

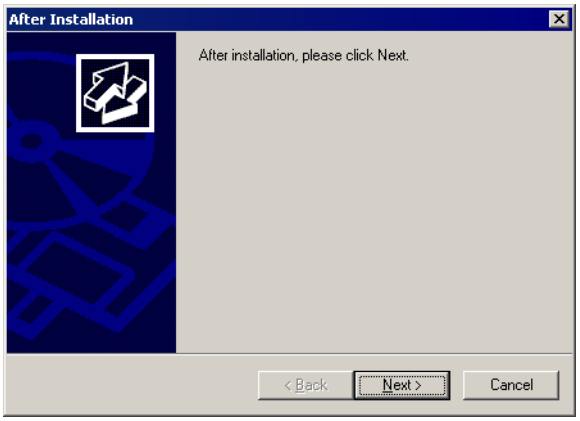
Perform these steps on the Database Server:

1. Perform the network server installation on the server that will run the database engine.
2. Share the SFAServ directory so that you can perform the client installation on the WTS server.

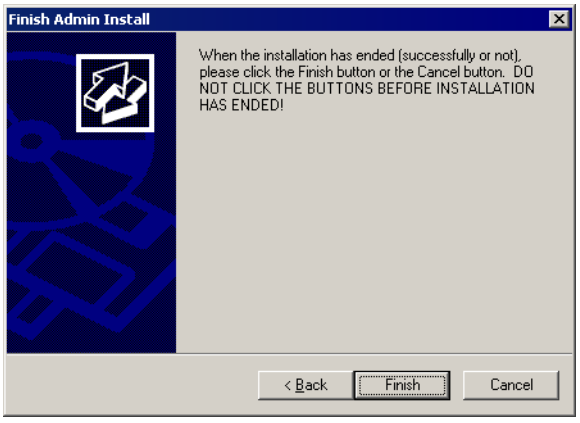
Perform these steps on the WTS/Citrix Server:

1. Map a drive to the shared directory SFAServ on the Database Server. **Windows Server 2008:** Click the Install Application on Remote Desktop Server.
2. Click the Browse button and select the SETUP.EXE file in the SFAServ\Network Client folder on the server.
3. On the Run Installation Program dialog, click the Next button. The Sage Fixed Assets client installation dialog appears.

4. Follow the instructions on the installation dialogs. After you install the client components, the After Installation dialog appears.



5. After the installation is complete, click the Next button. The Finish Administration Install dialog appears.



6. Click the Finish button. **IMPORTANT:** Do **NOT** click the Finish button before the installation has completed!

You are now ready to set up the client workstations to do one of the following:

- Run the FAS.EXE file, which is located by default in the following directory on the WTS server:

  \Program Files\Sage Fixed Assets\Depreciation

- Run the FASINV.EXE file, which is located by default in the following directory on the WTS server:

  \Program Files\Sage Fixed Assets\Tracking

- Run the FASCIPNT.EXE file, which is located by default in the following directory on the WTS server:

  \Program Files\Sage Fixed Assets\Planning

For information on setting up your client workstations to run the application, please refer to your Microsoft Terminal Server or Citrix documentation.

Chapter 9 Managing a Sage Fixed Assets Database Service

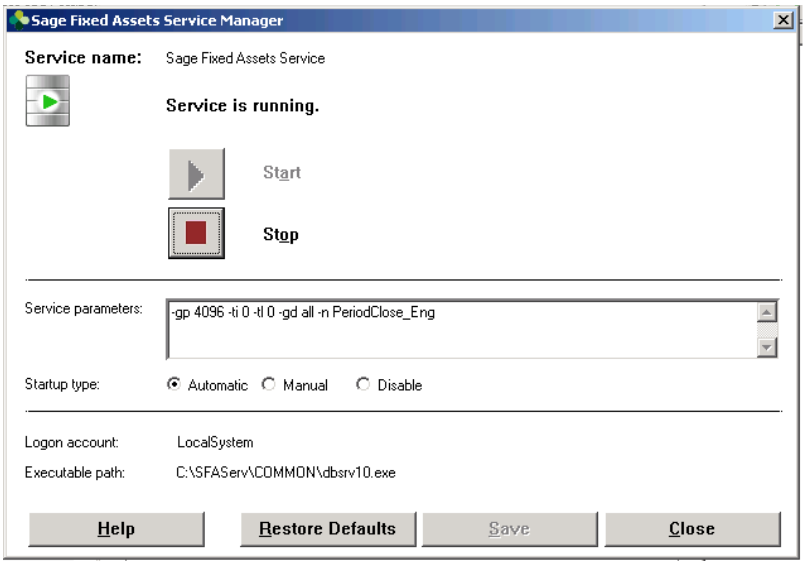
When you install the Database Server, the system creates a database service with default parameters. You can edit the default parameters if needed.

Editing the Database Service

To edit the database service

Note: You must run the utilities as an Administrator.

1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility Network icon. The Database Utility dialog appears.
5. Click the Service Manager button. The system displays the Sage Fixed Assets Service Manager dialog.



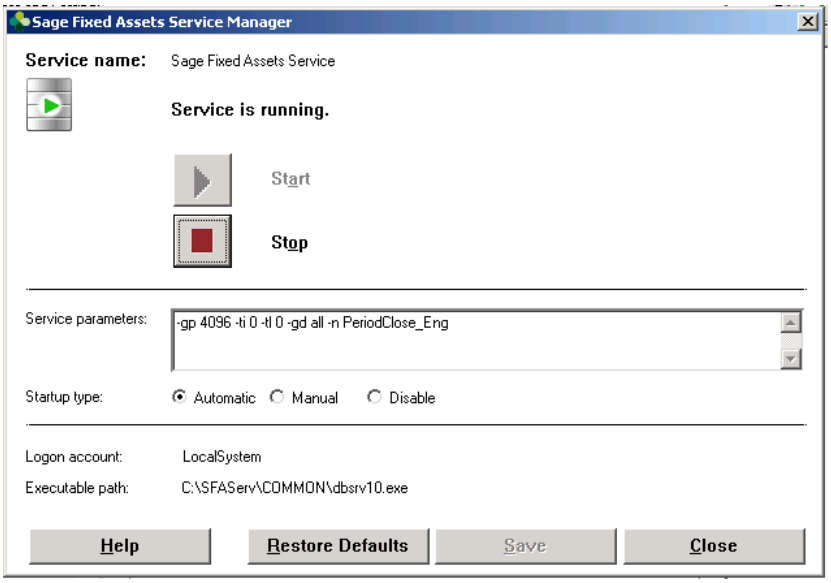
To edit the database service on Windows

1. In Windows Explorer, navigate to the folder containing the Sage Fixed Asset Service Manager. The default folder is:

   C:\Program Files\SageFAS\Common Files\FASSVCMGR.EXE

2. Right-click on the FASSVCMGR.EXE file.

3. From the pop-up menu, select Run as Administrator. The system displays the Sage Fixed Assets Service Manager dialog.



   A service name of Sage Fixed Assets Service is required. You cannot change the name of the service.

4. Edit the default parameters in the Parameters field, if desired. If you want to specify a particular protocol, enter the following:

   ```
   -gp 4096 -ti 0 -tl 120 -gd all -x protocol -n SageFAS_Engine
   ```

   where “protocol” is the communication protocol you selected when you installed the Database Server components.

Protocol	Command
tcpip*	tcpip{myip=xxx.xxx.xxx.xxx;dobroadcast=no}

* When you are entering the TCPIP parameters, replace XXX.XXX.XXX.XXX with the server’s IP address.

Note: The fifth parameter, -tl, contains the letter “L,” not the number one.

Appendix 10 Troubleshooting

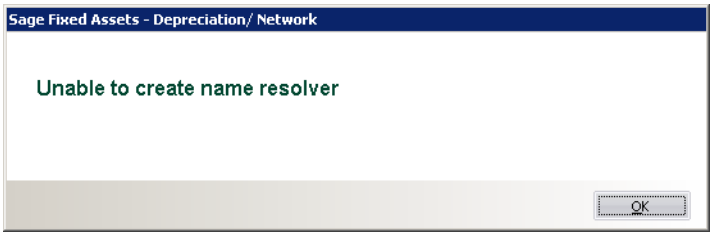
In this appendix:

Changing Permissions on Windows
Adding a Database to the System
Copying Configuration Settings
Moving the Application to a New Server
Replacing the Configuration Database

Changing Permissions on Windows

Why do I receive a No Name Resolvers Error?

When running Sage Fixed Assets Depreciation Network on Windows, users who do not have local Administrator privileges to their own machines may receive an error message similar to the one shown below.



This message occurs because the application attempts to open the registry with read/write access. Users who do not have Administrator privileges to their own machines do not have this access by default. The problem can be resolved in one of two ways:

- Make each user who will be using the application a member of the Administrators group on the machine where the application is installed. Consult your Windows documentation for more information on groups and user rights.
- Change the permissions on the Best Software key in the Windows Registry.

To change the permissions

Note: You should perform the steps below only if you are familiar with the Windows Registry. Please contact your local IT administrator or Help desk for assistance if needed.

You should be logged on as an Administrator before you complete the steps below.

1. Select Start/Run from the Windows taskbar. The system displays the Run dialog.

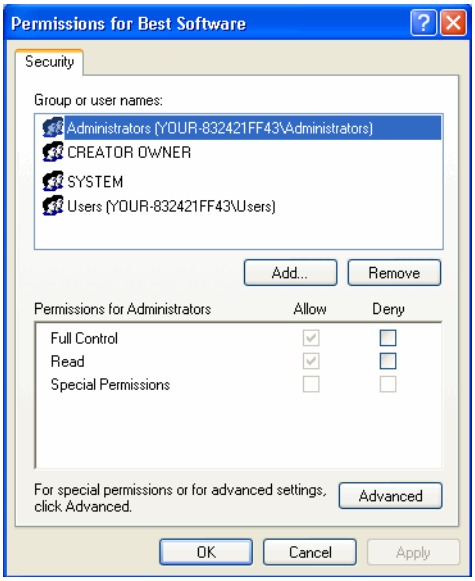
2. Enter either REGEDT32.EXE or REGEDIT.EXE in the Open field. (Either one will work.) The system displays the Registry Editor.

   You need to grant Full Control Access to the following registry key:

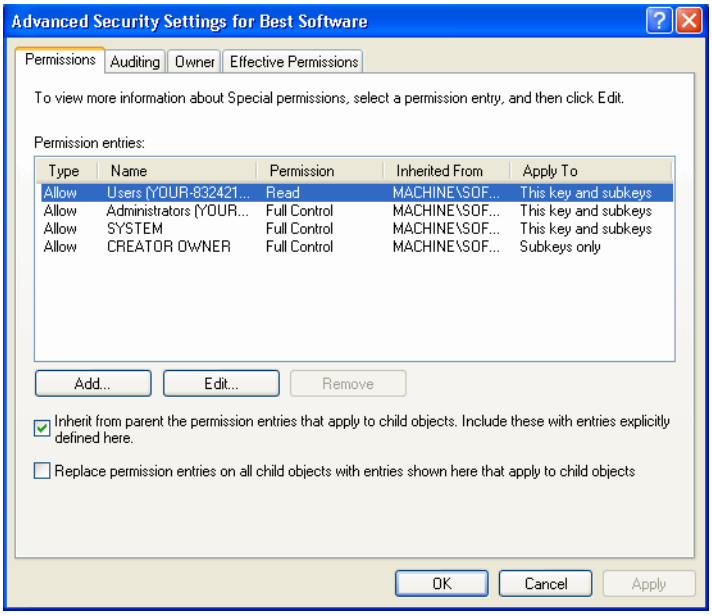
   Hkey_Local_Machine\Software\Best Software

3. Navigate to this key to grant the permissions.

4. Right-click on the Best Software key and select Permissions from the pop-up menu. The system displays the Permissions for Best Software dialog.

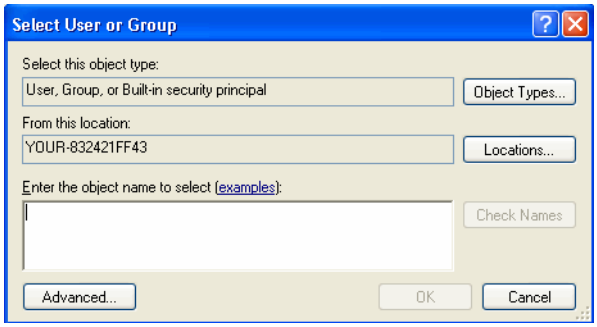


5. Click the Advanced button. The system displays the Advanced Security Settings for Best Software dialog.

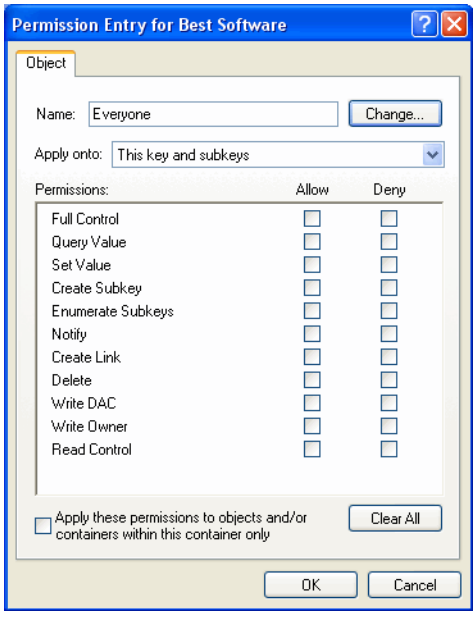


6. Clear the Inherit from Parent the Permission Entries that Apply to Child Objects check box. The system displays a Security message box.

7. Click the Copy button. The system returns to the Advanced Security Settings for Best Software dialog.
8. Click the Add button. The system displays the Select User or Group dialog.



9. Click the Advanced button to access the advanced features on the dialog.
10. Click the Find Now button.
11. Hold down the CTRL key, and select the Everyone and System groups, and then click OK to close the dialog. The system returns to the Select User or Group dialog.
12. Click OK again. The system displays the Permission Entry for Best Software dialog.



13. Select the Full Control check box in the “Allow” column, which selects all of the check boxes in the column.
14. Click OK to return to the Advanced Security Settings for Best Software dialog.
15. When you return to the Advanced Security Settings for Best Software dialog, make sure that the Everyone and System groups have Full and Read Control access.
16. Click the Replace Permission Entries on all Child Objects check box.
17. Click the Apply button. The system displays a Security message box.

18. Click the Yes button to continue. The system returns to the Advanced Security Settings for Best Software dialog.
19. Click OK again. The system returns to the Permissions for Best Software dialog.
20. Click OK to close the Permissions for Best Software dialog. The system returns to the Registry Editor.
21. Select File/Exit to exit from the Registry Editor.
22. Log off and log back in as the user. You should be able to access the application now.

Adding a Database to the System

How do I add a database to the Database List Manager?

You may need to move a database from a workstation to a network drive or move a database from one computer to another. After you move the database, you will need to let the application know the location of the database by adding it to the Database List Manager.

The recommended procedure is to perform a company backup from the old system and then do a Company Restore onto the new system. However, if this is not an option, it is possible to copy the BEST.DB or *.BDB file to the new location and use Database List Manager to associate the moved files with the new system.

To add a database to the system

1. Install the application from the CD onto the new server.
2. Configure and start the Sybase SQL Service.
3. If the existing server and service will be running for the interim, either use different engine name (the -n parameter), or stop the original Service/NLM before proceeding. Please refer to the Installation & Administration Guide for more specific details about service parameters.

On the workstation:

4. Uninstall any previous Sage FAS Fixed Assets applications.
5. In the Control Panel, select Add/Remove Programs.
6. Install the Sage Fixed Assets client from the new server.
7. Open the application on the workstation and connect to the default company to insure connectivity with the new server.
8. Copy only the BEST.DB or *.BDB file(s) the new folders on the new server or workstation. (Do not overwrite the default database.)
9. Use Database List Manager to reassociate the copied databases to the new system.

You will now be able to open the companies within the databases.

Copying Configuration Settings

Why am I unable to connect to the system database?

You may find that one workstation is unable to connect to the database on the server, while another workstation is able to do so. When you attempt to connect to the server, you see a Service Provider dialog.

Solution 1:

The solution may be: Change the XXX.XXX.XXX.XXX in the Parameters field to the IP address or the server name of the server.

Solution 2:

The problem may be the type of pathing that each workstation uses to access the server. The Service Provider dialog may require either a local server pathing (X:\FASSERV) or a UNC pathing (\\SERVER\SHARE\FASSERV), depending on how the server rights are configured.

The procedures below may be useful if one workstation can access the server while another server cannot. The steps describe how to copy the Sage FAS configuration settings from the working computer to the non-working computer. These settings are stored in the Windows Registry.

Note: You should perform the steps below only if you are familiar with the Windows Registry. Please contact your local IT administrator or Help desk for assistance if needed.

To copy configuration settings

1. On the working client workstation, select Start/Run.
2. In the Run dialog, enter REGEDIT, and then click OK.
3. Browse to the following key:

   HKEY_LOCAL_MACHINE\SOFTWARE\Best Software\NWBESTSYS.
4. Write down the Data values for the following keys:
   - ENGINENAME
   - LOGICALNAME
   - PARAMETERS
   - PROTOCOL
5. On the non-working client workstation, and repeat steps 1 through 3.
6. Compare the Data values for the four keys in step 4. If any of the keys differ from the working computer, double-click on the key to get the Edit String window and change the value to match the value on the working computer.

   For example, the LOGICALNAME can be either UNC or Drive letter. If the working computer is using Drive letter, then change the non-working client workstation to match it.

   Drive Letter = C:\FASSERV\BESTSYS.DB (use the actual drive letter the on which the program was installed to the server)

   UNC = \\SERVERNAME\FASSERV\BESTSYS.DB

7. Close the registry editor.
8. Launch the Sage FAS Fixed Assets client application.

Moving the Application to a New Server

How do I move the application to a new server?

Follow the instructions below to move the application to a new server machine.

Note: Before you follow the instructions below, make sure you have first backed up your databases. You can use your normal network backup procedures, or you can select File/Company Utilities/Backup Company from the menu bar on the client machine.

The instructions below assume you are moving the same version of the program to the new server machine.

To move the application to a new server

1. Stop the Sybase SQL Service on the old server.
2. Install the program from the installation CD on the new server. For complete instructions, see "Step 1: Installing the Sage Fixed Assets Network Server Components," page 7.
3. On the client workstation, uninstall any previous Sage Fixed Assets client applications (if applicable). The uninstall will remove only application files and will not remove custom reports, configuration, or database files.
4. Install the network client. For complete instructions, see "Step 1: Installing the Client Components," page 23.
5. On the client workstation, use Database List Manager to create a new database.
6. Restore the backup files. (Select File/Company Utilities/Restore Company.) Select one of the newly created databases for the location of the restored company.

You should now be able to open your companies.

Replacing the Configuration Database

What do I do if I cannot use Database List Manager?

If the configuration database (BESTSYS) becomes corrupted, you will be unable to locate, add, or remove databases in Database List Manager. Follow the instructions below to replace the configuration database.

Note: Security information will be lost by replacing the BESTSYS.DB file.

To replace the configuration database

1. Verify the path to the BESTSYS.DB.

2. Make sure that the user account being used for the service has FULL CONTROL to the FASserv folder on the server.
3. Shut down the Sybase SQL Engine on the server.
4. In Windows Explorer, browse to the FASserv folder on the server.
5. Rename the BESTSYS.DB file.
6. Rename the BESTSYS.LOG file.
7. Copy the BESTSYS.SAV file, and then paste it into the same directory to create a Copy of BESTSYS.SAV.
8. Rename the Copy of BESTSYS.SAV to BESTSYS.DB.
9. Restart the Sybase SQL Engine.
10. On the client workstation, launch the Sage FAS Fixed Assets application.
11. If you are prompted to enter your Contact information, click Close.
12. If you are asked to register the application, click Register Later.

    A dialog appears with a message that "An error occurred while attempting to open the selected database," and the list of databases is empty.
13. Click the DB MGR button.
14. Add the existing databases to the list.

Note: The BESTSYS.DB file may have become corrupted if the application connects to a corrupt database file. In this case, troubleshoot by adding a known good database or create a new database. One at a time, add and open each database to see if the application encounters an error. The BESTSYS.DB can be backed up by copying it after each database is added until an error occurs. In this way, if the BESTSYS.DB becomes corrupted again, you can follow the steps above to replace the BESTSYS.DB. However, you can use the backup copy of BESTSYS.DB instead of the BESTSYS.SAV file. Restore any databases from a backup that produce an error in the application.