

# Sage 300 2014 Product Update 4 Release Notes

Product Update 4 contains a modified version of one or more Sage 300 program components. It is not a full upgrade or a product replacement. It is valid only until we release the next product update or the next version of Sage 300.

## Updating Programs

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Before installing this product update, read the following important information:

- This update includes changes to the Sage 300 Portal. If you have installed the portal, the installation program will need to stop and restart Internet Information Services (IIS) and the Sage 300 Tomcat service.
- If you use Canadian Payroll or US Payroll, you require version 2016 (internally versioned as 7.2A) of these programs.
- After installing this product update:
  - Because of database changes contained in this product update, you must reactivate your data for the following programs:
    - Tax Services
    - Accounts Receivable
    - Accounts Payable
    - Inventory Control
    - Purchase Orders
  - You must uninstall and then reinstall workstation setup on any workstations you use.
  - You should clear your browser's cache. (Some fixes included in the update will not take effect until you do.)

If you use Web Deployment, you may also need to delete some downloaded files to ensure that this product update is installed correctly.

For more information, see Knowledgebase article 34330.
  - If you use Sage CRM Integration and you have not previously installed product update 2, you should uninstall and then reinstall the Sage CRM Synchronization Component. (The new message added in this update will not take effect until you do.) For more information, see Knowledgebase article 42238.

## Updating Sage 300 Intelligence Reporting

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Product updates for Sage 300 Intelligence Reporting are not included with product updates for Sage 300. If you use Sage 300 Intelligence Reporting, check that you have installed the most current product update.

## Upgrading to Later Versions

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**Important!** If you upgrade to a later version of Sage 300, you must install all released product updates for that version *before* activating your data to avoid possible data corruption issues.

## Compatibility with Sage Programs

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For a complete list of compatible programs, database platforms, and operating systems, see the [Sage 300 2014 Compatibility Guide](#) in the Sage Knowledgebase.

## Known Issues

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- If you use Sage CRM integrated with Sage 300, you may experience a problem that prevents you from opening Sage 300 screens from Sage CRM. To fix this problem, see Knowledgebase article 34906.
- When using Sage 300 in web deployment, it is not possible to print. For more information, see Knowledgebase article 71268.

## Error in Product Update 1 Release Notes

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Sage makes every effort to provide accurate product documentation, and we apologize for any inconvenience caused by the following error in the Product Update 1 documentation for Sage 300 2014:

We stated that Sage CRM Integration support for Oracle databases would be added in Sage CRM 7.2E. In fact, Sage CRM 7.2E is not required, and we have now added Sage CRM Integration support for Oracle databases.

## Product Update 4 Program Fixes

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The following sections describe program fixes included in Product Update 4.

### Portal

- Fixed a problem with the Balance Sheet and Income Statement snapshot reports, which prevented you from drilling down to see more detail about values displayed on those reports. For more information, see Knowledgebase article 58655.

### Web Deployment

- Fixed a problem that occurred on screens in web deployment, which prevented you from printing messages. For more information, see Knowledgebase article 61758.

### Report Printing

- Fixed a problem that prevented parameters for a custom report from appearing if you printed the report directly to your printer (without first previewing the report). For more information, see Knowledgebase article 43600.

## Integration Between General Ledger and Other Programs

- Fixed a problem that could occur in programs other than General Ledger, which could prevent you from performing actions that create G/L entries (such as posting transactions or running day-end processing). This problem occurred only if you use an Asian language such as Japanese, Chinese, or Korean.

## System Manager

- Fixed a problem that caused a “Propagating System Tables” message to appear when opening a database.
- Fixed a problem with the **View** menu on the Sage 300 Desktop, which caused the **Toolbar** and **Status Bar** options to be reset (making the toolbar and status bar visible) each time you signed in to Sage 300. For more information, see Knowledgebase article 66316.

## Bank Services

- Fixed a problem that could cause a “Lines Reconciled should not be greater than Lines” error message to appear after sorting transactions on the Reconcile Statements screen. The error message did not always appear immediately after sorting transactions. For more information, see Knowledgebase article 70222.

## Accounts Receivable

- On the Address tab of the Customers screen, you can now navigate from the **National Account No.** field to the **Business Reg. No.** field by pressing Tab.

## Accounts Payable

- Fixed a problem that could prevent you from printing invoices or statements to email, if you were printing a large number of invoices or statements. For more information, see Knowledgebase article 20598.
- Fixed a problem that could occur if your system is set up to prevent printing checks with duplicate numbers (on the Options screen, **error** is specified in the **Check for Duplicate Checks** field). When you tried to print a check with a duplicate check number, no error message appeared. For more information, see Knowledgebase article 60212.

## Inventory Control

- Fixed a problem on the Location Details screen that occurred when drilling down from the **Quantity on S/O** field for a kitting component item, which prevented the drilldown screen from displaying more than 11 orders. For more information, see Knowledgebase article 58321.
- An item that is in a quarantined lot can no longer be used as a component of an assembly. For more information, see Knowledgebase article 66362.
- Fixed problems that could prevent Day-End processing from completing. The problems occurred if the day-end process included one of the following:
  - Purchase Orders transactions with vendor item details. For more information, see Knowledgebase article 69605.
  - A transaction with a long comment, and the comment included characters from Asian languages (such as Chinese, Japanese, and Korean). For more information, see Knowledgebase article 50484.

- Fixed a problem that could prevent you from posting a shipment if the shipment had previously been saved, and if the shipment included an item with a default price list that displays prices to more decimal places than the number of decimal places used for the functional currency.

## Purchase Orders

- Fixed a problem with the Receipt Number finder on the Receipt Entry screen, which prevented the Reference column from appearing in the finder and caused some other columns in the finder to be labelled incorrectly. For more information, see Knowledgebase article 63449.

## Order Entry

- Fixed a problem that prevented you from opening the Sales History screen from the Order Entry or Shipment Entry screens. For more information, see Knowledgebase article 56111.
- Fixed a problem that occurred when converting a quote to an order, which could prevent some optional fields from being copied to the order. This problem occurred only for optional fields that were not set up to be auto-inserted. For more information, see Knowledgebase article 51566.
- Fixed a problem on the Items/Taxes screen for miscellaneous charges on shipments, which caused the Zoom button to not appear for the **Optional Fields** option. For more information, see Knowledgebase article 61785.
- Fixed a problem that could prevent some orders from appearing on the Invoice Action report if you printed by order number. This problem occurred if you selected at least one shipped status and at least one invoiced status in the Include Orders section (for example, Partially Shipped and Partially Invoiced). For more information, see Knowledgebase article 54949.
- You can now specify whether a message appears when you post an order with an expected ship date that is later than the Deliver By date. To do this, you edit the **[ValidateREQUESTEDEXPSHIPDate]** setting in the OE.INI file. For more information, see Knowledgebase article 21367.
- Fixed a problem on the Invoice Entry screen that could cause the system to incorrectly indicate that the customer had exceeded their credit limit. This problem occurred only if you made multiple shipments to the customer for a single order, and you were invoicing one of those shipments.
- Fixed a problem that could cause an error when posting a shipment if Inventory Control is set to cost items during Day End Processing and does not allow negative inventory, and if the **Default Quantity Committed** option is selected on the O/E Options screen. If you created a shipment for an order, and then later set the Quantity Shipped amount to zero, when you tried to post the shipment, the program displayed the error message "Invalid Input. Negative inventory is not allowed." For more information, see Knowledgebase article 57928.
- Fixed a problem that could incorrectly cause a "Negative inventory levels are not allowed" error message to appear when checking data integrity.

## Project and Job Costing

- When using a workstation, adding a new category for a project is now faster. For more information, see Knowledgebase article 61544.

## Ops Inquiry

- Fixed a problem with internal usage transactions on the **Trans.** tab of the IC Item Inquiry screen, which caused "Not Found" to appear in the **Trans. Type** field. For more information, see Knowledgebase article 64631.

## Sales Analysis

- Fixed a problem that prevented you from opening screens in Sales Analysis if you have a 10-digit client ID specified in your Sales Analysis license file. For more information, see Knowledgebase article 20225.

## Item Number Change

- Fixed a problem that could occur when combining lotted items, which caused the resulting item to have incorrect information in the **Quantity Committed** field on the I/C Location Details screen.