[Release Notes](#) / Technical Information

Technical Information

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

In this document:

Sage 300 2024.5 program fixes

The following sections describe program fixes in Product Update 5.

Inventory Control

Fixed an error that occurred in IC Location Details web screen if an item number contained a space (Reference #8009921011).

Sage 300 2024.4 program fixes

The following sections describe program fixes in Product Update 4.

Accounts Receivable

You can now generate the Accounts Receivable Customer List when you click the Process button for the first time (References #8010212378, #8010212377, #8010212376, #8010212380).

Sage 300 2024.3 program fixes

The following sections describe program fixes in Product Update 3.

Inventory Control

You can now scroll past the first page of pricing records in the Inventory Control Item Pricing web screen (Reference #8010060201).

Accounts Payable Accounts Receivable, Payroll and Bank Services

Fixed the performance/freezing issue in Accounts Payable and Accounts Receivable for job related transactions (References #8009854955 #8010028874, #8010010533, #8010057693).

Project and Job Costing

You can now close contracts or projects in classic screens, without experiencing performance issues (Reference #8010028874).

Feedback

Sage 300 2024.2 program fixes

The following sections describe program fixes in Product Update 2.

Common Services

You can now activate a new company on certain operating systems without getting the User Input error.

System Manager

The **Get Rates Macro** error no longer appears. (References #8009970590, #8009973007, and #8009976019)

Sales Analysis

You can now use **Sales Analysis** successfully.

General Ledger

When printing financial statements with Financial Reporter, all accounts are now included. (References #8009287428, and #8009659168)

Web API

The **Web API** performance has been upgraded.

> **Note:** If you restore a SQL Database immediately after running a web API, you may need to reset IIS first.

Accounts Payable, Accounts Receivable, Payroll, and Bank Services

These screens now fully support Korean language handling. (Reference # 8009840089)

Sage 300 2024.1 program fixes

The following sections describe program fixes included in Product Update 1.

System Manager

Fixed a problem in the System Manager related to slow performance when importing users, importing user authorization, and modifying user authorization. (Reference #8009775742)

Order Entry

Fixed a problem which triggered an access violation message when drilling down in Order Entry (desktop only). (Reference #8009704029, #8009521030, #8009536393, #8009558542, #8009545018, #8009621111 , #8009765699)

Intercompany Transactions

Fixed a problem that prevented the user from processing the Update Company function. (Reference #8009773509)

Sage CRM

Fixed a problem where the statistics year or period for promoted customers was read-only. (Reference #8009723584)

Sage 300 2024 program fixes

Sage 3002024 includes program fixes for some problems that exist in the most recent previous version (Sage 300 2023 Product Update 3). The following sections describe these program fixes.

Web API

Fixed an issue where the Web API endpoint for IC Item Location Details was not available. (Reference # SM01_2648820230508)

System Manager

Fixed a problem that prevents import in web screens when the IIS server is configured with a proxy site. (Reference # 8009627198)

Bank Services

Fixed a problem on the withdrawal amount when reversing an entry (Reference # 8009658363)

Accounts Payable

Fixed a problem in which the number of decimals in VB screen (desktop) and number of decimals in web screens were not consistent in GL entry. (Reference # 8009480228)

Fixed a problem that prevented saving a GL Financial Report. (Reference # 8007288528)

Order Entry

Fixed a problem on UK Tax (TK70) VAT Return Entry Form where the Source Currency is used instead of Home Currency (Reference # 8009653339) (Reference # 8009653663)

General Information

- Sage 300 2024 supports upgrades *only* from version 5.6 or later.
- 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 2024 (internally versioned as 7.1A) 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:** The tax tables for version 7.3 will be available until March 2024. After this date tax tables and support will only be available for Payroll version 8.0.

> **Important!** 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 2024 at the same time. Sage 3002024 programs do not work with programs from earlier versions.

- If you have a subscription license, you don't need to enter serial numbers and activation keys for individual Sage 300 applications. When the License Manager appears during installation, the only license information you need to enter is your Client ID, Company Name, and Serial Number. After you've entered this information, ensure that you have internet access, and then click Refresh to verify your subscription.

- If you do not have the following programs, which are required to use Sage 300, they are installed with Sage 300:

    - MSXML (Microsoft XML Core Services) 6.0

    - Microsoft SQL Server Native Client 12.0

    - Microsoft .NET Framework 4.8.2

- Sage 300 2024 includes SP34 for SAP Crystal Reports® runtime engine. If you use Sage HRMS or Sage Fixed Assets integrated with Sage 300, refer to the Sage 300 2024 Compatibility Guide for updated information on compatibility with Sage HRMS and Sage Fixed Assets. The Sage 300 202 Compatibility Guide is available from Sage Knowledgebase article 26777.

- For the most current technical information about database changes, please refer to the Sage 30(2024 SDK Application Object Model (AOM).

- 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 2024 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 Sage 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 Sage 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 Sage Knowledgebase article [76337](#).

- In some fields, Chinese language characters cannot be entered.

- Printing issue with Sage Fixed Assets Integration (FAS). Report printing in both FAS and Sage 300 will not work after the installation of FAS Integration. To work around this issue, you need to restore a Crystal runtime dll. For more information, see Sage Knowledgebase article [230907204735260](#).

Installing Sage 300

For detailed instructions on installing Sage 300, see the *Sage 300 Installation and Administration Guide*.

Installing product updates

After installing a product update:

- If you use Sage 300cloud web screens, you must use Database Setup to configure the Portal database again.

- If you use Sage CRM integrated with Sage 300, you must upgrade your CRM integration as follows:
  - Install the Sage CRM integration for Sage 300, which is available on Sage Knowledgebase article [45434](#).
  - Uninstall and then reinstall the Sage CRM Synchronization Component. (Use the Sage CRM Workstation Setup screen in Sage 300 to install the Sage CRM Synchronization Component.)

- If you use Sage Intelligence Reporting Cloud, you must customize some Sage 300 program files, and then you must reset IIS. For more information, see Sage Knowledgebase article [84722](#).

- You should clear your browser's cache. (Some fixes included in the update may not take effect un you do.)

- On any workstations you use, you must reinstall workstation setup as the Windows administrator user if:
  - The product update includes changes to workstation setup.
  - An earlier product update includes changes to workstation setup, and you have not previously installed that product update or any other subsequent product update.

> **Example:** Suppose that the current Product Update is 4. Product Update 2 includes changes to workstation setup, and the other product updates do not. You have been using Product Update 1. You did not install Product Update 2, or 3. You have now installed Product Update 4. To update your workstations with the changes to workstation setup that were included in Product Update 2, you must reinstall workstation setup.

- The following product updates include changes to workstation setup:
- Product Update 2

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 .CNA.Windows Service.

To remove Sage 300 2024 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 2024.

   - To remove individual Sage 300 programs:

        a. Click Sage 300 2024, and then click Change. (Do not double-click Sage 300 2024.)

        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 2024 includes Canadian and US Payroll. For more information, see the related release notes, which you can find on the Sage 300 Product Documents website.

> **Note:** Canadian and US Payroll may not be available in all regions.

Sage 300 Intelligence Reporting

Sage 300 2024 includes Sage 300 Intelligence Reporting. For more information and help with getting started, see Sage Intelligence Learning.

Sage 300 2024 includes v8.0.0 of Intelligence Reporting. For more information and help with getting started, 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.

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Feedback