
Installing and Using Sage App Manager

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For Sage App Manager 6.2A



Sage Software Asia Pte Ltd

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Overview

What is App Manager?

App Manager is an add-on to Sage 300 ERP that extends the functionality of the ERP system. The feature enhancements are provided by means of apps, and you can use App Manager to install and maintain the apps.

Apps are a great way to add new features to your Sage 300 ERP system. They enhance productivity, usability, and provide new functionalities and specialized reports with more to come, to add value to your existing ERP system.

Requirements

1. Sage 300 ERP 5.4 or later. This will vary with different Apps
2. Workstations (or standalone deployment)
 - a. Windows 7 (Enterprise, Ultimate, Professional, Home Premium)
 - b. Windows 8 and 8.1
3. Servers (for client/server deployment)
 - a. Windows 2008, 2011 and 2012

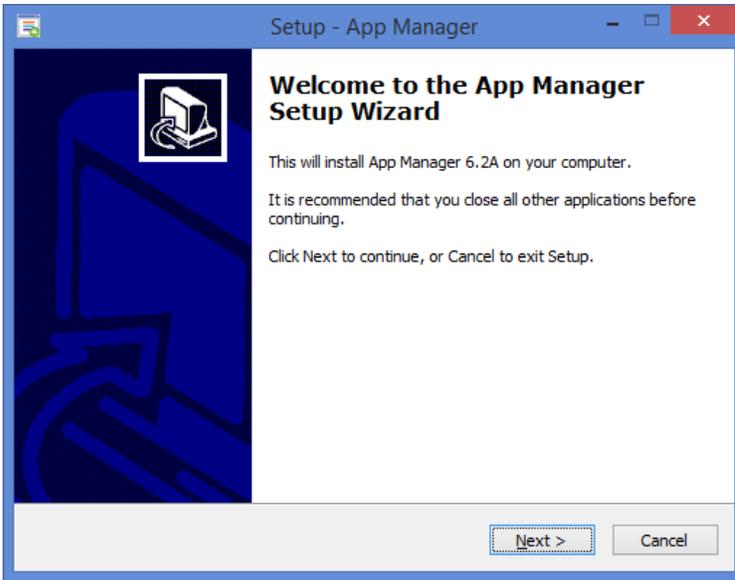
Installing and Setting Up App Manager

Installing App Manager

You must have Administrator rights to install App Manager on a machine. For network installations, you also need read-write access to the Sage 300 ERP programs folder on the network.

Once App Manager is installed on the server, it is available to all workstations, similar to regular Sage 300 ERP modules. You do not need to re-install Workstation Setup on the workstations.

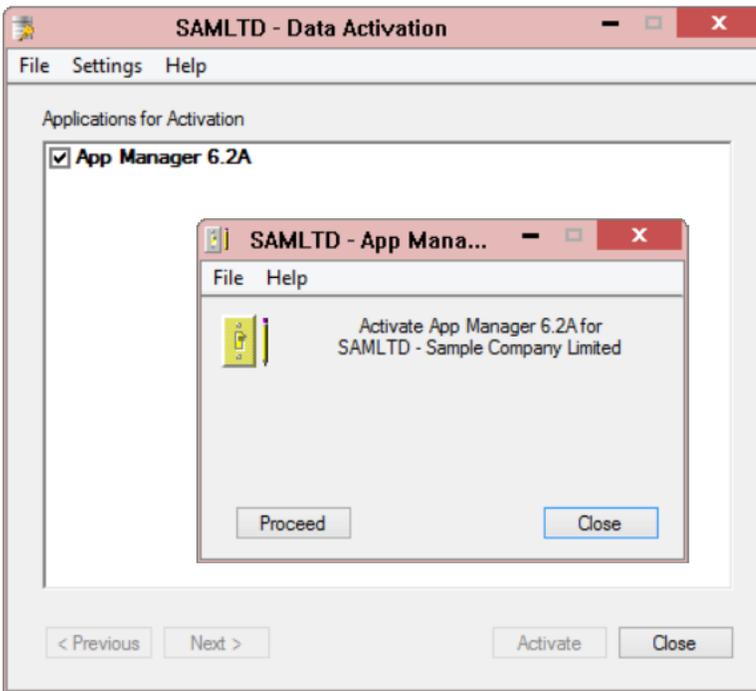
4. Run XA62A.EXE to install App Manager. The installation would automatically detect the location of the Sage 300 ERP programs folder. Follow the instructions on screen to complete the installation.



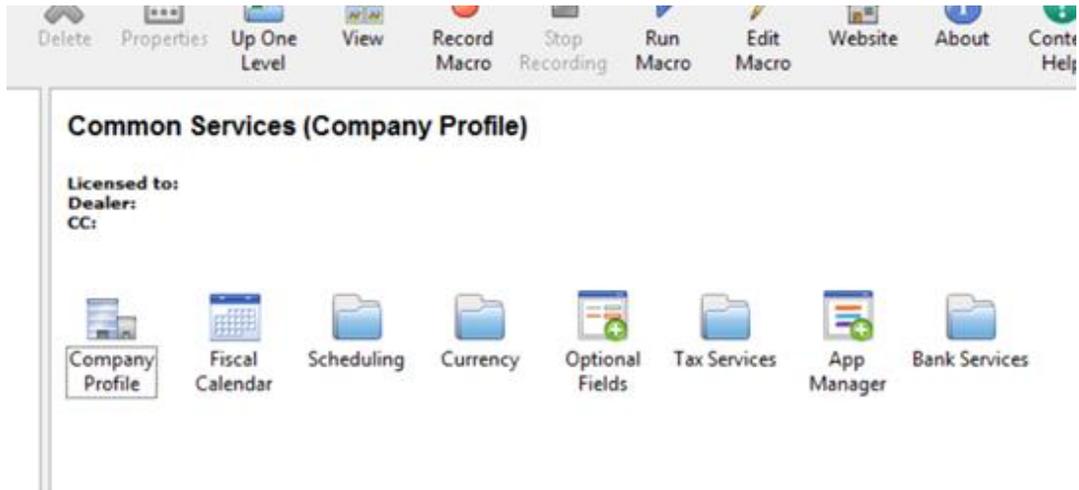
Activating App Manager on Sage 300 ERP Companies

Once App Manager is installed, you need to activate the App Manager module in all the Sage 300 ERP companies for which you want to use the apps.

1. Sign on to a Sage 300 ERP company as the ADMIN user.
2. Run Data Activation under Administrative Services.
3. Select App Manager to activate the module.



You can find App Manager in Common Services after the module is activated.



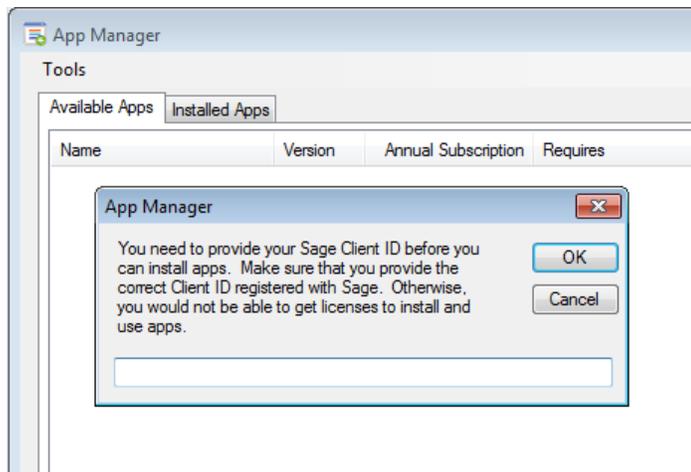
4. Repeat Step 1 to Step 3 for the other companies for which you want to use App Manager and the apps.

Setting Up App Manager for Sage 300 ERP 5.4A and 5.5A

NOTE: These steps are applicable only if you are using Sage 300 ERP 5.4A or 5.5A.

Sage 300 ERP 5.4A and 5.5A do not store the Sage Client ID assigned to you when you purchased the software. However, App Manager needs the Sage Client ID to verify licenses. App Manager will ask you for the Client ID when you run it for the first time.

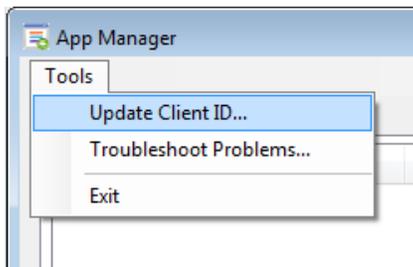
1. Run App Manager for the first time. The program will ask you to supply the Sage Client ID.



2. Make sure you supply the correct Sage Client ID assigned to you. Check with your Sage Business Partner or Consultant if you are not sure.

Note: You need to supply the Client ID only once even if you have App Manager activated on multiple companies.

3. You can update the Client ID later in App Manager, under Tools->Update Client ID.

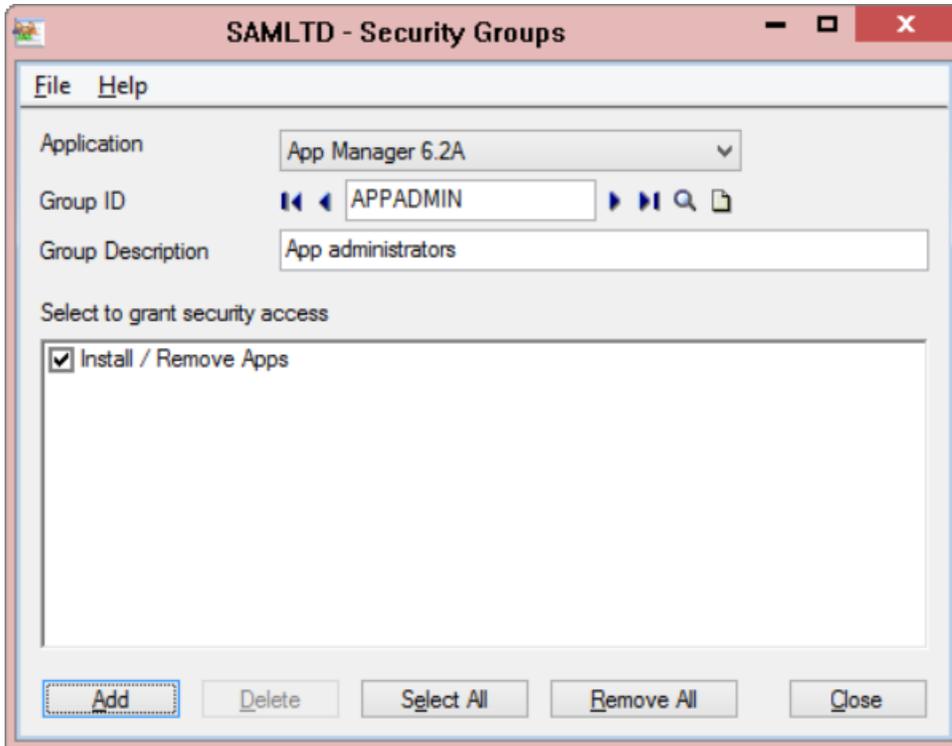


Setting Up Security for App Manager

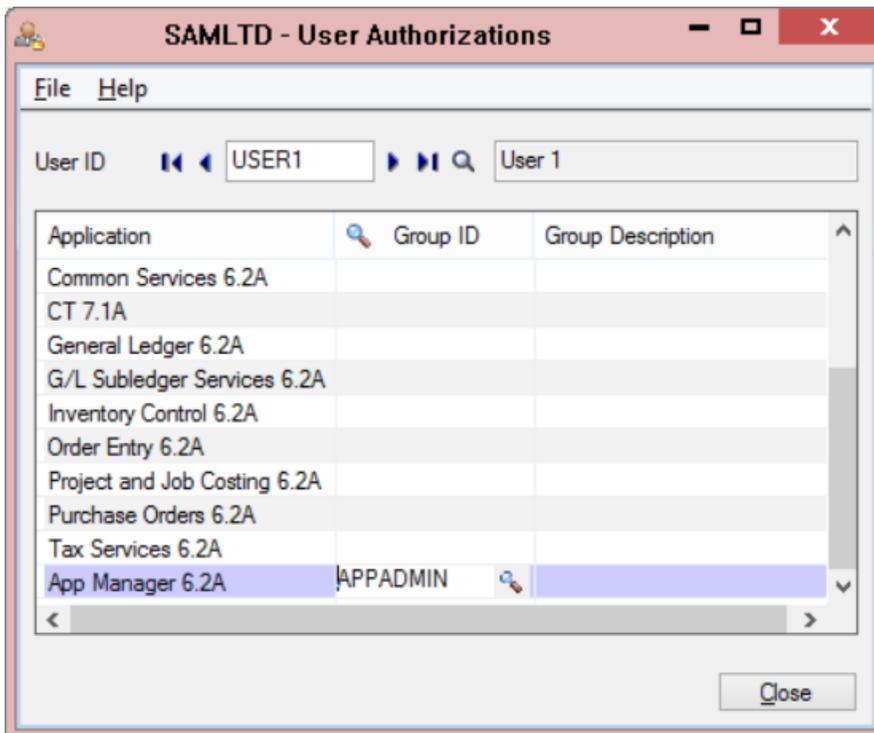
All Sage 300 ERP users can run App Manager. Only the ADMIN user, however, can initially install or remove apps. Other users who do not have the access right can only view the list of apps available and installed.

You can give access rights to other users to install and remove apps:

1. Sign on to a Sage 300 ERP company as the ADMIN user.
2. Run Security Groups under Administrative Services.
3. Select App Manager as the application.
4. Create a new security group, or select an existing security group if you want to add the access right to an existing group.
5. Select the "Install / Remove Apps" access right and add it to the group.



6. Run User Authorization under Administrative Services.
7. Select an existing user.
8. Assign the appropriate security group to the App Manager application for the user.

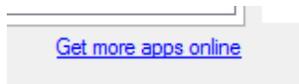


Using App Manager

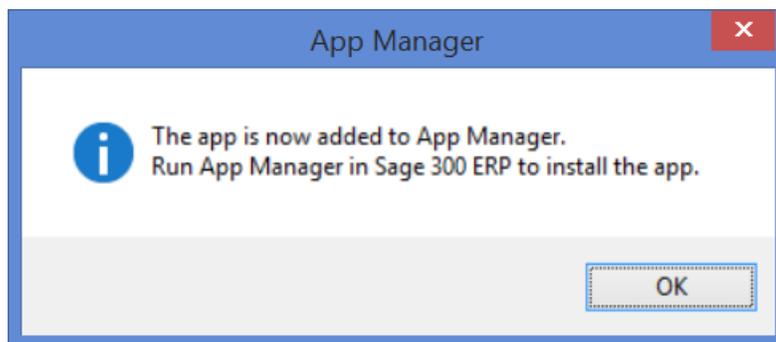
You can run App Manager under Common Services.

Adding Apps to App Manager

You can get apps from the Sage 300 ERP Apps page online. Click “Get more apps online” in App Manager to view the page.



1. When you receive or download an app, you will get a file with an XAA extension. Simply save the file to any location on your machine.
2. Locate the file in My Computer.
3. Double-click the file and the app will be added to App Manager.

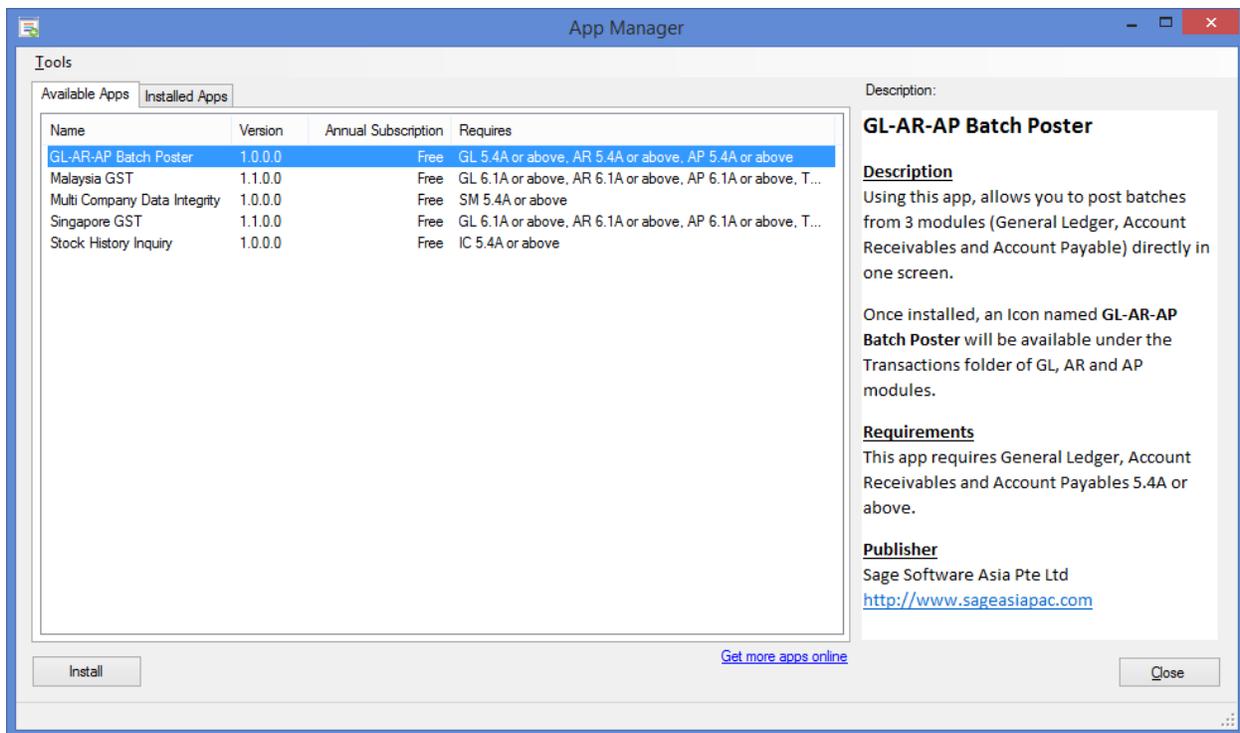


4. Run App Manager and you can see the new app in the Available Apps tab.

The App Manager Window

Available Apps

The Available Apps tabbed page shows all the apps available for installation as well as the requirements of each app. A description of the app will be shown if you select an app.



You can install apps only if your Sage 300 ERP matches the requirements of those apps. Contact your Sage Business Partner or Consultant to upgrade your Sage 300 ERP if you want to use apps that require a newer version.

Installed Apps

The Installed Apps tabbed page shows all the apps that are already installed on the system. You can also remove apps you do not want from this view.

Installing Apps

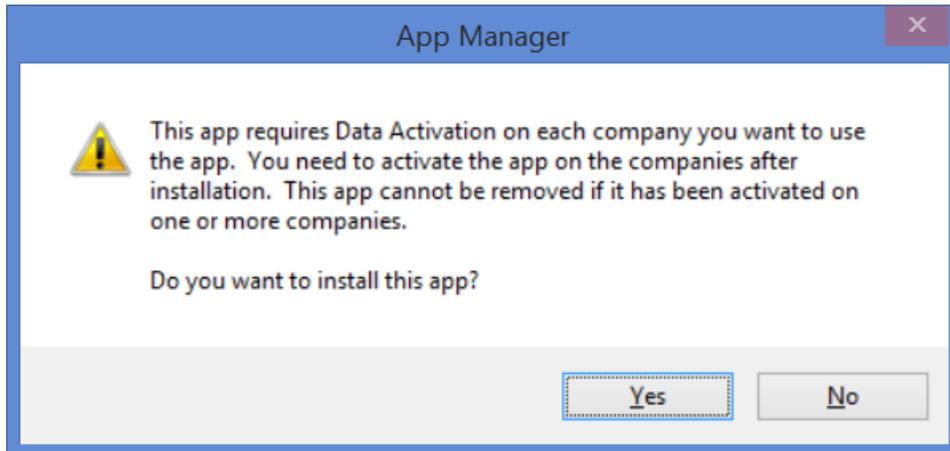
To install an app, select the app and click the Install button. Once installed, the app is available on all Sage 300 ERP companies with App Manager activated.

The location where you can find the app after installation depends on the app. Check the description of the app to find out where it will be installed. For example, an app that adds on to Order Entry will be installed into the Order Entry folder or one of its subfolders.

App program files are copied to the Sage 300 ERP programs folder when an app is installed. You must have access rights to add files to that folder and if it is a network installation, access rights to add files to the network folder. App Manager will detect and let you know if you do not have the required access rights before it installs any app.

Activating the Installed Apps

Some apps require separate Data Activation on the Sage 300 ERP companies which you want to use the apps. App Manager will let you know if an app requires Data Activation before installing the app. Note that once an app of this type is activated on any Sage 300 ERP company, it cannot be removed in App Manager.

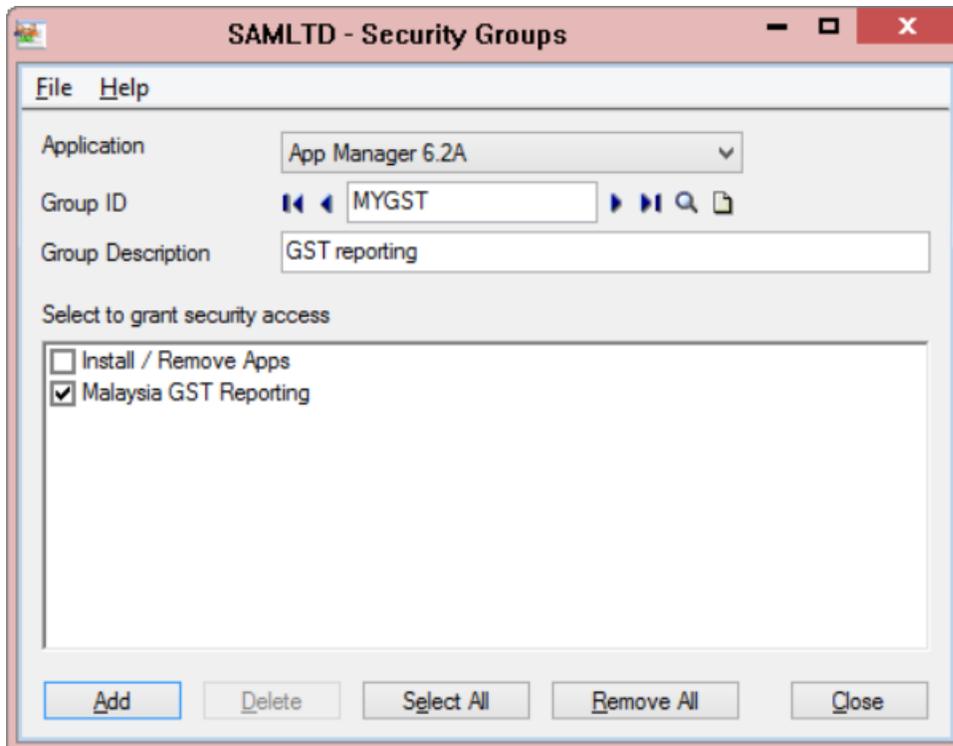


Apps that do not need Data Activation are available to all Sage 300 ERP companies with App Manager activated, once they are installed.

Setting Up Security Rights for Apps

Some apps add new security rights to your Sage 300 ERP system to control access to the apps by users. Check the description of the app to find out if it adds security rights.

You can assign the new security rights to the appropriate security groups and users under Administrative Services. The security rights will be added to the App Manager application.

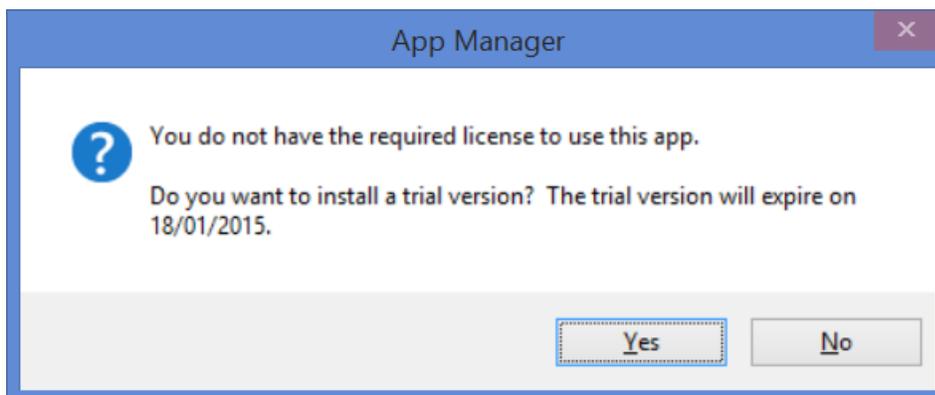


License Requirements

Different apps have different license requirements. Check the description of the app for details. App Manager will let you know if you do not have the license to install and use an app.

Trying Out Apps

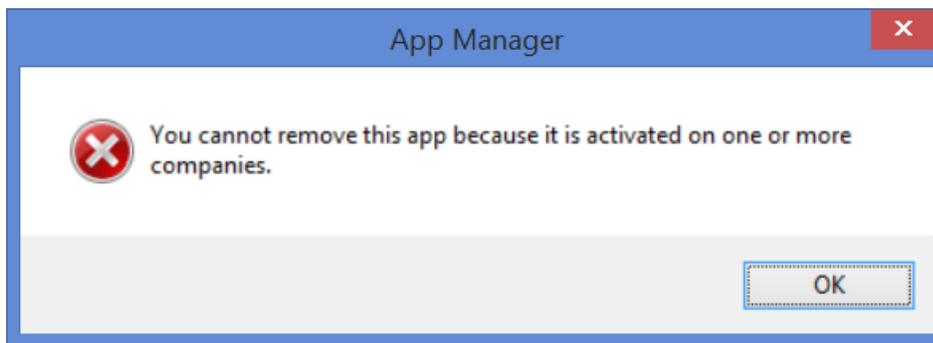
Some apps might allow a trial version to be installed if you do not have the license. App Manager will tell you in this case that you are installing a trial version as well as the expiry date. Install the app and try before purchasing a full license.



Removing Apps

To remove an app, select the app under the Installed Apps screen, and click the Remove button. You can always install the app again from the Available Apps screen.

Some apps require Data Activation on Sage 300 ERP companies after installation. Once an app of this type is activated on one or more companies, it cannot be removed in App Manager.



Upgrading Apps

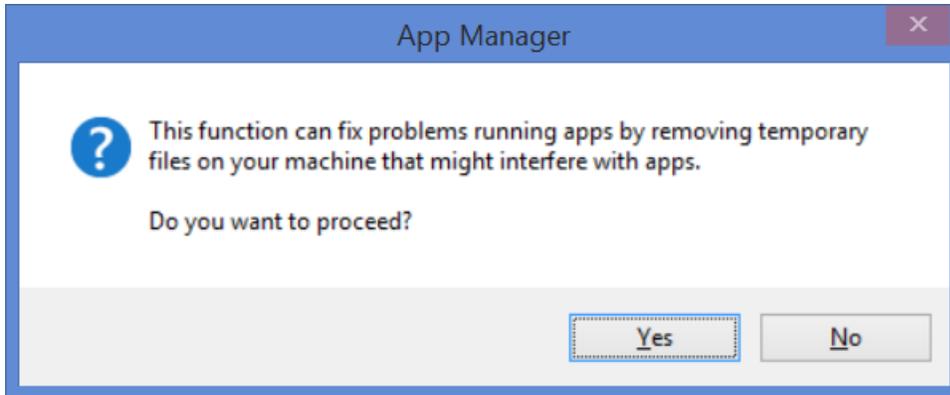
Apps will get updated occasionally to include feature enhancements. When you get an updated version of an app, you can install the upgrade in App Manager. The app will show in the Available Apps tab. Select the app you want to upgrade and click the Upgrade button.

Troubleshooting

Common Problems

Some apps cannot run and give me an “unknown error”

Certain temporary files on the machine may interfere with some apps (apps that are Sage 300 ERP macros.) You can run the “Troubleshoot Problems.....” function in Apps Manager’s Tools menu, on the machine that you have problems running the apps. App Manager will locate and remove the temporary files known to cause problems.



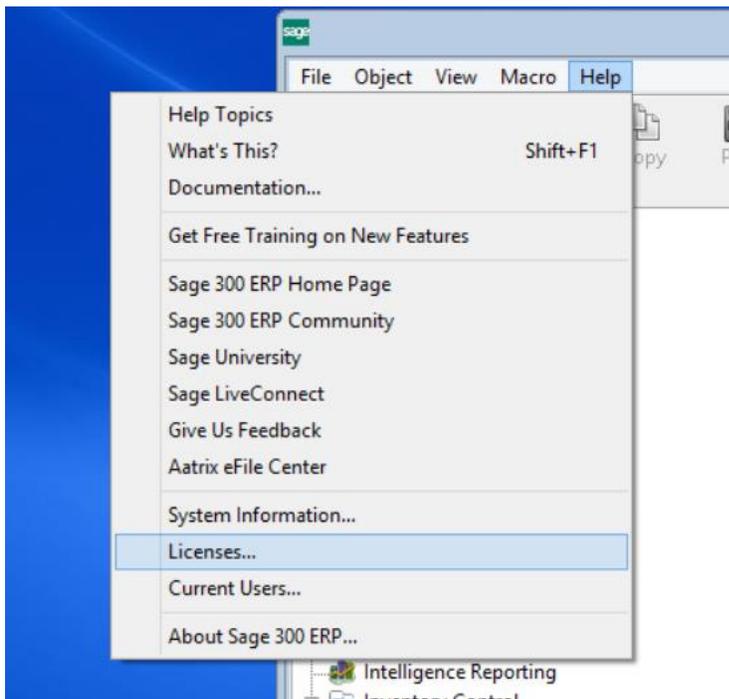
App Manager cannot find licenses when I install an app

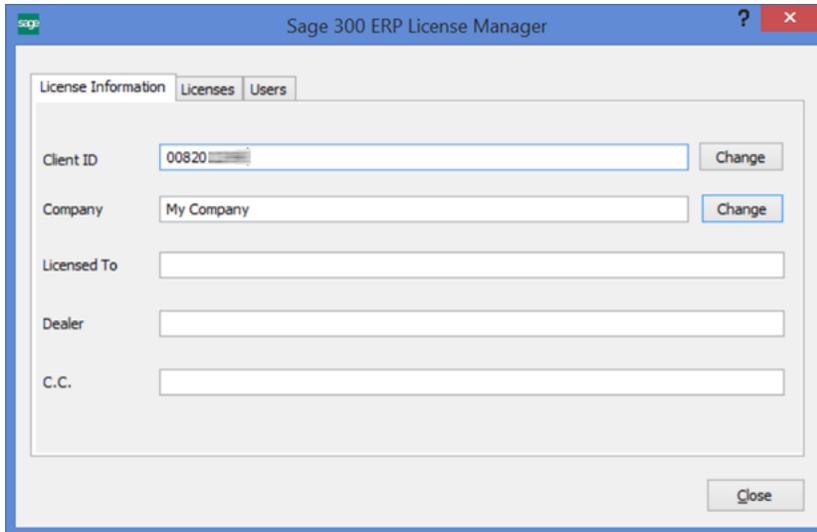
App Manager requires an Internet connection to verify licenses. Make sure you have a working Internet connection on the machine on which you want to install apps. When you run App Manager, it will detect and let you know if it cannot connect to the Internet.

App licenses are tied to the Sage Client ID assigned to you when you purchased Sage 300 ERP. Make sure you set up the correct Client ID in Sage 300 ERP or App Manager, depending on the version of Sage 300 ERP you are using.

Sage 300 ERP 5.6A or Above

Check and make sure the Client ID is correct in License Manager. You can run the License Manager from Sage 300 ERP, Help->Licenses..., and then select License Manager.





Sage 300 ERP 5.4A and 5.5A

Check and make sure the Client ID is set up correctly in App Manager.

