## sage Pastel Partner Accounting

al interteres attitution and the

# Install Guide

## Migration guide

#### Contents

| 1. | Hardware Requirements   | 3 |
|----|---|---|
| 2. | Setting up your product in two easy steps   | 5 |
|    | Step one: Migrating to Sage Pastel Partner Version 17 on a Server or a Stand-alone computer | 6 |
|    | Step two: Migrating to Sage Pastel Partner Version 17 on a Workstation                      | 5 |
| 3. | Keyboard Shortcuts 2  | 3 |
| 4. | Useful Contact Details 2  | 5 |

Welcome to Sage Pastel Partner Version 17.

Thank you for choosing Sage Pastel as your accounting software, support and service provider. This Sage Pastel Partner Version 17 installation guide assists you with the smooth and effortless installation of your accounting software, providing you with easy to follow, step-by-step instructions.

#### 1. Hardware Requirements

These are the hardware and operating system software requirements for the system:

|                                   | Workstation                            | Server  |  |  |
|-----------------------------------|--|---|--|--|
| HARDWARE                          |  |   |  |  |
| Minimum                           | Single Core 2 GHz                      | Single Core 2 GHz   |  |  |
| Recommended                       | Dual Core 2 GHz or<br>higher           | Dual Core 2 GHz or higher   |  |  |
| DVD Drive                         | Required                               | Required  |  |  |
| RAM                               |  |   |  |  |
| Minimum                           | 2GB                                    | 2GB   |  |  |
| Recommended                       | 2GB or higher                          | 128MB per simultaneous user who accesses the system   |  |  |
| SCREEN RESOLUTION                 |  |   |  |  |
| Minimum                           | 1024 x 768                             | 1024 x 768  |  |  |
| OPERATING SYSTEM                  |  |   |  |  |
| Supported<br>Operating<br>Systems | Windows 7, Windows 8<br>and Windows 10 | Windows 7, Windows 8,<br>Windows 10, Windows<br>Server 2003 and Windows<br>Server 2008 R2 + |  |  |

- Microsoft Office integration and email functionality requires you to have Microsoft Office version 2000 or above installed on your workstation.
- Windows XP Operating System NO LONGER
   SUPPORTED



Microsoft will no longer support Windows XP Operating System. This means Windows XP users will not receive Microsoft software updates, including security updates that help protect your POS system from viruses, spyware and other malicious software. If you are currently operating a Windows XP Operating System, we recommend you move to a supported operating system so you can continue operating in a secure environment. In moving to a new operating system, if your POS system also runs in Windows XP, we suggest you contact your primary support provider to discuss compatibility of your POS system with the new operating system.

#### 2. Setting up your product in two easy steps

- Step One Migrating to Sage Pastel Partner Version 17 on a Server or a Stand Alone computer
- **Step Two** Migrating to Sage Pastel Partner Version 17 on a Workstation

## Step one: Migrating to Sage Pastel Partner Version 17 on a Server or a Stand-alone computer

When you open Pastel you will receive a notification that there is an upgrade.

Click on the **Download** button to download the installation files for the upgrade.

Once the download is completed, click on the Run button to start the installation.

The Welcome screen will display.

Click Next to continue.



The next screen that displays is the License Agreement screen:

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.1  | × |  |  |  |
|---|---|--|--|--|
| License Agreement Please read the following license agreement carefully.  | 2 |  |  |  |
| Software Licence Agreement<br>Your right to use the software (in object code only) and its associated printed and<br>electronic documentation ("Software") is subject to the terms and conditions set out<br>in this software licence agreement ("the Software Terms").<br>Installing the software, and/or, using any part of the electronic or printed material<br>accompanying the product, signifies Your acceptance of the terms and<br>conditions set out below. Therefore, please read the terms and conditions<br>carefully before using the materials provided or completing the first installation<br>and registration ("initial Registration") process of the Software. If You do not | • |  |  |  |
| I accept the terms in the license agreement     I do not accept the terms in the license agreement InstallShield Print <a href="https://www.section.org">Sack</a> Cancel  |   |  |  |  |

Read the Licence Agreement, and select "I accept the terms in the license agreement". The installation will not continue unless you accept the license terms.

Click on the **Next** button to continue.

Note that you can click the **Back** button at any time to review earlier screens.

The Setup Type screen displays:

| 😸 Sage Pastel Ace            | counting Partner Version 17 Build 17.0.1  | 8      |  |  |  |
|------------------------------|---|--------|--|--|--|
| Setup Type<br>Choose the set | up type that best suits your needs.   | sage   |  |  |  |
| Please select a setup type.  |   |        |  |  |  |
| Typical                      | Install the typical program features for the English language.  |        |  |  |  |
| Custom                       | Select which program features you want installed.<br>Recommended for users who want to install an additional<br>language(s) and for those outside South Africa. |        |  |  |  |
| InstallShield ———            | < Back Next >   | Cancel |  |  |  |

A **Typical** installation will install the program in English. If you wish to install additional languages or demo companies for alternative countries, select the **Custom** option.

| <b>i</b>  | Sage Pastel Accounting Partner Version 1  | 7 Build 17.0.1           |
|---|---|--------------------------|
| -   | ation Tips<br>ration from Version 14 to Version 17.   | sage                     |
| Migra   | ation   | ^                        |
| (compa  | izard will migrate the Sage Pastel Accounting Version<br>anies) to Sage Pastel Accounting Version 17. The Wiz<br>ur Accounting Version 14 information to Accounting Ver | ard uses the internet to |
| 1.  | Migrate the server computer first.  |                          |
| <ol> <li>An internet connection is required on the server computer so we can retrieve<br/>your registration information. You will still be able to install if no internet<br/>connection is available, but you will have to contact the Client Services<br/>Department to register Sage Pastel Accounting Version 17</li> </ol> |   |                          |
| nstallShie  |   | ion 17                   |
|   | < <u>B</u> ack  | ext > Cancel             |

Read through the **Migration Tips** screen to understand the process of migrating your Version 14 to Version 17.

Click on the Next button to continue.

On the screen that displays, confirm your registration details and click on the **Next** button to continue.

|                                    | on details to be migrate | ed.  | Jug                 |
|------------------------------------|--------------------------|--|---------------------|
| he Pastel Accounting               |                          |  |                     |
|                                    |                          | n will be migrated to Sag                          |                     |
|                                    |                          | tion below. Cancel the V<br>ent Services Departmen |                     |
| or assistance.                     |                          |  |                     |
|                                    | Number JVB017020         |  |                     |
| Registered To<br>Customer Number   | Jaco Test A<br>538976288 | Account  |                     |
| Registration Server<br>Access Code | PAYJHBNBJ                | VENTER<br>XP-KNOOY-VVGXN-ZGRZ                      |                     |
|                                    |                          |  | 10-100031-11011-155 |
| /ersion 14 Base Seria              | Number JVB012020         | 202  |                     |
| <                                  |                          |  | >                   |

If the system cannot locate your registration details, the following screen displays.

| 😸 Sage Pastel Accounting Parts  | ner Version 17 Build 17.0.1   |  |  |  |  |  |
|---|---|--|--|--|--|--|
| Registration Not Found  | sade  |  |  |  |  |  |
| Please check the registration of  | Please check the registration details to be migrated.   |  |  |  |  |  |
| database. Please check the Ba<br>Validate button to check it agai                                       | The Pastel Accounting Version 17 Base Serial Number could not be located on our<br>database. Please check the Base Serial Number, rectify, if necessary, and click the<br>Validate button to check it again. Please contact the Client Services Department at +27<br>11 304 3300 for assistance if are you not sure what it is. |  |  |  |  |  |
| Version 14 Base Serial Nun  | nber:   |  |  |  |  |  |
| BOB10000014   | Validate  |  |  |  |  |  |
| 📃 Don't register Sage Pastel A  | accounting Version 17 automatically. Only migrate data.   |  |  |  |  |  |
| Version 17 Base Serial Number   | r Unknown   |  |  |  |  |  |
| Version 14 Base Serial Number<br>Registered To<br>Customer Number<br>Registration Server<br>Access Code | P BOB10000014<br>JOHN DOE<br>538976288<br>SOFJHBVMHLPV14<br>41947073  |  |  |  |  |  |
|   |   |  |  |  |  |  |
| InstallShield   |   |  |  |  |  |  |
|   | < <u>B</u> ack <u>N</u> ext > Cancel  |  |  |  |  |  |

Enter your Version 14 Base Serial Number and click on the Validate button.

If the validation is successful, the following screen will display. If the validation was unsuccessful, please contact the Client Services Department.

You can alternatively select to check the check box **Don't register Sage Pastel Accounting Version 17 automatically. Only migrate the data.** 

| ß  | Sa           | ge Pastel Account  | ting - InstallShiel | d Wizard | - 🗆 🗙  |  |
|--|--------------|--------------------|---------------------|----------|--------|--|
| Со   | mpanies S    | Selection          |                     |          | 6200   |  |
| Select the companies to migrate to Version 17 from the list below. |              |                    |                     |          |        |  |
| C  | :\PASTEL1    | 4\ E:\SAGEX3\      |                     |          |        |  |
|  | Migrate      | New Location (V17) | Current Location    | Company  |        |  |
|  | ✓            | C:\Pastel17\DGDF   | C:\PASTEL14\DGDF    | (DGDF)   |        |  |
|  | Desele       | ect Change         |                     |          |        |  |
| -Ins   | tallShield – |                    | < Back              | Next >   | Cancel |  |

All Version 14 companies will automatically be selected for the migration. If you wish not to migrate a company, uncheck the check box under the **Migrate** column.

If you select not to migrate a company, you will need to manually copy the company to the new location and add the company in Pastel Version 17.

You can change the **New Location** of the company by clicking on the **Change** button and selecting a new location.

| 😸 Sage Pas      | tel Accounting Partner Version 17 Build 17.0.1   |
|-----------------|--|
|                 | ion Folder<br>xt to install to this folder, or dick Change to install to a different folder. |
| Þ               | Install Sage Pastel Accounting Partner Version 17 to:<br>C:\Pastel17\ Change                 |
|                 | Share the Pastel folder (Everyone with full access).   |
|                 |  |
|                 |  |
| InstallShield - |  |
|                 | < Back Next > Cancel   |

You would typically only select to share the Pastel folder when installing in a multi-user environment.

Click on the Next button to continue.

The Ready to Install the Program screen displays.

Click the **Install** button to begin the installation.

The system displays a progress indicator:

| Sage Pastel Accounting Partner Version 17 - InstallShield Wizard   | 23 |
|--|----|
| sage   |    |
| <b>DID YOU KNOW?</b><br>Product Support via the Sage Pastel Contact Centre is<br>just a click away with our new <b>in-product live chat.</b> * |    |
| *Only available in South Africa.   |    |
|  |    |
| File: Copying new files, Directory: , Size:  |    |
| Cance  | el |

Once the installation completes, the **InstallShield Wizard Completed** screen displays:

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.1 🛛 🔀 |  |  |  |  |
|--|--|--|--|--|
|  | InstallShield Wizard Completed   |  |  |  |
| <b>sage</b> Pastel<br>Accounting                             | The InstallShield Wizard has successfully installed Sage Pastel<br>Accounting Partner Version 17. Click Finish to exit the wizard. |  |  |  |
|  | Show the Windows Installer log   |  |  |  |
|  | < Back Finish Cancel   |  |  |  |

Click on the **Finish** button to complete the installation.

In a Stand-alone environment, open Pastel and continue to process.

In a multi user environment, proceed to step two.

### Step two: Migrating to Sage Pastel Partner Version 17 on a Workstation

Run the installation file on each workstation on the network.

The Welcome screen will display.

Click **Next** to continue.



The next screen that displays is the License Agreement screen:

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.1 🧧  | × |  |  |  |
|---|---|--|--|--|
| License Agreement Please read the following license agreement carefully.  |   |  |  |  |
| Software Licence Agreement<br>Your right to use the software (in object code only) and its associated printed and<br>electronic documentation ("Software") is subject to the terms and conditions set out<br>in this software licence agreement ("the Software Terms").<br>Installing the software, and/or, using any part of the electronic or printed material<br>accompanying the product, signifies Your acceptance of the terms and<br>conditions set out below. Therefore, please read the terms and conditions<br>carefully before using the materials provided or completing the first installation<br>and registration ("Initial Registration") process of the Software. If You do not |   |  |  |  |
| I accept the terms in the license agreement     I do not accept the terms in the license agreement InstallShield Print <a href="https://www.section.org">Next &gt; Cancel</a>   |   |  |  |  |

Read the Licence Agreement, and select "I accept the terms in the license agreement". The installation will not continue unless you accept the license terms.

Click on the Next button to continue.

Note that you can click the **Back** button at any time to review earlier screens.

The Setup Type screen displays:

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.1 🛛 🔀    |   |        |  |
|---|---|--------|--|
| Setup Type<br>Choose the setup type that best suits your needs. |   |        |  |
| Please select a setup type.                                     |   |        |  |
| Typical   | Install the typical program features for the English language.  |        |  |
| Custom  | Select which program features you want installed.<br>Recommended for users who want to install an additional<br>language(s) and for those outside South Africa. |        |  |
| InstallShield   | < Back Next >   | Cancel |  |

A **Typical** installation will install the program in English. If you wish to install additional languages or demo companies for alternative countries, select the **Custom** option.

| Migration Tips<br>Migration from Version 14 to Version 17.<br>Migration<br>The Wizard will migrate the Sage Pastel Accounting Version 14 registration and data<br>(companies) to Sage Pastel Accounting Version 17. The Wizard uses the internet to<br>link your Accounting Version 14 information to Accounting Version 17.<br><b>Tips</b><br>1. Migrate the server computer first.<br>2. An internet connection is required on the server computer so we can retrieve<br>your registration information. You will still be able to install if no internet<br>connection is available, but you will have to contact the Client Services<br>Department to register Sage Pastel Accounting Version 17.<br>InstallShield | <b>i</b>   | Sage Pastel Accounting Partner Version 17 Build 17.0.1                    | ×  |
|---|--|---|----|
| <ul> <li>The Wizard will migrate the Sage Pastel Accounting Version 14 registration and data (companies) to Sage Pastel Accounting Version 17. The Wizard uses the internet to link your Accounting Version 14 information to Accounting Version 17.</li> <li><b>Tips</b> <ol> <li>Migrate the server computer first.</li> <li>An internet connection is required on the server computer so we can retrieve your registration information. You will still be able to install if no internet connection is available, but you will have to contact the Client Services Department to register Sage Pastel Accounting Version 17</li> </ol> </li> </ul>   | -  | Sac   | je |
| <ul> <li>(companies) to Sage Pastel Accounting Version 17. The Wizard uses the internet to link your Accounting Version 14 information to Accounting Version 17.</li> <li><b>Tips</b> <ol> <li>Migrate the server computer first.</li> <li>An internet connection is required on the server computer so we can retrieve your registration information. You will still be able to install if no internet connection is available, but you will have to contact the Client Services Department to register Sage Pastel Accounting Version 17</li> </ol> </li> </ul>   | Migra  | ation   | ^  |
| <ol> <li>An internet connection is required on the server computer so we can retrieve<br/>your registration information. You will still be able to install if no internet<br/>connection is available, but you will have to contact the Client Services<br/>Department to register Sage Pastel Accounting Version 17</li> </ol>   | (compa<br>link you   | anies) to Sage Pastel Accounting Version 17. The Wizard uses the internet |    |
| your registration information. You will still be able to install if no internet<br>connection is available, but you will have to contact the Client Services<br>Department to register Sage Pastel Accounting Version 17  | 1.   | Migrate the server computer first.  |    |
|   | your registration information. You will still be able to install if no internet<br>connection is available, but you will have to contact the Client Services |   |    |
| ( Park New ) Consel   | InstallShie  |   |    |
| < <u>Back</u> <u>N</u> ext > Cancel   |  | < Back Next > Canc  | el |

Read through the Migration Tips screen to understand the process of migrating your Version 14 to Version 17  $\,$ 

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.1  |   |  |  |
|---|---|--|--|
| Destination Folder<br>Click Next to install to this folder, or click Change to install to a different folder. |   |  |  |
| Þ   | Install Sage Pastel Accounting Partner Version 17 to:<br>C:\Pastel17\       |  |  |
|   | Partner Version 17 Registration Folder:<br>C:\Pastel17\Custom\Registration\ |  |  |
| InstallShield -   | < <u>B</u> ack Cancel   |  |  |

On the Destination Folder screen, click on the Change button next to Partner Version 17 Registration Folder.

The Change Registration Folder screed displays.

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.          | 1 💌        |
|--|------------|
| Change Registration Folder<br>Browse to the registration folder. | sage       |
| Look in:   | • <b>E</b> |
|  |            |
| Create Map Drive<br>Network Path (UNC):                          | Browse     |
| InstallShield  | OK Cancel  |

If you have already mapped the Pastel17 folder, click on the drop down in the **Look in** field and select the mapped drive.

If you have not mapped the Pastel17 folder, click on the **Browse** button.

Browse and select the shared Pastel17 folder on the server.

Next select a drive letter from the drop down and click on the Map Drive button.

Click the **OK** button to continue.

On the Destination Folder screen, click on the Next button to continue.

| 🔂 Sa              | 🐉 🛛 Sage Pastel Accounting - InstallShield Wizard 🚽 🗖 🗙 |                      |                 |        |
|-------------------|---|----------------------|-----------------|--------|
| Companies         | Companies Selection                                     |                      |                 |        |
| Select the        | companies to migrat                                     | e to Version 17 from | the list below. | Saye   |
| C:\PASTEL1        | 4\ E:\SAGEX3\   |                      |                 | < > C  |
| Migrate           | New Location (V17)                                      | Current Location     | Company         |        |
| ✓                 | C:\Pastel17\DGDF  | C:\PASTEL14\DGDF     | (DGDF)          |        |
| Desel             | ect Change  |                      |                 |        |
| – InstallShield – |   |                      |                 |        |
|                   |   | < Back               | Next >          | Cancel |

Companies added in Version 14 will display. Click on the Next button to continue.

The **Ready to Install the Program** screen displays. Click the **Install** button to begin the installation.

The system displays a progress indicator:

| 23 |
|----|
|    |
|    |
|    |
|    |
|    |
|    |
|    |

Once the installation completes, the **InstallShield Wizard Completed** screen displays:

| 😸 Sage Pastel Accounting Partner Version 17 Build 17.0.1 |  |  |  |
|--|--|--|--|
|  | InstallShield Wizard Completed   |  |  |
| <b>sage</b> Pastel<br>Accounting                         | The InstallShield Wizard has successfully installed Sage Pastel<br>Accounting Partner Version 17. Click Finish to exit the wizard. |  |  |
|  | Show the Windows Installer log   |  |  |
|  | < Back Finish Cancel   |  |  |

Click on the **Finish** button to complete the installation.

You can now open Pastel and continue to process in Version 17.

#### 3. Keyboard Shortcuts

| Function /<br>Shortcut Key | Operation  | Comments   |
|----------------------------|--|--|
| F1                         | Access Help  | The help facility is available by pressing<br>F1 on any screen in your Sage Pastel<br>product  |
| F2                         | Open the Note facility   | Press F2 to open the Note facility, which<br>can also be linked to customer and<br>supplier accounts.  |
| F3                         | Allocate Open<br>Item transactions                               | F3 allows you quick access to the Open<br>Item matching screen when processing<br>in journals or cashbooks.  |
| F4                         | Open the Price<br>Search facility                                | Useful for instant access to inventory items' selling prices. Also shows quantities on hand of inventory items.  |
| F5                         | Zoom in on a record  | F5 opens a zoom screen to perform various record editing and enquiry functions.  |
| F6                         | Add a new record   | Quickly create a customer, supplier,<br>general ledger or inventory account at<br>the touch of a button.   |
| F7                         | Reconcile<br>function  | The F7 function key allows you to<br>reconcile your physical bank statement<br>with Sage Pastel's cashbook<br>transactions quickly and easily.   |
| F7                         | Modify a record<br>when on a Zoom<br>screen                      | Modify or edit a customer in the<br>cashbook, supplier or general ledger<br>account when zooming in for either of<br>the above. Note: the F7 function only<br>works when on a zoom screen for an<br>account. |
| F8                         | Switch between<br>VAT inclusive<br>and exclusive<br>transactions | When processing in the cashbook or<br>journal, press F8 to change an amount<br>from exclusive to inclusive or vice versa.<br><b>Note:</b> this function only works in<br>cashbooks and journals.             |

| F9       | Open the calculator  | F9 opens the calculator from Windows.<br>Select View on the calculator and then<br>click on Scientific for access to many<br>additional, useful calculator functions.  |
|----------|--|--|
| F12      | Return to the previous column  | When processing in documents,<br>journals or cashbooks, and you are in<br>the Account field, you cannot move off<br>the field without selecting an account.<br>Pressing F12 while on the field will<br>move you to the previous field without<br>forcing you to select an account. |
| Ctrl + H | Edit<br>customer/supplier<br>address details                         | When processing document lines, you<br>can use Ctrl + H to jump to the Delivery<br>Address field instantly. <b>Note:</b> you need<br>to be on the transaction lines to use this<br>shortcut.   |
| Ctrl + L | Insert <b>lines</b> on invoices                                      | When processing documents, after<br>selecting the customer/supplier account,<br>you can use Ctrl + L to jump straight to<br>the lines without tabbing through the<br>rest of the fields in the header section.<br>Note: you need to be on a header field<br>to use this shortcut.  |
| Ctrl + R | Copy postal<br>address to<br>delivery address<br>field or vice versa | In the Edit Customer/Supplier menu,<br>you can use this function to copy your<br>delivery address to your postal address<br>field, and vice versa.   |

#### 4. Useful Contact Details

| Cape Town<br>Switchboard     | +27 21 522 7400 | ctsales@pastel.co.za        |
|------------------------------|-----------------|-----------------------------|
| Durban<br>Switchboard        | +27 31 537 7100 | dbnsales@pastel.co.za       |
| Johannesburg<br>Switchboard  | +27 11 304 3000 | info@pastel.co.za           |
| Registrations                | +27 86 112 6837 | clientservices@sage.com     |
| Product Sales                | +27 11 304 3600 | sales@pastel.co.za          |
| Training                     | +27 11 304 3670 | training@pastel.co.za       |
| Installation Assistance      | +27 11 304 3830 | installations@pastel.co.za  |
| Client Services              | +27 86 112 6837 | clientservices@sage.com     |
| Pastel Payroll               | +27 11 304 4000 | info.pastelpayroll@sage.com |
| International<br>Switchboard | +27 11 304 3400 | info@sagepastel.com         |
| Support                      | +27 11 304 3300 | support@pastel.co.za        |
|                              |                 |                             |

www.sage.com

The specifications and information in this Installation Guide are correct at the time of printing. We continuously invest in Research and Development, and all the information in this guide is subject to change without prior notice. Therefore, Sage Pastel cannot be held responsible for errors or omissions. Copying or reprinting of this guide or sections thereof is not permitted without prior written authorisation.



© Sage South Africa (Pty) Ltd

www.sage.com/za

 JHB
 +27 11 304 3670

 CT
 +27 21 522 7400

 DBN
 +27 31 537 7100

 training@pastel.co.za