

sage Software Support Bulletin

March 2013



Contents Page

1. [Contents \(this page\)](#)

A direct link to each area of the software support bulletin.

2. [Our current software releases and versions](#)

Confirmation of the latest releases for each of our Accountants' Division products.

3. [Sage Accountants' Division Resource area](#)

We appreciate you may not wish to telephone us for all your queries. We have a number of existing resources listed here to assist with common situations you may experience within our products.

4. [Software knowledge - aid, tips and tricks](#)

Steps to understand and/or resolve common situations you experience.

[Sage \(Instant\) Accounts Production](#)

[Sage Accounts Production Advanced](#)

[Sage Taxation](#)

[Corporation Tax \(pbO\)](#)

[Sage Practice Solution](#)

5. [Operating Systems](#)

Changes in Supported Operating Systems for Practice Suite products.

6. [Your feedback area](#)

How to contact us regarding the software support bulletin.

****SSB is only certified on Internet explorer v7 and above****



Accountants' Division software roadmap

Below you will find details of our current range of releases. This enables you to check you are using the latest version for your relevant product and whether you need to consider updating.

Product	Version	Released	Website	DVD*	CD*	Update
Sage Accounts Production	9.0*	Feb-13	✓	X	✓	X
Sage Accounts Production Advanced	13.0*	Feb-13	✓	X	✓	X
Sage Instant Accounts Production	3.0*	Mar-11	✓	X	✓	X
Sage Instant Accounts Production	Ltd company format update	Jun-11	✓	X	X	X
Sage Practice Solution	1.71	Mar-11	✓	✓	X	✓
Sage Taxation	15.01*	Nov-12	✓	✓	X	X
Sage Corporation Tax pbO	7.01*	Dec-12	✓	X	✓	X
Sage Company Secretarial	8.03	Jan-12	X	X	X	✓

* Please note that discs are available upon request.

tip You can check what software version you are running by left clicking help on the top menu bar [within your software] followed by “about”

Coming Soon

*v16.00 of Sage Taxation (April 2013 release)

*v8.00 of Sage Corporation Tax pbO (July 2013 release)



Important update about your Sage accounts production software

In order to remain iXBRL compliant after March 2013 you will need to update to the latest version of Sage Accounts Production (v9) and Sage Accounts Production Advanced (v13). The new versions will be available to download from February 2013. We recommend that you apply the download as soon as possible.

Recognised by HMRC, The new versions of our accounts production range will contain an assisted tagging solution which has been incorporated into the software. To help you familiarise yourself with this new tool we recommend that you attend one of our free training webinars. The session will provide an overview of the assisted tagging solution, including how to:

- update your software to the new version
- launch and work through the new tagging wizard
- confirm and pick tags/details as required for each set of accounts
- validate and produce the iXBRL file

We'll be helping you get up-to-speed with the new features by hosting [free training webinars](#) which will be approximately one hour in duration. We strongly advise that you book onto one of these sessions.

Further support will also be available, should you require it, including step-by-step videos, user guides and enhanced in-product help.

Book your training webinar now. Visit xbrlwithsage.com/training

Before you update your Account Production software....

If you currently use client integration with Sage Practice Solution, you will need to [update to Sage Practice Solution v1.8.1](#) before you download the new version of our Sage accounts production software.

You can [update to Sage Practice Solution v1.8.1 now](#). We strongly recommend that you apply this update as soon as possible.

Customers who have finalised accounts

The Sage Accounts Production range will be updated in February 2013 to include the new Sage Assisted Tagging solution, which populates your accounts with an increased number of automated tags as well as the ability to modify and add tags using a guided interface to prepare your accounts fully for the end of the HMRC minimum tagging soft landing. If you have already finalised your accounts using older versions of our Accounts Production range then we advise one of the following options to ensure your accounts are accepted by HMRC:

- For filing PRIOR to 31 March 2013 - file as usual
- For filing AFTER 31 March 2013 - Re-run your accounts through the updated Accounts Production software, which will launch the Sage Assisted Tagging solution to guide you through the process of producing a compliant iXBRL file



Resource Area

<http://sage-exchange.co.uk/taxation>

Access all the latest product news, hints and tips as well as common issues.

<http://xbrlwithsage.com/training>

New versions of Sage Accounts Production (version 9) and Sage Accounts Production Advanced (version 13) will be available from February.

The new versions of our accounts production range will contain an assisted tagging solution which has been incorporated into the software. To help get you up-to-speed with this new tool as quickly as possible we will be holding free training webinars, to book please visit the link above. **We strongly advise that the user(s) of your accounts production software attends one of these sessions.**

<http://xbrlwithsage.com/learningcentre>

Here you will find various user assistance documents and videos, providing all the information you'll need to understand iXBRL within the current versions of the Accounts Production range.

<http://ask.sage.co.uk>

This website hosts all your technical support articles such as Ask Sage, product news articles and access to the download area of the software.

<http://www.sage.co.uk/accountants>

Accountants web page where you will find information on our full range of products.

<http://www.sage-exchange.co.uk>

Online version of our popular exchange magazine. Please have a browse where you will find resource, news and product information. We also have articles from leading personalities in industry.

<http://sage-exchange.co.uk/taxation-software>

Information available on Corporation Tax (pbO) V7.00.

[Software Support News for Accounts and Payroll](#)

Support news available on the above link for Accounts, Payroll and P11D (login may be required with registrations for the relevant products).

If you have any queries regarding the use of your software you may prefer to email us at accountants.support@sage.com. Or you can call our Software Support team on 0845 111 11 11



Knowledge Area

Accounts Production/Instant Accounts Production

[Ask Sage article 28367](#) – Change the year end date on a client dataset

The article above will assist in changing the year end date for a specific client dataset in Sage Accounts Production.

[Ask Sage article 28766](#) – How to identify and adjust the contents of a page/note through an Accounts Database entry

This article will walk you through how to amend an Accounts Database entry in order to update the contents found within a particular page or note. In this example we will find out where to change the Principal Activities statement located within the Directors' Report.

Accounts Production Advanced

[Ask Sage article 30369](#) - Taxation on ordinary activities note - There is an error in balances within this note (v13.0)

We've made a change in how the reconciliation of factors in the tax note operates; the way it was previously calculated in Sage APA resulted in duplicate fact errors on the current tax charge tag. Please follow the above ASKSAGE article on steps on how to edit postings to the relevant codes.

[Ask Sage article 27584](#) - How to setup Sage Accounts Production Advanced (SAPA) for online-filing to Companies House.

Sage Accounts Production Advanced (SAPA) has the facility to submit electronic accounts straight to Companies House. This article documents how to setup Sage APA for online-filing.

[Ask Sage article 27643](#) - ReportPad Directors Report - Signatory doesn't contain any xbrl tagging info.

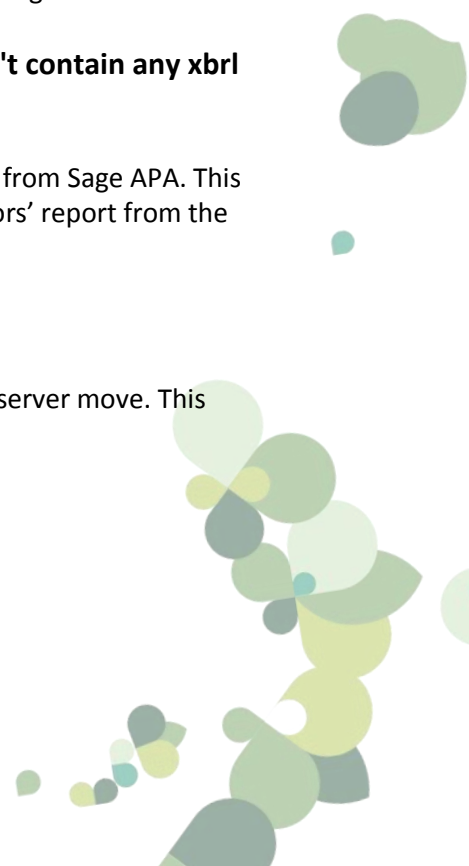
This error message will appear when you attempt to generate iXBRL accounts from Sage APA. This will appear if you have chosen to tag the details of the signatory to the directors' report from the signatory reportpad and that reportpad doesn't contain any xbrl tags.

[Ask Sage article 17362](#) – How to perform a Sage APA server move

This article documents the recommended process for performing a Sage APA server move. This article can be used for both standalone and network installations.

Corporation Tax (powered by ONESOURCE)

[Ask Sage article 27430](#) - Basic Computation Help sheet



Sage Corporation Tax (powered by ONESOURCE) is a schedule-based program designed to calculate the Corporation Tax liability or loss arising in respect of a limited company or other body liable to Corporation Tax

[Ask Sage article 29009](#) - **Carrying back losses**

This article provides guidance with trading losses that may be carried back to previous accounting periods.

Sage Taxation

[Ask Sage article 27054](#) - **Moving a network installation to a new server**

This article outlines how to move your Sage Taxation installation to a new server.

[Ask Sage article 29147](#) - **Upgrading SQL to SQL 2005 or 2008 Express**

Further to our article [28657](#) detailing the End of Life statement for Microsoft SQL Server 2000 and Microsoft SQL Server Desktop Engine (MSDE) here are the steps you will need to perform to upgrade to a later version of SQL.

Practice Solution

[Ask Sage article 27992](#) – **Sage Practice Solution Server move**

An overview on how to move your Sage Practice Solution (SPS) program and data to a new server is provided in the ASKSAGE article link above.

[Ask Sage article 24206](#) – **Sage Practice Solution - How to modify your firewall and antivirus software to avoid conflicts**

Under certain environments your antivirus or firewall may affect the performance and usage of Sage Practice Solution.

The article above identifies the folder locations that Sage Practice Solution uses so you can exclude them from the firewall and antivirus software's scanning routine.



Operating Systems

Changes in Supported Operating Systems for Practice Suite products

Sage end of support for Microsoft XP

Microsoft have announced the end of life for the XP operating system and intend to end all support for XP in April 2014. Sage will follow suit and over the next year will institute a programme to withdraw all support for Microsoft XP by the end of March 2014.

Sage software Installations / updates will continue to be allowed throughout 2013 but we will cease to support issues arising from the use of XP in all practice suite software from the end of March 2014. We will also prevent annual updates from running on machines where Microsoft XP is detected from March 2014.

Upgrade paths

To ensure the continued operation of your Sage practice suite products, you will need to upgrade the operating systems of all machines currently running Microsoft XP before March 2014.

Currently all Sage practice suite products are fully supported on Windows 7 Professional and above, but Windows 8 compatibility is not yet guaranteed across all products. **Note** that as with Windows 7 Professional, Sage will not guarantee full compatibility with versions of Windows 8 below the Windows 8 Pro edition.

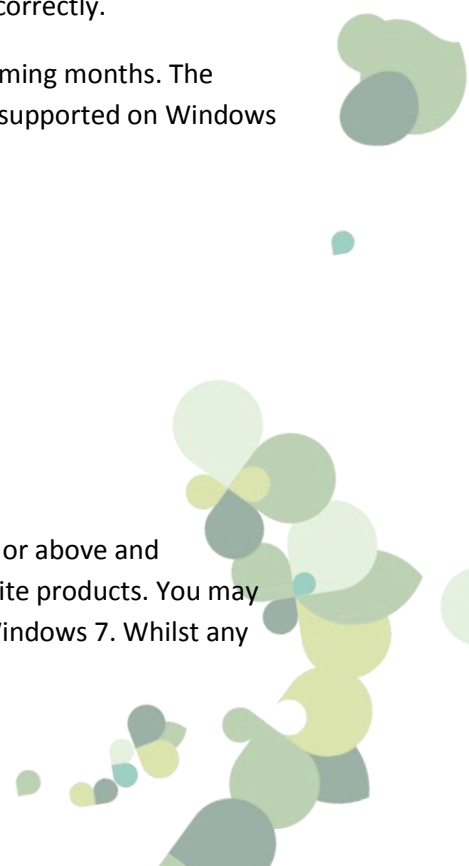
When deciding on which upgrade path to take and the timing of that upgrade, you should consider the specific mix of Sage practice suite products in use in your practice, as adoption of Windows 8 before all are supported on that platform may lead them not to work fully or correctly.

We will adopt full support for Windows 8 Pro across each product over the coming months. The table below shows the date on which each practice suite product will be fully supported on Windows 8 Pro.

Product	Windows 8 Pro support date
Sage Company Secretarial	Already supported
SAP/SAPA	Already supported
Sage Taxation	March 2013
Sage Corporation Tax	July 2013
Sage Practice Solution	September 2013

Recommended upgrade path

At this moment, we recommend that you upgrade to Windows 7 Professional or above and Windows Server 2012, which are already fully supported across all practice suite products. You may find that older machines will not be of a high enough specification to install Windows 7. Whilst any



new machine you buy is likely to come pre-loaded with Windows 8, it may be possible to ask the vendor to load Windows 7 Professional instead.

If you wish to upgrade to Windows 8, you should wait until all the Sage products you use are supported in Windows 8 Pro.

Assistance in upgrading from XP

Sage will shortly be issuing free guidance to assist in upgrading from Microsoft XP. You will be notified when these resources are available on the customer area of the website.

Additionally, our Professional Services team are able to help with upgrading existing machines and moving installations to new machines. Please contact them at accountants.professionalservices@sage.com, should you require these chargeable services.

Supporting Microsoft Home Operating Systems

The software we develop for Accountants is built to a high standard and optimised for use by 1000's of businesses. To gain the most out of our programs they are developed and tested on Operating systems that suit business requirements such as Windows Professional, and Windows Business platforms.

Home Operating systems as suggested in the name, do not meet the requirements of a business user and/or the functionality to be 100% compatible with the suite of software we provide.

Microsoft recognises the differing requirements for home and business users as outlined in the product descriptions for Windows 7 below, copied from the Microsoft site (similar statements are also available for Vista and XP).

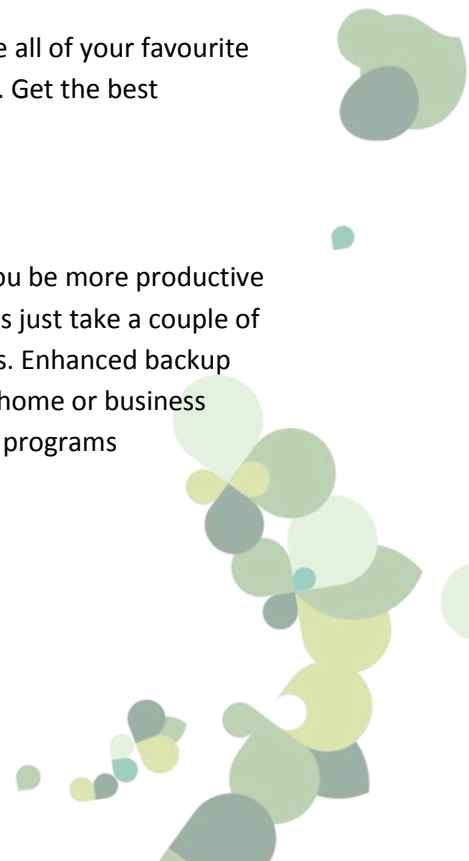
Windows Home

Windows 7 Home Premium makes it easy to create a home network and share all of your favourite photos, videos, and music. You can even watch, pause, rewind, and record TV. Get the best entertainment experience with Windows 7 Home Premium.

Windows Business / Professional

If you use your PC for work, you'll want Windows 7 Professional. It can help you be more productive and protect the critical information you need to work with. Many routine tasks just take a couple of clicks, so you can spend less time setting up projectors, printers, and networks. Enhanced backup options can help you protect your hard work with automatic backups to your home or business network. And with Windows XP Mode, you can use most of your Windows XP programs in Windows 7

[Sage support policy for Home Editions](#)



Sage's minimum requirements for operating systems specify Professional Editions of operating systems as the minimum. Our support policy has always been to provide comprehensive support on the professional platform and above. However, we have also supported Home editions on an informal basis up until now.

Whilst we will continue to deliver support where possible, going forward, support for Home operating systems will be limited. Where a query on Home Operating systems cannot be resolved by the support teams, we will not escalate issues to our development teams for resolution in the software. Once it is established that an issue only arises where the software is installed on a Home Operating System, if we cannot solve the issue in Customer Services, we will always advise that customers seek independent IT support and upgrade their operating system.

To ensure that your Sage Practice Suite installation can continue to be fully supported, we suggest you upgrade your Home Operating System to Windows 7 Professional or above as soon as possible.

Information on 'Windows Anytime Upgrade' can be located on the Microsoft web site and it advises you can upgrade "In as few as 10 minutes". More information can be found in the link below

<http://windows.microsoft.com/en-US/windows7/products/windows-anytime-upgrade>

Microsoft Windows 8

Microsoft release Windows 8 on 25th October 2012.

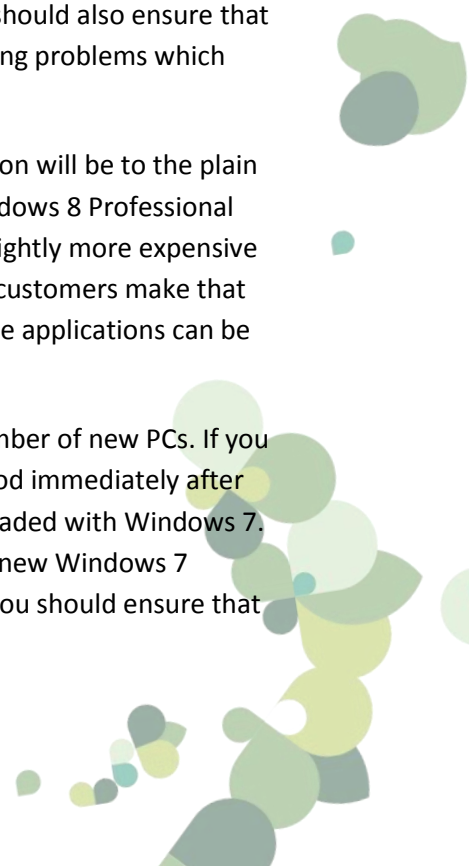
We are currently testing on the pre-release version and will keep you informed on progress as testing proceeds.

Upgrading to Windows 8

Until Sage Practice Suite products are certified to work on Windows 8, **we recommend that customers do not upgrade hardware to run on Windows 8.** This slight delay should also ensure that Windows 8 gets a chance to bed down and for Microsoft to resolve any teething problems which may arise with a new operating system.

The default upgrade path from Windows XP, Vista and Windows 7 Home edition will be to the plain "Windows 8" product. Sage will only be looking to certify to fully support Windows 8 Professional and above (Ultimate and Enterprise). These variants are all also available as slightly more expensive upgrade options but we would recommend that when you come to upgrade, customers make that additional investment to Windows 8 Professional, to ensure Sage Practice suite applications can be fully supported.

The basic version of Windows 8 is likely to be the version delivered with a number of new PCs. If you are thinking of buying a new PC in the immediate future (including in the period immediately after the release of Windows 8), we would recommend that you ensure it comes loaded with Windows 7. A number of suppliers are already offering a free upgrade to Windows 8 with new Windows 7 machines purchased over the past couple of months. In such circumstances, you should ensure that it comes with an upgrade path to the Professional version or above.



Support for SQL Server 2012 and SQL Server Express 2012

Microsoft released SQL 2012 and SQL 2012 Express in April this year. Sage Practice Suite products are not currently certified for use on these platforms and some functionality will not work correctly, even if the software appears to install correctly on them.

Microsoft SQL is used in the Practice Suite products Sage Practice Solution, Sage Financial Statements and Sage Taxation. We will certify these products on SQL 2012 and SQL 2012 Express as soon as possible once testing is complete. The Platform Matters page on the Exchange website will be updated to advise when each product will be certified for use on SQL 2012 platforms.

Until we certify on these versions, you should not install Practice Suite products on these versions of SQL but should use SQL 2005, SQL 2008 or the Express equivalents. We currently recommend SQL 2008 for 32 bit customers and SQL 2008R2 for 64 bit customers.

End of Life for support on SQL Server 2000 and MSDE

We have previously advised that we will cease to support SQL Server 2000 in Taxation, bringing it into line with our other Practice Suite products. Our original timetable for ceasing support was March 2013. However, Sage Taxation v15.01 has now been added to the release calendar. This will not support SQL 2000, effectively bringing the End of Life forward to November 2012 for Sage Taxation.

Why are we withdrawing support?

SQL 2012 introduces a new command structure, which will only work with SQL 2005 and later versions. The new command structure will extend the capabilities of SQL. With the divergence of codebases, it is not possible for Sage to develop both SQL 2000 and SQL 2012 codebases in parallel and maintain equal functionality in both versions.

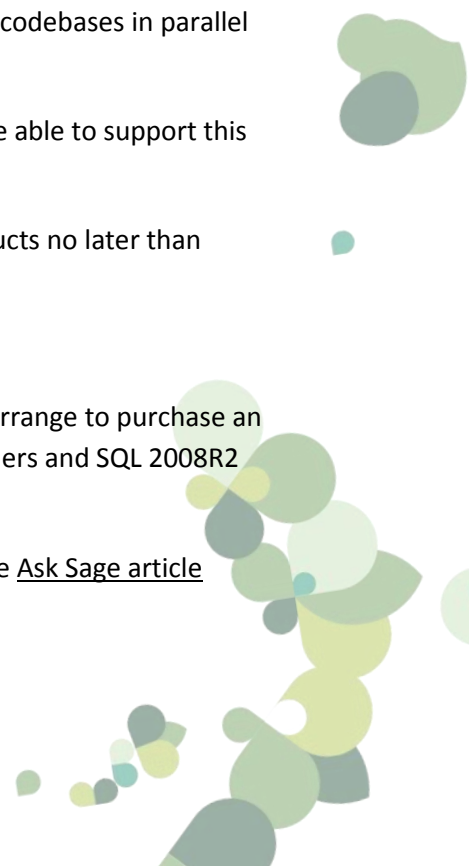
All new sales of SQL Server will be SQL 2012 going forward, so Sage need to be able to support this format for both new and existing customers upgrading products in future.

For such reasons it is industry practice to withdraw the use of Microsoft products no later than Microsoft do.

Upgrade paths

If you have previously purchased the full SQL 2000 product, you will need to arrange to purchase an upgrade independently. We currently recommend SQL 2008 for 32 bit customers and SQL 2008R2 for 64 bit customers.

For instructions on how to upgrade your full version of SQL, please refer to the [Ask Sage article 29147](#) on the customer area of our website.



Feedback area

We would be delighted to hear your feedback on our e-resource including:

- What you think of the topics included
- What other topics you would like us to cover

Please email your feedback to ssbfeedback@sage.com

