Compatibility

Adagio

BankRec 9.2A (180209)
Console 9.1A – 9.2B
DataCare 9.1A – 9.3A
DocStore 9.3A
ePrint 9.2A
GridView 9.1A - 9.3B
Inventory 9.2A (180512)
Invoices 9.3A
JobCost 9.2A (180604)
Lanpak 9.3A
Ledger 9.1A – 9.3A
MultiCurrency 9.2B
ODBC 9.1A - 9.2A
OrderEntry 9.3A (180410)
Payables 9.3A (180201)
Payments 9.3A
SalesAnalysis 9.2A (180519)
SalesCQ 9.2B (180608)
Time&Billing 9.2A (180717)

Other

MS Office 2010/13/16, 365
MS Windows 7 (SP1), 8, 8.1, 10
MS Server 2008R2 SP1 or higher
Crystal Reports® 2013 - 2016
   (requires Adagio ODBC 9.2A)

Note

The most up-to-date compatibility information is on the Product Compatibility Info link at www.softrak.com.

Enhancements & Revisions

- In Receivables 9.3A (2018.06.22) and higher, phone numbers did not print on the Customer Transactions report.

- In Receivables 9.3A (2018.06.22) and higher, the Transaction and Analysis reports had a minor formatting problem when the 'Include contact/phone/credit' option was selected.

- Added 'Outlook' option in Email Setup. This corrects a problem where you could not send email using the 'MAPI' setting or you had slow performance sending emails if you use Outlook and Windows 10 in some cases.

- Launches the 64-bit version of Adagio GridView from the Adagio menu. The 64-bit version makes use of more memory (if available), allowing for views on larger databases and can be faster.

- Added Username and Password fields to the Edit Credit Card Processors function for the Merchant Login of the APS Payments Gateway. For future query functions in Adagio applications that support Adagio Payments, these fields are validated but they may be left blank.

- In Receivables 9.3A, cash entry displayed an empty box on the screen for credit card based payment methods if credit card fields were in the batch entry template.

- When Adagio DocStore is used, editing a customer and changing the Customer Name caused the error "DocStore error 10008" to be displayed.

- When Adagio DocStore is used, copying a customer with PDF documents attached to it no longer copies the attachments to the new customer.

- If a customer has more than 25 unpaid invoices, and a statement is emailed that doesn't attach unpaid invoices, and an Additional PDF is also included, a false warning about exceeding maximum attachments was displayed, although the email was correct.

- In Receivables 9.3A, if Adagio Time&Billing is used, the smart finder (F6) on the Customer Number field displayed an error.

- The Customer ID# field has been included in the transaction report work file, so that it can be added to Modified Reports with Crystal Reports.

- In Receivables 9.3A, the Inactive Customers report printed from the Mark Customers Inactive function did not print. The Deleted Customers report printed from the Delete Inactive Customers function did not print.

- In Receivables 9.3A (2018.11.09), reports including the Aged Trial Balance, Overdue Receivables and Customer Transactions, did not print correctly when Adagio Time&Billing is used.

- The OnHold Audit List report in the Calculate Customer Aging function displayed an error in some cases.

- The Company Profile report showed the 'Customer aging by' option as Due Date when the actual setting was Doc Date.

- On-line payment processing for very large batches (hundreds of transactions) containing credit card payments in Receivables or Adagio Invoices can take a significant amount of time to post (more than an hour in some cases). During this time an error message was displayed for any declined cards, requiring the operator to monitor the process. The option 'Suppress declined msg on post?' has been added to the Edit Credit Card Processors function. Any invoices with a declined card are placed in an error batch. A warning message at the end of posting with the count of declined cards is displayed.

- Import Customer Notes failed in some cases when run by automation with Adagio Console.

- In Receivables 9.2A higher, importing invoices in Detail Only format split details from the first invoice into 2 invoices if the Transaction Type was not imported or defaulted.

- The database conversion to Receivables 9.3A changed the Send to for G/L Description 1 and 2 on the Integration tab of the Company Profile if they were set to User Defined.

Enhancements and revisions in earlier versions

Refer to the Readme help file for details of enhancements and revisions in earlier versions or the Change Log under Product Documentation on Softrak's web site.

Installing

To install Adagio Receivables you need the serial number and install code from the download instruction email sent to you by Softrak Systems.

If you are installing an upgrade, you need the upgrade serial number and install code from the download instruction email. A previous version of Adagio Receivables should already be installed on your computer before installing the upgrade. If a previous version is not already installed, you can still install the upgrade. After entering the upgrade serial number and install code, you will also have to enter the serial number and install code from a previous version.

Read the section 'Upgrading" sections below before installing an upgrade.

To install Adagio Receivables or an upgrade, run the program file you downloaded. Once the install program is running, you can click the View button for detailed installation instructions in the Readme help. If Adagio Receivables is installed on a network, you may also need to do a workstation install at each station running Adagio Receivables.

To determine if a workstation install is required, start Adagio Receivables at the workstation. The workstation install will be automatically started if required. Note: If you are updating multiple applications at the same time, it may be faster to run the All Workstation install to update all applications at once on the station. Refer to "Installing on a Network" in the Readme for instructions.

Receivables 9.3A requires Adagio Lanpak (if used) to be version 9.3A or higher.

Receivables 9.3A requires Adagio MultiCurrency (if used) to be version 9.2B or higher.

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Packages of Intelligence

Receivables 9.3A **requires these versions** or higher of the following modules (if used). **Earlier versions of these modules will not open.**

> BankRec 9.2A (2018.02.09)
> Inventory 9.2A (2018.05.12)
> Invoices 9.3A
> JobCost 9.2A (2018.06.04)
> OrderEntry 9.3A (2018.04.10)
> Payables 9.3A (2018.02.01)
> SalesAnalysis 9.2A (2018.05.19)
> SalesCQ 9.2B (2018.06.08)
> Time&Billing 9.2A (2018.07.07)

If you use Adagio OrderEntry, it must be upgraded to 9.3A. If you use Adagio Invoices, it must be upgraded to version 9.3A. The Receivables install checks the versions of all of the above modules you have installed and warns if they are not at the required version and Service Pack level. Installing the required versions before installing Receivables will avoid the compatibility warnings. However, Receivables can be installed at any time and the compatibility warnings can be ignored as long as the required versions of the modules will be installed before using Receivables.

Adagio Receivables 9.3A will require compatibility releases for third-party products from Adagio Developer Partners that interface to Adagio Receivables. You must check with the developer of the product or your Adagio consultant to be certain a compatibility release is available before installing Receivables 9.3A.

Receivables 9.3A requires a database conversion from earlier versions. You should perform a Data Integrity Check in your current version of Receivables before installing the new version and converting your database. Any errors should be rebuilt or dealt with in your current version to ensure a successful conversion.

If you already have 9.3A versions of Ledger, Payables, OrderEntry, PurchaseOrders or GridView, after installing Receivables 9.3A, a File Data Integrity error may be reported in the "Adagio Document Storage" file by the Data Integrity Check (DIC) in any of the modules and DataCare. This error will not cause any problems. It can and should be rebuilt by the DIC in any of the modules or DataCare. After the rebuild, the error will no longer be reported by any module.

If you have custom reports and/or views for Receivables created in Crystal Reports / Adagio GridView, they may require conversion and adjustment for use with 9.3A. Database connections using Adagio ODBC may require adjustment. You should not install the upgrade or convert Receivables data until you have a plan in place to update any custom reports, views or ODBC connections critical to your operation. See the sections below on converting reports and views for details.

Upgrading

Upgrading from 9.2A   **Upgrade Complexity:**   **Intermediate** ■

Adagio Receivables 9.3A requires a database conversion.

If you are converting databases for other modules at the same time, the order in which you convert is significant. The order of conversion should be: 1) OrderEntry, 2) Receivables, 3) Invoices, and 4) SalesCQ.

Invoices 9.3A will not open unless Receivables data is 9.3A. SalesCQ 9.2B will not open data unless OrderEntry data is 9.3A.

Note: Receivables cannot convert to 9.3A if you are using Invoices 8.1B (2009.05.08) or earlier.

To start the conversion, open your current database for the first time in Receivables 9.3A. A warning is displayed indicating the database will be converted and a backup must be made. The program allows you to make a backup before proceeding with the conversion if you have not already done so. The conversion should only take a few minutes. After converting a database to 9.3A, it cannot be used with earlier versions.

Adagio Receivables 9.3A supports online payment (credit card) processing (if Adagio Payments is installed). It is compliant with the Payment Card Industry Data Security Standard (PCI DSS).

In order to achieve PCI compliance, **if you have credit card numbers stored in customer records they will be removed** and replaced with a field containing only the last 4 digits. Likewise, credit card numbers in OrderEntry current and history documents will be removed and replaced. Credit card numbers in Invoices batches (open and archive) and history will be removed and replaced, as will credit cards in SalesCQ. This is the case even if you do not use Adagio Payments. Credit card numbers you may have entered into fields other than the designated fields are not removed.

You should not install the upgrade or convert your data until you have a plan in place for a new process to handle credit cards.

If you have Adagio Payments, during conversion, the full credit card numbers in Receivables, OrderEntry, and Invoices will be exported to a file for automated vaulting of credit cards. The file is ARCUSTCC.dat, where .dat is the company data file extension.

To vault credit cards, the addresses in Customers and ShipTo Addresses must be correctly formatted. The conversion program exports a list of any that are not correctly formatted to these files:

Customers – ARCUSTUF.XLSX
Ship To Addresses - ARSHIPUF.XLSX

Edit the Customers and Ship To Addresses to correctly format them before vaulting the credit cards. Export and import could also be used to correctly format addresses.

The conversion also exports credit cards for incomplete orders in OrderEntry and batches in Invoices. As the credit card numbers have been changed to the last 4 digits only, these files will allow you to complete these transactions.

OrderEntry – AROECCIF.XLSX
Invoices Open batches – ARQICCOB.XLSX
Invoices Archive batches – ARQICCAB.XLSX

The conversion will prompt you to export each of the files and you can elect to not create them if they are not needed.

A conversion utility program to vault the credit cards is installed by Adagio Receivables. To vault credit cards you must have Adagio Payments installed and you must have set up an account with North American Payment Solutions. See the Adagio Payments release notes or readme help for further information.

It is strongly recommended that you permanently delete these files as soon as they are no longer needed.

After converting your database

After converting, you should immediately run a Data Integrity Check.

Existing statement specifications from versions prior to 9.3A will continue to work without requiring changes.

Existing import and export templates will continue to work without adjustment. There are changes for Credit Card fields and new fields are available.

Receivables 9.3A supports Adagio DocStore. If you are using DocStore, it is imperative the DocStore database be included with all backups of your Receivables database. All backup zip files created by the File | Backup functions in Receivables include the DocStore database. In Adagio DataCare, the DocStore database is backed up by Jobs checking 'Adagio Common Files' with the 'Include in backup' option enabled. For a manual backup, include all data files beginning with "SD".

Converting GridView Views

A data dictionary change from 'Adagio Receivables 9.2A' (@R92A) to 'Adagio Receivables 9.3A ' (@R93A) was required in order to support new features added for this version. GridView views created for earlier versions of Adagio Receivables must be recreated using tables from 'Adagio Receivables 9.3A'. GridView has the ability to convert existing views to a new table.

You may find the Adagio Data Dictionary Export Tool useful for comparing tables in the Adagio Receivables 9.3A dictionary to previous versions using Excel. The exporter can be found under on Softrak's website at http://www.softrak.com/resources/technicaltips/technicaltips.php.

Converting Modified and Custom Reports

If you have modified any of the standard reports installed by Adagio Receivables you will have to redo those modifications for 9.3A. Any modified reports will be located in \Softrak\ Receivables\ModifiedReports. These same reports must be recopied from \Softrak\ Receivables\StandardReports and re-modified using Crystal Reports 2013 or 2016. Adagio ODBC must be installed to be able to do this. Or, your Adagio dealer or consultant can modify reports for you and deploy them at your site.

If you have custom reports, they will have to be converted or recreated. Any custom reports will be located in \Softrak\Receivables\CustomReports or its subfolders.

A Report Convertor Utility is available from Softrak Systems for the purpose of converting custom reports created with Crystal Reports 2011, 2013 or 2016 for Receivables 9.2A to work with 9.3A. See the Tech-Tip "ConvertingCustomCrystalReportsToHigherAdagioVersion.pdf" which is installed to this folder. The Report Convertor Utility and related files are installed to \Softrak\System\ReportConvertor.

Also see 'Show Me How' videos on creating and converting custom reports on Softrak's website at https://portal.softrak.com/resources/adagiotips.php. The videos are entitled:

Custom Reporting with Crystal Reports 2013
Report Convertor Utility

Note: If you are upgrading from Receivables 9.2A but you did not update your custom reports created in Crystal Reports 8.5 for Adagio when you upgraded to 9.2A, you WILL have to update them for 9.3A. Refer to the Upgrading section of the Receivables 9.2A Release Notes in the Change Log under Product Documentation on Softrak's website.

Upgrading from versions earlier than 9.2A   Upgrade Complexity: Difficult ♦

This Release Notes does not cover upgrading from versions earlier than 9.2A.

If you are upgrading to 9.3A from a version earlier than 9.2A, before installing the upgrade, it is very important to review the upgrading information in the Receivables 9.2A Release Notes in the Change Log **under Product Documentation on Softrak's web site.**

If you are upgrading to 9.3A from a version earlier than 9.0A, before installing the upgrade, it is very important to review this information in the Receivables 9.0B Release Notes in the Change Log **under Product Documentation on Softrak's web site.**