

SMB Version 14 Release

Sage began shipping Sage Master Builder Version 14 the third week of August and our phones began ringing. Most of the calls we received were due to licensing issues.

Our first question to each of these calls was did you read the Installation Guide on the CD. Not one of the users on each of the calls had read it. We would just like to share with you the very first instruction in the guide, **“Read This Before You Install”**.

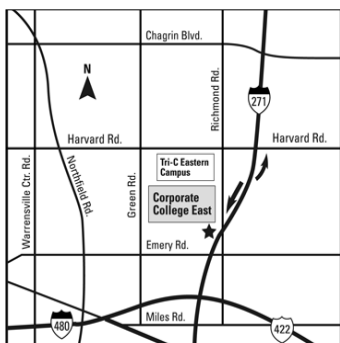
This install is different than the typical SMB tax update. To keep up with the ever-changing technology, the program source code has been changed to open the doors for the new features you will find in this version and for future versions to come.

Sage Master Builder Version 14 also contains a new licensing system, which is installed to each computer when you install the program. All the computers on your network must be running version 14 licensing for workstations to be able to obtain a license use. The guide says “When upgrading, you should install the upgrade to the license server computer first.” We say, **“You must install to the license server first.”**

Nearly all of the support calls we received, the licensing server was not installed first.. These companies were at a standstill until we could accommodate them. Most involved a complete uninstall and modifications in the system registry. So, if you're not one to read instructions, please at least read the very first instruction in the Installation and License Administration Guide found on your Sage Master Builder Version 14 CD.

Ohio Seminar Added

The feedback from our Ohio customers is an overwhelming yes! We have added an additional session in the Cleveland area scheduled for 09/17/2009 at the Corporate College East campus located in Warrensville Heights. Only one session will be held between 9:00 am and 1:00 pm.



Seating is limited. To reserve your seat please visit our website at www.wrightoffice.com. Select the 2009 Seminar button and fill out the enrollment form. The cost is \$75 for the first person and \$50 for additional person from your company.

WOS Michigan Seminars Approaching

Its not too late to join us at the Wright Office Solutions, Inc. Customer Appreciation Seminar in Michigan. We now have a few seats available for both sessions Lansing and Livonia due to the added Ohio session.

Seats are \$75 for the first person and \$50 for an additional guest from your office. The September 9th seminar will be held at the Livonia Residence Inn, 17250 Fox Drive, Livonia, MI. The September 10th seminar will be held at The Summit of Capital Centre, 9410 Davis Hwy, Dimondale, MI in the Professional Viewing Room.

We will be covering Sage Master Builder Version 14 system requirements, installation changes, report changes, programming changes new features and fixes. We will also be welcoming our new IT techno geek, Mike Daniels, to translate the 100 plus page verbiage in the installation guide into layman's terms so you will be confident you are performing the installation procedures properly. As usual, complimentary CD's for those attending packed with tips, tricks, and real world items you can use in your office and with Sage Master Builder.

To register visit our website at www.wrightoffice.com
Click on the “2009 Seminar” button

Tech Support

Calls From Our Customers



Why can I not print my customer statement? I have not made any changes to the form since last month.

Discovered the form on the server drive had somehow become corrupted. Copied statement from the local drive to the server drive.

Why can't one of our users print a job report? She is getting a security access error.

We discovered the field properties were set and the user's group did not have permission to see any contract amounts.

I need to reissue a paycheck. Do I just copy, void, and paste?

No. Simply change the check number to 0000 and return to the print menu and reprint. SMB looks for the 0000 check number on payroll records for checks to be printed. Don't forget to enter the original check into the GL as a manually voided check with no dollar amount for your bank reconciliation and paper trail.