

## **Sage MAS 90 and 200 Version 4.1 Service Pack 1 Frequently Asked Questions**

### **Master developer modifications have been made to my software. Will the service pack be fully compatible?**

If you have any customizations from a master developer, contact your Sage Software business partner and master developer before applying this Sage MAS 90 or Sage MAS 200 ERP service pack. Overwriting customized programs can result in a loss of customized features or result in program errors.

### **Can I install this service pack from any computer, or do I need to install the service pack from the same computer where I installed Sage MAS 90 or 200?**

This service pack should be installed from the same computer that was used to install Sage MAS 90 or 200.

### **I am running Sage MAS 90 or 200 on a Novell network. Do I need to be aware of any special installation instructions?**

This service pack should be installed from the same computer that was used to install Sage MAS 90 or 200.

### **I just downloaded the service pack from Sage Software Online. Are there any other program fixes that I need to download and install?**

The downloaded file contains all the program fixes and instructions required for this service pack. However Sage Software will continue to release new program fixes as a cumulative fix collection referred to as a "Service Update"; they should be installed as required. Please review the READ-ME-FIRST file before applying any fixes.

### **Will there be any further program fixes for version 4.10? If so, will they be included in a new service pack?**

When they become necessary, program fixes will be posted to the Sage Software Online site at the URL below. The fixes will be made available as a cumulative fix collection referred to as a "Service Update" and should be installed as required. Please review the appropriate READ-ME-FIRST file before applying any fixes.

<http://support.sagesoftwareonline.com/mas/query/main.cfm?module=1>

### **I use eBusiness Manager. Are there any special considerations for applying program fixes?**

eBusiness Manager program fixes are included in this service pack. eBusiness Manager web engine fixes are available to download from the Sage MAS 90 and 200 Support site: <http://support.sagesoftwareonline.com/mas/query/main.cfm?module=1>

### **I utilize Sage Software Extended Solutions. Are there any special considerations that need to be addressed?**

If you have any Sage Software Extended Solutions you must consult your Sage Software business partner and the Sage Software Extended Solutions team before

installing this service pack. Overwriting customized programs can result in a loss of customized features or result in program errors.

**I have user-defined fields. Are there any special considerations that will need to be addressed?**

User-defined fields should not be impacted by this service pack. Please back up your data before installing the service pack, and follow all pre and post-installation procedures detailed in the READ-ME-FIRST file. Examine your user-defined fields and report any problems to Sage Software Customer Support immediately.

**Do I need to run any utilities to adjust data following the installation of the service pack?**

Utilities are available to adjust data in some very specific circumstances. Before installing, please review the release notes document (410SP1SRNs.htm) included with this service pack download. It is also available from Sage Software Online site at:

[http://infosource.sagesoftwareonline.com/sw\\_attach/mas%2090/servicepack/410SP1SRNs.htm](http://infosource.sagesoftwareonline.com/sw_attach/mas%2090/servicepack/410SP1SRNs.htm)

**Are there plans for future service packs?**

There are no definite plans for future service packs at this time. Sage Software will monitor feedback from customers and business partners to determine whether a future service pack is necessary. When needed, individual program fixes will be posted to Sage Software Online. The fixes will be made available as a cumulative program fix collection referred to as a "Service Update" and should be installed as necessary. Please review the READ-ME-FIRST file before applying any fixes.

<http://support.sagesoftwareonline.com/mas/query/main.cfm?module=1>

**Should I make a backup of my Sage MAS90 or 200 directory prior to installing the service pack?**

Yes, you should always back up your Sage MAS 90 or 200 directory before applying any changes.

**Are the data dictionaries updated when installing the service pack?**

Yes, data a dictionary update will be performed automatically as part of installing this service pack.

**Does Workstation Setup need to be run after installing the service pack?**

Yes, run Workstation Setup on each workstation where Sage MAS 90 or 200 is installed after installing this service pack.

**Do I need to test-print any forms and reports?**

Reports and forms should not be impacted by this service pack; however, we recommend that any user- or workstation-specific forms or reports be verified immediately after installing the service pack. Please report any issues to Sage Software Customer Support.

**Where can I find a listing of program fixes included on the service pack?**

A complete program fix listing is available in the release notes document (410SP1SRNs.htm) included with this service pack download. It is also available from Sage Software Online site at:

[http://infosource.sagesoftwareonline.com/sw\\_attach/mas%2090/servicepack/410SP1SRNs.htm](http://infosource.sagesoftwareonline.com/sw_attach/mas%2090/servicepack/410SP1SRNs.htm)

**I am planning to upgrade to version 4.10 from a previous version. Are all the program fixes included in the service pack?**

The service pack download contains all the program fixes and instructions currently available. However Sage Software will continue to release new program fixes as a cumulative fix collection referred to as a "Service Update"; they should be installed as required. Please review the READ-ME-FIRST file before applying any fixes.

**Is there a way that we can get the service pack on a CD?**

The recommended delivery method for the service pack is via download from Sage Software online at the URL below. If you experience difficulty downloading the service pack, contact your Sage Software business partner or Sage Software Customer Support at 800-854-3415. If, however, you require the service pack on a CD, you can order it for \$25 plus shipping and handling, by calling Sage Software Sales at 800-854-3415. <http://support.sagesoftwareonline.com/mas/query/main.cfm?module=1>

**Some program fixes have multiple versions. For example LM4030-T and LM4013-T contain updated ODBC drivers. Will the service pack ensure that only the more recent driver from LM4030-T is installed? I don't want the service pack to overwrite the newer ODBC driver from LM4030-T with the older one older one from LM4013-T.**

Yes, this service pack has the latest copies of all program fixes and drivers currently available. Sage Software will continue to release new program fixes as a cumulative fix collection referred to as a "Service Update" at the URL below; they should be installed as required. Review the READ-ME-FIRST file before installing any fixes. <http://support.sagesoftwareonline.com/mas/query/main.cfm?module=1>.

**If the service pack causes unexpected results can it be uninstalled?**

There is no procedure to uninstall this Service Pack. Make sure that you back up your Sage MAS 90 or 200 system before installing this service pack. Contact your Sage Software business partner before installing if you have any questions.

**How can I get a copy of Sage MAS 90 or 200 version 4.10 Service Pack 1?**

Service Pack 1 for Sage MAS 90 or 200 is available to download from Sage Software Online at the URL below. This service pack includes all current program fixes and drivers. Sage Software will continue to release new program fixes as a cumulative fix collection referred to as a "Service Update" at the URL below, they should be installed as required. Review the READ-ME-FIRST file before installing any fixes. <http://support.sagesoftwareonline.com/mas/query/main.cfm?module=1>

### **Can I select individual program fixes to install from this service pack?**

No, the installation applies all the program fixes included in the service pack. If you have any customizations from a master developer or have Sage Software Extended Solutions, you must consult your Sage Software business partner and your master developer before applying this service pack. Overwriting customized programs can result in a loss of customized features or result in program errors.

### **How can I determine whether Service Pack 1 has been applied?**

The version number at the top of the “Help” “About Sage MAS 90 or 200” window will display the service pack number, i.e. Sage MAS 90 (version 4.10.1.0) or Sage MAS 200 (version 4.10.1.0). Version and license information can also be obtained from “File\ Run, \*info”.

### **How do I run the file Fix utility?**

Utilities are included in this service pack to run file fix programs, if required. The Release Notes document (410SP1SRNs.htm) included in this service pack contains Resolution ID numbers for the Knowledgebase Articles detailing the file fix utilities. These Knowledgebase Articles, located on the Sage MAS 90 or 200 Support site, have instructions on when and how to run the required file fix programs  
<http://www.sagesoftwareonline.com/eservices/main/frmMain.aspx>.

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