

Get Started

Accounting and Management Products 8.3.4 CD

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Release Overview

Introduction

Thank you for choosing Timberline Office.

This release contains updates for 1098, 1099, W-2, and T4 tax forms for 2004 year-end processing.

Guide to Electronic Documentation

- The *Release Notes* describe new features, known issues, and fixes. This document is available on your CD in the Documents folder.
- The *Technical System Reference* provides detailed information about system issues. This document, which replaces parts of the *Resource and Installation Guide*, is available on your CD in the Documents folder.

These documents are current at the time of the release. To review support documentation published after the release, open the Release Update page at Timberline's Technical Support Knowledgebase. See below for details.

Support

Technical Support Knowledgebase

The Knowledgebase is an online source to get answers to your Timberline application issues. To access the Knowledgebase, open www.timberline.com and click **Client Login**. In the next window, on the left, click **Knowledgebase**. Follow the instructions to log on.

After you have logged on, type a question for a specific issue, or click **Release Update** at the top of the page for a list of key support topics.

Contact Information

During year-end, Software Support receives a greater number of calls than normal. We thank you in advance for your patience during this busy time.

Please note that Software Support will be closed all day December 24 and December 31.

U.S. or Canada

Call 1-800-551-8307, fax 503-439-5333, or e-mail support@timberline.com

Support hours: Monday through Friday 6 a.m. to 5 p.m. PT (Pacific time)

Australia

Acctg/Mgmt: 1800-120-369, fax +503-439-5763, e-mail austracct@timberline.com

Estimating: 1800-120-369, fax +503-439-5333, e-mail austrest@timberline.com

Support hours: Monday through Friday 8 a.m. to 5 p.m. AET (Australian Eastern time)

Asia-Pacific

Acctg/Mgmt: +503-439-5178, fax +503-439-5763, e-mail austracct@timberline.com

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Support hours: Monday through Friday 8 a.m. to 5 p.m. AET (Australian Eastern time)

Other International Areas

Call +503-439-7155, fax +503-439-5333, or e-mail support@timberline.com

Support hours: Monday through Friday 6 a.m. to 5 p.m. PT (Pacific time)

Install Accounting and Management Products

Installation Changes

The installation now prevents you from installing to a computer that uses Microsoft® Windows® 98 SE, Windows Me, or Windows NT®. This is in accordance with Timberline's discontinuation of support for these operating systems.

Compatible CDs

The following CDs are compatible:

- Accounting and Management Products 8.3.4 CD
- Estimating Products 6.7.2 CD
- Residential Management Application 8.0.0–8.3.3 CDs

IMPORTANT: If you install both an Accounting and Management Products CD and an Estimating Products CD, install the Accounting and Management Products CD first. Also, please be sure to install the compatible versions listed above. Do not install incompatible versions such as Estimating Products 7.1.2 and Accounting and Management Products 8.3.4.

Supported CD Upgrade Paths

Upgrade From	Upgrade Path
7.5.0–8.x.x	Upgrade directly to 8.3.4.
7.0.0–7.4.0	Upgrade to 7.5.x or 7.6.x; then upgrade to 8.3.4.
5.4.x or earlier	<ol style="list-style-type: none">1. From TS-Main, select Tools > File Doctor and apply this utility to all files before you upgrade your 5.4.x installation. You cannot wait until after the upgrade to perform this check because later versions of File Doctor are not compatible with 5.4.x data.2. Upgrade to 7.5.x or 7.6.x.3. Upgrade to 8.3.4.

A. Before You Install

- 1 If you are upgrading, back up all Timberline Office program and data files.
- 2 Quit all programs and services for the duration of the installation. This includes programs that may be running in the background such as antivirus, e-mail, and backup programs.
- 3 Decide which installation instructions to read in this document. Most readers should start with [“B. Install at a Server or Stand-Alone Computer” on page 4](#). If you have a Novell network, terminal server, or peer network, please start with [“D. Other Installation Scenarios” on page 6](#).

B. Install at a Server or Stand-Alone Computer

- 1 At the server or stand-alone computer, log on with full administrative rights. Full administrative rights are defined as write access to the Windows registry and all folders on the computer (including rights to the root of all hard drives). If you are unsure whether you have full administrative rights, ask your network administrator for assistance. You can also ask your network administrator to log on with the network administrator ID before you start the installation.
- 2 Insert the Accounting and Management Products CD into the CD-ROM drive of the server or stand-alone computer.
- 3 If the **Installation** window does not open, click **[Start] > Run**. In the **Run** window, click in the **Open** box and type D:\Launch.exe (D:\ represents your CD-ROM drive). Click **[OK]**.
- 4 In the **Installation** window, click **Install prerequisite software**. You must complete this step if the **Install Timberline Office software** task is dimmed. This step may require you to restart your server or stand-alone computer.



NOTE: While you are installing prerequisite software, if the **Installation** window does not reappear after the final reboot, manually install Microsoft Data Access Components 2.7 from <CD-ROM drive letter>:\Prerequisites\Updates\MDAC27.



NOTE: If you receive a firewall warning message during the installation of the Pervasive database engine, work with your network administrator to allow the Pervasive database engine to communicate through your firewall software. For example, if a Microsoft Windows Firewall **Security Alert** window lists the **Database Service Manager** by **Pervasive Software Inc.**, confirm with your network administrator that you wish to proceed; then select **Unblock this program** and click **[OK]**.

5 In the **Installation** window, click **Install Timberline Office software**. Follow the instructions in the installation windows. This step may require you to restart your server or stand-alone computer.



NOTE: If you install Payroll, the installation prompts you for a Payroll tax disk. Please ignore this message. Timberline will notify you when a Payroll tax update is available. After you have received notification, when you are ready to begin processing checks for 2005, open Payroll and select **Tools > Download Taxes**.

C. Install at a Workstation Connected to a Network

After you install to a server ([“B. Install at a Server or Stand-Alone Computer” on page 4](#)), follow these steps to set up your workstations.

- 1** At the workstation, log on with full administrative rights. Full administrative rights are defined as write access to the Windows registry and all folders on the computer (including rights to the root of all hard drives). If you are unsure whether you have full administrative rights, ask your network administrator for assistance. You can also ask your network administrator to log on with the network administrator ID before you start the installation.
- 2** Map a drive to the network shared folder on the server or peer server where you installed accounting and management products. This shared folder should be a parent to the folder where you installed Timberline Office. For example, if you installed to C:\TSAApps\Timberline Office, you should map a drive to the shared folder TSAApps.



NOTE: The shared location mentioned above is not the same as a folder that Timberline Office installs called “Shared.”

3 Click **[Start] > Run**.

4 In the **Run** window, click **[Browse]**. In the **Browse** window, select **Install.exe** in the Wininst folder on the server. For example, select **T:\Timberline Office\Accounting\Wininst\Install.exe** (T:\ represents a drive mapped to the shared folder name in which you installed accounting and management products). Click **[Open]**; then click **[OK]**.

- 5 In the **Installation** window, click **Install Timberline Office software**. This step installs components necessary to run Timberline Office applications.



NOTE: If you receive a firewall warning message during the installation of the Pervasive database engine, work with your network administrator to allow the Pervasive database engine to communicate through your firewall software. For example, if a Windows Firewall **Security Alert** window lists the **Database Service Manager** by **Pervasive Software Inc.**, confirm with your network administrator that you wish to proceed; then select **Unblock this program** and click [OK].

- 6 Repeat steps 1–5 for each workstation.

D. Other Installation Scenarios

Read the sections below that apply to your installation scenario.

Peer Server Networks That Also Have Estimating Products

Follow installation steps A, B, and C, but perform this step after the installation:

At the peer server, map a drive to the same shared folder that the workstations use. Use this mapped drive to access Address Book data.

Novell Server

Follow installation steps A, B, and C, with these exceptions:

- Install to the server from a workstation. Make sure that you have a drive mapped to the Sys volume of the Novell server.
- Be sure to click the **Install Software for a Novell Server** step before you select the **Install Timberline Office** step in the **Installation** window.
- If you upgraded from an earlier Accounting and Management Products 8.x.x CD, you must modify some files on your server after you complete the server upgrade but before you install to workstations. Modify files in Timberline's Shared folder (for example, T:\Timberline Office\Shared) as follows:
 - Delete tcl.dll; then rename tcl.1 to tcl.dll
 - Delete tsactg.dll; then rename tsactg.1 to tsactg.dll
 - Delete tsdm.dll; then rename tsdm.1 to tsdm.dll

Terminal Server

Follow installation steps A, B, and C, with these exceptions:

- Click **[Start] > Settings > Control Panel > Add or Remove Programs** to start an installation to a terminal server. Starting the installation in this way makes the resulting software available to remote operators.
- If your terminal server does not host Timberline Office programs and data files:
 - Install to the server as though it were a workstation. Perform the steps in [“C. Install at a Workstation Connected to a Network” on page 5.](#)
 - After you install Timberline Office, verify that the Pervasive.SQL database service on the terminal server uses an account that has the access rights of the Local System account plus access to all Timberline Office program and data files.

To verify your account and access rights, select **Start > Programs > Administrative Tools > Services** on the terminal server. In the **Services** window, right-click the **Pervasive.SQL** service and select **Properties**. Then, on the **Log On** tab, select the **Use this account** button. Work with your network administrator to enter an account that has the access rights of the **Local System** account plus access to all Timberline Office program and data files.



NOTE: The **Local System** account, which does not typically have access to files located on another server, should not be selected on the **Log On** tab. If you use an account with insufficient access rights, you may receive a Pervasive status code 3119 error, which states “No authentication context is available.”



WARNING: Do not install Timberline Office applications to a terminal server from a remote connection. If you attempt to install in this manner, your installation may fail or you may be unable to start Timberline Office applications.

E. Upgrade Data Files

If you upgraded to a new version of accounting and management products, read the information in this section. If this is a first-time installation of accounting and management products, skip to [“F. After You Install” on page 9.](#)

Prepare to Upgrade Files

The following instructions assume that you upgrade data files at your server. Timberline strongly recommends this method because it avoids network irregularities that can disrupt the upgrade.



NOTE: If you upgrade accounting and management product data files and estimating product data files, be sure to upgrade accounting and management product data files first.

- 1 Back up your data files.
- 2 Make sure that no one is using Timberline Office applications.
- 3 Open TS-Main.

- a If you are prompted to select a data folder, but you do not see your data folder, click [**Change Drives**].
 - b In the **Change Drives** window, click [**None**], and select the drive that contains your Timberline data. Click [**OK**].
 - c Select your data folder, then click [**OK**].
 - d If you still cannot see your data folder after you change drives, click [**Specify Folders**]. In the **Specify Data Folder Paths** window, type the path to the folder that contains your data; then click [**Finish**]. Finally, click [**OK**] in the **Specify Data Folder** window.
- 4 If you use file locations, modify the locations to point to files on the local hard drive of your server.
- a In TS-Main, select **File > Data Folder Settings > File Locations**.
 - b In the **File Locations** window, look for network paths in the **Data Folder** box.
 - c If you have network paths, write them down. You need this information for a later step.
 - d In the **File Locations** window, modify each network path to point to the appropriate file on the local hard drive of your server.
 - e Close the **File Locations** window.
- 5 Repeat steps 3 and 4 for each data folder that you will upgrade.

Upgrade Files

- 1 In TS-Main, select **Tools > Upgrade Files**.
- 2 Select to upgrade either the current data folder or all data folders.

If you select **Current data folder**, you upgrade files in the data folder in which you currently work.

If you select **All data folders**, you upgrade files in all data folders that display in the **Open Data Folder** window. This may include data folders on other drives. With this option, the upgrade process can take a long time if you have many data folders.

- 3 Select files to upgrade from the **Files** list. Please review the table below to determine which files require an upgrade.

Upgrade From	Applications That Require Data Upgrades
8.3.2 and 8.3.3	General Ledger
8.3.0 and 8.3.1	Accounts Payable, General Ledger, and Payroll

Upgrade From	Applications That Require Data Upgrades
8.2.0–8.2.2	Accounts Payable, Accounts Receivable, Address Book, Contracts, General Ledger, Inventory, Job Cost, Payroll, Project Management, Property Management, Purchasing, and Service Management
7.5.x or 7.6.x	Upgrade all accounting and management product data files.

- 4 Click **[Start]**. The **Print File Selection** window opens.
- 5 In the **File name** box, type a name for the upgrade report file and click **[Save]**. The upgrade process begins in the background.
- 6 Review the report when the process is complete.



The first time that you install an accounting and management products 8.x.x CD and an estimating products 6.5.x or later CD, be sure to upgrade your accounting and management data files before you upgrade your estimating data files. This ensures that the upgrade program does not duplicate contact information in Address Book.

Restore File Locations

If you modified file locations, restore the previous file location entries.

- 1 In TS-Main, select **File > Data Folder Settings > File Locations**.
- 2 In the **File Locations** window, find the file locations that you changed previously, and change them back to the original network path.
- 3 Close the **File Locations** window.



NOTE: You can select to automatically upgrade files when you install the software. Files cannot be used by other applications while they are being upgraded.

F. After You Install

If You Have Estimating-Only Workstations

To access Address Book, Job Cost, and tax data on a server, follow the steps below for each Estimating-only workstation (workstations that have both estimating products and accounting and management products have already been configured as part of the accounting and management product installation).

- 1 Map a drive to the network shared location on the server or peer server where you installed Timberline accounting and management products. This shared folder should be a parent to the folder where you installed Timberline Office. For example, if you installed to C:\TSAApps\Timberline Office, you should map a drive to the shared folder TSAApps. The mapped drive would appear as T:\Timberline Office.



NOTE: The shared location mentioned above is not the same as a folder that Timberline Office installs called "Shared."

- 2 Click [**Start**] > **Run**.
- 3 In the **Run** window, click [**Browse**]. Select the path to Wininst\Install.exe on the server (for example, T:\Timberline Office\Accounting\Wininst\Install.exe, if T:\ is the drive that you mapped in step 1). Click [**Open**]; then click [**OK**].
- 4 In the **Installation** window, click **Install Timberline Office software**. If this step is not available, click **Install prerequisite software**; then, after prerequisite software installs, click **Install Timberline Office Software**. These steps may require you to reboot multiple times.
- 5 Repeat steps 1–4 for each Estimating-only workstation.

Final Steps

- 1 Restart all programs and services that you shut down for the installation.
- 2 If you use Inventory, Purchasing, or Service Management custom Crystal reports, please see *Crystal Reporting* for information about upgrading these reports. This document is available on the Timberline Office Accounting and Management Products CD at \Documents\Crystal.pdf.
- 3 Timberline provides numerous supporting documents in Adobe[®] Acrobat (.pdf) format. If you do not already have Adobe Acrobat or Acrobat Reader, you should install Acrobat Reader by starting the program D:\AdditionalInstalls\Adobe\ar500enu.exe on your Accounting and Management Products CD (D:\ represents your CD-ROM drive).

System Requirements

The hardware and software requirements below are a guideline. For more detailed information, please contact your Timberline business partner or sales representative.

Supported Operating Systems

- Windows Server 2003 Standard Edition
- Windows 2000 Advanced Server
- Windows 2000 Server
- Windows 2000 Professional
- Windows XP Professional
- NetWare[®] 4.2 with Service Pack 9
- NetWare 5.1
- Palm OS[®] 4.0, 4.1, 5.2-5.2.1 (Mobile Estimating, Mobile Purchasing, and Mobile Inventory) and Palm OS 3.1-3.53 (Mobile Purchasing and Mobile Inventory)

Processor

- 500 MHz except for NetWare servers, which require 300 MHz.

RAM

- 512 MB RAM for Windows Server 2003 and Windows 2000 Server

- 256 MB RAM for Windows 2000 Professional, Windows XP Professional, and NetWare
- 8 MB RAM for Mobile Purchasing and Mobile Inventory, 2 MB for Mobile Estimating (handheld device RAM)

Hard Disk Space

- Accounting and management products on a server or stand-alone computer: 400 MB available disk space plus 30 MB per accounting and management application
- Accounting and management products on a workstation: 295 MB available disk space (this assumes that a server hosts accounting and management data)

Other Requirements

- CD-ROM drive
- Crystal Reports[®] Professional or Timberline's Crystal Reports (Required to modify or create Crystal Reports designs)
- High-quality network interface card
- Sound card
- SVGA monitor (800 x 600 pixels, 1024 x 768 pixels recommended for Project Management and Database Editor)
- Microsoft Internet Explorer 6.0 (Service Pack 1)
- Microsoft Outlook[®] (required to use e-mail features)
- Printer
- WinFax Pro 10.0, 10.01, or 10.03 (required to send faxes in applications with this feature)

Supported Protocols

- TCP/IP Transmission Control Protocol/Internet Protocol. Microsoft servers default to this protocol.
- IPX/SPX (Internetwork Packet Exchange/Sequenced Packet Exchange. Novell protocol that is the standard in NetWare 4.x.)
- RDP 5 Remote Display Protocol. Microsoft remote protocol, which is used in its remote connection applications.
- ICA Independent Computing Architecture. Citrix remote protocol, which is used in its remote connection application.