

FAQ - Year End update

Products

Sage 100 Contractor

Country

North America

Description

Note: This article provides several of the most commonly asked questions about the year-end update. Additional information is available in other articles and resources. Refer to the Year End Guide and the Sage 100 Contractor Year End Info page for more information about Year End processing and tasks.

Important: Only the latest version of Sage 100 Contractor is supported for the current tax year. Year-End updates will not be issued for older versions of Sage 100 Contractor. To ensure that your software is current with all government-required processing and reporting changes, open your Sage 100 Contractor company and click Home and Resources > Sage Support > Downloads and Updates.

Resolution

Preparing to install:

Q: What is the Year End update?

A: The Year End update includes any government-mandated changes to year-end forms like W-2s and 1099s; it also includes known updates to payroll tax rates. The year-end update is provided as a download, not a CD.

Q: When will the Year End update be available? How will I receive it?

A: The Year End software update will be available in mid December. When available, the update can be downloaded from the Sage 100 Contractor Download Portal on the Sage Knowledgebase. It will also be sent via email to the main contact on file for your company. See article 71493 for update

Q: Which CD version do I need to have installed before I download the year-end update? Which versions will be compatible with the Year End update?

A: The Year End Update will be available for the latest version of Sage 100 Contractor SQL. If you are currently using an earlier version, start making plans now to upgrade to the latest version of Sage 100 Contractor SQL before Year End. See the Sage 100 contractor Release Documents page for valuable resources to help you plan and complete your upgrade. Your business partner or consultant can also provide assistance with upgrades.

Q: Does the Year End update include all previous updates and patches?

A: Yes. The Year End update will include all previous updates and patches. You do not need to install previous updates and patches before or after installing the Year End update.

Q: Do I need to install the Year End update if I do not use Payroll?

A: Yes. Software updates are also included in the Year End update.

Q: Do I need to install the Year End update before I close the year, print checks, enter invoices, or complete other tasks in Payroll and Accounts Payable?

A: Refer to link for "Recommended Timing of Year End tasks: What do I do when?"

Q: Are Payroll tax changes included in the Year End update?

A: Yes. Tax changes and government form changes are included in the Year End update.

Installing the Year End update:

Q: Where can I download the Year End update?

A: The Year End update will be available for download on the Sage Knowledgebase Download Portal.

Q: How do I install the Year End update?

A: The Year End Notice will include instructions for installing the update. As a general overview:

- Install the update directly to the local drive of your server.
- Install to the local drive of each workstation.

Q: Will I receive a Year End CD?

A: No. The Year End update will be available only in downloadable format.

Q: How do I download and install the Year End update if my workstations are not connected to the Internet?

A: Download the Year End update from another computer that has internet access, and then transfer that file to a portable storage device like a USB flash drive so that you can install the file on your computer. You can access the file download from any computer with internet access (home computer, public library computer, etc).

Handling issues and errors:

Q: How do I reinstall the Year End update if it failed the first time?

A: Double-click the Year End update .exe file you downloaded to reinstall the update.

Q: What commonly causes the Year End update to fail installation?

A: If you have Sage 100 Contractor open when you try to install the update, it will probably fail. Close Sage 100 Contractor before you install the Year End update.

Considerations after installation:

Q: What will my CD version be after I successfully install the year-end update?

A: When you install the year-end update successfully, the CD version changes. We will update this article to include the year-end update versions that you can compare with your CD version (Home and Resources, About Sage 100 Contractor) as soon as the versions are known.

Refer to the Year End Guide and the Sage 100 Contractor Year End Info page on Sage City for more information about Year End processing and tasks.

Need help?

Chat with support ([https://chat.na.sage.com/sdcxuser/rnn/issue_new.asp?](https://chat.na.sage.com/sdcxuser/rnn/issue_new.asp?Kernel::Kernel::sik_iss_type=ec7ecb20-40f2-43f5-9d0d-9d128ac9423b&enforceRequestType=yes&lf=kbarticle&qd=Sage%20100%20Contractor%20Support)

Kernel::Kernel::sik_iss_type=ec7ecb20-40f2-43f5-9d0d-

9d128ac9423b&enforceRequestType=yes&lf=kbarticle&qd=Sage%20100%20Contractor%20Support)

Related resources

How do I download the year-end update if my workstations are not connected to the Internet?

How do I find the current version of Sage 100 Contractor?

Sage 100 Contractor: Download Portal

Additional information

Access Sage City at <http://sagecity.na.sage.com/> (<http://sagecity.na.sage.com/>)

Category

Periodic processing

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