

# Sage 300 2019 release notes

Thank you for choosing a Sage accounting product.

These release notes contain important information about Sage 300, including information about product changes that are not in the documentation.

**Depending on your purchase agreement, some features described here may not be available in your product.**

## What's new in Sage 300 2019

This section contains a summary of new features and changes in the 2019 release.

### General improvements

This release includes the following new features and improvements in both Sage 300c web screens and Sage 300 classic screens:

- **Global Search.** Type a name, description, number, or code in Global Search to quickly find transactions or records in your database. You can search for people, companies, transactions, accounts, and many other types of records.
- **Export Declaration Number field.** In Accounts Receivable and Order Entry, you can now enter export declaration numbers for individual invoice details. This information is required for tax purposes in some jurisdictions (such as Malaysia and Singapore).  
An **Export Declaration Number** field is available on the:
  - Details table on the Document tab of the A/R Invoice Entry screen.
  - A/R Detail Accounts/Taxes screen (in classic screens).
  - Details table on the Invoice tab of the O/E Invoice Entry screen.
  - O/E Items/Taxes screen (in classic screens).
- **Tax Authority reference fields for Malaysia and Singapore.** On the Tax Authorities screen, you can enter identifying information for a "principal" in the **Reference Name** and **Reference Number** fields. You can group tax reporting by these principals.

### Tax modules

This release includes the following new tax modules with features and improvements added to the Sage 300 classic screens:

- Australia tax module
- Singapore tax module
- Malaysia tax module

For the purpose of reporting taxes in Australia or Singapore or Malaysia, new programs are available to help you gather and prepare information that you need for tax reporting. These new programs have been now developed into the core product as opposed to the macros in previous releases. For more information on the features and functionality refer to the user guide documentation on individual tax modules.

## Sage 300c web screens improvements

This release includes the option to install Sage 300c web screens: modernized versions of Sage 300 screens that you can use in a web browser. The release includes a number of new web screens, as well as new features and enhancements for existing web screens.

Web screens run in parallel with the classic Sage 300 desktop screens, so there's no need to choose between desktop or web. Everyone in your organization can use the interface that best suits their needs, while working seamlessly with a single shared set of company data.

Here's a quick overview of what's new in Sage 300c 2019 web screens:

- **Improved Inquiry tool.** The Sage 300c Inquiry tool has been redesigned to be more powerful and versatile. It includes many new standard queries, and you can now create your own custom queries.

**Note:** The A/R Documents and A/R Customer Documents queries that could previously be opened from the Inquiry tool on the web toolbar are now opened from the navigation menu instead.

To learn more about new web screens and features available in this release, see the following documentation and resources:

- [Sage 300c web screens online help](#)
- [Sage 300c web screens getting started guide](#)

**Important!** When using Sage 300c web screens over an external network or the internet, data must be protected with security measures such as Secure Socket Layer (SSL) or a Virtual Private Network (VPN). To determine appropriate security measures, consult with your information technology (IT) professional or Sage Business Partner.

If you use Sage Intelligence Reporting Cloud, we recommend that you configure Sage 300c web screens to run in a secured environment using digital certificates. If you do not, warnings will appear in your browser each time you start Sage Intelligence Reporting Cloud. For more information, see Knowledgebase article [84797](#).

Web screens are available in English, French, Spanish, and Chinese (Simplified and Traditional). Help and documentation for web screens is available in English and French.

## Redesigned CRM Integration

We've redesigned the way that Sage CRM integrates with Sage 300 to make it easier to set up, and to improve usability and performance. Integration screens now have the same modern look and feel as web screens, and perform faster too! The integration now uses the Sage 300c web screens instead of the old Sage 300 Portal, which makes installation much simpler.

For more information, see the Sage CRM Integration Guide for Sage 300 2019, which is available on the [Sage 300 Product Documents](#) website.

## Technical information

This section provides information about product contents and requirements, recommendations, and other technical information.

### General information

- Sage 300 2019 supports upgrades *only* from versions 5.6, 6.0, 2012, 2014, 2016, 2017, or 2018.
- If you use workstation setup, you must also run Sage 300 Intelligence Reporting workstation setup (located in BX66A\WSSetup) on every workstation where you will view and use Intelligence Reporting screens.
- You require version 2019 (internally versioned as 6.6A) of all core programs that you plan to use. If you use Canadian Payroll or US Payroll, you require version 7.3 of these programs with the most current tax updates.

**Note:** You must install Sage 300 before installing payroll programs.

- If you are upgrading from an earlier version, you must upgrade all Sage 300 programs to 2019 at the same time. Sage 300 2019 programs do not work with programs from earlier versions.
- The following programs are installed with Sage 300, and are required to use Sage 300:
  - MSXML (Microsoft XML Core Services) 6.0
  - Microsoft SQL Server Native Client 11.0
  - Microsoft .NET Framework 4.6.2
- Sage 300 2019 includes SP23 for SAP Crystal Reports® runtime engine. If you use Sage HRMS or Sage Fixed Assets integrated with Sage 300, refer to the *Sage 300 2019 Compatibility Guide* for updated information on compatibility with Sage HRMS and Sage Fixed

Assets. The *Sage 300 2019 Compatibility Guide* is available from Sage Knowledgebase article [26777](#).

- For the most current technical information about database and report changes, and about parameters for customizing printed forms, see [Sage 300 Database and Report Changes](#), [Sage 300 Parameters for Customizing Printed Forms](#), or Sage Knowledgebase article [68834](#).

**Note:** The guides mentioned above are available only online. They are not included with the Sage 300 install.

- Product documentation for Sage 300 is available from the [Sage 300 Product Documents](#) website.

## Compatibility with other programs

For a complete list of compatible programs, database platforms, and operating systems, see the *Sage 300 2019 Compatibility Guide*, available from Sage Knowledgebase article [26777](#).

## Known issues

- When using the Notes screen on the Sage 300 classic desktop:
  - When adding or editing a note, the text editing area and toolbar appear only if you have enabled active scripting and scripting of Java applets in Internet Explorer security settings. For more information, see Knowledgebase article [76898](#).
  - The Notes screen does not appear correctly if you use the **Medium - 125%** display size (specified in Windows control panel). For more information, see Knowledgebase article [76926](#).
- When previewing reports in web screens, information in some reports is not aligned correctly. To work around this issue, export the report to PDF format. For more information, see Knowledgebase article [76337](#).
- Sage 300 uses components of Microsoft Internet Explorer to display help topics. If the Enhanced Security Configuration setting is turned on for your browser, you will receive an error message when you try to display certain help topics. To display help correctly for all topics and to prevent the error message, you must add the following site to the list of Trusted sites in Internet Explorer: `about:security_A4WCONTAINERXP.EXE`.
- If you are using Sage 300 on a workstation in a client-server environment, you could have trouble viewing help. For example, your browser might display the message "Page cannot be displayed." For a solution, see Sage Knowledgebase article [18477](#), or Microsoft support article [896054](#).

## Installing Sage 300

For detailed instructions on installing Sage 300, see the [Sage 300 Installation and Administration Guide](#).

**Important!**

- To avoid possible data corruption issues, if you upgrade to a later version of Sage 300 or Sage 300c, you must install all released product updates for that version **before** activating your data.  
If you use Sage 300c web screens, you must also:
  1. Activate data for all company databases that use the same system database before signing in to web screens.
  2. Run **IISRESET** as the Windows administrator user.
- Sage 300 Payroll 7.3 is compatible with Sage 300 2019. However, it must be installed separately.

## Removing Sage 300

Before removing Sage 300, you must:

- Close all instances of the Sage 300 Desktop.
- Close all applications that integrate with Sage 300.
- Stop all Sage 300 services that are running, such as Sage 300 .Net Remoting Service.

**To remove Sage 300 2019 programs:**

1. In Windows' Control Panel, click **Programs And Features**.
2. Open Uninstall Or Change A Program, and then:
  - To remove all Sage 300 programs, double-click **Sage 300 2019**.
  - To remove individual Sage 300 programs:
    - a. Click **Sage 300 2019**, and then click **Change**. (Do not double-click Sage 300 2019.)
    - b. Click **Modify**, and then use the Select Features screen to select the programs you want to install and clear the selections for programs you want to remove.

## Sage 300 Payroll

Sage 300 2019 includes Canadian and US Payroll. For more information, see the related release notes, which you can find on the [Sage 300 Product Documents](#) website.

## Sage 300 Intelligence Reporting

Sage 300 2019 includes Sage 300 2019 Intelligence Reporting. For more information, see [Sage Intelligence Learning](#).

### Known issues

- If you have multiple versions of Microsoft Excel installed, you may need to manually load the Report Designer Task Pane Excel Add-in.

- If you use exclusions in account and row set rules, exclusion accounts may appear when you drill down to balance.
- If Sage 300 Intelligence Reporting was installed by a user other than you (for example, an administrator), you must open Microsoft Excel before running reports in Report Viewer or Report Manager.
- In Report Viewer, an "Open File - Security Warning" message appears for every report you view. (This message should only appear once, when you first open Report Viewer.)
- If you use Microsoft Excel 2013, and you save a report template in Report Manager using **Save Excel Template**:
  - When you run the report in Excel, an "External Data" message may appear. You can proceed by clicking **Yes**.
  - If the report template has a timeline, the timeline does not retain its filters.

## Sage Intelligence Reporting Cloud

Sage Intelligence Reporting Cloud is a financial reporting tool integrated with Sage 300c.

To use Sage Intelligence Reporting Cloud, users must be assigned to a security group with **Financial Reporter** security authorization for Sage 300 General Ledger and **Sage 300 Web API** security authorization for Sage 300 Common Services.

Also, for the ADMIN user you must customize two Sage 300 program files. For more information, see Sage Knowledgebase article [84722](#).

We recommend that you configure Sage 300c web screens to run in a secured environment using digital certificates. If you do not, warnings will appear in your browser each time you start Sage Intelligence Reporting Cloud. For more information, see Knowledgebase article [84797](#).