



Sage Fixed Assets Premier

Installation guide

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Sage End User License Agreement (EULA): <http://na.sage.com/sage-na/eula>

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Chapter 1 Introduction

After installation, your computer will have the following Sage Fixed Assets Premier products:

- Depreciation
- Tracking
- Planning

This guide contains information that will get your application up and running as quickly as possible. It includes information about installing these applications for the first time, as well as upgrading from a previous version of each product.

System Requirements

Before installing Sage Fixed Assets, review the [System Requirements: Sage Fixed Assets Premier Edition](#) article in the Sage Knowledgebase for the latest system requirements. The requirements listed here are the *minimum* requirements. As is true of all software products, enhancing your hardware and application software may improve performance.

Note: Sage Fixed Assets applications do not operate in a clustered SQL Server environment.

Security Requirements

The following rights are required to install and run the Sage Fixed Assets applications properly.

Installation

The person installing the application must have **Administrative** rights to the local computer.

During the installation of the network client, the client machine will need **Read** access to the SFAServ directory. After you install the server components, make sure that you share the SFAServ directory and not just its subdirectories.

Microsoft SQL Server Requirements

Before beginning installation and creation of databases, you must verify that your server configuration meets the following requirements:

- You must use Mixed Mode Authentication when connecting to Microsoft SQL Server. You select Mixed Mode Authentication when you install Microsoft SQL Server. For more information about using Mixed Mode Authentication (rather than Windows Authentication Mode), please refer to your Microsoft SQL Server documentation.
- The Sage Fixed Assets application supports **multiple instances** of Microsoft SQL Server. The first time you launch the Database Utility, the application prompts you to create a system configuration database. You can select the desired SQL Server instance when you create the system configuration database.

You can install the Sage Fixed Assets server components on a machine that uses any of the supported operating systems, whether Microsoft SQL Server is installed on that machine or not.

If you are installing the server components on a computer that does not have Microsoft SQL Server on it, the Server installation will automatically drop the necessary SQL Server components that are required by the Database Utility.

You can install the Sage Fixed Assets server components on Machine A even if Microsoft SQL Server is on Machine B. When creating the Sage Fixed Assets configuration database (Bestsys) on Machine A, in the Configure Bestsys Database dialog, select Machine B in the Engine Name field.

- The Microsoft SQL Server service must be started and running before execution of the installation application or the Database Utility.
- The Sage Fixed Assets application requires that the following Server Collation settings be applied:

Server Collation: SQL_Latin1_General_CP1_CI_AS (1252)
Character Set: ISO

Sage Fixed Assets Checklist

- ☐ Do you want to run the client application on the file server?

To run the client application on the server, you must perform the client installation after you perform the server portion of the installation.

- ☐ Have you backed up your existing data (current users only) using the application's backup utility? (To back up your data, select File/Company Utilities/Backup Company from the menu bar.)

Location of backup _____

Microsoft SQL Server Checklist

Before you install Sage Fixed Assets on your server, go through this checklist and verify that you have completed all the required preliminary steps. If you answer no to any of these checklist questions, then do not proceed with the installation until you can answer yes to that step.

- ☐ Are you installing on a server that meets the minimum hardware requirements for Sage Fixed Assets?
- ☐ Is your **tempdb** for Microsoft SQL Server configured with a size of at least 100 MB, and is the tempdb located on a device other than the master device?
- ☐ Have you configured Microsoft SQL Server to meet the configuration settings?
Server Collation: SQL_Latin1_General_CP1_CI_AS_(1252)
Character Set: ISO
- ☐ Have you backed up your master database as well as any other existing databases on the file server on which you plan to install the Sage Fixed Assets application? In the event of a Microsoft SQL Server failure, you may need to restore the databases from a backup.
- ☐ Have you closed all other Windows applications, including virus-checking software, before you begin the installation?

You are now ready to install Sage Fixed Assets on the server and create the required databases.

Contacting Us

Within Sage Fixed Assets, select Help/Sage Support to display a list of support options. Click to access the product Knowledgebase, find product downloads and updates, start a live chat session, or to submit a support ticket. Sage Support contact number: 800-331-8514.

Chapter 2 Installing Sage Fixed Assets Premier Server

In this chapter:

[Overview of the Install Process](#)

[Step 1: Installing the Sage Fixed Assets Server Components](#)

[Step 2: Creating the Configuration Database](#)

[Step 3: Creating an Asset Database](#)

[Step 4: Sharing the SFAServ Folder](#)

[Step 5: Setting Up the Attachments Folder for PDFs](#)

[Step 6: Launching the Database Utility - Premier Planning](#)

[Step 7: Installing the Sage Fixed Assets Reporting Server Components \(Optional\)](#)

[Step 8: Registering the Application](#)

[Step 9: Mapping a Drive to the SFAServ Folder \(Optional\)](#)

Overview of the Install Process

The install process consists of the following steps:

1. Installing the Sage Fixed Assets server components, [page 9](#).
2. Creating the configuration database, [page 10](#).
3. Creating an asset database, [page 13](#).
4. Sharing the SFAServ folder, [page 16](#).
5. Setting up the Attachments folder for PDFs, [page 17](#).
6. Launching the Database Utility - Premier Planning, [page 18](#).
7. **Optional:** Installing the Sage Fixed Assets Reporting server components, [page 19](#).
8. Registering the application, [page 20](#).
9. **Optional:** Mapping a drive to the SFAServ folder, [page 25](#).

Step 1: Installing the Sage Fixed Assets Server Components

In this step, you install the server components on the server machine.

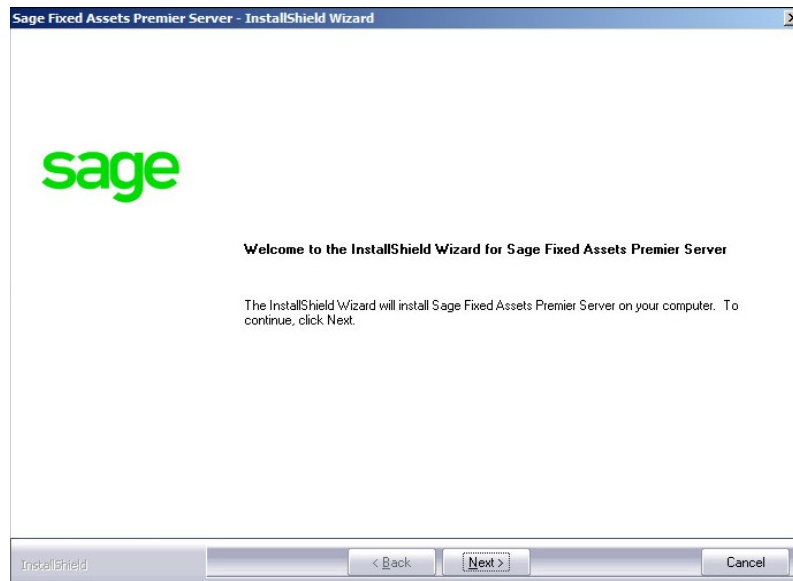
Note: You must be on the server machine to install the server components. You cannot install the server components from the client machine.

To install the Sage Fixed Assets server components

1. Sign in to [Sage Support](#).
2. Click My downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file.

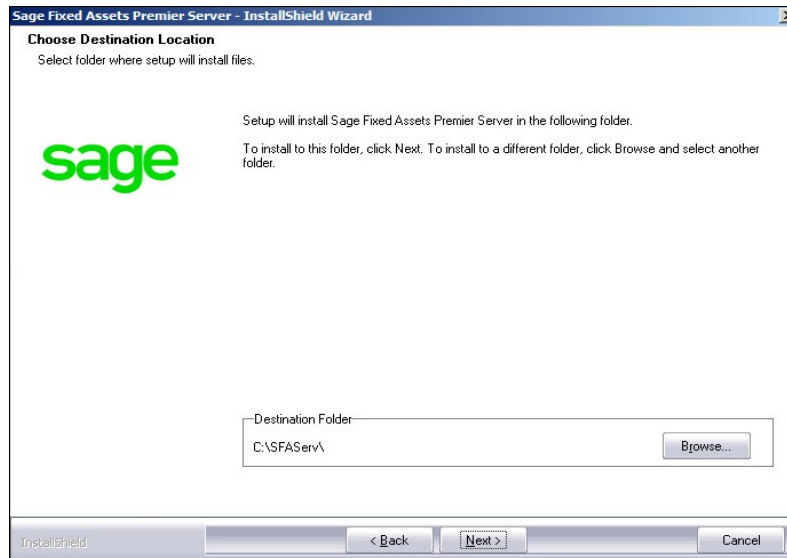
The system prompts you to install Sage Advisor Update, Microsoft .NET Framework, Microsoft Visual C++ 2015 Redistributable Package, and Microsoft ODBC Driver 11 for SQL Server if it is not already installed.

6. Click the Install button. The system installs the required components, then displays the Welcome dialog. (You may need to restart your machine.)



7. Click the Next button. The Software License Agreement dialog appears.
8. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, the Choose Destination Location dialog appears.



9. Select the folder in which to install the server components, and then click the Next button. The system begins installing the software and the Setup Status dialog appears.

When all files have been installed, a message informs you that:

- The application will launch the Database Utility, and
- You MUST specify the attachments folder for PDF files attached to images.

10. Click OK. The InstallShield Wizard Complete dialog appears.
11. Click the Finish button.

Step 2: Creating the Configuration Database

When you installed the application, you provided the necessary information to create the Configuration Database (BESTSYS). The first time you launch the Database Utility, the database will be created for the Configuration Database. The BESTSYS database contains critical information about the application and your Sage Fixed Assets asset databases, but it does not contain any asset information.

If you chose to launch the Database Utility, a message prompts you to create the Configuration Database. Otherwise, follow the steps below to launch the Database Utility.

Note: The Database Utility may appear behind any currently open dialogs. Close or minimize the open dialogs to view the utility.

To create the Configuration Database

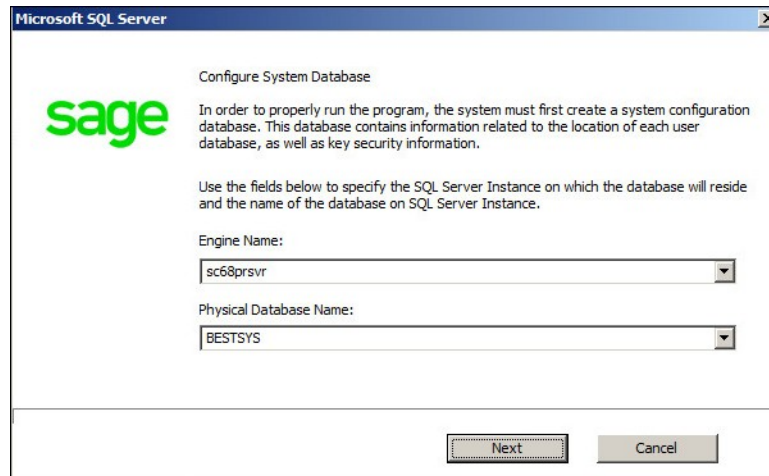
1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.

4. Select the Database Utility Premier Depreciation & Tracking icon (or the Database Utility - Premier Planning icon). A message prompts you to create the Configuration Database. Click OK to proceed.

If you are launching the utility for the first time, the application displays the Configure System Database dialog.

If you are creating the Bestsys database from a machine that does not have Microsoft SQL Server on it, you must point to the Microsoft SQL Server machine.

5. Select or enter the Microsoft SQL Server machine in the Engine Name field.



■ **Engine Name**

Use this field to enter the name of the SQL Server on which the Configuration Database will reside.

■ **Physical Database Name**

Use this field to change the name of the Configuration Database.

Note: We strongly recommend that you do NOT change the default database name of BESTSYS.

6. Click the Next button. The application displays a login dialog.
7. Enter your system administrator login name and password used to log in to Microsoft SQL Server, and then click OK. The application returns to the Configure System Database dialog.
8. Click the Next button. The application displays a message indicating that the Configuration Database does not exist and asking if you want to create it now.
9. Click the Yes button to proceed. The application displays a dialog that allows you to specify a location for the Configuration Database.

Microsoft SQL Server

sage

Enter Database file path relative to the server

Drive: C:\ Device Path: Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\DATA

Enter log file path relative to the server

Drive: C:\ Device Path: Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\DATA

< Back Next Cancel

10. Specify the location of the Configuration Database, then click the Next button. The application displays a dialog that provides information about the Configuration Database.

Microsoft SQL Server

sage

Logical Database Name: BESTSYS

Data Source Name: BESTSYS32

Engine Name: sc68prsvr

Physical Database Name: BESTSYS

Data Device

Drive: C:\ Device Path: C:\Program Files\Microsoft SQL

Log Device

Drive: C:\ Device Path: C:\Program Files\Microsoft SQL

< Back Finish Cancel

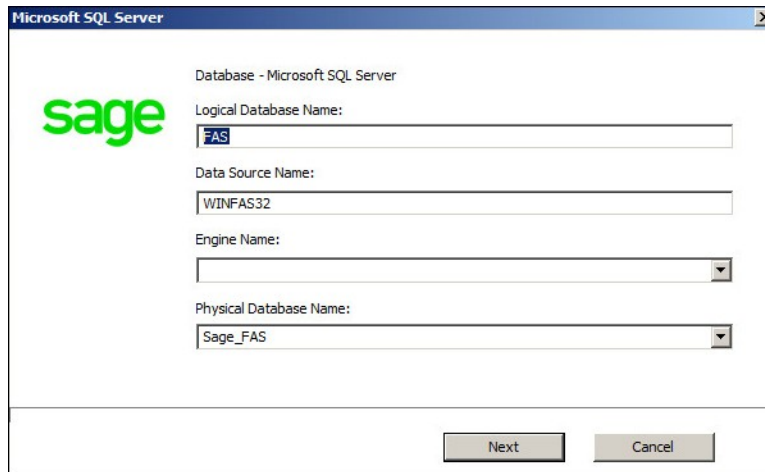
11. Review the information, then click the Finish button. The application displays a message indicating that you need to create a new asset database.

Step 3: Creating an Asset Database

You must create at least one asset database before you install the client components and run the application.

To create an asset database

1. Click OK to proceed. The application displays a dialog that allows you to enter information about the asset database.



- **Logical Database Name**

Use this field to enter the “user friendly” name for the new database as you want it to appear in the Database field inside the application. This name can consist of up to 50 characters. We recommend that the Logical Database Name match the Physical Database Name.

- **Data Source Name**

You MUST use the default name that the application provides.

- **Engine Name**

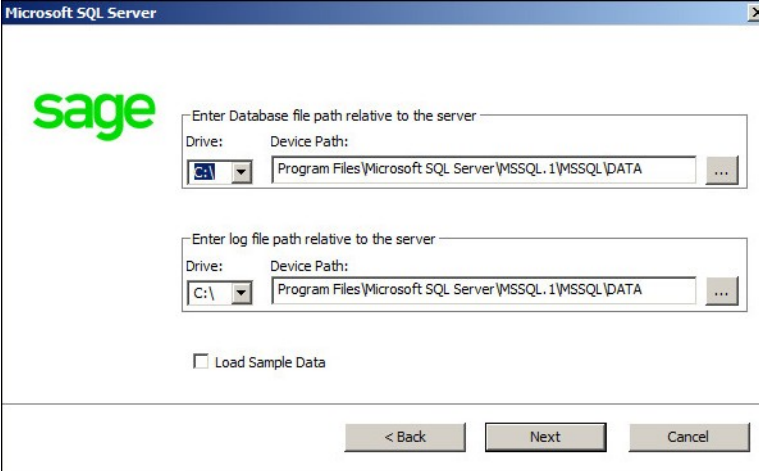
Use this field to enter the name of the computer or SQL instance on which the MS SQL Server is running.

- **Physical Database Name**

Use this field to enter the name of the database as you want it to appear (or as it already appears) on the MS SQL Server machine. We recommend that the Physical Database Name match the Logical Database Name.

2. Click the Next button. The application displays a message confirming that you want to create the asset database now.

- Click the Yes button to proceed. The application displays a dialog that allows you to specify information about the asset database.



■ **Enter Database File Path Relative to the Server**

Use these fields to enter the Drive and Path of the new device. You can use the Browse button next to the Device Path field to select the path for the device.

The name of the device depends on the physical database name entered in the previous dialog. For example, if the physical database name is Newbestdb, then the device will be named Newbestdb.mdf.

■ **Enter Log File Path Relative to the Server**

Use these fields to enter the Drive and Path of the log file for the new database. You can use the Browse button next to the Device Path field to select the path for the log file.

The name of the log file depends on the physical database name entered in the previous dialog. For example, if the physical database name is Newbestdb, then the log file will be named Newbestdblog.ldf.

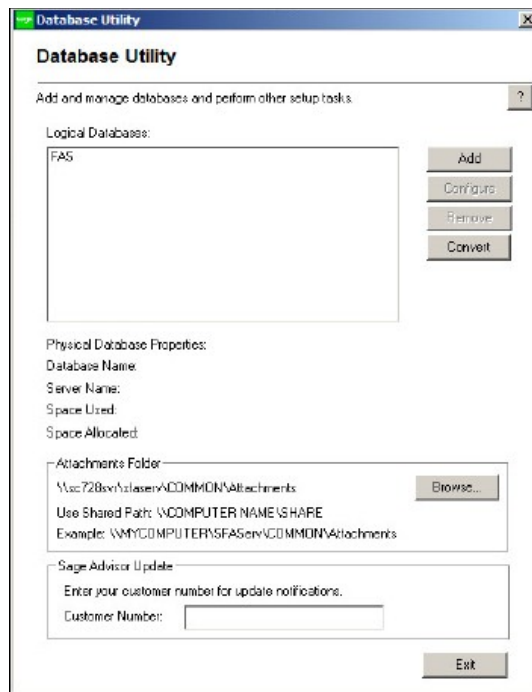
■ **Load Sample Data (Recommended)**

Select this check box if you want the database to contain a sample company with sample assets. We have included a sample company called Sample Company. You can use this sample data for learning about the features of the application.

Note: You should select this check box to load the sample data at least once.

- Click the Next button. The application displays a window that summarizes the information about the asset database.

5. Click the Finish button. The application displays the Database Utility dialog.



■ Logical Databases

The application uses this field to list the logical names of databases. These are the database names that appear in Sage Fixed Assets. When you select a database, the application displays information about that database underneath the list box in the Physical Database Properties field.

Note: Although the application allows multiple logical database names for a single MS SQL Server database, it is not recommended.

■ Physical Database Properties

The application uses this field to display information about the selected database.

❑ Database Name

This is the actual database name as it appears on the MS SQL Server.

❑ Server Name

This is the name of the server on which the database resides.

❑ Space Used

This is the disk space that is currently being used by the database.

❑ Space Allocated

This is the disk space allocated for this database.

■ Add Button

Click this button to display a window that allows you to add a new database.

■ Configure Button

Click this button to display a window that allows you to change the attributes of the selected database.

■ **Remove Button**

Click this button to remove the selected database. When you remove a database, you only remove information about it from the Configuration Database (BESTSYS). You do not actually remove it from the MS SQL Server. To remove it from the MS SQL Server, you must use either Enterprise Manager or Microsoft SQL Management Studio.

■ **Convert Button**

Click this button to convert data used in a previous version of the Sage Fixed Assets application.

■ **Attachments Folder**

The system uses this field to display the directory path of the folder containing the files of images attached to assets.

Note: This folder contains only Adobe PDF file attachments.

□ **Browse Button**

Click this button to select or create a different folder that will contain the files of images attached to assets.

■ **Customer Number**

Enter your customer number in order to receive notifications about future updates. You can find the customer number on the packing slip. If you cannot find your customer number, call Customer Service at 800-368-2405.

To add additional asset databases

Follow the steps below to add additional asset databases.

1. Select Start/Programs (or All Programs) from the Windows task bar.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility icon. The Database Utility dialog appears.
5. Click the Add button to add a new asset database.

Step 4: Sharing the SFAServ Folder

The next step is to share the \SFAServ folder with **read access** for the following users or groups:

- Users of the Sage Fixed Assets application
- Domain Administrators (optional)

The procedure for sharing the SFAServ folder is slightly different depending on the platform you are using.

Below we show the steps for sharing a folder on Windows Server 2008.

To share the SFAServ folder

1. In Windows Explorer, right-click on the SFAServ folder.
2. From the popup menu, select Share With. The File Sharing dialog appears.
3. In the Choose People to Share With field, click the down arrow and select Administrator from the drop-down list.
4. Click the Add button. The Administrator appears in the list box.
5. In the Permission Level column, click the down arrow and change the permission level for the Administrator to “Co-owner.”
6. Repeat step 3.
7. Repeat steps 4 and 5.
8. Click the Share button.

Step 5: Setting Up the Attachments Folder for PDFs

You can use the Images tab in Asset Detail to attach an image to an asset. The application stores most types of image files in the asset database. However, the application stores Adobe PDF file attachments in a separate folder.

The application creates an Attachments folder during installation. You can find it under C:\SFAServ\COMMON on the server machine. You must specify the path to this folder or to another folder in the Attachments field on the Database Utility.

Note: Make sure the folder that you select is either shared or underneath a shared folder.

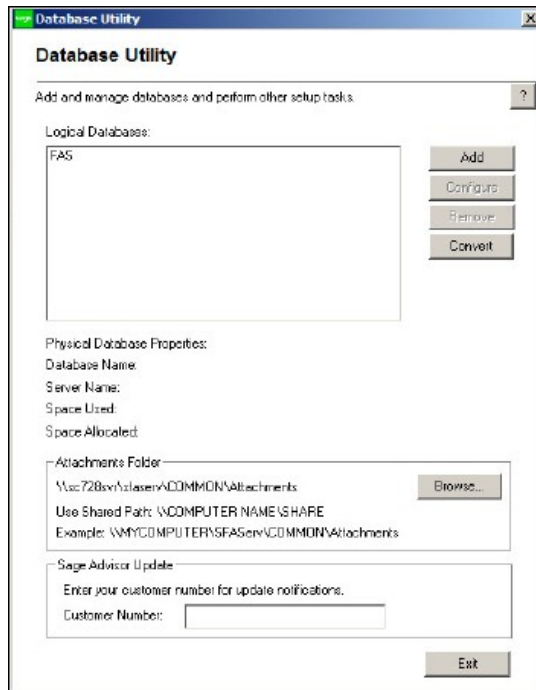
Setting up the attachments folder

1. On the Database Utility, click the Browse button. The Browse for Folder dialog appears.
2. Select (or create) the folder that will contain the Adobe PDF file attachments. The directory path must appear in the format \\COMPUTER NAME\SHARE NAME\folder path. For example, if the computer name is “MYCOMPUTER” and the share name of the SFAServ folder is “SFAServ,” then the path to the existing attachments folder would appear as:

\\MYCOMPUTER\SFAServ\COMMON\Attachments.

3. Enter this path in the Folder field of the Browse for Folder dialog.

- Click OK to close the Browse for Folder dialog. The selected folder appears in the Attachments Folder field.



- Click the Exit button to close the Database Utility.

Step 6: Launching the Database Utility - Premier Planning

The Database Utility - Premier Planning must be launched at least once in order to install the client components. If you see this message, follow the steps below.

- Click OK to continue.
- Click OK to create the System Configuration Database. See [“Step 2: Creating the Configuration Database.”](#) and [“Step 3: Creating an Asset Database.”](#)

Step 7: Installing the Sage Fixed Assets Reporting Server Components (Optional)

Sage Fixed Assets Reporting enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports. In this step, you install the Sage Fixed Assets Reporting server on the server machine.

Note: The Sage Fixed Assets Reporting program uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space. Sage Fixed Assets Reporting may not be compatible with other versions of Crystal Reports. Before installing Sage Fixed Assets Reporting, we recommend that you make sure Crystal Reports 2016 is compatible with your other applications that run Crystal Reports.

To install the Sage Fixed Assets Reporting server components

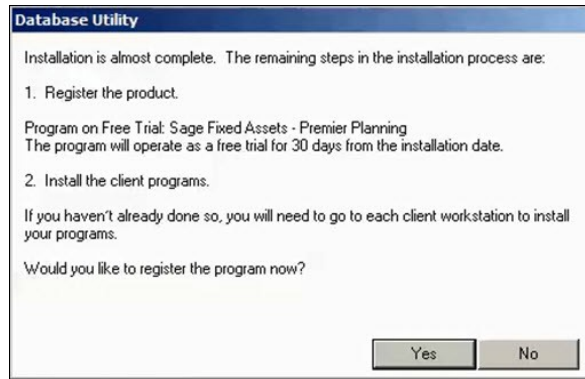
1. Sign in to [Sage Support](#).
2. Click My downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file. The system automatically displays the Sage Fixed Assets Reporting Server Welcome dialog. Click the Next. The Software License Agreement dialog appears.
6. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

For instructions on installing the Sage Fixed Assets Reporting client components, see [Chapter 7, “Installing Sage Fixed Assets Reporting.”](#)

Step 8: Registering the Application

The process of registering the program is a one-time event. After you enter your registration codes, you won't have to enter them again — not even when you receive your next program update.

If you close the Database Utility without registering the application, a message appears reminding you to register.



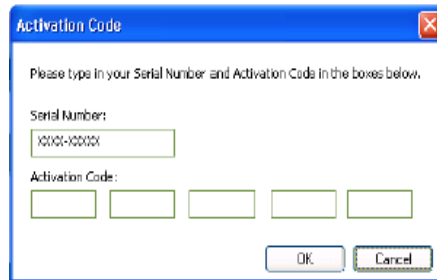
Note: If you cannot find your serial number or activation code, please call Customer Support at 800-368-2405.

To register the application

1. On the server machine, click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Registration - Premier Depreciation & Tracking icon (or the Registration - Premier Planning icon). A Product Registration dialog similar to the one shown below appears.



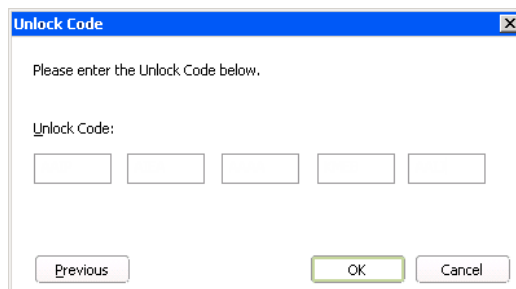
- Click the Register button. A registration dialog appears allowing you to enter your Serial Number and Activation Code.



The 'Activation Code' dialog box has a blue title bar with a close button. The main text says 'Please type in your Serial Number and Activation Code in the boxes below.' There are two sections: 'Serial Number:' with a single text box containing 'XXXX-XXXX', and 'Activation Code:' with five separate text boxes. At the bottom are 'OK' and 'Cancel' buttons.

- **Serial Number**
Enter your serial number. **You must enter the hyphen.**
- **Activation Code**
Enter your activation code.

Please contact Sage Fixed Assets Customer Service at 800-368-2405 if you cannot find your serial number and/or activation code. If you are a Subscription customer, the Unlock Code dialog opens. Enter your unlock code in the Unlock Code field.



The 'Unlock Code' dialog box has a blue title bar with a close button. The main text says 'Please enter the Unlock Code below.' There is one section: 'Unlock Code:' with five separate text boxes. At the bottom are 'Previous', 'OK', and 'Cancel' buttons.

- Click OK. The system returns to the Product Registration dialog. If you are a Subscription customer, you will see the subscription expiration date.
- Click the Close button.

Using an Expired Subscription

If your subscription expires, a notification displays when you open your product. You can continue to use these features for up to 120 days after the expiration date; *Open Company*, *Custom Export*, *Excel Export*, *Open/Print Reports*, and *Print Asset List*.

If your subscription is expired and you exceed the 120 day grace period, you will not be able to use any features of the product. Select **Start > All Programs > Sage Fixed Assets > Tools > Registration - Premier Depreciation & Tracking** to open the Product Registration dialog, then follow the steps in “Registering the Application” above to register your product.

Managing Seats

The Seat Information window allows you to view your seat and grace period information, activate an unlicensed computer, or deactivate a licensed computer. Deactivation is useful for situations such as employee turnover or if an employee gets a new computer.

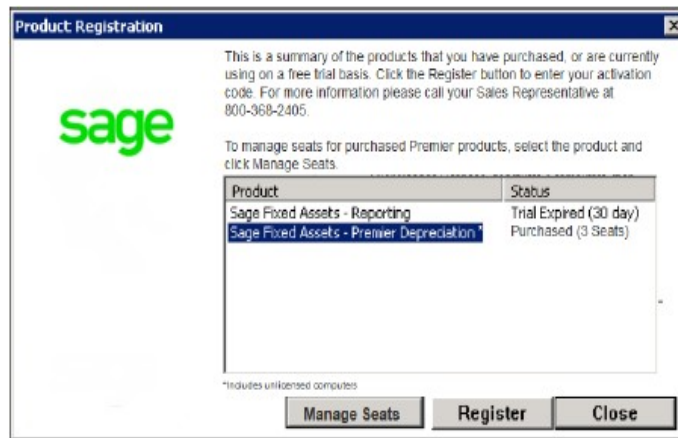
Understanding the grace period

Depreciation and Tracking have a seven day, company-wide grace period for unlicensed computers. If your seat count is exhausted and an unlicensed user signs in, they can choose to continue (which automatically starts the grace period) or cancel. The grace period cannot be extended and does not reset per user. Unlicensed computers cannot access the program after the grace period expires.

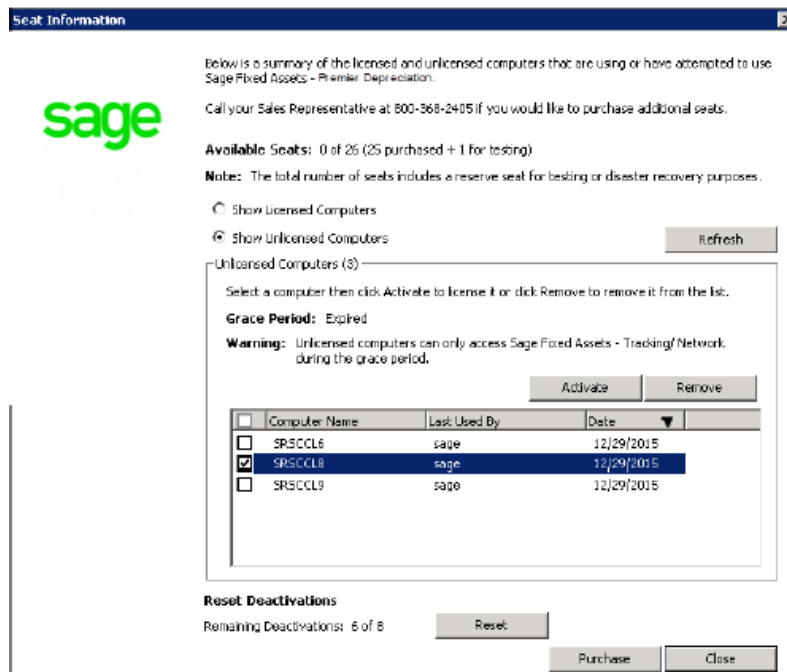
To activate an unlicensed computer

1. On the server machine, click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility Premier Depreciation & Tracking icon (or the Database Utility Network Planning icon). The Database Utility dialog appears.

- Click the Registration button. The Product Registration dialog similar to the one shown below appears.



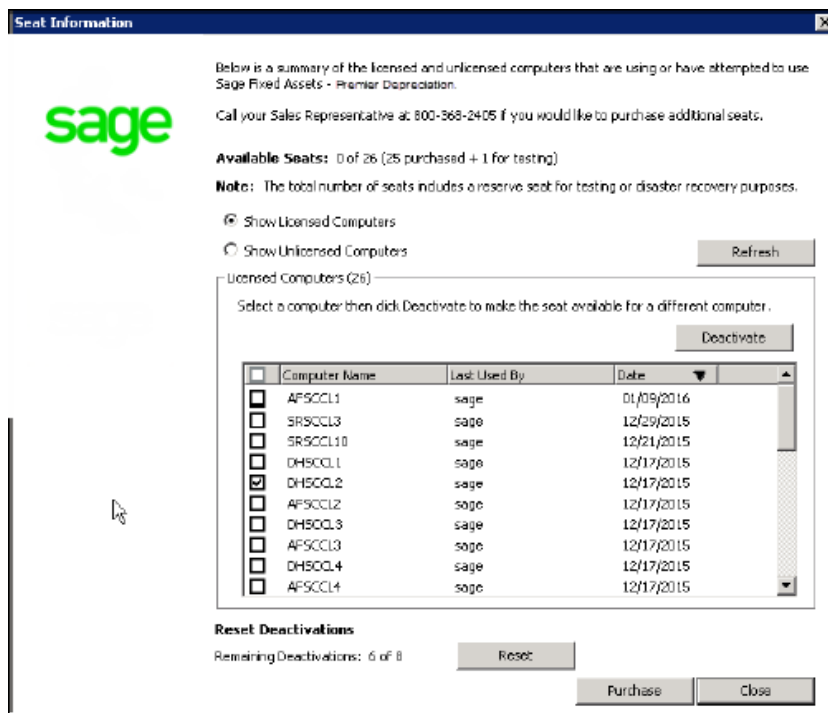
- Click the Manage Seats button. The Seat Information dialog appears.



- Verify that you have an available seat in the Available Seats field.
- Click Show Unlicensed Computers to filter the list.
- Select the computer you want to activate.
- Click Activate. Sage Fixed Assets moves the computer to the Licensed Computers list and your seat count is reduced by one.

To deactivate a licensed computer

1. Open the Seat Information dialog.
2. Click Show Licensed Computers to filter the list.
3. Select the computer you want to deactivate.



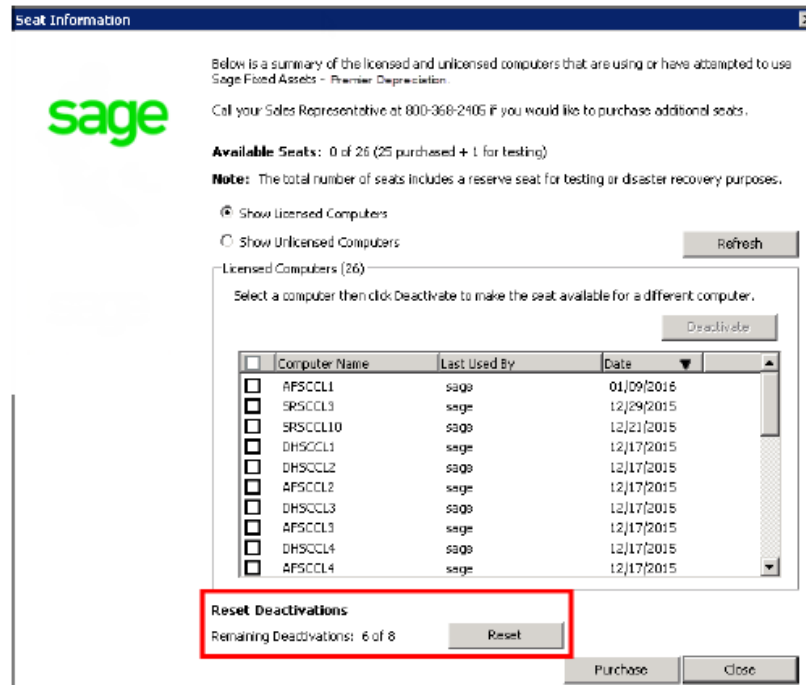
4. Click Deactivate. Sage Fixed Assets increases your available seat count by one and reduces the number of Remaining Deactivations by one.

To remove an unlicensed computer

1. Click Show Unlicensed Computers to filter the list.
2. Select the computer you want to remove.
3. Click Remove to remove it from the Unlicensed Computers list.

To reset deactivations

Each Sage Fixed Assets installation has a set number of deactivations according to how many seats in your license. If you use all of your deactivations, you can click Reset in the Reset Deactivations section at the bottom of the Seat Information window then follow the instructions to request a reset code.



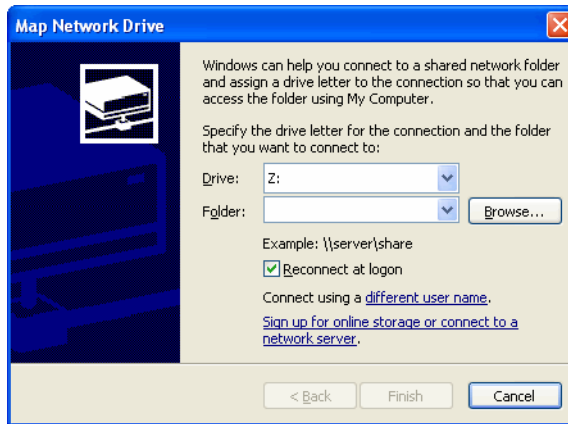
Step 9: Mapping a Drive to the SFAServ Folder (Optional)

Now that you have shared the SFAServ folder, optionally, you can map a network drive to that directory on each workstation.

Note: Instead of mapping a drive to the SFAServ folder, you can install the client components by entering the UNC path (\\Servername\Foldername) in the Run dialog on the client machine.

To map a drive to the SFAServ folder

1. On each workstation, in Windows Explorer, select Tools/Map Network Drive. The Map Network Drive dialog appears.



2. Click the Browse button to locate the SFAServ folder on the server.

Note: Do **NOT** map a drive to a folder underneath the SFAServ folder, such as the Premier Client folder.

3. Click the Finish button to close the Map Network Drive dialog.

Chapter 3 Installing Sage Fixed Assets Premier Client

In this chapter:

[Installing the Client Components](#)

[Starting the Application](#)

Installing the Client Components

Important: The Sage Fixed Assets Premier client installation cannot be completed until the Database Utility for Premier Depreciation & Tracking and the Database Utility for Premier Planning have been launched at least once.

Follow the steps below on each workstation on which you will run the application. You can also install the client application on the server for testing purposes.

To install a client on a workstation

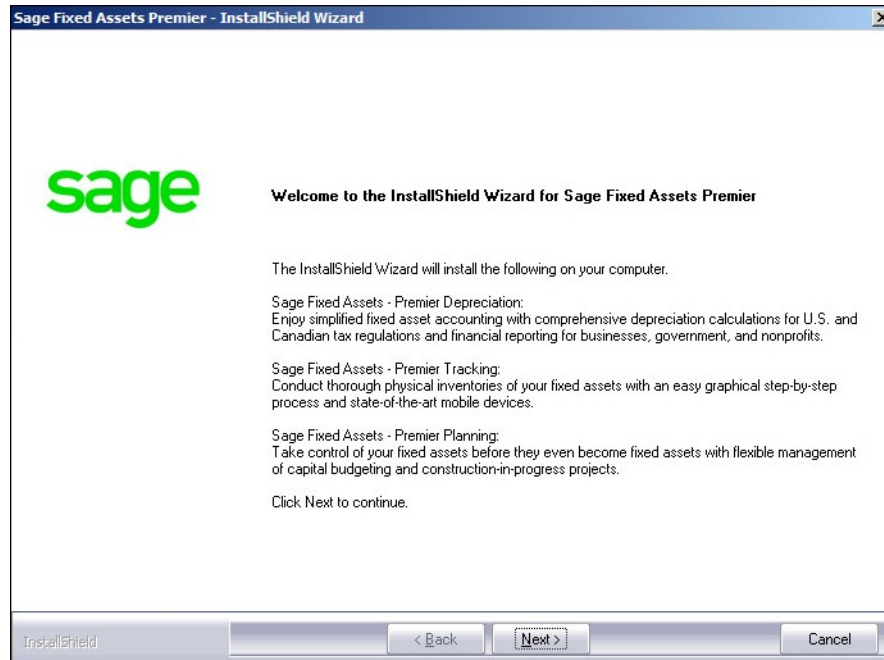
1. Do one of the following:
 - Go to My Computer and browse to the network drive that you mapped in the previous step. Locate the folder in which you installed the server components (SFAServ is the default) and double-click the SETUP.EXE file in the Premier Client subfolder.
 - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components.
 - In the Run dialog, enter the mapped drive path to the folder (for example, Z:\SFAServ\PremierClient\SETUP.EXE.
(Substitute your network drive letter for “Z” if it is different.)

Note: If you mapped the Z: drive to \SFAServ, then the path would be:

Z:\PremierClient\SETUP.EXE.

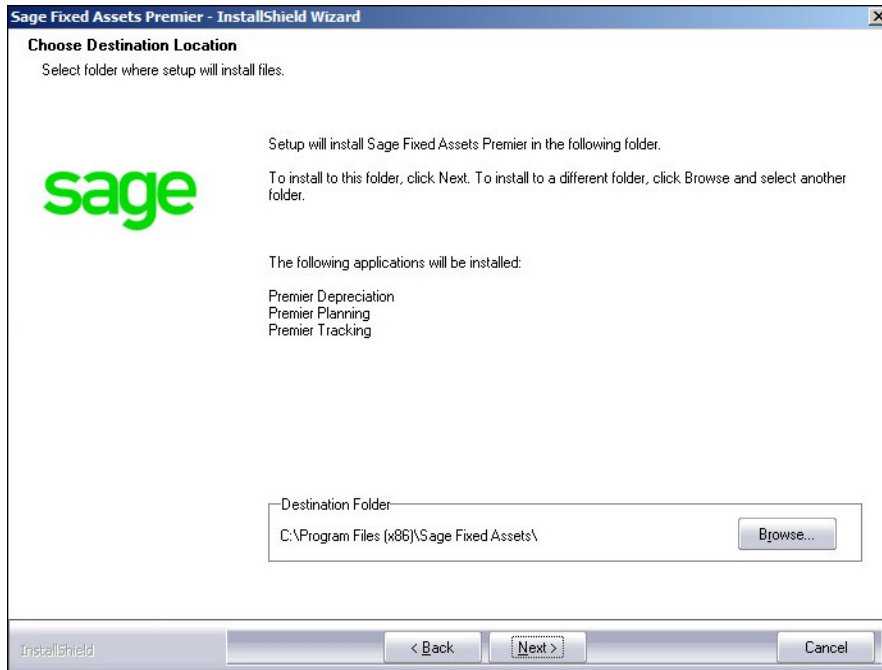
2. Click OK. The system begins to download the file. The system prompts you to install Sage Advisor Update, Sage SBDDesktop, Microsoft .NET Framework, Microsoft ODBC Driver 11 for SQL, and Microsoft Visual C++ 2015 Redistributable if it is not already installed.

- Click the Install button. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)

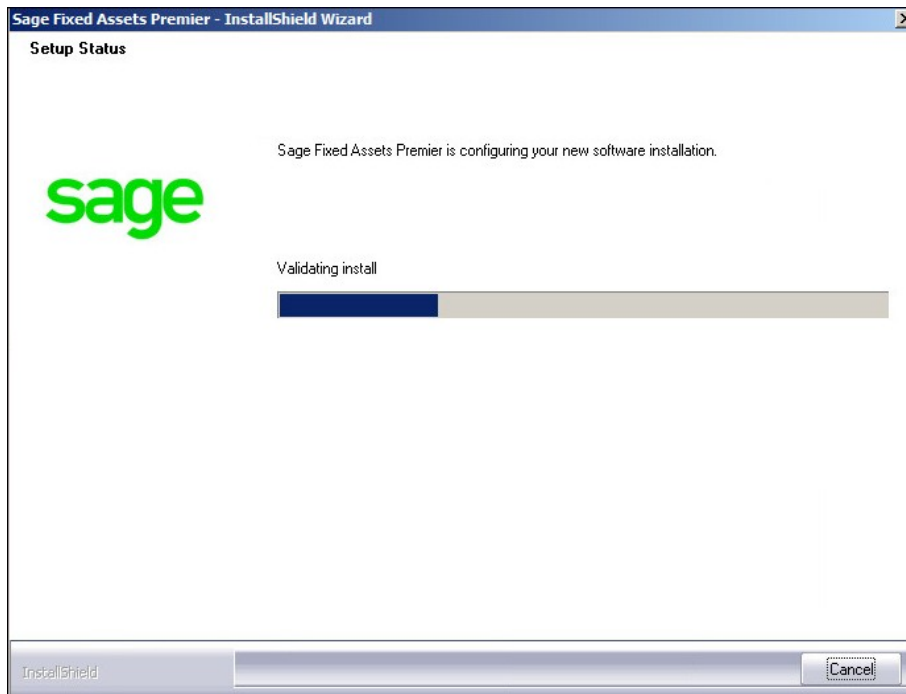


- Click the Next button. The License Agreement dialog appears.
- Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

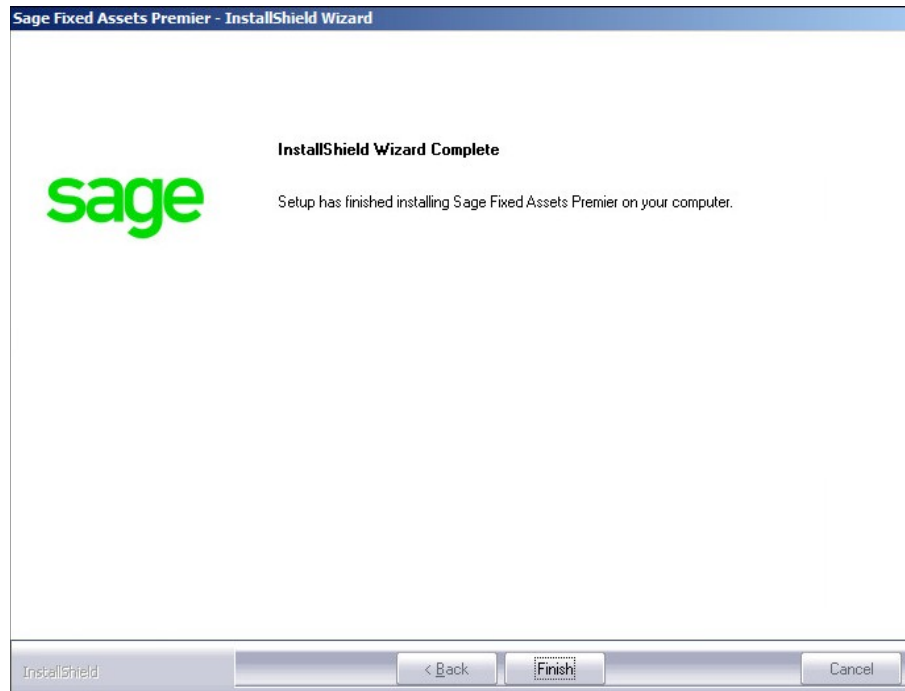
After you click the Yes button, the Choose Destination Location dialog appears.



6. Select the location for the client components, and then click the Next button. The system begins installing the software, and the Setup Status dialog appears.



When all files have been installed, the InstallShield Wizard Complete dialog appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Tip: We recommend that you allow the system to restart your computer at this time if prompted to do so.

7. Click the Finish button.

Starting the Application

Follow the steps below to start the application from a workstation.

Note: You can start the program by double-clicking the icon on your desktop.

To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage Fixed Assets program group.
3. Select the appropriate program icon.

To update your customer number

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

Note: You may have already entered your customer number when you installed the server components.

1. Select Help/Update User Information from the menu bar. A dialog appears that allows you to enter your customer number.
2. Enter your name, company name, and customer number, and then click OK.

To view your customer number

When you call Customer Support with a question, you will need your customer number. Select Help/About from the menu bar. A dialog appears that provides information about your application, including your customer number.

Chapter 4 Using a Bar Code Reader

In this chapter:

[Attaching Your Physical Reader](#)

[Installing the Barcode Reader Program](#)

[Upgrading the Barcode Reader Program](#)

Attaching Your Physical Reader

In this step, you attach your physical reader to your workstation running Sage Fixed Assets Premier Tracking. The installation program will detect your reader and prompt you to install the Barcode Reader program. For more information, see “[Installing the Barcode Reader Program](#),” page 32.

Installing the Barcode Reader Program

To successfully operate physical readers during a Dynamic or Baseline inventory, you must transfer the Barcode Reader program files from your computer to the reader. You must have already installed Microsoft Windows Mobile Device Center on your computer before installing Barcode Reader.

You only need to follow the procedure that downloads the Barcode Reader program to the physical reader once. You will not need to repeat this procedure unless there is an update to the program.

Note: Before installing the Barcode Reader program, you must make sure that Microsoft Windows Mobile Device Center is installed on your computer. You can get it for free from the download page on the Microsoft website at www.microsoft.com.

The following steps describe how to install the Barcode Reader program during the installation of Sage Fixed Assets—Premier Tracking. You can install the Barcode Reader program at any time after you have installed the application by doing the following:

- Attach the physical reader to your computer.
- Right-click the SETUP.EXE file located in the Reader folder where you installed Sage Fixed Assets-Tracking and then select Run as administrator. The default location is C:\Program Files\Sage Fixed Assets\Reader.

You may need to reperform the steps above if you have purchased more than one reader.

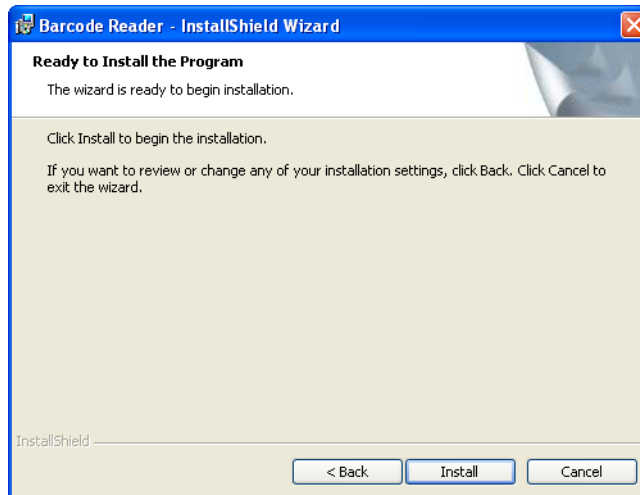
To install the Barcode Reader program to the physical reader

1. Before starting Sage Fixed Assets Premier Tracking, make sure your physical reader is connected to your computer and has at least 3 MB of storage memory available.

At the end of the installation process, the system asks if you would like to install the Barcode Reader program.

2. Click Yes. The Welcome dialog appears.
3. Click the Next button. The License Agreement dialog appears.
4. Read the license agreement, accept the terms of the license agreement, and then click the Next button. (If you do not accept the terms of the license agreement, click the Cancel button and the system exits from the installation program.)

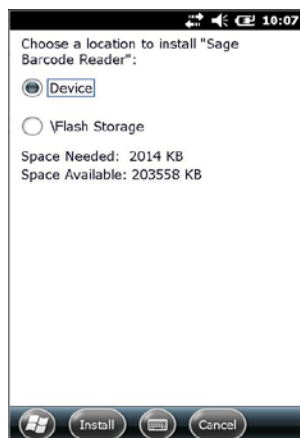
The Ready to Install the Program dialog appears.



5. Click the Install button. The system displays a dialog that indicates the progress of the installation.

When the installation is complete, a message asks you to check your physical device screen for additional steps to complete the installation.

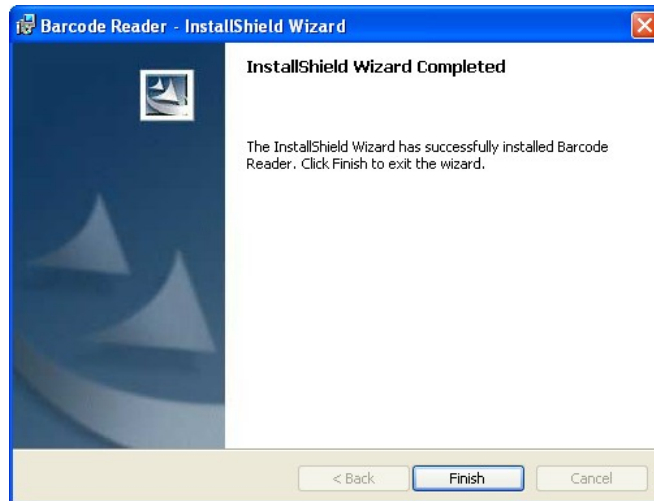
6. Click OK. On the physical device, a message allows you to select the location for installing the Barcode Reader program.



- Click the Device option, and then click Install. On the physical device, a message confirms the successful installation of the Barcode Reader.



On the computer desktop, the InstallShield Wizard Completed dialog appears.



- Click the Finish button. After installation is complete, it is recommended that you restart the physical reader.

Upgrading the Barcode Reader Program

To successfully operate physical readers during a Dynamic or Baseline inventory, you must transfer the Barcode Reader program files from your computer to the reader. You must have already installed Microsoft Windows Mobile Device Center on your computer before installing Barcode Reader.

You only need to follow the procedure that downloads the Barcode Reader program to the physical reader once. You will not need to repeat this procedure unless there is an update to the program.

Note: Before installing the Barcode Reader program, you must make sure that Microsoft Windows Mobile Device Center is installed on your computer. You can get it for free from the download page on the Microsoft website at www.microsoft.com.

The following steps describe how to install the Barcode Reader program during the installation of Sage Fixed Assets Premier. You can install the Barcode Reader program at any time after you have installed the application by doing the following:

- Attach the physical reader to your computer.
- Right-click the SETUP.EXE file located in the Reader folder where you installed Sage Fixed Assets and then select Run as administrator. The default location is C:\Program Files\Sage Fixed Assets\Reader.

You may need to reperform the steps above if you have purchased more than one reader.

To upgrade the Barcode Reader program

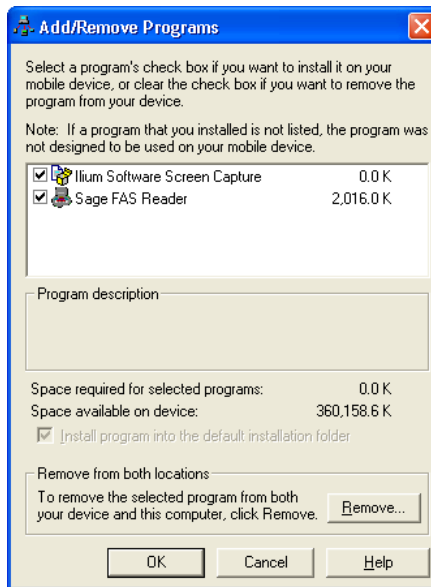
Complete the following steps if you have already installed a previous version of the Barcode Reader program on your physical device.

1. Before starting the installation, make sure your physical reader is connected to your computer and has at least 3 MB of storage memory available.
2. At the end of the installation process, the system asks if you would like to install the Barcode Reader program.
3. Click Yes. The Welcome dialog appears.
4. Click the Next button. The License Agreement dialog appears. Read the license agreement, accept the terms of the license agreement, and then click the Next button. (If you do not accept the terms of the license agreement, click the Cancel button and the system exits from the installation program.)

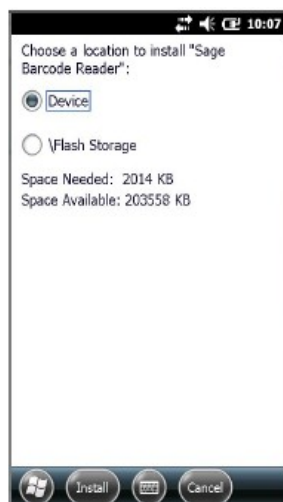
The Ready to Install the Program dialog appears.

Note: Because you are upgrading the device from a previous version of the reader program, you will be required by Windows Mobile Device Center to first remove the old program.

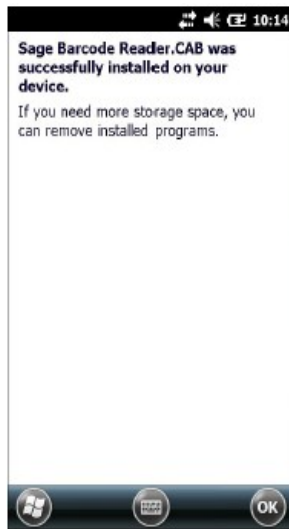
- Click the Install button. The Add/Remove Programs dialog appears.



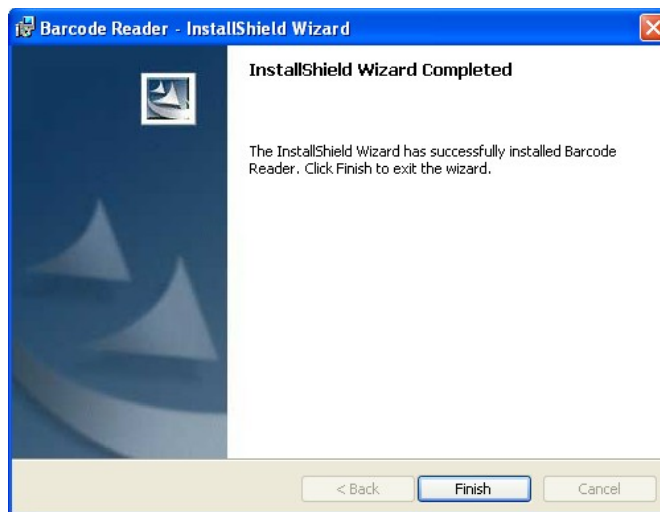
- Make sure to select the reader program you want to remove. In the current version, the reader program on the device is called Sage Barcode Reader. In previous versions, the program was called Sage FAS Reader and Sage FAS CE.
- Click the Remove button. The system displays a confirmation message.
- Click OK. The system displays a message that confirms your intention to uninstall the previous version of the program.
- Click Yes. The system displays a dialog that indicates the progress of the installation of the new Barcode Reader program. When the installation is complete, a message asks you to check your mobile device screen for additional steps to complete the installation.
- Click OK. On the physical device, a message allows you to select the location for installing the Barcode Reader program.



11. Click the Device option, and then click Install. On the physical device, a message confirms the successful installation of the Barcode Reader.



On the computer desktop, the InstallShield Wizard Completed dialog appears.



12. Click the Finish button.
After installation is complete, it is recommended that you restart the physical reader.

Chapter 5 Upgrading Sage Fixed Assets Premier Server

In this chapter:

[Previous Versions Compatible with the Latest Version](#)

[Preparing for an Upgrade](#)

[Overview of the Upgrade Process](#)

[Step 1: Backing Up Your Current Data](#)

[Step 2: Upgrading the Sage Fixed Assets Server Components](#)

[Step 3: Setting Up the Attachments Folder for PDFs](#)

[Step 4: Installing the Sage Fixed Assets Reporting Server Components \(Optional\)](#)

[Step 5: Converting Your Current Data](#)

Important: The Sage Fixed Assets Premier client installation cannot be completed until the Database Utility for Premier Depreciation & Tracking and the Database Utility for Premier Planning have been launched at least once.

Previous Versions Compatible with the Latest Version

You must be currently using the prior Midyear release or the prior Tax update release of Sage Fixed Assets Premier Server to follow the steps in this chapter. If you are not, install prior releases in sequential order through the compatible version before you upgrade.

Note: The latest version of Sage Fixed Assets Reporting uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space.

Preparing for an Upgrade

- ☐ Have you backed up your existing data using the application's backup utility? (To back up your data, select File/Company Utilities/Backup Company from the menu bar.)

Location of backup _____

Overview of the Upgrade Process

The upgrade process consists of the following steps:

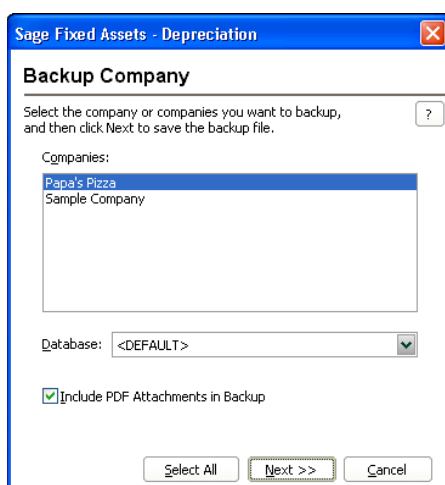
1. Backing up your current data, [page 39](#).

2. Upgrading the Sage Fixed Assets server components, [page 40](#).
3. Setting up the attachments folder for PDFs, [page 42](#).
4. **Optional:** Installing the Sage Fixed Assets Reporting server, [page 44](#).
5. Converting your current data, [page 45](#).

Step 1: Backing Up Your Current Data

To back up your data

1. Start the Sage Fixed Assets client application.
2. Select File/Company Utilities/Backup Company from the menu bar. The system displays the Backup Company dialog.



3. Select the database containing the company or companies you want to back up.

Note: You can repeat these steps and select a different database if you have multiple databases.

4. Select the company or companies that you want to back up, and then click the Next button.

Note: Click the Select All button to select all companies listed in the Companies field.

5. A dialog that allows you to name and save the backup file appears.
6. Enter a file name and select a location for the backup file, and then click the Backup button. The application saves the backup file and returns to the Backup Company dialog.
7. After the backup is complete, click the Cancel button to close the Backup Company dialog, or select another company to back up.

Step 2: Upgrading the Sage Fixed Assets Server Components

In this step, you upgrade the server components on the server machine.

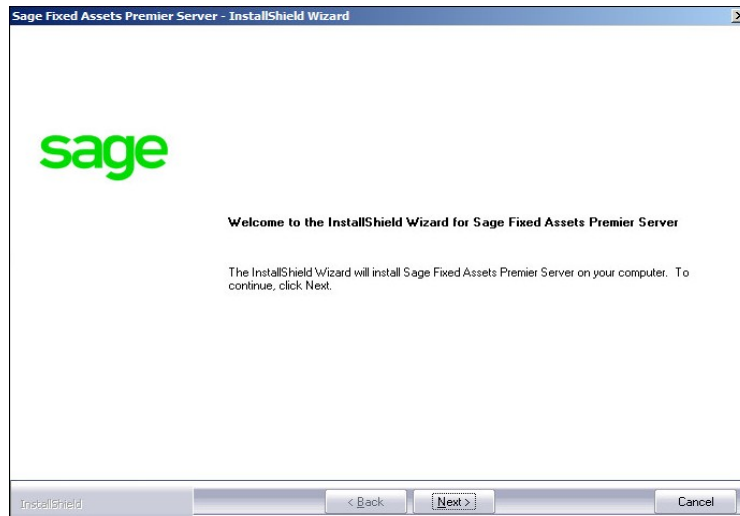
Note: You must be on the server machine where the previous server components were installed to upgrade the server components. You cannot install the server components from the client machine.

To upgrade the Sage Fixed Assets server components

1. Sign in to [Sage Support](#).
2. Click My downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file.

The system prompts you to install Sage Advisor Update, Microsoft .NET Framework, Microsoft SQL Server 2008 Management Objects, and Microsoft SQL Server System CLR Types if it is not already installed.

6. Click the Install button. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)



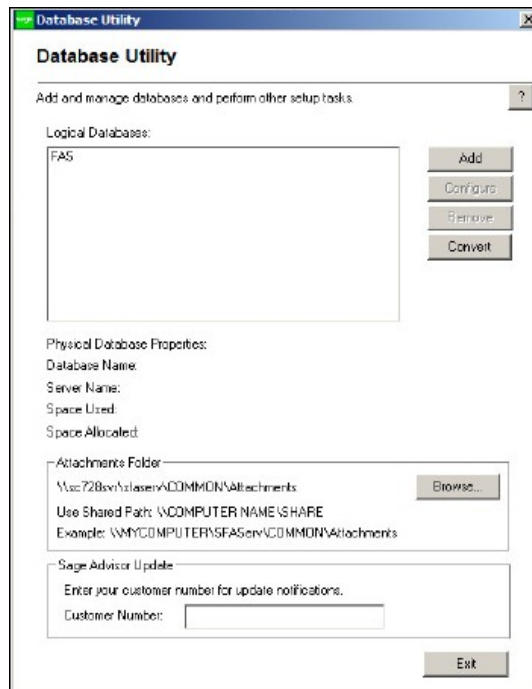
7. Click the Next button. The License Agreement dialog appears. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)
8. After you click the Yes button, a message appears indicating that a previous version of the program has been found on your computer.

Note: If the message does not appear, make sure you are installing the server components on the machine where the previous Sage Fixed Assets server components were installed.

- Click Yes to remove the previous version of the application. The system begins installing the software, and the Setup Status dialog appears.

When all files have been installed, a message informs you that the application will launch the Database Utility.

- Click OK. The InstallShield Wizard Complete dialog appears.
- Click the Finish button. The Database Utility dialog appears.



Step 3: Setting Up the Attachments Folder for PDFs

You can use the Images tab in Asset Detail to attach an image to an asset. The application stores most types of image files in the asset database. However, the application stores Adobe PDF file attachments in a separate folder.

The application creates an Attachments folder during installation. You can find it under C:\SFAServ\COMMON on the server machine. You must specify the path to this folder or to another folder in the Attachments field on the Database Utility.

Note: Make sure the folder that you select is either shared or underneath a shared folder.

Setting up the attachments folder

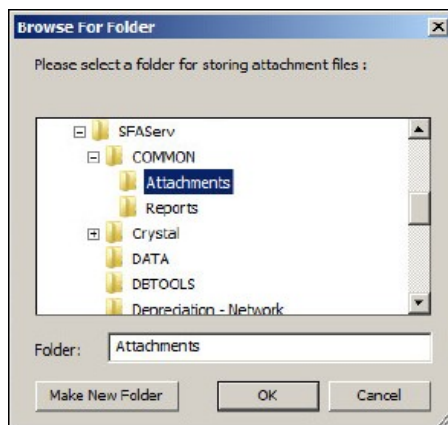
1. On the Database Utility, click the Browse button. The Browse for Folder dialog appears.
2. Select (or create) the folder that will contain the Adobe PDF file attachments.

Note: Make sure that the folder you select is either shared or underneath a shared folder.

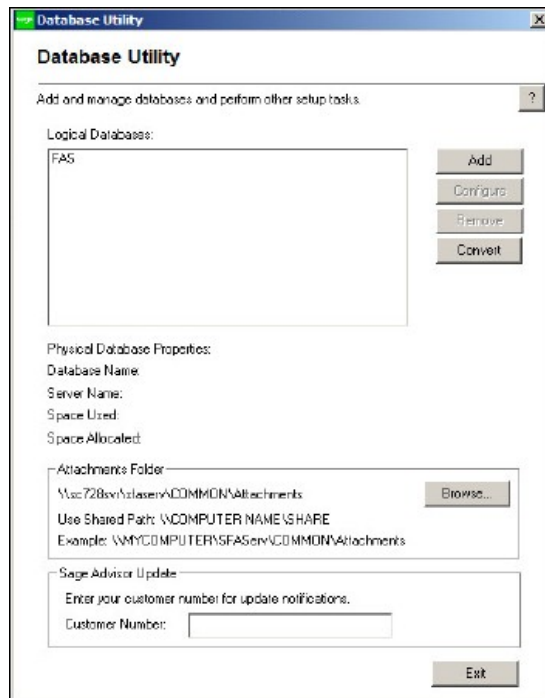
The directory path must appear in the format \\COMPUTER NAME\SHARE NAME\folder path. For example, if the computer name is “MYCOMPUTER” and the share name of the SFAServ folder is “SFAServ,” then the path to the existing attachments folder would appear as:

\\MYCOMPUTER\SFAServ\COMMON\Attachments.

3. Enter this path in the Folder field of the Browse for Folder dialog.



- Click OK to close the Browse for Folder dialog. The selected folder appears in the Attachments Folder field.
- Enter your customer number in the Customer Number field within the Sage Advisor Update section to receive update notifications. You can find the customer number on the packing slip. If you cannot find your customer number, call Customer Service at 800-368-2405.



- Click the Exit button to close the Database Utility.
- The Database Utility - Premier Planning must be launched at least once in order to install the client components. If you see this message, complete the last two steps.



- Click OK to continue.
- Click OK to create the System Configuration Database.

Step 4: Installing the Sage Fixed Assets Reporting Server Components (Optional)

Sage Fixed Assets Reporting enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports. In this step, you install the Sage Fixed Assets Reporting server on the server machine.

Note: The Sage Fixed Assets Reporting program uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space. Sage Fixed Assets Reporting may not be compatible with other versions of Crystal Reports. Before installing Sage Fixed Assets Reporting, we recommend that you make sure version Crystal Reports 2016 is compatible with your other applications that run Crystal Reports.

To install the Sage Fixed Assets Reporting server components

1. Sign in to [Sage Support](#).
2. Click My downloads in the top right-hand corner of the page.
3. Under Latest products, click the link for the latest version of the program.
4. Click the Run button when prompted to either Run or Save the file. The system displays the Sage Download Manager dialog.
5. Click OK. The system begins to download the file. The system automatically displays the Sage Fixed Assets Reporting Server Welcome dialog. Click the Next button. The Software License Agreement dialog appears.
6. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

For instructions on installing the Sage Fixed Assets Reporting client components, see [Chapter 7](#), “Installing Sage Fixed Assets Reporting.”

Step 5: Converting Your Current Data

As new features and enhancements are added to the program, the system requires additional information to support the new features. This requires that changes be made to your existing asset database so that the system can store the new information. To update your database, you perform a database conversion.

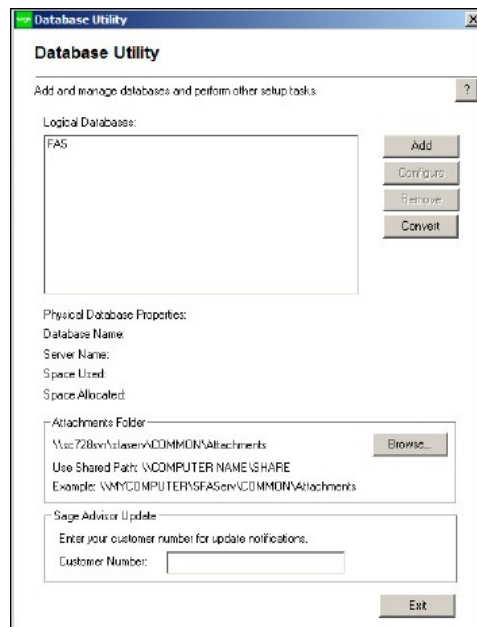
Note: A database conversion may not be required for the current release. If the program launches and does not prompt you to perform the In-Place Database Conversion, a conversion is not needed for the current database. If it does prompt you for conversion, you can continue and convert the current database, or cancel to use the Database Conversion Utility to convert multiple databases.

You start the database conversion utility by clicking the Convert button on the Database Utility dialog. If you selected to launch the database utility, then you are ready to begin the conversion process. Otherwise, follow the steps below to start the Database Utility.

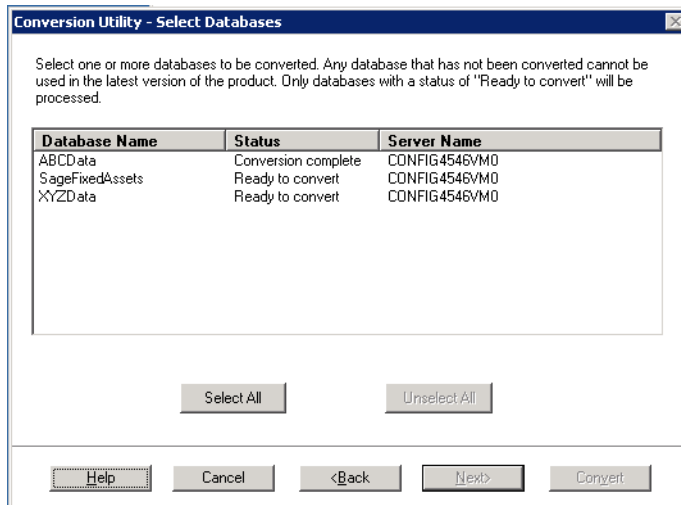
Note: A database conversion requires three to four GB of disk space. Make sure you have sufficient disk space before you convert your databases.

To convert your data

1. Click the Start button on the Windows taskbar, and then select Programs (or All Programs) from the Start menu.
2. Select the Sage Fixed Assets program group.
3. Select the Tools program group.
4. Select the Database Utility Premier icon. The Database Utility dialog appears.



5. Click the Convert button. The application displays the Conversion Utility Welcome dialog.
6. Click the Next button. The application displays the Conversion Utility Select Databases dialog.



This dialog displays the status of each database.

■ Conversion Complete

This status indicates that the database has already been converted to the latest version.

■ Ready to Convert

This status indicates that the database is ready to be converted to the latest version.

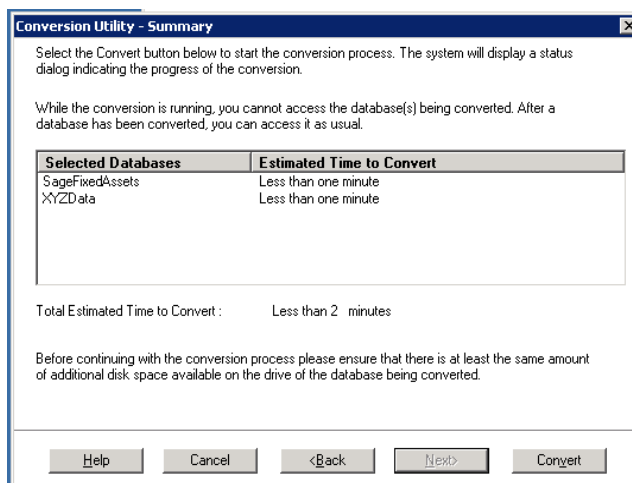
■ Incompatible Version

This status indicates that the database cannot be converted because the database version is incompatible with the latest version of the application. For assistance in converting your databases, please contact Sage Fixed Assets Customer Support.

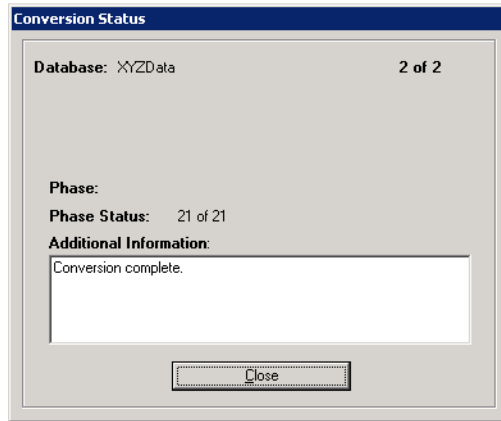
■ Cannot Open

This status indicates that the database cannot be converted for an unknown reason. The database may have been moved and the system cannot locate it, or the database may be corrupted. For assistance in resolving the problem, please contact Sage Fixed Assets Customer Support.

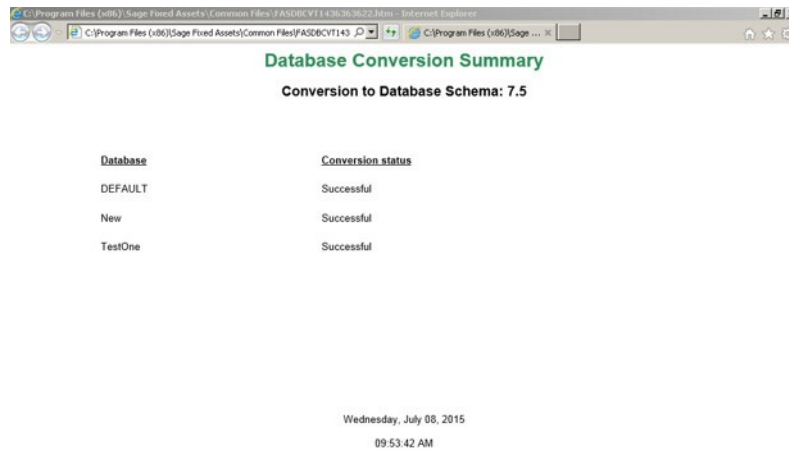
7. Select the database(s) that you want to convert, and then click the Next button.



8. Review the Conversion Utility Summary dialog, and then click the Convert button. The application begins to convert the database(s) and displays a Conversion Status message box. When the conversion is complete, the application displays a “Conversion Complete” message in the Additional Information text box.



9. Click the Close button. The application displays a report in your browser window which indicates how many databases have been converted.



You are now ready to open the database in the latest version of the application.

Chapter 6 Upgrading Sage Fixed Assets Premier Client

In this chapter:

[Upgrading the Client Components](#)

[Starting the Application](#)

This chapter describes the steps for upgrading from a previous version of Sage Fixed Assets—Premier Depreciation.

Upgrading the Client Components

Important: The Sage Fixed Assets Premier client installation cannot be completed until the Database Utility for Premier Depreciation & Tracking and the Database Utility for Premier Planning have been launched at least once.

Follow the steps below on each workstation on which you will run the network application. You can also upgrade the client application on the server for testing purposes.

To upgrade a client on a workstation

1. Do one of the following:
 - Go to My Computer and browse to the network drive for the Premier Server. Locate the folder in which you installed the server components (FASServ, BESTSERV, and SFAServ are the defaults), and double-click the SETUP.EXE file in the Premier Client subfolder.
 - Select Start/Run from the Windows taskbar. The Run dialog appears. In the Run dialog, enter the UNC path (\\Servername\Foldername) to the folder containing the server components.
 - In the Run dialog, enter the mapped drive path to the folder (for example, Z:\SFAServ\PremierClient\SETUP.EXE.

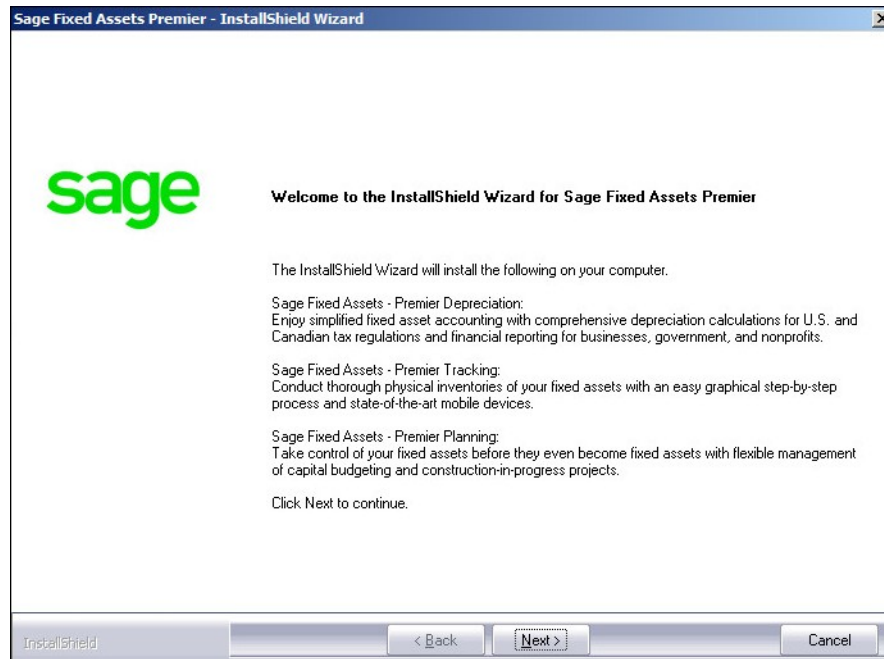
(Substitute your network drive letter for “Z” if it is different.)

Note: If you mapped the Z: drive to \FASServ, \BESTSERV, or \SFAServ, then the path would be:

Z:\PremierClient\SETUP.EXE

Note: The SETUP.EXE file is located on the machine on which you installed the server components.

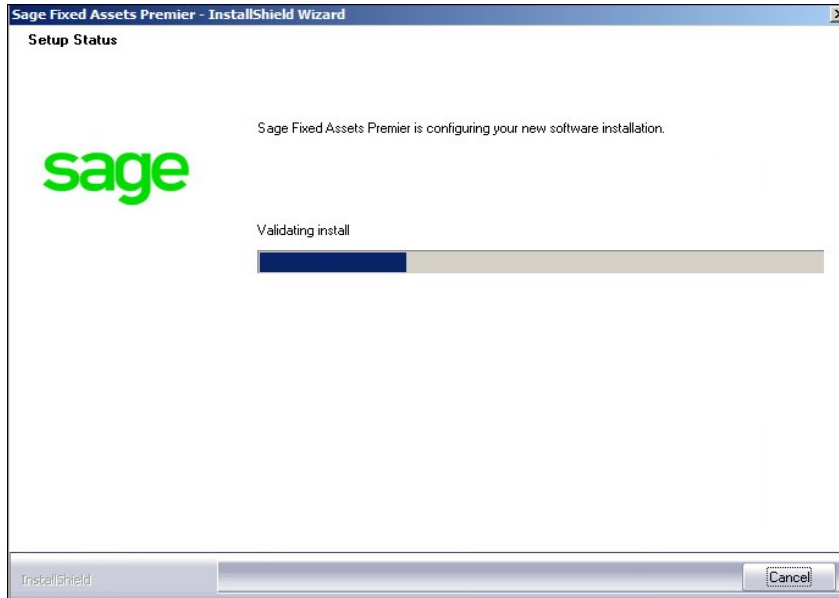
2. Click OK. The system begins to download the file. The system prompts you to install Sage Advisor Update, Sage SBDDesktop, Microsoft .NET Framework, Microsoft ODBC Driver 11 for SQL, and Microsoft Visual C++ 2015 Redistributable if it is not already installed.
3. Click the Install button. The system installs the required components, and then displays the Welcome dialog. (You may need to restart your machine.)



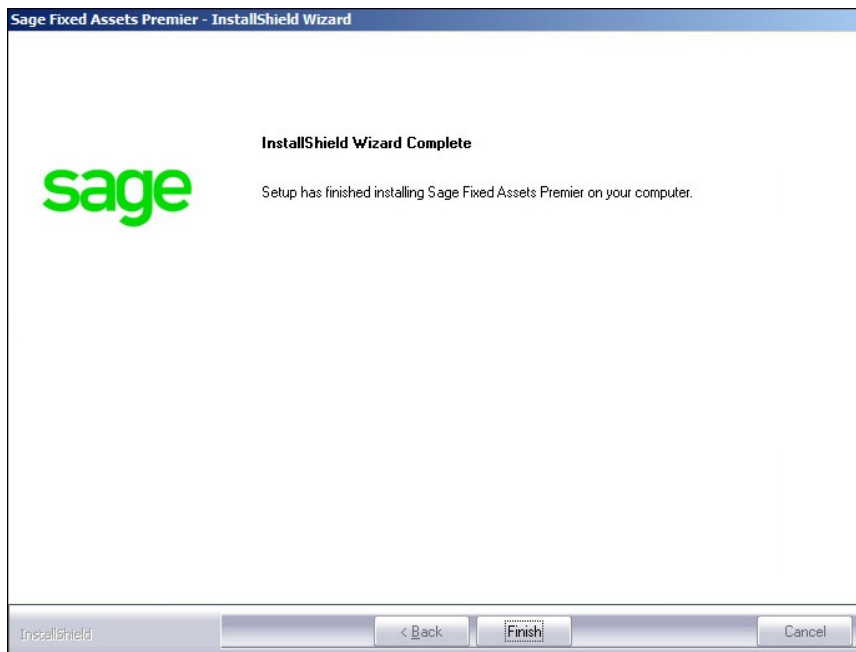
4. Click the Next button. The Software License Agreement dialog appears. Read the license agreement, and then click the Yes button to accept the terms of the agreement. (If you do not accept the terms of the license agreement, click the No button. The system exits from the installation program.)

After you click the Yes button, a message appears indicating that a previous version of the program has been found on your computer.

- Click Yes to remove the previous version of the application. The system removes the prior version and begins installing the software, and the Setup Status dialog appears.



When all files have been installed, the InstallShield Wizard Complete dialog appears.



If the installation program determines that you need to restart your computer before you use the program, it displays two options on the InstallShield Wizard Complete dialog. You can either allow the system to restart your computer immediately, or you can restart your computer at a later time.

Tip: We recommend that you allow the system to restart your computer at this time if prompted to do so.

- Click the Finish button.

Starting the Application

Follow the steps below to start the application from a workstation.

Note: You can start the program by double-clicking the icon on your desktop.

To start the application from a workstation

1. Select Start/Programs (or All Programs) from the Windows taskbar.
2. Select the Sage Fixed Assets program group.
3. Select the appropriate icon.

To update your customer number

After you purchase the application, you will receive a customer number. You can enter your customer number so that it will be available if you need to call Customer Support with a question.

1. Select Help/Update User Information from the menu bar. A dialog appears that allows you to enter your customer number.
2. Enter your name, company name, and customer number, and then click OK.

To view your customer number

When you call Customer Support with a question, you will need your customer number. Select Help/About from the menu bar. A dialog appears that provides information about your program, including your customer number.

Chapter 7 Installing Sage Fixed Assets Reporting

In this chapter:

Installing the Latest Version

Note: The latest version of Sage Fixed Assets Reporting uses SAP® Crystal Reports 2016 (Crystal Reports), which requires 2 GB of hard disk space. A previous version of Sage Fixed Assets Reporting used Crystal Reports 2011. If this version of Crystal Reports is still on your machine, we recommend that you uninstall it to avoid conflicts with the latest version.

Sage Fixed Assets Reporting enables you to create custom reports. It is a powerful program that allows you to design, create, print, and distribute your custom reports.

Note: Sage Fixed Assets Reporting may not be compatible with other versions of Crystal Reports. Before installing Sage Fixed Assets Reporting, we recommend that you make sure Crystal Reports 2016 is compatible with your other applications that run Crystal Reports.

Installing the Latest Version

Before you begin to install the application, you should do the following:

- Close all other Windows programs.
- Close all tool bars on your computer's desktop (such as the Microsoft Office tool bar).
- Close all programs that run in the background after you start your computer (such as virus-checking programs).
- Make sure you have **Administrative rights** to the local computer.

When installing the application, we recommend you accept the default options and directory locations the installation program provides. However, you can customize the installation to suit your needs by choosing the components you want to install.

To install Sage Fixed Assets Reporting

1. Select Start/Run from the Windows taskbar. The Run dialog appears.

■ **Browse**

Click this button to select the SETUP.EXE file.

The default directory path is: Z:\SFAServ\Crystal\SETUP.EXE.

(Substitute your network drive letter for "Z" if it is different.)

Note: If you mapped the Z: drive to \\SFAServ, then the path would be:

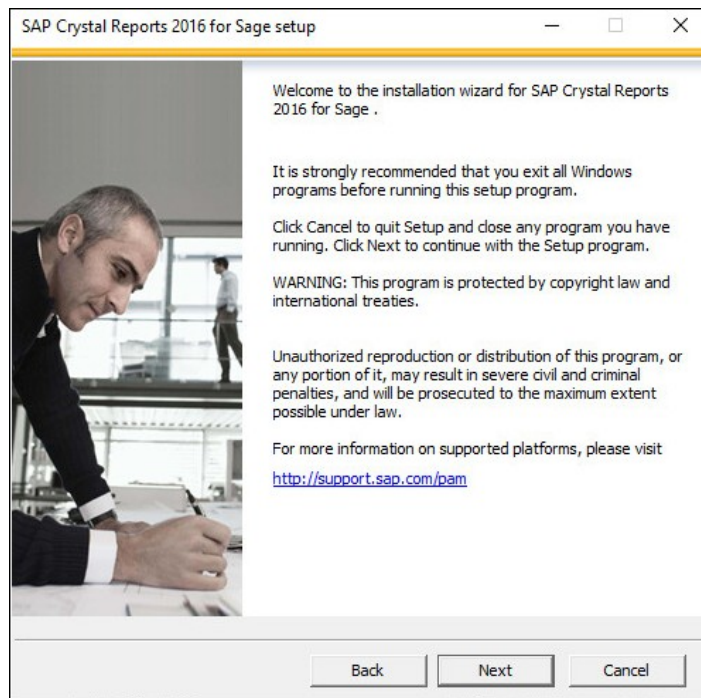
Z:\\Crystal\\SETUP.EXE.

Note: The SETUP.EXE file is located on the machine on which you installed the server components.

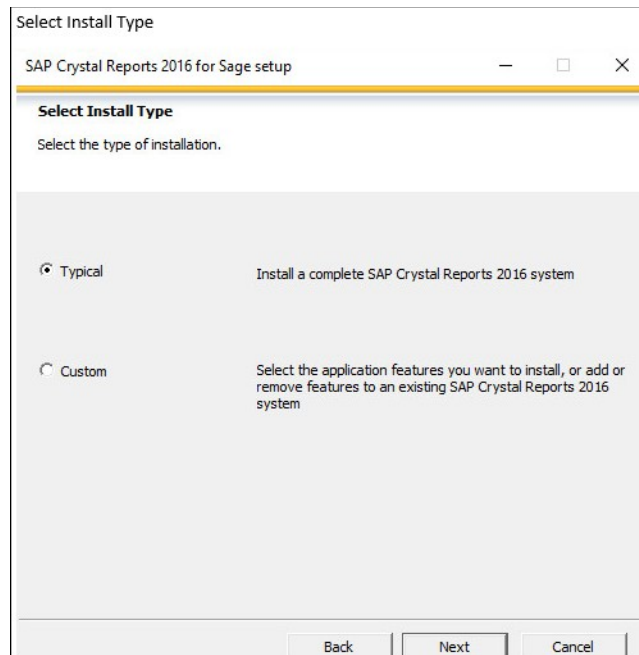
2. Click OK.

Note: The SFA Reporting server must be installed in order to install Sage Fixed Assets Reporting. For more information, see “[Step 7: Installing the Sage Fixed Assets Reporting Server Components \(Optional\)](#),” page 19.

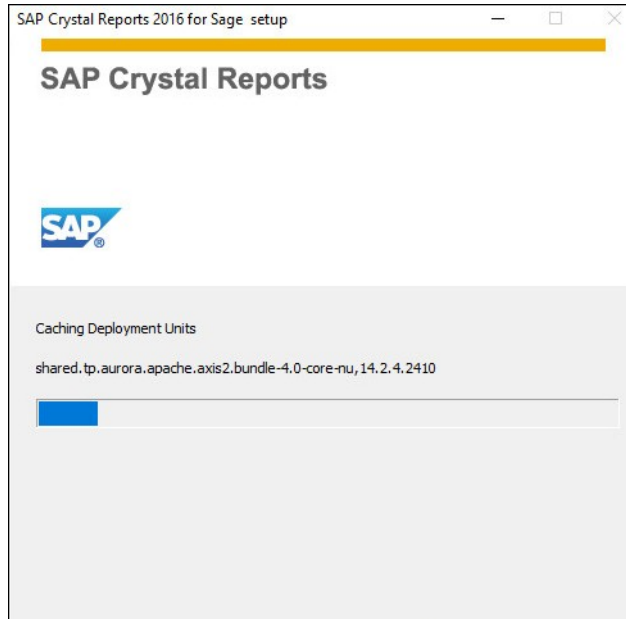
3. Click the Next button to continue. The Welcome dialog appears.



4. Click the Next button. The system displays the License Agreement. Select the I Accept the License Agreement option button, and then click the Next button. The system displays the Specify the Destination Folder dialog. Keep the current destination or browse for a new destination.
5. The system displays the Select Install Type dialog.



6. Leave the Typical option selected, and then click the Next button. The system displays the Start Installation dialog.
7. Click the Next button. The system begins installing the program and displays the installation progress dialog.



8. When the installation is complete, a message indicates the installation has been completed successfully.
9. Clear the Check for Product Updates button.
10. Click the Finish button. The system displays the InstallShield Wizard Complete dialog.
11. Click the Finish button. The system returns to the Client Installation dialog.
12. Click the Exit button to close the dialog.

You are now ready to begin using your Sage Fixed Assets application and create custom reports with Sage Fixed Assets Reporting. For information on using Sage Fixed Assets Reporting, see the online *Sage Fixed Assets Reporting User Guide*.

Chapter 8 Installing in a Microsoft Windows Terminal Server/Citrix Environment

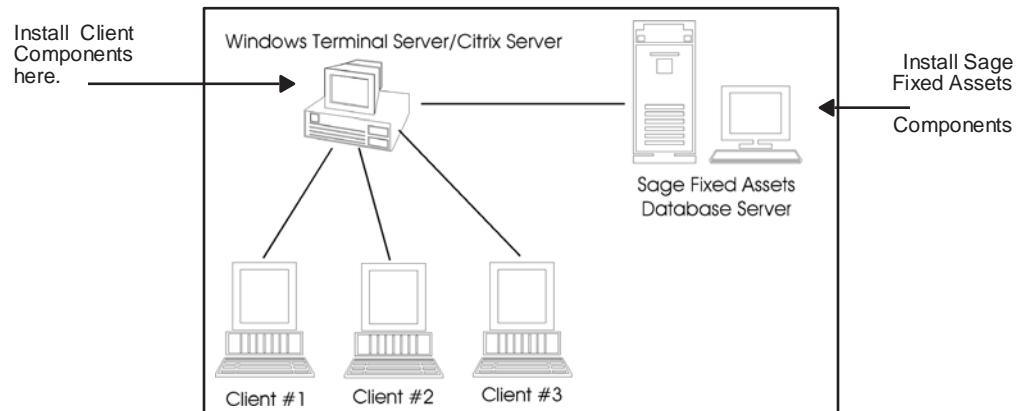
In this chapter:

Three-tiered Environment	8-1
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To manage fixed assets at a central location and provide remote users with access to fixed asset data, you can install the application on a Windows Terminal Server (WTS) or in a Citrix environment.

The Sage Fixed Assets application works best in a Windows Terminal Server or Citrix environment when you install it in a “three-tiered” configuration; that is, where the Database Server and the Client are on separate servers.

Three-tiered Environment



To install in a three-tiered environment

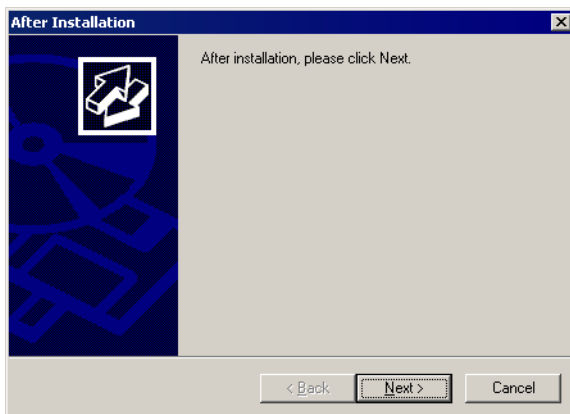
Perform these steps on the Database Server:

1. Perform the network server installation on the server that will run the database engine.
2. Share the SFAServ directory so that you can perform the client installation on the WTS server.

Perform these steps on the WTS/Citrix Server:

1. Map a drive to the shared directory SFAServ on the Database Server. **Windows Server 2008:** In the Control Panel, click the Install Application on Remote Desktop Server.
2. Click the Browse button and select the SETUP.EXE file in the SFAServ\Premier Client folder on the server.
3. On the Run Installation Program dialog, click the Next button. The Sage Fixed Assets client installation dialog appears.

4. Follow the instructions on the installation dialogs.
5. After you install the client components, the After Installation dialog appears.



6. Click the Next button. After installation the Finish Administration Install dialog appears.



7. Click the Finish button. **IMPORTANT:** Do **NOT** click the Finish button before the installation has completed!

You are now ready to set up the client workstations to do one of the following:

- Run the ASSTACCT.EXE file, which is located in the following directory on the WTS server:
\\Program Files\\Sage Fixed Assets\\Premier Depreciation
- Run the ASSTINV.EXE file, which is located in the following directory on the WTS server:
\\Program Files\\Sage Fixed Assets\\Premier Tracking
- Run the FASCIPMS.EXE file, which is located in the following directory on the WTS server:
\\Program Files\\Sage Fixed Assets\\Premier Planning

For information on setting up your client workstations to run the application, please refer to your Microsoft Windows Terminal Server or Citrix documentation.