Sage ERP MAS 90

User Guide

Sage ERP MAS 90 Online

sage

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Overview

Thank you for choosing Sage ERP MAS 90 Online. This Resource Guide will provide important information and instructions on how you can get started. These helpful tips have all the answers to the most common questions and will help your users fully utilize the benefits of Sage ERP MAS 90 Online.

Sage ERP MAS 90 Online offers the flexibility of the cloud with the power of an ERP solution hosted by Sage, and developed for North American companies like yours. Ideal for an organization with a workforce distributed across multiple locations, it allows you to stay mobile and centralize key functions like accounting and operations on a standardized back-office solution. Sage ERP MAS 90 Online enables you to get your system up and running quickly, and make affordable monthly payments, rather than making an up-front capital investment. Enable your team to be mobile and more productive by using a powerful suite of modules ranging from financial and accounting, business intelligence, reporting, and operations, to distribution and light assembly. And if business circumstances change, Sage ERP MAS 90 Online customers can easily and cost-effectively transition to the on-premise version of Sage ERP MAS 90, 200 or 200 SQL. You are in control of your data and your system.
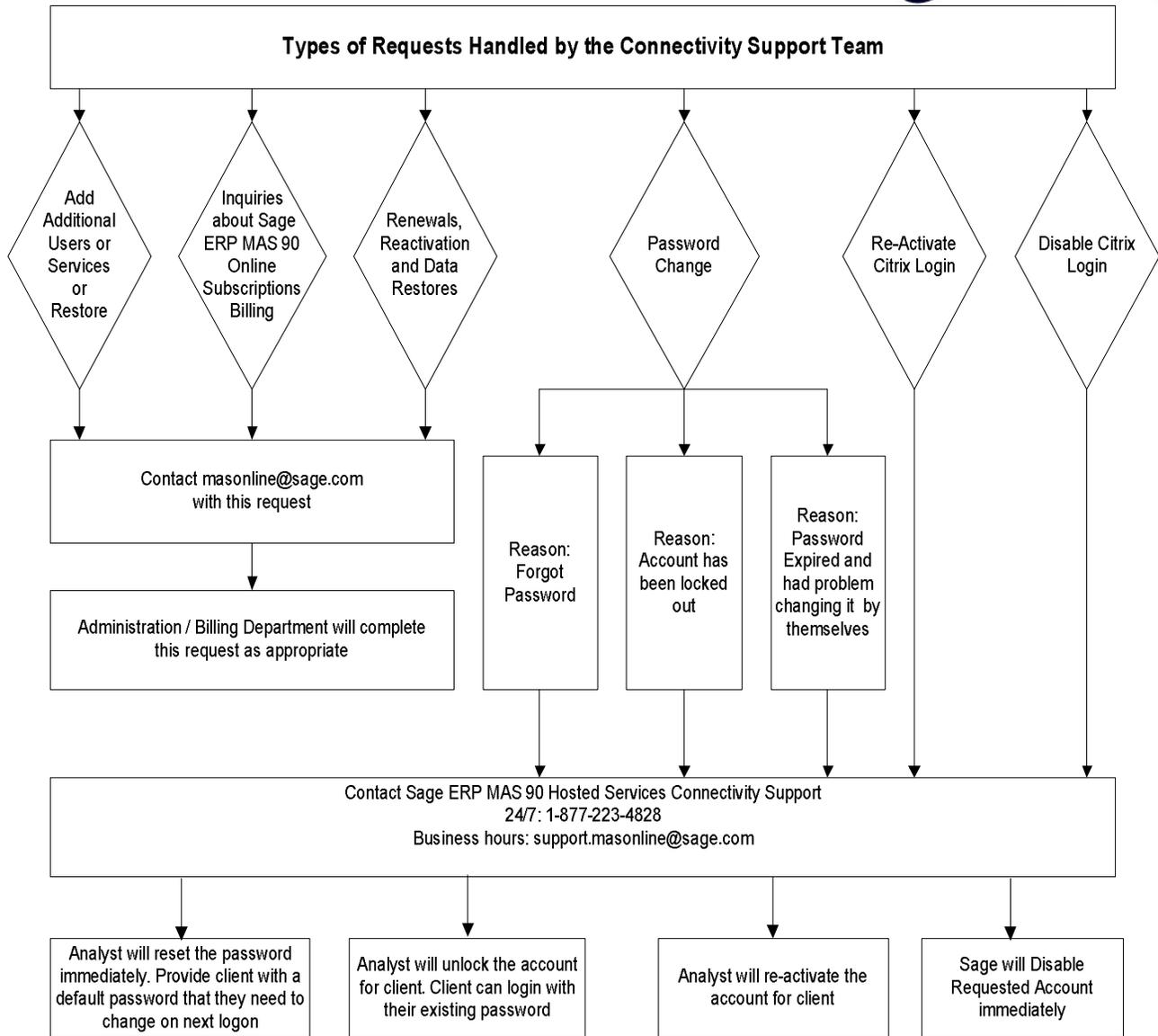
- Flexible online deployment of a suite of powerful ERP modules
- Reduces the need for an internal IT infrastructure
- On-demand deployment allows you to grow easily
- Smooth transition to on-premise when needed

Support

Sage ERP MAS 90 Online 24 x 7 Connectivity Support

All customers of Sage ERP MAS 90 Online will receive connectivity support on a 24/7 basis as a part of their service. This support relates to issues where customers cannot login to their Online service via their user credentials. Connectivity issues may be sent to Sage via email during business hours (support.masonline@sage.com) or by telephone (877-223-4828) which are handled 24/7.

Furthermore, non-technical or product related requests, such as adding additional Online services, or billing inquiries should be forwarded to masonline@sage.com.

Types of Requests Handled by the Connectivity Support Team

- Add Additional Users or Services or Restore
- Inquiries about Sage ERP MAS 90 Online Subscriptions Billing
- Renewals, Reactivation and Data Restores
- Password Change
- Re-Activate Citrix Login
- Disable Citrix Login

Contact masonline@sage.com with this request

↓

Administration / Billing Department will complete this request as appropriate

Reason: Forgot Password

Reason: Account has been locked out

Reason: Password Expired and had problem changing it by themselves

Contact Sage ERP MAS 90 Hosted Services Connectivity Support
24/7: 1-877-223-4828
Business hours: support.masonline@sage.com

- Analyst will reset the password immediately. Provide client with a default password that they need to change on next logon
- Analyst will unlock the account for client. Client can login with their existing password
- Analyst will re-activate the account for client
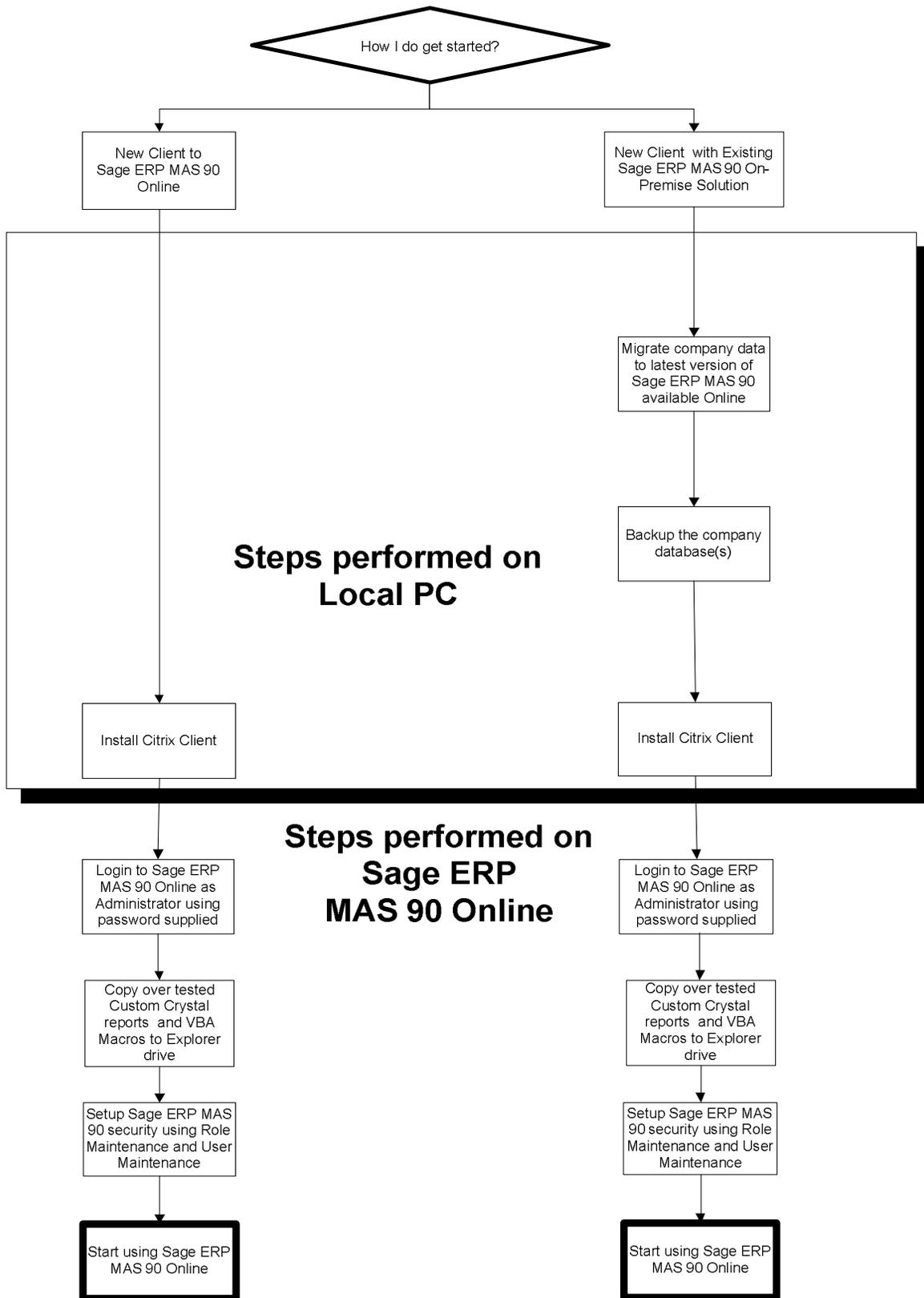- Sage will Disable Requested Account immediately

Product Support

In addition to connectivity support, all customers who sign up for the Sage ERP MAS 90 Online service will receive 5 technical support issues as well as 24/7 access to the Sage Online Knowledgebase. Customers may also enhance their support experience by opting into the Sage Business Care – Online Advantage plan for the duration of their contract term which includes the following services:
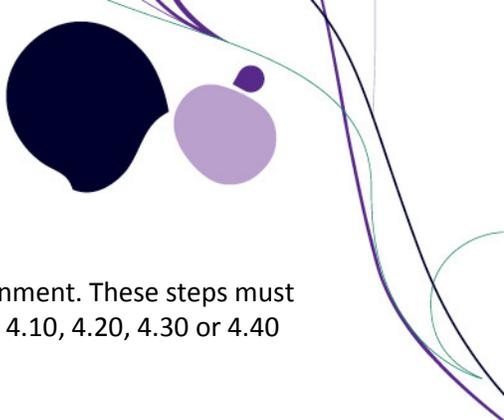
- Unlimited support issues
- Unlimited Anytime training courses
- 20% off real-time training
- 24/7 Sage Online Knowledgebase access

To obtain product support customers can call the Sage ERP MAS 90 support line at 800-854-3415.

Getting Started

```
                        ┌─────────────────────────┐
                        │   How I do get started? │
                        └─────────────────────────┘
                 ┌───────────────┴───────────────┐
        ┌─────────────────┐              ┌──────────────────────┐
        │  New Client to  │              │ New Client with      │
        │ Sage ERP MAS 90 │              │ Existing Sage ERP    │
        │     Online      │              │ MAS 90 On-Premise    │
        │                 │              │     Solution         │
        └─────────────────┘              └──────────────────────┘
```

Steps performed on Local PC

```
                                         ┌──────────────────────┐
                                         │ Migrate company data │
                                         │ to latest version of │
                                         │  Sage ERP MAS 90     │
                                         │  available Online    │
                                         └──────────────────────┘
                                         ┌──────────────────────┐
                                         │  Backup the company  │
                                         │     database(s)      │
                                         └──────────────────────┘
        ┌─────────────────┐              ┌──────────────────────┐
        │ Install Citrix  │              │ Install Citrix Client│
        │     Client      │              │                      │
        └─────────────────┘              └──────────────────────┘
```

Steps performed on Sage ERP MAS 90 Online

```
        ┌─────────────────┐              ┌──────────────────────┐
        │ Login to Sage   │              │ Login to Sage ERP    │
        │ ERP MAS 90      │              │ MAS 90 Online as     │
        │ Online as       │              │ Administrator using  │
        │ Administrator   │              │ password supplied    │
        │ using password  │              │                      │
        │ supplied        │              │                      │
        └─────────────────┘              └──────────────────────┘
        ┌─────────────────┐              ┌──────────────────────┐
        │ Copy over tested│              │ Copy over tested     │
        │ Custom Crystal  │              │ Custom Crystal       │
        │ reports and VBA │              │ reports and VBA      │
        │ Macros to       │              │ Macros to Explorer   │
        │ Explorer drive  │              │ drive                │
        └─────────────────┘              └──────────────────────┘
        ┌─────────────────┐              ┌──────────────────────┐
        │ Setup Sage ERP  │              │ Setup Sage ERP MAS   │
        │ MAS 90 security │              │ 90 security using    │
        │ using Role      │              │ Role Maintenance and │
        │ Maintenance and │              │ User Maintenance     │
        │ User Maintenance│              │                      │
        └─────────────────┘              └──────────────────────┘
        ┌─────────────────┐              ┌──────────────────────┐
        │ Start using Sage│              │ Start using Sage ERP │
        │ ERP MAS 90      │              │ MAS 90 Online        │
        │ Online          │              │                      │
        └─────────────────┘              └──────────────────────┘
```

Migrating On Premise Data to Online

Please follow the steps below to migrate on premise data to the Online environment. These steps must be performed in the order listed below. Only data that is level 3.71, 4.00, 4.05, 4.10, 4.20, 4.30 or 4.40 are eligible to be migrated via this method.

Pre-Migration (On Premise):

1. Go to Library Master / Utilities / Pre-Migration
2. Select the path of the Source Installation and the company code you would like to migrate
3. Run each of the Utilities that appear in the bottom window in order to proceed to the Parallel Migration Step

Parallel Migration (Online):

1. Go to Library Master / Utilities / Parallel Migration (You can also access this from the "Parallel Migration" button in the Pre-Migration window or by using the Migrate.exe program file from within the ..\MAS90\Migration folder).
2. Click Next and Enter the Administrator Password for the MAS installation
3. Click Next and Enter the path for the Source Data
4. Enter the Administrator Password for the Source Installation and click Next
5. **Migrate System Files**: the first time you migrate, System files will automatically be migrated. If additional migrations are attempted, you will be given the option to re-migrate system files. This will pull over all of the data from MAS_SYSTEM.
6. **Migrate Companies that already Exist:** the first time you migrate, you will not get this option. If additional migrations are attempted, you will be presented with this option which will re-migrate (and thus replace) company data that has already been migrated.

Installing the Citrix Client and Logging into Sage ERP Online

Once a customer contract is signed for Sage ERP MAS 90 Online, Citrix login credentials will be distributed to the customer and partner within 24 hours. To logon to the Sage ERP MAS 90 Online servers, you must install the Citrix Client.

The Citrix Client will automatically download onto your computer during the logon process if you do not already have it installed, or if your installed version is not up to date. The logon page is located at:

https://app.sageerponline.com

Please use your Citrix logon credentials that were provided at time of Sign Up to log in.
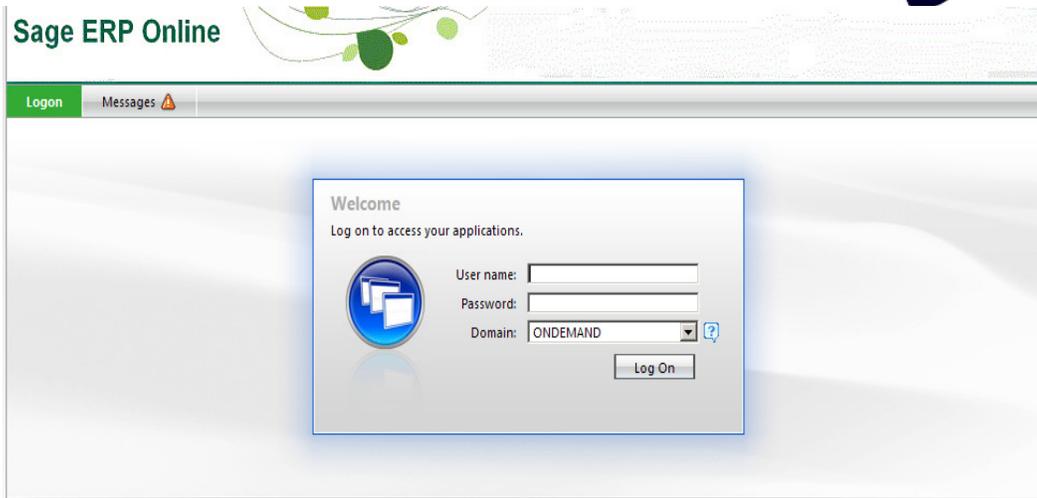
The very first time you logon with the correct username and password you will be prompted with the following screen to change your password.
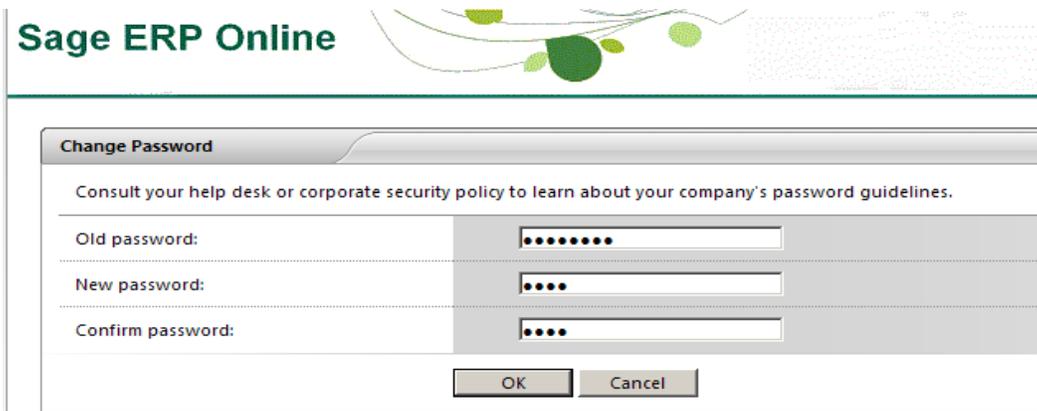
Please enter your old password (the one initially assigned to you) and enter a new password that is greater than 6 characters. You must use a combination of 3 of the 4 following types of characters:
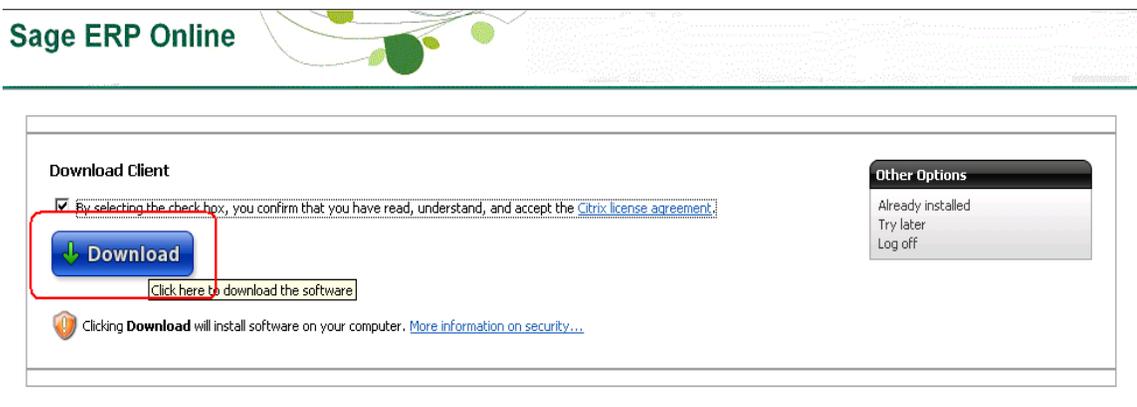
- Upper case letters
- Lower case letters
- Numbers
- Non-alphabetic characters (such as !, @, #, $)

This password is case sensitive. For example, a capital B and lowercase b are regarded as distinct characters. The password will be valid for 90 days before you are prompted to change it again. Please enter your old password, new password twice, and then click OK to confirm.
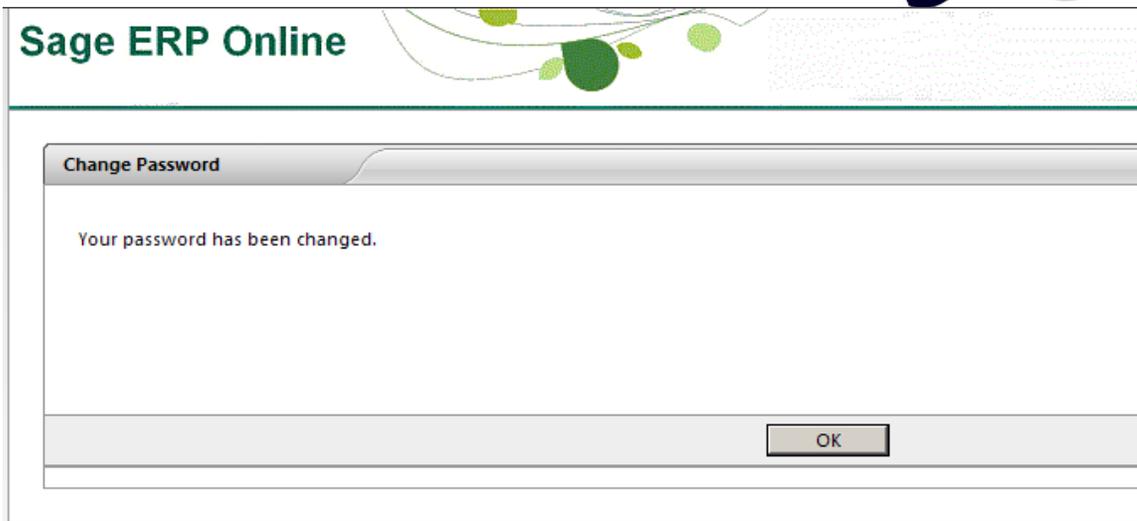
If it is detected you do not have the Citrix client installed or if it needs updating, you will be presented with the option to download the newest client. Click on the "Download" button do so.

Select "Run" to run the installation.

Select "Run" again.

If you see an "Installing…" screen like the one pictured below, then the Client is being installed properly. Ignore any security prompts from your browser regarding allowing it to run the add-on: 'Citrix Systems, Inc'.
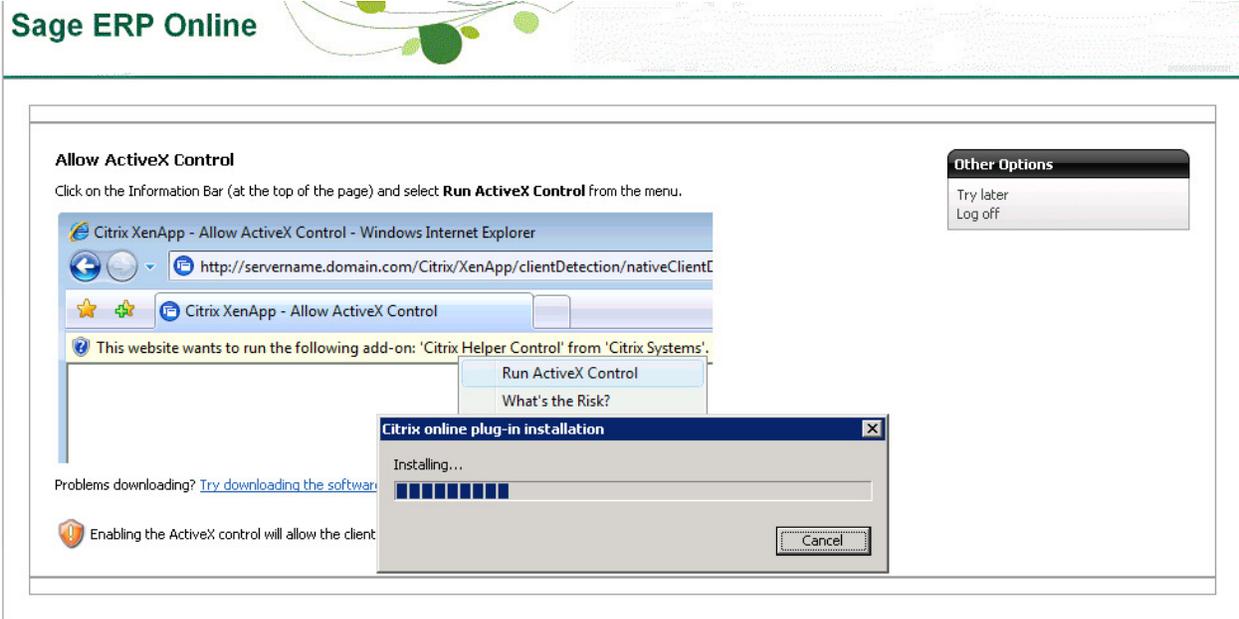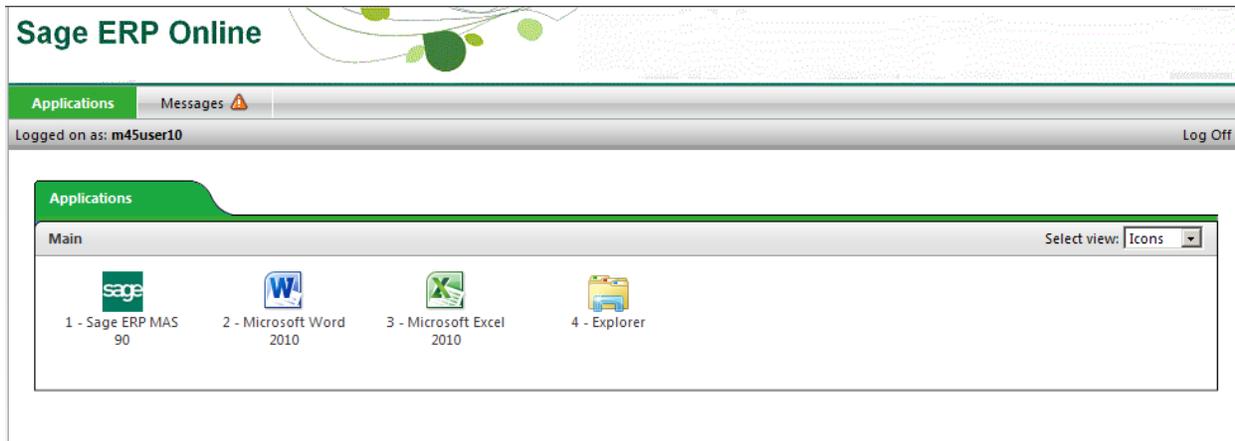

After the Citrix client has been installed, log off and log in again.
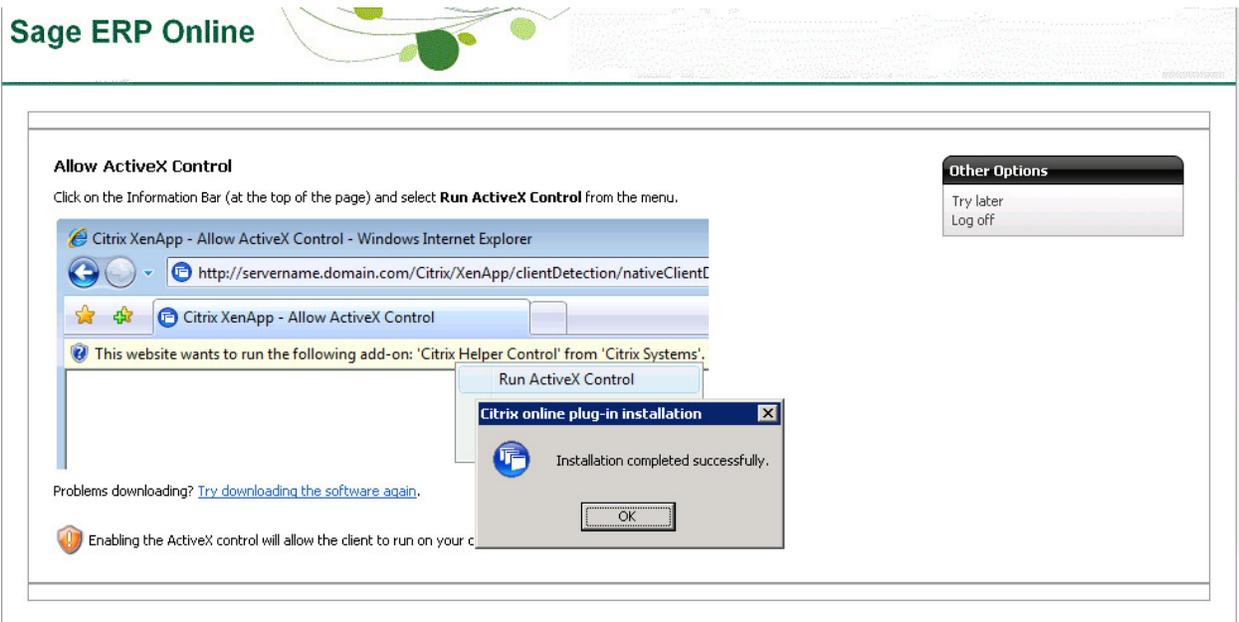
Sage ERP Online Interface

When you log into Sage ERP Online you will be presented with several icons. The icons will launch Sage ERP MAS 90 and our suite of other applications.

Clicking on the Sage ERP MAS 90 icon, for example, will launch Sage ERP MAS 90 seamlessly on your local desktop. While the application behaves like it is local to your workstation, it is running from the Sage ERP MAS 90 Online servers.

Change Passwords

Sage ERP Online Interface

When logged into the Sage ERP Online interface, users can change their passwords by accessing the "Change Password" link.
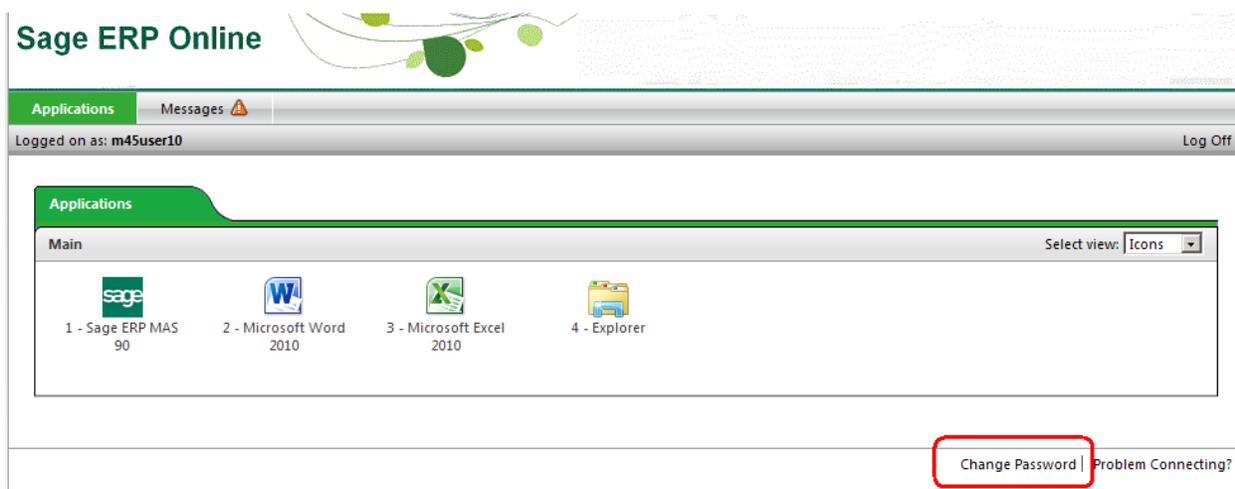

Please enter your old password (the one initially assigned to you) and enter a new password that is greater than 6 characters. You must use a combination of 3 of the 4 following types of characters:

- Upper case letters

- Lower case letters

- Numbers

- Non-alphabetic characters (such as !, @, #, $)

This password is case sensitive. For example, a capital B and lowercase b are regarded as distinct characters. The password will be valid for 90 days before you are prompted to change it again. Please enter your old password, new password twice, and then click OK to confirm.
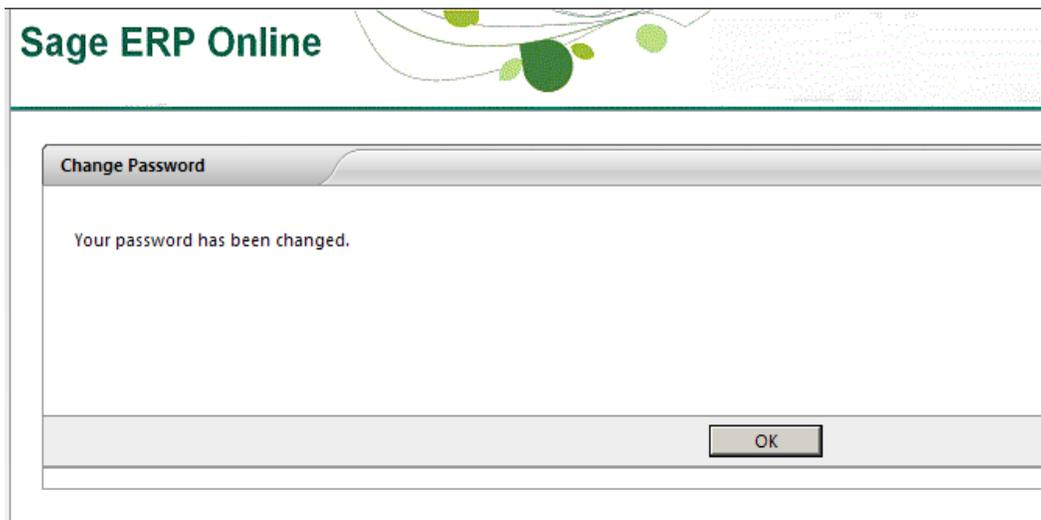

Click OK to return to the interface screen.

If you are experiencing problems with changing your password, you can contact Sage ERP MAS 90 Online Connectivity Support at 877-223-4828 or email **support.masonline@sage.com** to reset your password for you. Please have your challenge phrase and answer ready for authorizing the change.

If you enter an incorrect password in 3 consecutive attempts, your account will be locked for ½ half-hour. You can either wait for the account to unlock or you can contact Sage ERP MAS 90 Online Connectivity Support to unlock your account.

Sage ERP MAS 90

1. Under "File", select "Change User Password".
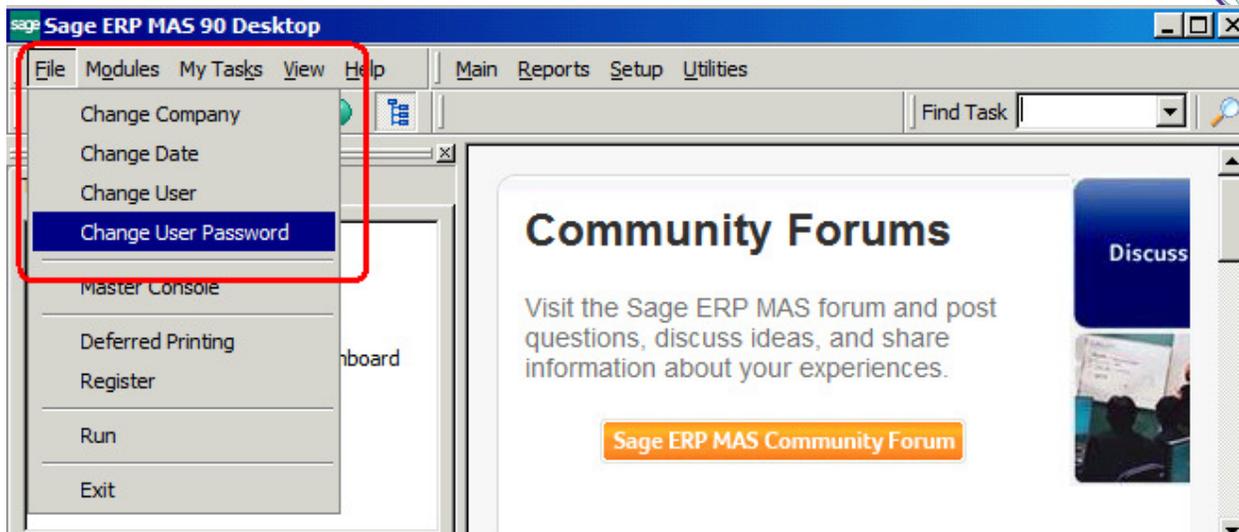
2. Enter your old password and new password twice and click OK to confirm the change.

Important Things to Know

The first time you log into Sage ERP Online and launch an application, it may take a few minutes because the user profile is being created on the system. This will happen once for each server you are directed to.

Firewall Ports

Your Network Administrator or Business Partner will need to configure the office Firewall to allow TCP Destination port 1494 and 8088.   The TCP port 2598 will also need to be defined to pass through for session reliability.
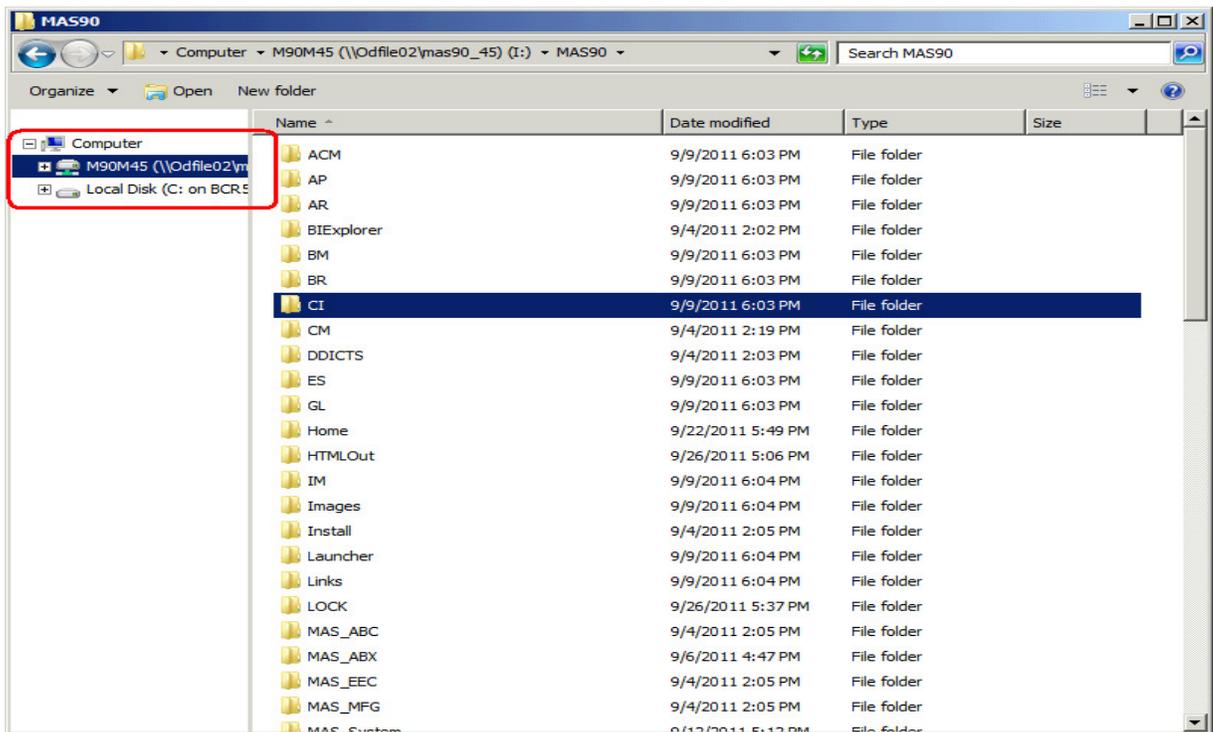
Explorer Drive

Within the Sage ERP Online interface you will see an icon titled "Explorer". The Explorer drive is an online file storage area which may be used by customers to store files that may be accessed from anywhere as long as the user has an internet connection. Please note that the first gigabyte (GB) of storage is provided free of charge.
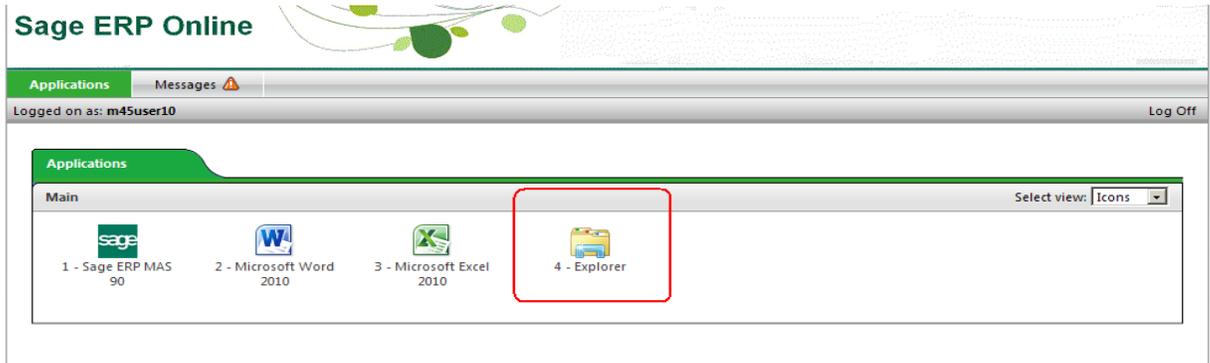

The left hand pane of the Explorer drive window will allow you to select between your online storage (labeled with your identifying company code) and your local mapped drive. You will alternate between these two views when you are transferring files.

Please note file transfers can only take place from within the Explorer drive window. Ctrl+C and Ctrl+V can be used to copy and paste between the Explorer drive and the locally mapped drive.
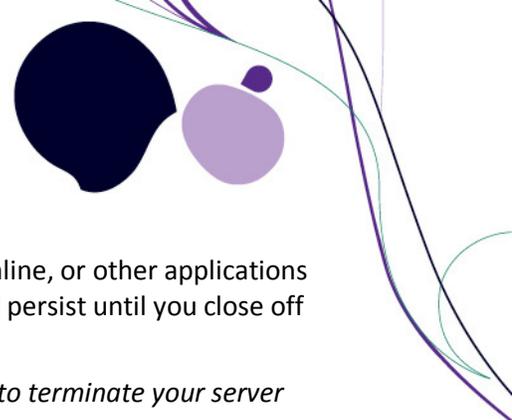
Session Persistence

It is possible to "log off" of Sage ERP Online but still have Sage ERP MAS 90 Online, or other applications open on your local desktop. In these cases, your connection to the server will persist until you close off all the applications.

It is always recommended you close off your applications one-by-one in order to terminate your server session.

Citrix Connection Center

An indicator that your session is still running is the Citrix Connection Center on the bottom right System Tray of your desktop.

It is possible to log off Citrix sessions through the Citrix Connection Center. However, doing so may terminate unsaved data, and is therefore recommended only as a last resort.

Double-click the icon to bring up the Citrix Connection Center screen. From there you can see what existing Citrix connections you currently have listed under "ICA connections". Select the session you would like to log off, go to the "Session" area and select *Log Off* to log off the session.
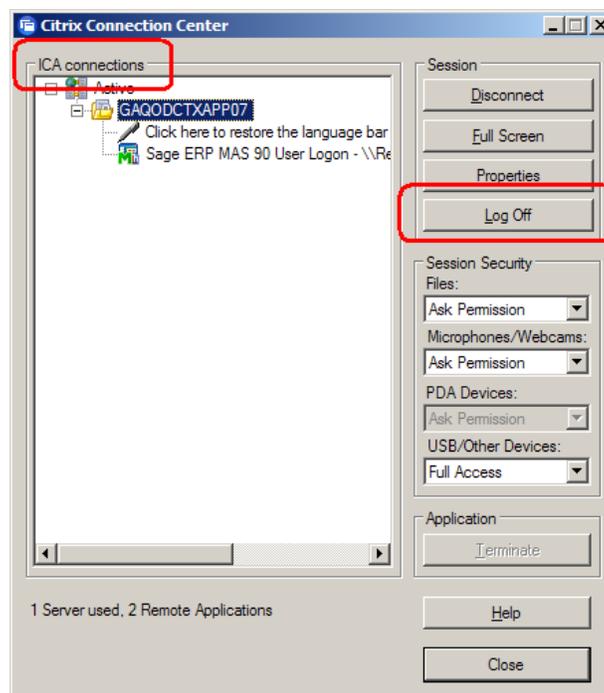
Under Session Security->Files, select "Full Permission" to allow access to your workstation's local drive to enable file transfers.
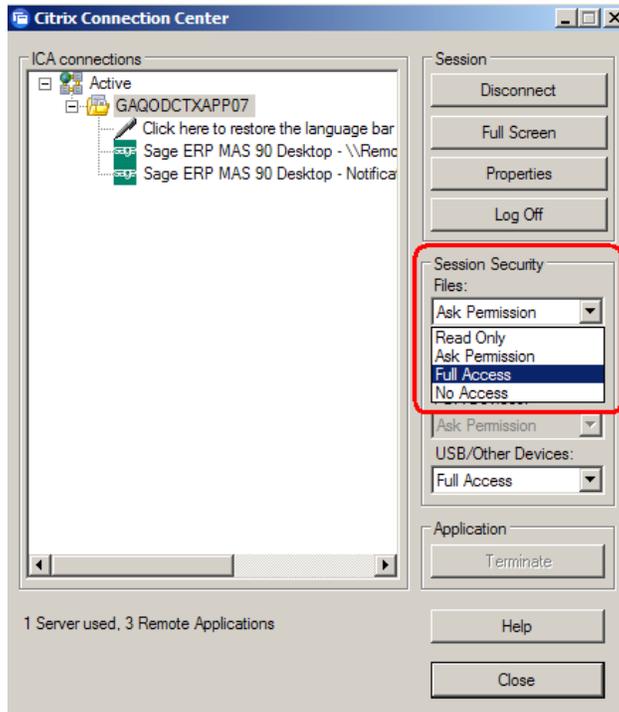
Under Session, click on the "Properties" button.

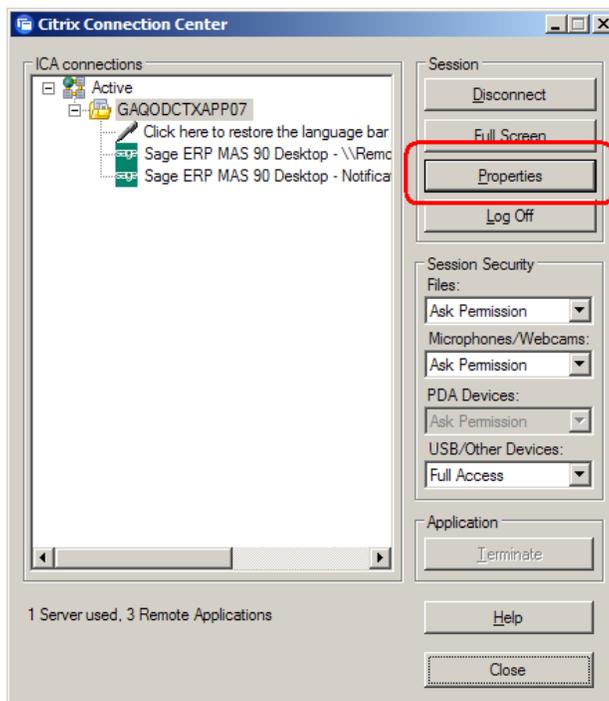This window will show you a real-time monitor of your current remote session bandwidth and data transfer statistics. You can also find out which server you are currently logged onto (GAQODCTXAPP07 in this case).
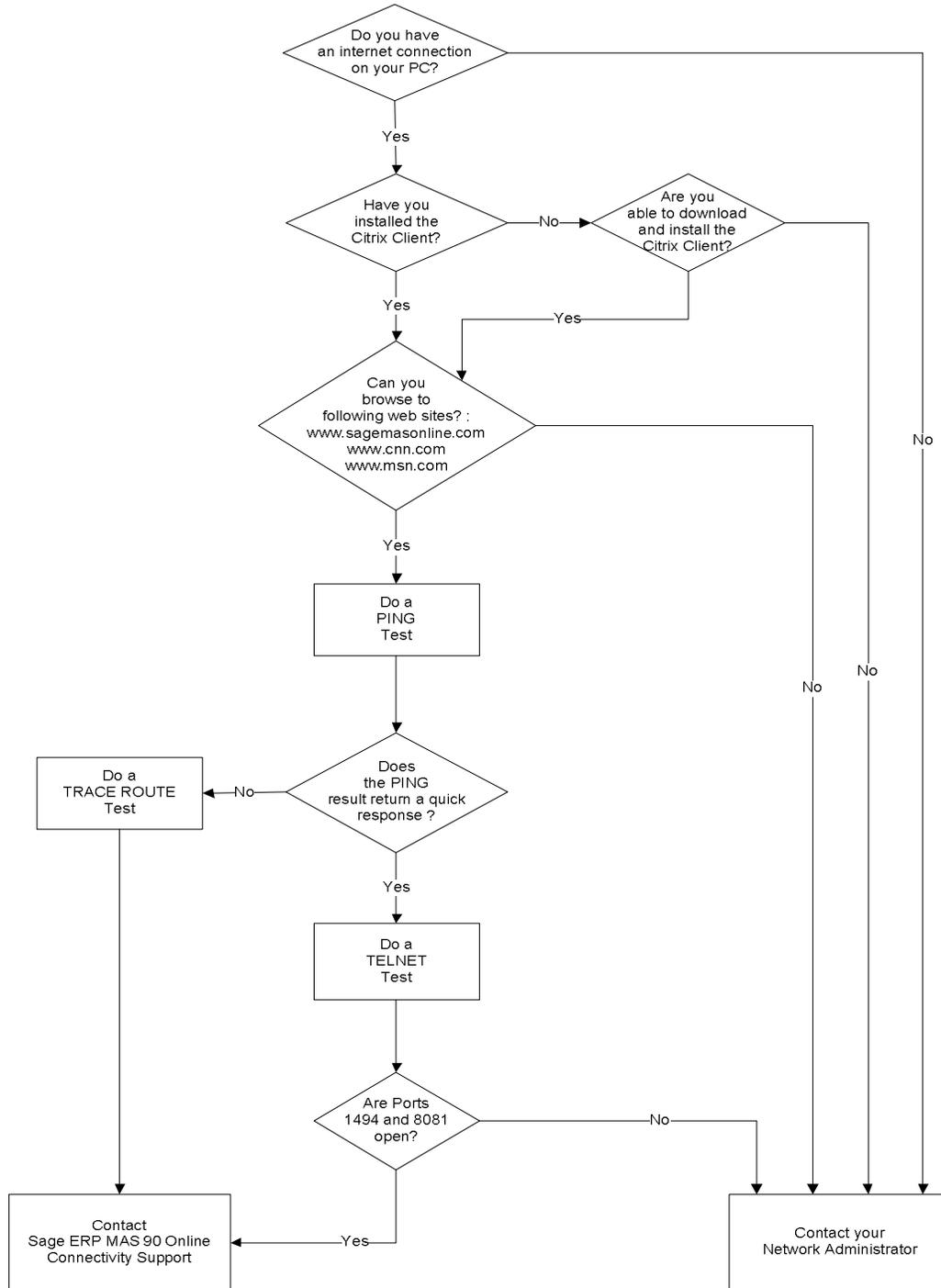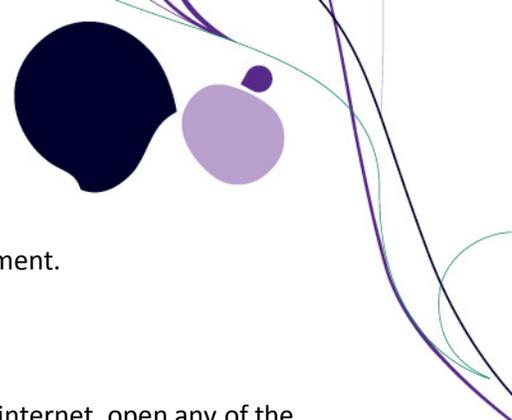
Troubleshooting Connectivity

If you are attempting to logon to the Sage ERP MAS 90 Online Servers and find that you are not successful, please do the following steps in determining the source of the connection problem.

```
                    ┌─────────────────────┐
                    │   Do you have       │
                    │ an internet connection│──────────────── No ──────────┐
                    │   on your PC?       │                                │
                    └─────────────────────┘                                │
                             │                                             │
                            Yes                                            │
                             │                                             │
              ┌──────────────────┐       No      ┌──────────────────┐      │
              │  Have you        │──────────────▶│  Are you         │      │
              │  installed the   │               │ able to download │      │
              │  Citrix Client?  │               │ and install the  │      │
              └──────────────────┘               │ Citrix Client?   │      │
                      │                           └──────────────────┘      │
                     Yes            Yes ◀────────────────│                  │
                      │                                  No                 No
              ┌─────────────────────┐                    │                 │
              │   Can you           │                     │                 │
              │   browse to         │                     │                 │
              │ following web sites? :│                   │                 │
              │ www.sagemasonline.com │──── No ───┐       │                 │
              │   www.cnn.com       │            │        │                 │
              │   www.msn.com       │            │        │                 │
              └─────────────────────┘            No       │                 │
                      │                          │        │                 │
                     Yes                         │        │                 │
              ┌──────────┐                       │        │                 │
              │  Do a    │                       │        │                 │
              │  PING    │                       │        │                 │
              │  Test    │                       │        │                 │
              └──────────┘                       │        │                 │
                      │                          │        │                 │
   ┌──────────┐      ┌─────────────┐             │        │                 │
   │  Do a    │  No  │  Does       │             │        │                 │
   │ TRACE ROUTE│◀───│  the PING   │             │        │                 │
   │  Test    │      │ result return a quick│    │        │                 │
   └──────────┘      │ response ?  │            │        │                 │
        │            └─────────────┘            │        │                 │
        │                   │                   │        │                 │
        │                  Yes                  │        │                 │
        │            ┌──────────┐               │        │                 │
        │            │  Do a    │               │        │                 │
        │            │  TELNET  │               │        │                 │
        │            │  Test    │               │        │                 │
        │            └──────────┘               │        │                 │
        │                   │                   │        │                 │
        │            ┌─────────────┐  No         │        │                 │
        │            │  Are Ports  │──────┐      │        │                 │
        │            │ 1494 and 8081│      │     │        │                 │
        │            │   open?     │      │      │        │                 │
        │            └─────────────┘      │      │        │                 │
        │                   │             │      │        │                 │
   ┌────────────────────┐  Yes     ┌──────────────────────────────┐
   │   Contact          │◀─────    │   Contact your               │
   │ Sage ERP MAS 90 Online│       │   Network Administrator      │
   │ Connectivity Support │        └──────────────────────────────┘
   └────────────────────┘
```

Step 1 - Have you installed the Citrix Client?

Please refer to the Installation of the Citrix Client section of this document.

Step 2 - Can you browse on the Internet?

In order to determine your network is allowing you to connect to the internet, open any of the following websites:

www.sagemasonline.com

www.msn.com

www.cnn.com

If your machine is on your office's LAN (Local Area Network), this will determine if your machine is allowed to have access to the Internet.

If you find you are able to open any of the above link web sites, then proceed to Step 3.

Step 3 - Are there some restrictions on your Internet Connection?

Listed on the following pages are 3 simple utilities (ping, telnet, trace route) that you can run on your local PC to determine if there are some restrictions in your internal network or delays on the Internet.

Ping

The ping utility is another diagnostic for checking connectivity to our servers.

1. From Start->Run, type:

   a) **cmd** *(on Windows Vista, Windows XP, Windows 2000, Windows Vista, Windows 2003, Windows 2008, Windows 7)*

   b) **command** *(on Windows95/98)*

2. Type: **ping 64.88.171.12**

3. Press **Enter**
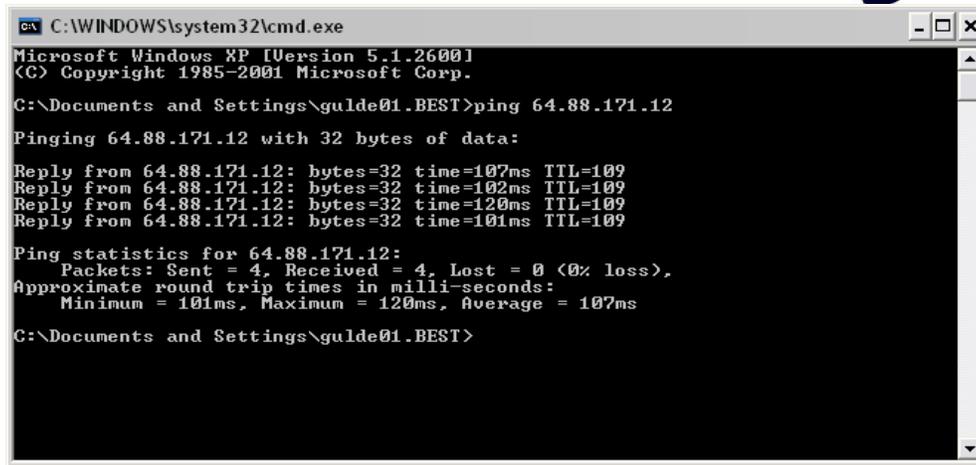
```
C:\WINDOWS\system32\cmd.exe                                    _ □ ×
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\gulde01.BEST>ping 64.88.171.12

Pinging 64.88.171.12 with 32 bytes of data:

Reply from 64.88.171.12: bytes=32 time=107ms TTL=109
Reply from 64.88.171.12: bytes=32 time=102ms TTL=109
Reply from 64.88.171.12: bytes=32 time=120ms TTL=109
Reply from 64.88.171.12: bytes=32 time=101ms TTL=109

Ping statistics for 64.88.171.12:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 101ms, Maximum = 120ms, Average = 107ms

C:\Documents and Settings\gulde01.BEST>
```

Four packets were sent out with each being 32 bytes in size. In the above example, all four returned, but if one had not, a request timed out message would appear. So the percentage of packets lost was 0%. Four times were recorded (fastest 120ms, slowest 101ms) so the average transfer rate was 107ms.

During a normal transmission of information, if packets get lost then a message is sent back to the originator and the originator's program sends another packet out.

TTL stands for Time To Live. Each packet is given a number from 0 to 254 when it is sent out. Each router it encounters along the way reduces this number by 1 and sends the packet on its way. If the packet encounters more routers than its original number was set to, that router discards the packet. This TTL number prevents lost packets from roaming the Internet indefinitely.

Telnet

To ensure ports 1494 and 8088 are opened on your Firewall please do the following:

1. From Start->Run, type:

    a) **cmd** *(on Windows Vista, Windows XP, Windows 2000, Windows Vista, Windows 2003, Windows 2008, Windows 7)*

    b) **command** *(on Windows95/98)*

2. Type: **telnet 64.88.171.12 1494**

3. Press **Enter**

Another screen will appear with an ICA response:
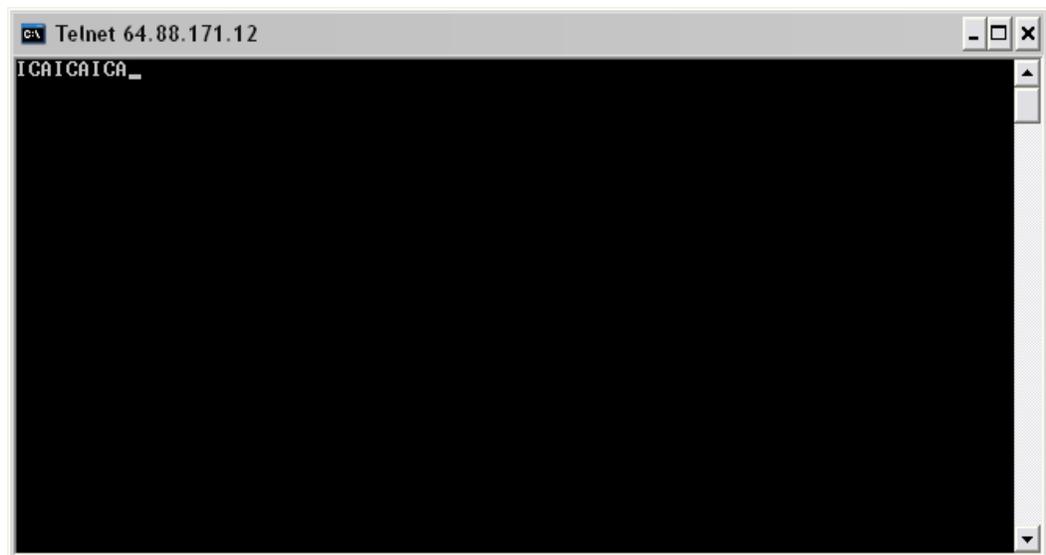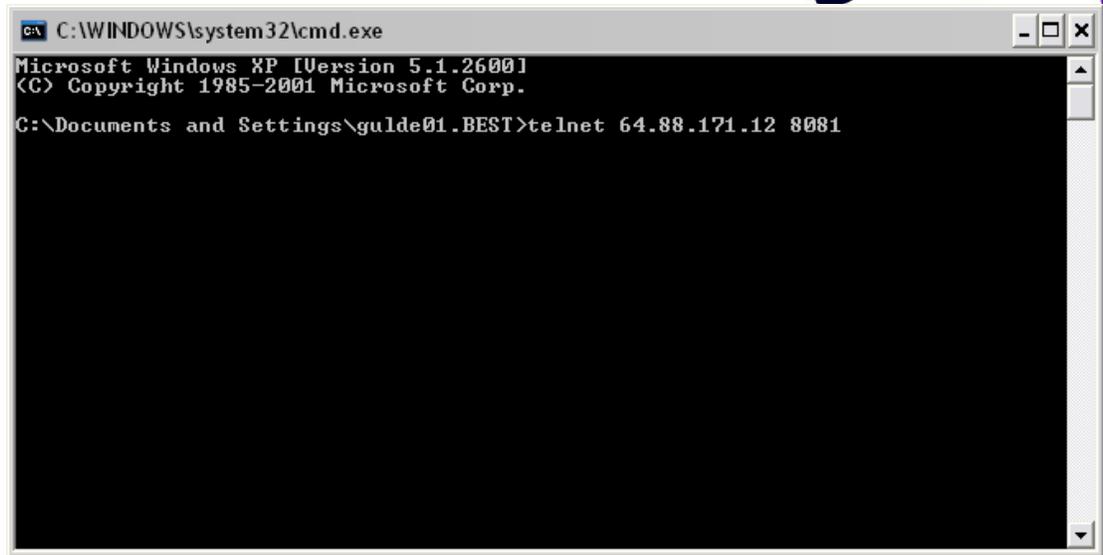

This test verifies that Port 1494 is open (and required) for your machine to use for establishing Citrix sessions. If you see the above display of **ΔΔICA**, this means that the 1494 port is opened on your firewall. If you do not see those results, please contact your Network Administrator.   You can click on the top right X to close this window.

1. Type: **telnet 64.88.171.12 8088**

2. Press **Enter**

Another screen will appear with a blank window this means the connection was successful:

This test verifies that Port 8088 is open (and required) for your machine to use for establishing Citrix sessions. If you see the above display (blank screen – without any errors) this means that the 8088 port is opened on your firewall. If you are not able to establish a connection, please contact your Network Administrator.   You can click on the top right X to close this window.

Trace Route

Trace route is a diagnostic that will trace the path your computer takes to connect to the Sage ERP MAS 90 Online servers via the Internet. The results are shown as the number of "hops" and the time for each
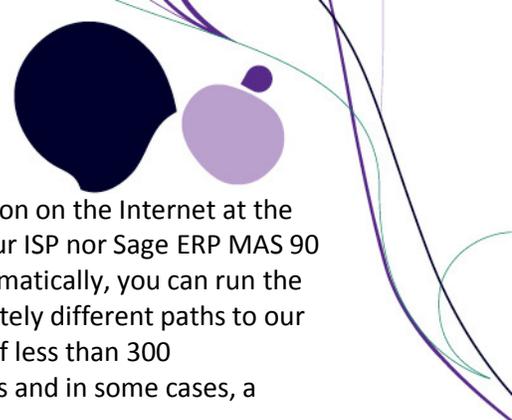
hop to the destination. The results will vary depending on the traffic congestion on the Internet at the time you're running this trace route. The routers on the Internet - neither your ISP nor Sage ERP MAS 90 Online, control the path taken to transfer the data. Because this is done automatically, you can run the trace route from your machine at different times and can possibly get completely different paths to our servers. A fast connection would show results with few hops and hop times of less than 300 milliseconds. A slow connection will be shown by hops with greater hop times and in some cases, a "time out."

1. From Start->Run, type:

   a) **cmd** *(on Windows Vista, Windows XP, Windows 2000, Windows Vista, Windows 2003, Windows 2008, Windows 7)*

   b) **command** *(on Windows95/98)*

2. Type: **tracert 64.88.171.12**

3. Press **Enter**

The results of this Trace Route Utility will look something like this:

```
C:\Windows\system32\cmd.exe

Microsoft Windows [Version 6.0.6000]
Copyright (c) 2006 Microsoft Corporation.  All rights reserved.

U:\>tracert 64.88.171.12

Tracing route to 64.88.171.12 over a maximum of 30 hops

  1     <1 ms     <1 ms     <1 ms   192.168.16.254
  2     50 ms     23 ms     27 ms   24.81.174.1
  3     28 ms     25 ms     23 ms   rd1bb-ge5-0-0-11.vc.shawcable.net [64.59.159.210]
  4     25 ms     23 ms     23 ms   rc1bb-ge5-0-0.vc.shawcable.net [66.163.69.105]
  5     42 ms     41 ms     40 ms   rc1ar-pos14-0.ed.shawcable.net [66.163.76.162]
  6     56 ms     59 ms     57 ms   rc1sc-pos14-0.wp.shawcable.net [66.163.76.77]
  7     85 ms     81 ms     83 ms   rc1sh-pos13-0.mt.shawcable.net [66.163.76.73]
  8     80 ms     82 ms     82 ms   rc2sh-ge0-0-0.mt.shawcable.net [66.163.66.22]
  9    149 ms     81 ms     81 ms   g11-3-0.core01.yyz02.atlas.cogentco.com [154.54.12.133]
 10     81 ms     83 ms     83 ms   v3492.mpd01.yyz01.atlas.cogentco.com [154.54.5.81]
 11     82 ms     83 ms     81 ms   g3-0-0-3491.core01.yyz01.atlas.cogentco.com [154.54.5.77]
 12     91 ms     89 ms     88 ms   p4-0.core01.alb02.atlas.cogentco.com [66.28.4.217]
 13     90 ms     95 ms     92 ms   p6-0.core01.bos01.atlas.cogentco.com [154.54.7.42]
 14    101 ms    101 ms    100 ms   p5-0.core01.jfk02.atlas.cogentco.com [66.28.4.118]
 15    111 ms    113 ms    113 ms   p9-0.core01.atl01.atlas.cogentco.com [154.54.5.98]
 16    115 ms    118 ms    119 ms   ITCDeltacomCommunications.demarc.cogentco.com [205.198.2.162]
 17    120 ms    118 ms    119 ms   pos3-0.suwangaeq01w.cr.deltacom.net [66.35.174.106]
 18    115 ms    118 ms    118 ms   suw03.gig6-0.edeltacom.com [66.35.174.166]
 19    118 ms    120 ms    120 ms   216.154.207.137
 20    117 ms    115 ms    115 ms   suwE4S-gig1-1-4.qualitytech.com [216.154.207.94]

 21    118 ms    116 ms    117 ms   64.88.170.3
 22    117 ms    115 ms    118 ms   64.88.171.12

Trace complete.

U:\>
```
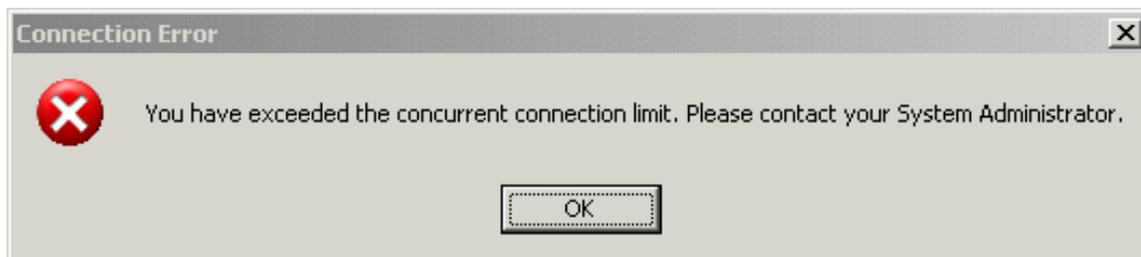
Frequently Asked Questions – FAQs

Question

How many connections can one user connect to simultaneously?

Answer

Each Citrix user can only have one active session on the Sage ERP MAS 90 Online servers. If the same Citrix user tries to log in more than once the user will receive the following message:

This message will be followed by the following message:

Question

What changes will be needed on my firewall when using Sage ERP MAS 90 Online?

Answer

The firewall needs to be configured so that it allows ICA connections. You normally need to allow TCP port 1494, port 2598 and port 8088 to pass through. Contact your network administrator to make these changes.

In most cases, if you are connecting using a phone modem, the above settings will not be applicable. However, if your PC has any software-based firewall programs (i.e. Zone Alarm), you will need to configure the above settings.

Question

How is my company database backed up?

Answer

Every night Sage performs a full backup. The contents that are backed up consist of all client data – Sage ERP MAS 90 company databases and the Explorer content.

Sage ERP MAS 90 Online archives 4 weeks of onsite daily backups and offsite monthly backups for all the data over 4 weeks old.

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Question

What is the procedure for getting a current backup of my database?

Answer

Should you want to obtain the most current copy of your data for yourself, there are two choices available. The first is to have your Business Partner backup the 'MAS90' directory onto the Explorer drive and then transfer these files to your local PC. To restore the data you can restore the entire 'MAS90' directory. Please note that restoring the data will overwrite all your existing data. It is important to ensure that no users are logged into Sage ERP MAS 90 during the backup or restoration of the directories.

The alternative is to call Sage ERP MAS 90 Online Connectivity Support at **877-223-4828** or email **support.masonline@sage.com** to request a copy of the 'MAS90' directory. You can request your data be written to a CD and couriered to you for a fee. Please email: **masonline@sage.com** for current billable services.

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Question

What is the procedure for restoring backups of my database?

Answer

If you need an older copy of your database restored from backup, you will need to contact Sage ERP MAS 90 Online Connectivity Support at 1-877-223-4828 or email **support.masonline@sage.com**. The time to restore will vary depending how far back you need to restore. Our analysts can provide database restores of up to 2 weeks old within a few hours. However, if the database backup is older than 2 weeks, it will take up to 1 day to retrieve the database.   All of our backups are stored in electromagnetic media at an undisclosed secure location.

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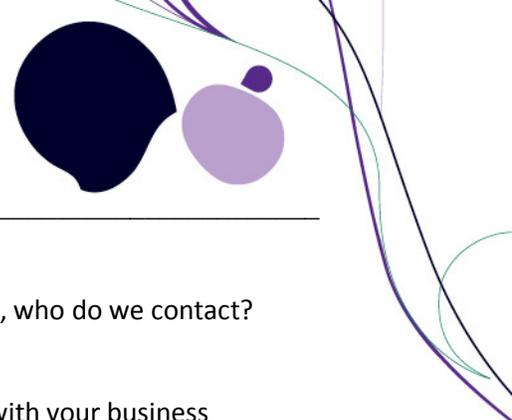
Question

We are Sage ERP MAS 90 Online customers. If we have questions or problems, who do we contact?

Answer

Your first point of contact is your Business Partner, as they are most familiar with your business processes and the way your company is setup within the Sage ERP MAS 90 Application.

For 24x7 Connectivity Problems you can contact our Connectivity Support group at our toll free number 1-877-223-4828 or email **support.masonline@sage.com**.

Furthermore, in addition to the 5 product support issues included with your online subscription, Sage Business Care – Online Advantage support plans are also available as an additional subscription. In addition to contacting your Business Partner you may also receive Product Support from the Sage ERP MAS 90 Support team by phone (1-800-854-3415) and email (**support-mas90@sage.com**).

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Question

I encountered an error message, now what do I do?

Answer

It is important to contact Sage ERP Online hosted support immediately when this happens. **Do not** end your session or close off the error message or log off and start another session.   Support can provide a quicker resolution if the message is still on the screen in comparison to having you attempt to replicate the error message at a later time.

Our support analysts may request permission to shadow your remote session to "see what you're seeing" in real time. That way, the analysts will have a better understanding of your problem.

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Question

I would like to have some reports customized to my specifications. How can I modify these?

Answer

Sage does not offer Crystal Report Designer in the Environment. If you want to modify the reports by yourself, you need to have a local licensed copy of Crystal Report Designer.

 Alternatively, you should contact Business Partner about the customization services they offer for modifying existing default reports or custom writing a new report for your company. If you already have some customized reports, please refer to the section on Printing Custom Sage ERP MAS 90 Crystal Forms/Reports in this document.

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Question

How can I add a new user on Sage ERP MAS 90 Online?

Answer

For subscription inquires you can email: **masonline@sage.com**. Please include your Client ID in all correspondence.   Connectivity Support will contact you with the new login information.

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Question

What are the feature differences between Sage ERP MAS 90 Online and On-Premise version?

Answer

- Users cannot install additional modules.

- Users cannot install any updates including service packs or hot fixes – these are installed by the Sage online hosted support team on a scheduled basis.

- Users cannot use the email feature to email documents from within the Online environment. The workaround is to save the document on a mapped local drive and email the document from the local workstation.

- Not all printers will work, certain printers especially the newer USB printers may not work in the Citrix/Terminal Services Environment.

- PC Faxing will not work.

For product inquires you can email: **masonline@sage.com**. Please include your Client ID in all correspondence.

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Question

I was in the middle of working on the Sage ERP MAS 90 Online session and find that my session has been cut off. What should I do when this happens?

Answer

You may have been actively working in the remote session or returned after a period of time and find that either your session's window is frozen or you see a Citrix error message on your screen. There are a number of reasons for this such as a loose network cable on the back of your machine or more commonly - delays over the internet that may have timed-out. (Please refer to the Testing Connection section of this document for TRACE Route)

In this case, you will need to terminate this frozen window by clicking on the top right X. (*This is may sound contrary to the previous question, but is the only way to close the window since you've lost the connection and cannot log off properly.*)

When a session disconnect occurs the client-side connection has been lost, but may still be in an active state on the server. That is, the server still regards your session as being active, when in fact - it is not. Usually, you should wait for about 1 – 2 minutes before trying to log in again so that the server has time to refresh the status. The software has been configured to logoff disconnected Citrix sessions within a

1- hour interval and idle sessions after 2 – hours interval. When you attempt to log in again within the 1-hour interval, you will re-establish the original connection, not consuming any new licenses and should see all of the applications and documents in the state it was in before the disconnect. You can then, resume your work.

Please contact Sage ERP MAS 90 Online Connectivity Support at **1-877-223-4828** or email **support.masonline@sage.com** for further assistance.

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Question

How can I disable an account when an employee leaves my company?

Answer

You need to contact Sage ERP MAS 90 Online Connectivity Support at **1-877-223-4828** or email **masonline@sage.com** and the account will be immediately disabled. If you decide to re-activate this account, you will need to contact the hosted support team. You will need to provide the challenge phrase and response for verification and authorization in order to re-activate the account.

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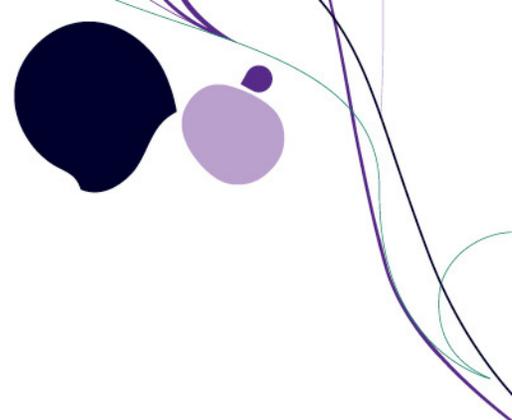
Important Contact Information

Login page: http://www.sagemasonline.com

General, Subscription and Billing Inquiries: masonline@sage.com

Technical and Administrative Inquiries: support.masonline@sage.com

24 x 7 Connectivity Support:

In North America (toll free):   1-877-223-4828 (24 hours/7 days a week)

                                     support.masonline@sage.com (6am – 5pm PST)

Customer Application Support:

In North America (toll free):   1-800-854-3415

                                     support-mas90@sage.com

Availability: 5 am – 8pm PST

                                     (Sage Business Care – Online Advantage Plan)

                                     6am - 5pm PST

                                     (All customers)

6561 Irvine Center Drive
Irvine, California 92618
800-854-3415
www.SageMAS.com