

Sage Master Builder Payroll Tax Changes Ready for Download

12-B | January 24, 2012

Audience

This update is for all customers running Sage Master Builder Versions 17.1 or 17.2. If you are on any version prior to Version 17.1, you will need to first upgrade to Version 17.1 before installing this software update.

Note: If you are not the person who downloads and installs Sage Master Builder updates, please forward this notice to the correct person in your company.

What is in the January 2012 tax update release?

This tax update release contains all previous year-end 2011 payroll tax updates. This tax update release does not contain the complete Sage Master Builder program.

Tax Changes

- Idaho, effective January 1, 2012
- Missouri, effective January 1, 2012
- New York state and City of Yonkers, effective January 1, 2012
- Oklahoma, effective January 1, 2012
- Puerto Rico, effective January 1, 2012

For further details, see the [Release Notes](#).

What do you need to know before you download the update?

Finding the Sage Master Builder Version Number

This release only updates Versions 17.1 and 17.2. If you are on any version prior to Version 17.1, you will need to first upgrade to Version 17.1 before installing this software update. If you are unsure which Sage Master Builder version you have installed, follow these instructions:

1. Launch Sage Master Builder, and log in to your company.
2. Click **Help > About Sage Master Builder**. The first line displays the version number.

Download and Installation Instructions

To download the update:

1. Close Sage Master Builder before you download the software update.
2. Create a folder under \\MB7 named Updates.
 - For a multi-user/network configuration, save the file to a shared directory on a computer on your network.
 - For a stand-alone configuration, save the file to a folder on your computer. Click the link below, or enter it into your Internet browser **Address** line. If you see a security alert, click **[Allow]**.

[Version 17.2 Software Update Download](#)

3. Click **Save**; locate the folder that you created in step 2, and download to that folder.

To install the update:

Note: It is important to install this software update to all locations on your network. This will ensure that all locations contain the latest payroll tax changes and program updates. To ensure that the software update is installed to all necessary locations, first install the software update directly to the Sage license server, and then install it to the local drives of all other workstations.

1. Close all open programs before installing the update except for firewall and anti-virus programs.
2. Browse to the drive and folder where you downloaded the **SMB17212.exe** file.
3. Double-click **SMB17212.exe** to begin the installation.
 - If you are running the Windows XP operating system and you get a message advising you that the program publisher cannot be identified, click **[Run]**.
 - If you are running the Windows Vista operating system and you get a message advising you that an unidentified program wants to access your computer, click **[Allow]**.
 - If you are running the Windows 7 or Server 2008 R2 operating system and you get a message asking if you want to allow the following program to make changes to this computer, click **[Yes]**.
4. On the **Welcome** window, click **[Install]** to continue the installation process.
The **Welcome** window detects a previous installation of Sage Master Builder v17. This installation updates the existing version at the current location.
5. The updater installs the software update.
6. Select **Yes, I want to restart my computer now** if you are prompted, and then click **[Finish]**. If the option to restart your computer is not presented, click **[Finish]**.
7. Repeat steps 1-6 to update all other computers running Sage Master Builder and the computer where your data is located.

Note: On PCs running the Vista or Windows 7 operating system, if you receive a Windows Program Compatibility Assistant message after completing the installation advising you that the program may not have installed correctly, click the option, "**This program installed correctly.**"

Technical Assistance

Depending on your Sage Service Plan, you may be able to take advantage of the following services:

Sage Customer Portal

You may log on to the Sage Customer Portal at <http://www.sagecre.com/customerlogin> to access any of the following:

- **Knowledgebase:** Find answers to your questions, access downloads, and subscribe to your favorite articles. This service is available online 24/7.
- **Live Chat:** Chat online with a customer support analyst - a great option for quick questions. Chat hours are Monday through Friday from 6 a.m. to 3 p.m. Pacific Time, with the same exceptions as telephone support (see below).
- **Online Support Request:** Submit an online support ticket when you have a non-urgent question. One of our call center support analysts will assist you. Online support hours are the same as our customer support call center hours (see below).

Sage Customer Support Call Center

Telephone Support: When you have a more urgent question or would prefer to speak to a customer support analyst directly, call us at 800-866-8049. Telephone support is available Monday through Friday from 6 a.m. to 5 p.m. Pacific Time with the following exceptions:

- Every Thursday from 2 p.m. to 3 p.m. Pacific Time (closed for customer support staff meetings)
- Standard United States holidays
- Quarterly company meetings

Upgrading Your Service Plan

If your service plan does not provide online or telephone customer support and you would like to add or upgrade a service plan, please call 800-858-7098.

