



In This Issue

Page 1
Troubleshooting
Tips When Sage
100 Runs Slow

Page 2
Introducing Sage
Data & Analytics



SAGE 100 RUNNING A LITTLE SLOW? Here are Some Troubleshooting Tips

From upgrading to the latest version or installing new apps to updating Windows or servers, there are a variety of reasons that Sage 100 might be running a little slower than it used to. Sometimes the fix is simple, other times a little more challenging. Here are some tips to help.

Check for Recent Windows or Other Software Updates

A recently-installed update can cause performance issues. Examples include Windows Updates, antivirus or firewall updates that change or reset previous settings, changes to backup software processes, and many others. In particular if a recent Windows Update occurred, consider rolling back the update to see if the performance issue is resolved.

Change Default Printer to Another Physical or Network Printer

Sage 100 Advanced and Premium look at the default printer on the server every time a task is launched. Sage 100 Standard edition checks the workstation's default printer. For network printers, make sure they're all online and if a network printer is offline and no longer needed, remove it from Control Panel > Devices and Printers.

Check the Path

For Sage 100 Standard, Workstation Setup should be installed from a mapped drive letter path, such that the shortcut to launch Sage 100 also has the mapped drive letter path. The drive letter must be mapped to a directory above "MAS90." For Sage 100 Advanced or Premium, Workstation Setup should be installed from a UNC path, such that the shortcut to launch Sage 100 also has the UNC path. The UNC share point must be a directory above "MAS90."

Check Antivirus Settings

Verify that your antivirus software is configured to exclude all of the latest Sage-related folders, files, scan settings, etc. as recommended by this [Sage Knowledgebase Article](#).

Check Permissions

Launch Sage 100, right-click the Sage 100 shortcut, and select **Run as Administrator**. Then compare Sage 100 performance to when the shortcut is **NOT** set to Run as Administrator.

Check PING Timing

According to current system requirements, typical ping timings with 1,800 bytes of data should be 20-30 milliseconds or faster. A classic issue would be where performance is fine on the Sage 100 server but slow at workstations (because of the network speed).



This is just a quick reference guide. Check out [this Sage Knowledgebase article](#) for full details and instructions for all troubleshooting tips. Or [Contact Us](#) for personalized support.

INTRODUCING SAGE DATA & ANALYTICS

Through a strategic partnership with Zap Data, Sage recently announced the launch of **Sage Data & Analytics**. Here's a look at this powerful new way to visualize your Sage 100 data with graphical business intelligence tools.

What is Sage Data & Analytics?

Sage Data & Analytics (SD&A) is a modern business intelligence (BI) and data management platform with AI and machine learning capabilities that delivers live sales dashboards, graphical cashflow analysis, detailed P&L reports, and so much more - right out of the box!

Brimming with pre-packed (yet fully customizable) reports, data models, and analytics, SD&A can be accessed from anywhere on any device. And because there's no technical experience required, you're up and running quickly and it's super easy for anyone to use.

Key Features

No Technical Knowledge Required

Sage Data & Analytics comes with pre-built, fully customizable data models and analytics right out of the box

Anywhere, Anytime Access

Access your data from anywhere, on any device.

Real-time Data Analysis

Sage Data & Analytics connects directly to your Sage 100 database, giving you access to the latest data in real-time.

Scales With Your Business

From a single location business with a few users to a multi-site location with hundreds of users – SD&A scales with your growth, with Standard, Advanced, and Premium editions, as well as add-ons and options for additional customization and configuration.



Data-Driven Insight

Having quick and easy access to meaningful graphs and reports helps you make more informed, data-driven decisions to cut costs, optimize revenues, and keep your company profitable and competitive.

With SD&A, you'll get a better handle on important operational benchmarks and key performance indicators – such as inventory movement, sales and purchasing metrics, supplier performance, and much more – to set your business on a path to not only survive what many are calling challenging times, but thrive in an increasingly competitive landscape.

Want to Learn More?

Sage Data & Analytics is delivered as a subscription service via the Sage Marketplace.



[Contact us](#) to schedule a demo, request a quote, or ask questions about this powerful new technology that's now available for your Sage 100 system.

Convergence Technologies, Ltd.

8475 E. US Highway 33, Suite J

Churubusco, IN 46723

(877) 483-0717

Denise Phillips

dphillips@converg-tech.com

| www.Converg-Tech.com

