



## Compatibility

### Adagio

Console 9.2 – 9.3A  
DataCare 9.2A – 9.3A  
DocStore 9.3A  
ePrint 9.2A  
GridView 9.2A – 9.3B  
Inventory 9.2A – 9.3B  
Lanpak 9.3A – 9.3B  
MultiCurrency 9.2B  
ODBC 9.2A  
OrderEntry 9.3A3A – 9.3B  
Receivables 9.3A – 9.3B

### Other

MS Office 10/13/16/19/21, 365  
MS Windows 8, 8.1, 10, 11  
MS Server 2012R2 or higher

### Note

The most up-to-date  
compatibility information is on  
the Product Compatibility Info  
link at [www.softtrak.com](http://www.softtrak.com).

## Enhancements & Revisions in SalesCQ

- When the Company Profile, Quotes tab option for 'Cost To Use' was set to 'Average' or 'Cost used in Costing' the Unit Cost was not correctly displayed in the Selling Unit, in some cases.
- Transferring Quotes to OrderEntry caused 'Invoice Total' Integrity errors, in some cases.
- Creating a Quote from a Historical Order will check for Inactive Inventory Items.
- Orders created from Prospects Quotes did not update the Customer Report Group, in some cases.
- For DocStore, Prospects have been updated make adding Attachments on the Transactions tab simpler.

## 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 SalesCQ 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 SalesCQ 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 SalesCQ 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 SalesCQ is installed on a network, you may also need to do a workstation install at each station running Adagio SalesCQ.

To determine if a workstation install is required, start Adagio SalesCQ 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.

The All Workstation does not support Inventory 9.3A yet. Future releases of other Adagio modules will install a version that does support 9.3A.

Adagio SalesCQ 9.3A (2025.08.12) installs a new version of the SAP Crystal Reports™ runtime engine for .NET Framework (SP25) used to print/preview reports. **This will require a workstation install on all stations that run Adagio**, regardless of whether Adagio SalesCQ is run from a given station, unless another module that installs SP25 has already caused a workstation install for this reason. If a station does not run SalesCQ then untick the shortcuts and Start Menu options. Other modules with a release date after October 23, 2019 may or may not install SP25. Eventually, all modules will do so.

**After installing SalesCQ** (or any other module that installs Crystal SP25) **you must do a workstation install for SalesCQ** (or the other module) **on each workstation**, even if the station never runs SalesCQ (or the other module). When SalesCQ is run on a workstation for the first time it will trigger a workstation install. If other modules are started before the SalesCQ workstation install is done they will display an error and reports will not print. If a workstation install of other modules is needed on a station the SalesCQ workstation install should be done last.

**When installing Adagio at a new site or to a new server, Adagio SalesCQ 9.3A should be installed last** (any module that installs the new version of the Crystal Reports runtime engine (SP25) can be installed last instead). If after installing SalesCQ you install other modules with a release date older than the date of this SalesCQ release, the error "Failure to initialize the Adagio Reporting environment." will be displayed when you start the module. To correct this, run the System Status function from the Help menu of any module (that runs without error) or run \Softtrak\System\chksys.exe. You need to have administrator rights on your station to do this. If User Account Control is enabled you will be prompted to allow the program CHKSYS.EXE to run and must do so. The following message will be displayed and you should proceed to update the files.

**Reporting File Needs Updating!** This utility has detected that the Softtrak Reporting DLL [SofttrakSystems.Adagio.Reporting.dll] needs to be updated in one or more Adagio folders. Unless you have specific circumstances to delay this action, you should update the needed files now. Do you want to update the needed files?

You must do a workstation install for SalesCQ on the station as described above.

Adagio SalesCQ 9.3A installs a new version of the Adagio ODBC driver used to print reports. The new driver is AdagioODBCv3.dll. It is installed in the \Softtrak\ODBCV2 folder. Reports printed by all Adagio modules, including all versions, will use this new driver. The prior version of the driver (AdagioODBCv2.dll) remains installed and will continue to be used by existing ODBC connections (for any DSN created with the module Adagio ODBC) without change. Installing Adagio module versions released prior to SalesCQ 9.3A will set the driver used back to AdagioODBCv2.dll. Reports from SalesCQ will continue to work.

Adagio SalesCQ 9.3A installs a new version of the printer driver used to print documents and reports to PDF for DocStore users. The new driver name is AdagioV3PDF. This driver uses novaPDF version 10.

NOTE: Modules that have not been updated to use AdagioV3PDF printer driver cannot print to that driver from the printer list. However, DocStore users will have no problem ePrinting reports to PDF or printing forms to PDF.

Adagio SalesCQ 9.3A **requires Adagio OrderEntry (if used) to be version 9.3A or higher.** SalesCQ 9.3A is **NOT** downward compatible with earlier versions of OrderEntry. **If you use SalesCQ 9.3A, you MUST upgrade OrderEntry to 9.3A or higher.**

Adagio SalesCQ 9.3A **requires Adagio Lanpak (if used) to be version 9.3B or higher.**

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

Adagio SalesCQ 9.3A **requires Adagio Receivables 9.3A or higher.**

Adagio SalesCQ 9.3A requires a database conversion from earlier versions. You should perform a Data Integrity Check (DIC) in your current version of SalesCQ 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 use OrderEntry you should run the DIC in SalesCQ before upgrading and converting your OrderEntry to 9.3A.**

Adagio Receivables 9.3A is compliant with the Payment Card Industry Data Security Standard (PCI DSS). If you are upgrading to Adagio Receivables 9.3A, the conversion of the AR database will remove any credit card numbers from Prospects in SalesCQ. Credit card information can no longer be stored in Prospects. Any credit card numbers in quotes or quote history are also removed. This is the case even if you do not use the Adagio Payments add-on module for online credit card processing.

## Upgrading

### Upgrading from 9.2B

### Upgrade Complexity:

Easy ●

If you use Adagio OrderEntry, it must be version 9.3A or higher.

Adagio SalesCQ 9.3A requires a database conversion from 9.3A. **If you use OrderEntry you must convert its database to 9.3A (or higher) before you can convert your SalesCQ database.**

SalesCQ 9.3A fully supports Adagio DocStore. When integrated with Adagio DocStore, you can Attach and/or View PDFs in the following places: Quotes, Edit Prospects, Edit Customer. Attachments will flow with transactions written to or retrieved from other Adagio applications that support DocStore. Printing quotes will create and attach an archived PDF copy of the spec form. Importing quotes or prospects support include a PDF attachment.

If you ePrint you can attach existing PDFs by running the ProcessSoftPDF function in the DocStore program. This will take existing PDFs and attach them to your current and historical quotations.

If you have the 9.3A version of Ledger, Payables, OrderEntry, PurchaseOrders or GridView, after installing SaleCQ 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

## Upgrading

### Upgrading from 9.2A

### Upgrade Complexity:

Easy ●

If you use Adagio OrderEntry, it must be version 9.3A or higher.

Adagio SalesCQ 9.2B requires a database conversion from 9.2A. **If you use OrderEntry you must convert its database to 9.3A (or higher) before you can convert your SalesCQ database.**

Adagio SalesCQ 9.2B supports "formatted addresses" in quotes - it maintains separate fields for City, Province/State and Country; whereas in previous versions, this information was contained in free-formatted address lines. It will convert the information in address lines from previous versions to populate the City, Province/State and Country fields, at the same time removing this information from the address lines. Generally, you should only use formatted addresses if you are located in Canada or the USA, and if you format addresses in OrderEntry.

The conversion will ask you if you want to attempt to format your addresses according to conventions used. The conversion only formats addresses in quotes for Customers and Prospects in North America. It will populate the Country field for international vendors if it can, although the address will be left unformatted.

Existing quote specifications from versions prior to 9.2B will continue to work without requiring changes, regardless of whether you elected to format addresses. However, you may want to adjust your specifications to use the new formatted address fields.

SalesCQ 9.2B sends the Quote Number and Revision fields to new dedicated fields in the order in OrderEntry 9.3A. Therefore, the 'Copy quote number to' option on the Quotes tab in the Company Profile is no longer needed. However, it has been retained for 9.2B to allow any custom report or GridView view you may have to continue to work. You should make changes to use the new dedicated fields, as this option will not be supported in the next release of SalesCQ.

The sort options for OrderEntry active and historical documents have been removed from the Options tab in the Company Profile. The sort of active and historical OE documents in the OE inquiry functions in SalesCQ is controlled by settings in the OE Company Profile.

The naming of quote PDF files for Adagio ePrint users has changed to always use 3 characters for the Revision regardless of the actual number of characters (1 to 3). This is supported by Adagio ePrint and future release of Adagio DocStore and requires no action on your part unless you are reading or creating quote PDFs with a third-party program.

## Upgrading

### Upgrading from 8.1C

**Upgrade Complexity:**     **Intermediate** ■

If you have custom reports and/or views for SalesCQ created in Crystal Reports 8.5 for Adagio / Adagio GridView, they will require conversion and adjustment for use with 9.2B. You should not install the upgrade or convert SalesCQ data until you have a plan in place to update any custom reports and views critical to your operation. See the sections below on converting reports and views for details.

Adagio SalesCQ 9.2B requires a database conversion from 8.1C. . **If you use OrderEntry you must convert its database to 9.3A (or higher) before you can convert your SalesCQ database.**

To start the conversion, open your current database for the first time with SalesCQ 9.2B. 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 moments. After converting a database to 9.2B, it must not be used with earlier versions.

SalesCQ 9.2B now installs to the \Softtrak\SalesCQ folder and the program name is SalesCQ.exe. Previous versions were installed in \Softtrak\ACWin and had a program name of ACWin.exe. When an Adagio SalesCQ 9.2B upgrade is installed, it automatically uninstalls any prior version of Adagio SalesCQ.

The upgrade install cannot change any custom icons you may have created to launch SalesCQ and will display a "Problem with Shortcut" error if they are launched. You must change these icons manually to run SalesCQ from \Softtrak\SalesCQ\SalesCQ.exe or create new ones.

The option 'Permit transfer of quotes' was added to Options in Security Groups. **Note: If you use Security Groups, you should check them to ensure this option is on for users who transfer quotes to orders in Adagio OrderEntry.**

Changes were made to Email Cover Sheets to correct problems. Where the same field exists in customers, prospects and quotes, such as the Salesperson, the name of the field from the quote has been changed to include the word "Quote" (e.g. Quote Salesperson). The Prospect Data section has been removed. Use the Customer Data section instead. The fields will be loaded from the Prospect if the quote is for a Prospect. **Note: you must check your email covers and adjust them as needed.**

Adagio 9.2A and higher uses the current version of the Crystal Reports runtime engine with Adagio ODBC drivers to view and print reports, replacing the Crystal Reports 8.5 Print Engine (CRPE32.dll). Adagio 9.2A installs Crystal Reports runtime and if not already installed on your machine, the Microsoft® .NET Framework. The Adagio install will automatically download these install packages from the internet as required. Adagio ODBC drivers are installed by version 9.2A applications – Adagio ODBC does not need to be installed to print reports.

While users are printing / previewing reports, the Active Users List function in Adagio shows the User Name in application "Adagio Reporting". The Active Users List in Adagio Console and the Currently Logged In List in Adagio xConsole show a grid row with App Prefix of "OD"

(ODBC) for users printing / previewing reports. A Lanpak license is not used to print or preview reports.

Reports in Adagio SalesCQ have been converted for Crystal Reports 2016 and can be modified with Crystal Reports 2013 or 2016. Custom reports created with Crystal Reports 2013 or 2016 can be added to the Reports menu by placing them in \Softtrak\SalesCQ\CustomReports. The Report Tables Drive settings and Crystal tables in the \QRASP folder are not used by version 9.2A and higher modules.

The report viewer remembers the window size, position and zoom level. Therefore, the Print/Preview options, including Preview Zoom Factor and Preview Window State (Full screen / Partial screen) were removed from Workstation Options.

Adagio module buttons have been added to the toolbar for 9.2B. They will be enabled by default. The 'Adagio Toolbar' option in User Preferences on the General tab is used to configure the toolbar.

### **Converting GridView Views**

A data dictionary change from 'Adagio SalesCQ 8.1C' (@A81C) to 'Adagio SalesCQ 9.2A-9.2B' (@A92A) was required in order to support new features added for this version. GridView views created for earlier versions of Adagio SalesCQ should be recreated using tables from 'Adagio SalesCQ 9.2A-9.2B'. GridView has the ability to convert existing views to a new table.

Note: The 9.2A data dictionaries contain 2 tables for each physical file - one for use by the Adagio module and one for use by its reports. The table Descriptions for the module start with "A/C or AC" and ones for use by its reports do not. When creating new views, you must use the tables starting with "A/C or AC". GridView 9.2B and higher hides tables used by the reports so they cannot be used inadvertently. Tables starting with "AC" (no slash) are composite tables and can be used to create views.

GridView views created with the previous dictionary may continue to work without any change; however, it is recommended you convert all your views to use the new 'Adagio SalesCQ 9.2A-9.2B' dictionary.

Views from your prior version located in \Softtrak\ACWin\Views will be copied to the folder \Softtrak\SalesCQ\Views.priorversion. Recreated views must be placed in \Softtrak\SalesCQ\Views. When you are certain the original views are no longer needed, you can delete the \Softtrak\SalesCQ\Views.priorversion folder.

See the Tech-Tip and Show Me How video on converting GridView views on Softtrak's website at <http://www.softtrak.com/resources/technicaltips/technicaltips.php>. You must scroll to the Tech-Tips.

You may find the Adagio Data Dictionary Exporter Tool useful for comparing tables in the Adagio SalesCQ 9.2A-9.2B dictionary to previous versions using Excel. The exporter can be found under on Softtrak's website at <http://www.softtrak.com/resources/technicaltips/technicaltips.php>.

### **Converting Modified and Custom Reports**

If you have modified any of the standard reports installed by Adagio SalesCQ, you will have to redo those modifications for SalesCQ 9.2B. Modified reports are files with an .rpt



extension that you copied from \Softrak\ACWin\StandardRP to \Softrak\ACWin\ModRP and modified using Crystal Reports 8.5 for Adagio. Your modified reports from your prior version will be copied to the folder \Softrak\SalesCQ\ModifiedReports.priorversion. These same reports must be recopied from \Softrak\SalesCQ\StandardReports to \Softrak\SalesCQ\ModifiedReports and remodified 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.

When you are certain the original modified reports are no longer needed, you can delete the \Softrak\SalesCQ\ModifiedReports.priorversion folder.

Custom reports created in Crystal Reports for Adagio for earlier versions of SalesCQ will have to be converted or recreated. Your custom reports from your prior version will be copied to the folder \Softrak\SalesCQ\CustomReports.priorversion. Converted or recreated custom reports must be placed in \Softrak\SalesCQ\CustomReports.

A Report Convertor Utility is available from Softrak Systems for the purpose of converting Crystal Reports 7 and 8.5 reports that use the old Crystal Reports Print Engine (CRPE32.dll) to Crystal Reports 2013/2016 format, using the Adagio ODBC driver. Converted reports can be edited and new reports can be created using Crystal Reports 2013 or 2016. Adagio ODBC must be installed to be able to do this. **Only reports built using the most recent QRT\*.QRW tables can be converted.**

The Report Convertor Utility and related files are installed to \Softrak\System\ReportConvertor. It converts reports created with Crystal Reports 7 and 8.5 but will also convert reports from 9.2A to future versions of Adagio.

See the Tech-Tip and Show Me How video on converting reports on Softrak's website at <http://www.softrak.com/resources/technicaltips/technicaltips.php>.

Softrak provides only limited support on the Report Convertor. We do not support new versions of Crystal Reports itself, except as support is related to assisting you to locate data in the Adagio tables. Softrak no longer provides support for Crystal Reports 8.5 for Adagio.

As Adagio 9.2B reports use the same data dictionaries as the application, the Adagio Data Dictionary Exporter tool (DDE) is useful for locating the tables and fields in the Adagio SalesCQ 9.2A-9.2B dictionary. The DDE program, help and manual can be run from the Windows Start menu.

The 9.2A-9.2B data dictionaries contain 2 tables for each physical file - one for use by the Adagio module and one for use by reports in 9.2A and higher modules. Standard reports in the modules and custom reports created with Crystal Reports 8.5 for Adagio use tables where the description ends with "(View)" in the DDE. The standard tables used by the module (and by GridView) do not. In Crystal Reports, the View table names end with "crview" (eg. a92aoqxcview). Standard tables do not (eg. aa92aoqx). Use the "crview" tables for modified reports or when converting existing custom reports. When creating new reports, use the standard tables without "crview". Future versions of Adagio will begin to use the standard tables for reporting. You must create a shortcut and add the parameter /ODBC to include the "crview" tables in the export to Excel.

When you are certain the original reports are no longer needed, you can delete the \Softrak\SalesCQ\CustomReports.priorversion folder.

An updated version of Adagio PrintTool (PT) is installed in \Softtrak\PrintTool. PT 9.2A prints custom reports created with Crystal Reports 2013 or 2016. It uses the Crystal Reports runtime engine. Adagio ODBC must be installed to create custom reports but is not required to print custom reports. Your Adagio dealer or consultant can create custom reports for you and deploy them at your site. Note: PT does not print reports created with Crystal Reports 8.5 for Adagio. Existing version 8.5 custom reports must be converted before they can be printed by 9.2A.

### **Upgrading from 8.1B or earlier**

This Release Notes does not cover upgrading from 8.1B or earlier versions. If you are upgrading to 9.2B from these versions, **before installing the upgrade**, it is important to review this information in the 8.1C Release Notes on Softtrak's website.

