



Sage Pro ERP Software Assurance

Software Generation is committed to preserving your investment in Sage products into the future. The sustainability of your Sage Pro ERP product is a keystone in this commitment.

Sage ended support for Sage Pro ERP on March 31, 2014 and Microsoft has ended support for Visual Foxpro. That does not mean the software will stop running and we are committed to supporting your software until you are ready to migrate.

This includes support for its predecessors “ACCPAC Pro Series”, “SBT Pro Series”, and “SBT Vision Point”. **Operating System**

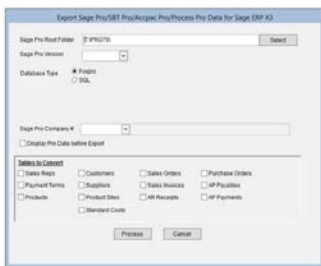
Support



The current version of Sage Pro runs on Microsoft Visual Foxpro 9.0 and runs on current Microsoft operating systems including Windows 11. This includes compatibility with 64 bit versions of Windows.

We have been successful in migrating Pro Series to servers up to Microsoft Server 2019 and, on version running the SQL Server, SQL 2019. We are committed to finding patches, workarounds or programming fixes to correct issues.

Earlier versions of Foxpro are not officially supported by Microsoft but might run fine. If not, there are alternatives that enable them to be supported including moving to Visual Foxpro 9.0 or virtualization on newer windows platforms.



Conversion Services

When the time is right to convert to another Sage product or a completely foreign product, we will be glad to help. We are certified on the Sage ERP Migrator and have experience with migrations to Sage X3 and Sage 300 (formerly known as ACCPAC).

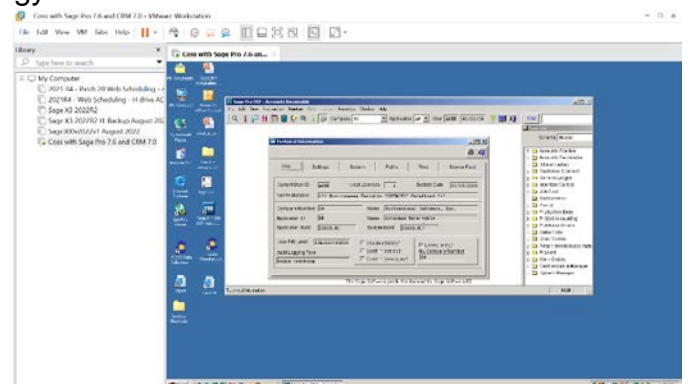
We are the owners and custodians of the tool to export Pro series file and Process Pro files into Sage X3 import formats.

Virtualization

If we cannot move you to a new version of Windows, Windows Server or SQL for some reason, we may be able to keep your entire system running us another technology called Virtualization.

Virtualization allows your system to be replicated on another computer operating system that will behave like your old computer or server. A common example is this VM we created for testing of Sage Pro, Sage CRM 7 and Coss Manufacturing on a virtualized Windows Server 2000 that is actually running on a Widows 11 laptop.

Virtualization can keep older versions of Sage Pro running when you can't make the move to newer operating



systems, such as Sage Pro 7.3 with SQL 2000 database or a virtualized Windows 2003 server on a physical 2019 server.

Enhancements

We will continue to make enhancements available on older version of Sage Pro ERP as we develop them. Recently we launched a project to add SMTP email support to the Message Master mailing program for Sage Pro for compatibility with web based email services. Enhancements that we have developed that are available include:

- Visual Order Picking Priority System
- PO Signature management
- The POP up / Outlook reminder
- Payroll rapid entry
- GL Account changer (licensed)
- EFT AP Stub email enhancement.

Other enhancements will be made available as they are developed.

Priority Support

The same access to our online support options is available for your older Sage software. We have a hotline to allow your computer to connect to a technician between 9 to 5 central and get IMMEDIATE support.

Maintenance

In order to keep your Sage software running as efficiently and reliably as possible, Software Generation offers a maintenance review and scheduled maintenance. Ask to review the checklist of items we check to be sure things are running right.

Programming Services

We will continue to offer programming services as we do now. Sage Pro is a source code product and it can be changed to meet future business needs.

Payroll and 1099 support

We offer support for older version of Pro and Vision Point payrolls and 1099 reporting. We support third party payroll interfaces.

Training and Support Documents

Our training material and support documents on our web site will continue to be available to those on support.

Premier Support Services

Premier support services, including the hot line, are available to all clients on an annual support plan. Included in the fee is access to the above services and a preferred hourly rate discount of \$ 25.00 an hour. Included services include short support calls and the annual maintenance review in accordance with our review checklist. The customer must provide access for us to do this review remotely.

For those not a support plan we no longer provide support. Services listed here are only available under this plan.

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