

sage

*Installation Guide:
Sage 50—U.S. Edition
2021.0*



Installation Guide – Sage 50—U.S. Edition 2021.0

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Sage 50—U.S. Edition - Getting Prepared to Install

- Verify all computers meet the minimum system requirements. Refer to Article ID 105584: [System Requirements: Sage 50—U.S. Edition 2021](#).
- Before starting the install, **reboot your computer** and be sure to close all other Microsoft and non-essential programs on the computer.
- **Turn off** your anti-virus for the duration of the installation process. Once your installation is finished make sure to **turn on** your anti-virus.
- Leave your **firewall on** and enable notifications.
- Make sure the User Account Control (UAC) is **set to minimum**, not maximum. This may require Admin access. Consult with IT personnel if necessary.

If upgrading your current version of Sage 50—U.S. Edition

- Back up all companies. Refer to Article ID 10264: [How do I create or make a backup?](#).
- Have all users exit Sage 50 before starting the install on the server.

Sage 50—U.S. Edition: Download the installation files

Download the program update from within the program:

1. At the server, open the program and select **Services**, and then select **Check for Updates**.
2. Select **Check Now**.
3. Select **Sage50_20xx.x.x.Upgrade**, and then select **Download**.
4. When the download finishes, close the program and follow the prompts to install.

Or select the appropriate link in the **Download your product(s)** section below to access the download page for the latest full version of your product.

Download your product(s)

Sage 50—U.S. Edition:

https://cdn-dlm.esd.sage.com/Sage50USEdition/18919/Sage50_2021.0.0.exe

Sage 50—U.S. Edition - Standalone Installation Instructions

Installing on a single/standalone computer

1. Run the downloaded installation file.
2. Select to install the requirements needed for Sage 50 Accounting if you receive the prompt.
3. Turn off anti-virus, and then click **Next**.
4. Agree to the License Agreement, and then click **Next**.
5. Select **Auto configure the Windows Firewall to allow install and run Sage 50 (Recommended)** box, and then click **Next**.

Note: If the Windows Firewall is disabled, then the box will be grayed out.

6. Verify or enter your **Serial number**, and then click **Next**. If you have any issue locating your serial number please refer to Article ID 14995: [What is the serial number for my product?](#)
7. At the prompt "Will this be the only computer running Sage 50?" select **Yes**, and then click **Next**.
8. On the Install Options, select location of program files and company data files, and then click **Install**. (If installing for the first time or on a new machine it is recommended to accept the default location for the program files and company data files)
9. Complete the installation, open the program, and activate Sage 50
10. Open each company and allow the data to be converted to the new version. For more instructions on converting your company data refer to Article ID 13613: [How do I convert my company data?](#)

Sage 50—U.S. Edition - Network Installation Instructions (server)

Installing on the Server

1. Download the program installation using a method described on page 4 of this document.
2. Run the downloaded installation file and follow the prompts to install.
3. When asked "Will this be the only computer running Sage 50?" select **No**, and then click **Next**.
4. On the Sage 50 Company Data Files Storage screen, select **This computer is the server**, and then click **Next**.
5. Verify Install Options and proceed with the installation on the server.
6. On Sharing Company Data screen, select **Share the Folder**, and then click **Next**. Follow the articles listed below to share the correct folder with the correct permissions.
 - Article ID 10893: [Which folders need to be shared and what level of access do users need?](#)
 - Article ID 33112: [How do I share my data path folder?](#)
 - Article ID 10211: [Verify my data file permissions are correctly set](#)

Note: The Sharing Company Data screen has a link to **View important information you will need when installing Sage 50 on your network**. You may wish to print these instructions for future reference.

7. Complete the installation (there is a link to Read the Release notes); allow the program to open and activate.
8. Open each company and allow the data to be converted to the new version. For more instructions on converting your company data refer to Article ID 13613: [How do I convert my company data?](#)

Sage 50—U.S. Edition - Network Installation Instructions (workstation)

Installing on workstations

Option I: Install on a Workstation selecting the settings from the Server install

1. At the server, set permissions on the PeachtreeInstaller[Release] shared folder (located by default in the program path)
 - Follow Article ID 10165: [How to find data path and program path](#)
 - Follow Article ID 10211: [Verify my data file permissions are correctly set](#)
2. At the workstation, press **Windows+R** keys
3. Type **\\ServerName**, and then click **OK**
4. Double-click **PeachtreeInstaller[Release]** folder
5. Double-click **peachw** folder, and then double-click **install** folder
6. Right-click **_setup.exe**, and then select **Run as administrator**
7. The setup will begin selecting the settings from the Server

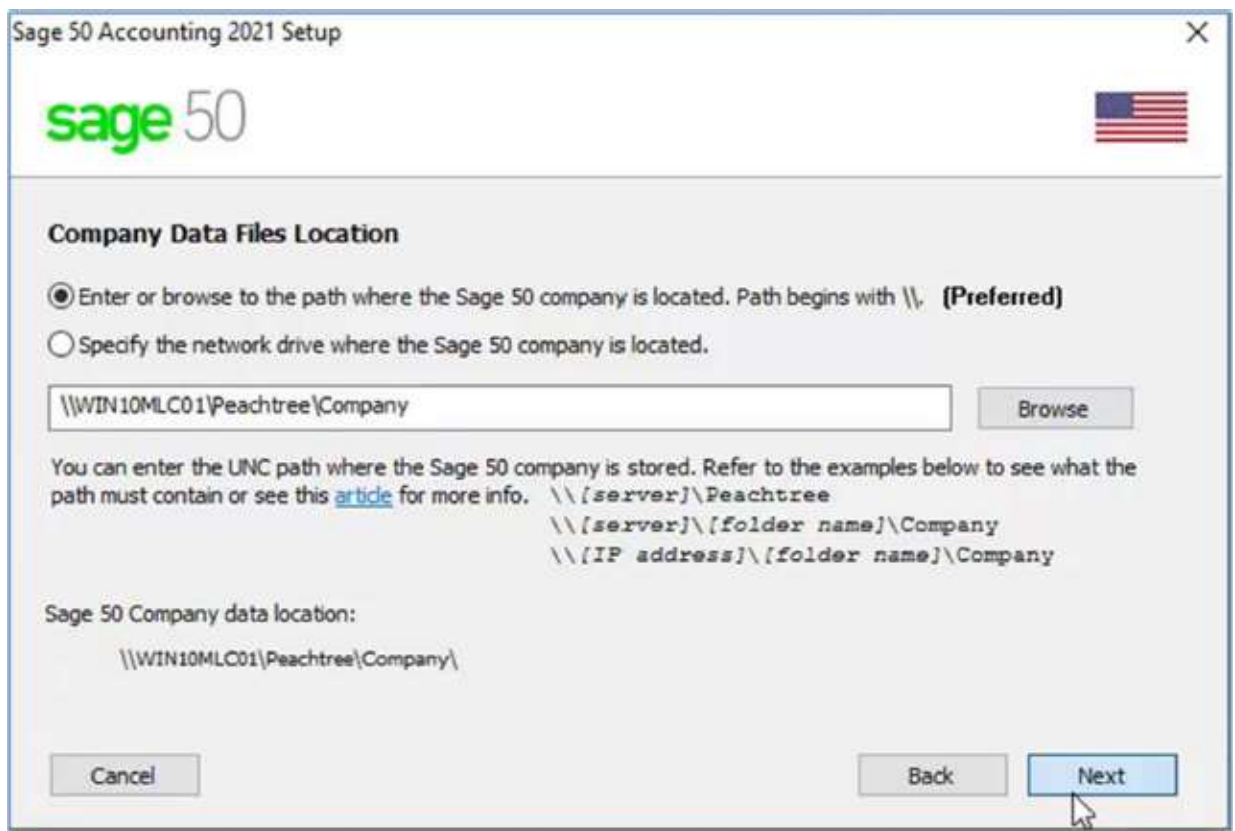
Option II: Install to a desired data location and/or change the program path

1. Follow Steps 1 through 4 above to access the PeachtreeInstaller[Release] shared folder
2. Right-click **Setup.exe**, and then select **Run as administrator**
3. The setup will begin the install wizard
4. Follow the prompts to install and read the license agreement, clicking **Next**.
5. Enter the serial number and click **Next**.
6. When asked **Will this be the only computer running Sage 50?**, answer **No** and click **Next**.
7. On the Sage 50 Company Data Files Storage screen, select **A different computer on the network is the server and will store Sage 50 company data**.
8. Place a check mark next to **I confirm that Sage 50 has already been installed on the server** and click **Next**.
9. On the **Company Data Files Location** screen, you have two options:
 - **Enter or browse to the path where the Sage 50 company data is located.** The path begins with ****, which is known as the **UNC path**. This option is new for the 2021.0 release.
 - **Specify the network drive where the Sage 50 company is located.** Select a previously mapped drive or click **Find a Computer** to map a drive.
10. Click **Next** and select the program files directory. It is usually best to leave this as the default directory.
11. Confirm that the company data location is correct and click **Install**.

Note: Consult your network administrator or IT group for assistance if you are not sure what to select.

Installing on a workstation using a UNC path

1. On the **Company Data Files Location** screen, click **Enter** or browse to the path where the Sage 50 company is located.
2. In the open box, enter the UNC path manually using either the **server's IP address** or **Server name**.
 - Example 1: \\ServerName\Peachtree\Company
 - Example 2: \\10.123.111.123\Peachtree\Company
 - Alternately, click **Browse** to select the UNC path on the network and click **OK**.
3. Verify the **Sage 50 Company data location** in the lower left

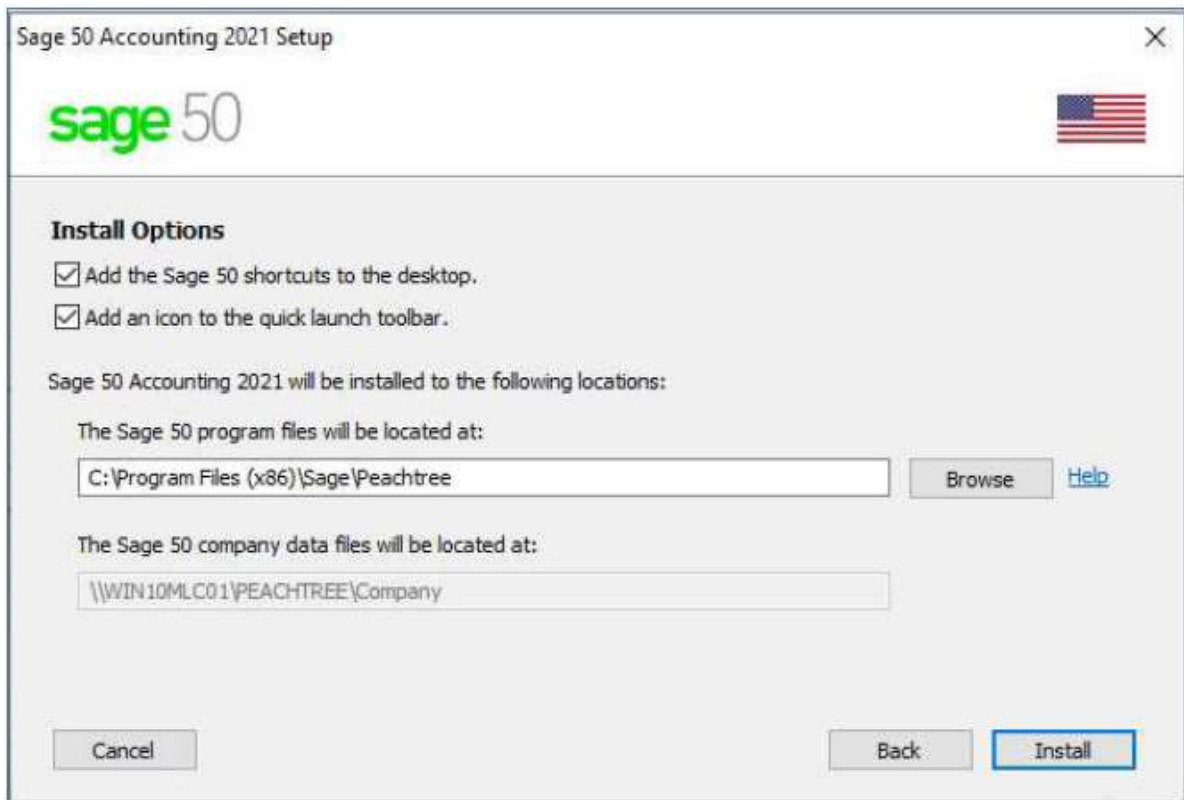


The screenshot shows the 'Sage 50 Accounting 2021 Setup' window. The title bar includes the Sage 50 logo and an American flag icon. The main content area is titled 'Company Data Files Location' and contains two radio button options: 'Enter or browse to the path where the Sage 50 company is located. Path begins with \\, (Preferred)' (which is selected) and 'Specify the network drive where the Sage 50 company is located.' Below these options is a text input field containing the UNC path '\\WIN10MLC01\Peachtree\Company' and a 'Browse' button. A paragraph of text explains that the UNC path must contain a server name or IP address, followed by a folder name and 'Company'. Three examples are provided: '\\[server]\Peachtree', '\\[server]\[folder name]\Company', and '\\[IP address]\[folder name]\Company'. Below this, the 'Sage 50 Company data location:' is displayed as '\\WIN10MLC01\Peachtree\Company\'. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Next' (which is highlighted with a mouse cursor).

4. Enter network credentials if prompted and click **OK**.



- Credentials will be required when first connecting to the server
 - Credentials may be requested again, if **Remember my credentials** is not checked or if there is a dropped network connection
5. The final screen will display the company data files in UNC format.



6. Click **Install**.

Installing for use with Remote Data Access (formerly Sage Drive)

Sage Remote Data Access (formerly Sage Drive) allows you to connect to and synchronize your data remotely via our cloud servers. If you are taking your laptop home or installing Sage on your home computer to access a shared company via Remote Data Access, it will **not** be accessing the data over your office's LAN (Local Area Network), but over the **cloud**.

1. Follow the installation steps as outlined in Article ID 96406: [Sage 50—U.S. Edition - Standalone Installation Instructions](#).
2. As stated in the installation instructions, at the prompt **Will this be the only computer running Sage 50?**, select **Yes**. This will install on your laptop or home computer as a standalone installation, which will allow you to run Sage away from your local network.
3. You are now ready to download a shared company. See Article ID 72852: [How do I download a company shared with Remote Data Access \(formerly Sage Drive\)?](#).

When you have downloaded the shared company, any changes you make on your locally downloaded copy of the Sage 50 database will synchronize over the cloud with the main company database and any other users the data is shared with. Likewise, any changes any other users make, either remotely or in the office, will be synchronized to your computer.

Common Installation Questions & Answers

For answers to common installation questions please refer to Article ID 37500: [Installation Frequently Asked Questions \(FAQ\)](#)

Common Installation Issues & Resolutions

Error: “Sage 50 cannot connect to database” during installation

After downloading, I am unable to install the program

Installation has stopped. How do I restart it?

I cannot find my server when installing on a network

Error: “The serial number you have entered is not valid” during installation or upgrade

Error: “Failed to switcher Terminal Server to INSTALL mode.”

Error: “There is not a valid Sage 50 centralized company data location on that computer” during installation

Error: “Number: 0x80040707 Description: DLL function call crashed: ConfigLib.ApplyPervasiveSettings”

Error: “Unhandled exception error number 0x80040702 Failed to load dll: configlib”

Error: “This release of Sage 50 does not support your current operating system” when installing on Windows 10 or other supported operating systems

Cannot find my company after installing / upgrading. How can I locate my company?