Sage X3 Support update

Mike Shaw — 15th November 2023





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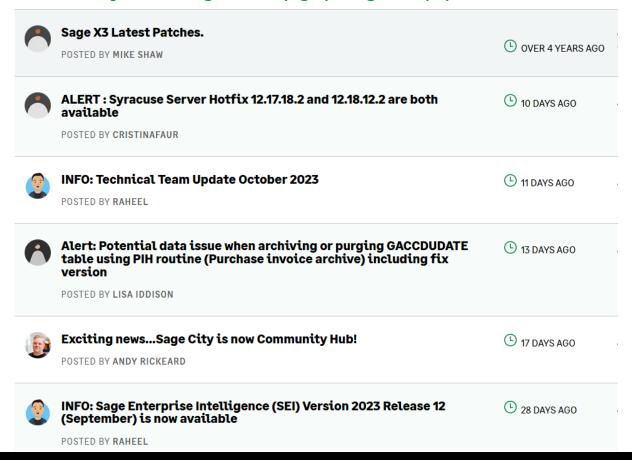


Latest announcements and alerts



Sage X3 UK — News and Alerts

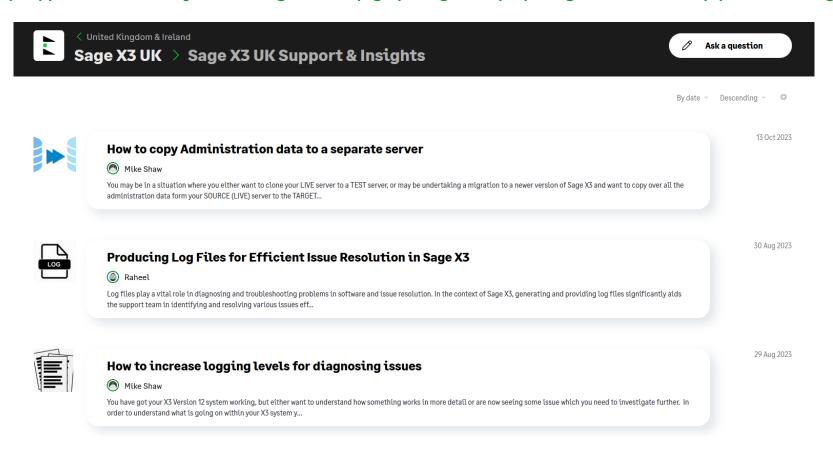
You can subscribe for automatic updates (Can get daily or weekly summaries) https://communityhub.sage.com/gb/sage-x3/f/announcements





Sage X3 UK - Blog

You can subscribe for automatic updates https://communityhub.sage.com/gb/sage-x3/b/sage-x3-uk-support-insights

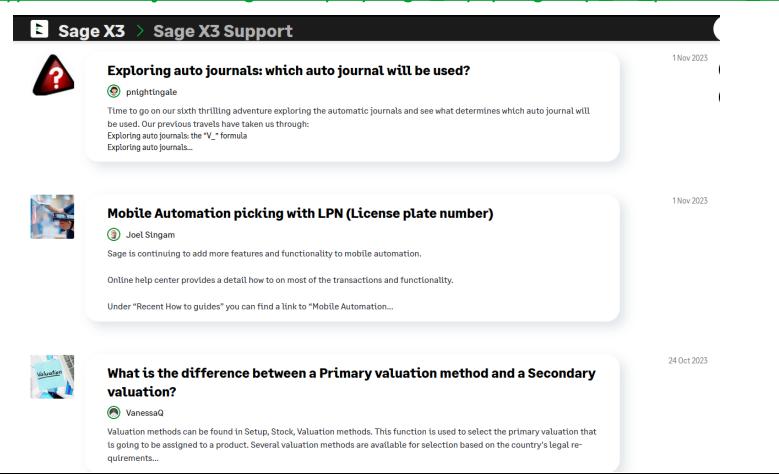




Sage X3 North America - Blog

You can subscribe for automatic updates

https://communityhub.sage.com/us/sage_x3/b/sageerp_x3_product_support_blog



Sage X3 UK – Knowldgebase

Sage X3 Support teams have transitioned the Knowledgebase to a new system.

Is available via https://gb-kb.sage.com This URL includes UK specific articles plus all regions articles. Many articles have been migrated from the previous system, but not all.

The old KB system is still available for now but is not being maintained. You can go straight to the X3 product section with URL https://gb-

kb.sage.com/portal/ss/?tabid=3&searchaliases=custom_gb_en_sagexthree



Sage X3 UK — Training resources

Regularly review Sage University for the latest offerings (https://sageu.com/)

Apart from the standard courses available, this audience may be particularly interested in the advanced training by the Centre Of Excellence (COEX) team. Search for:

- Expert Workshop typically one day or more
- Knowledge Bites normally one hour

More details on following slides

Sage X3 UK — Training resources

Sage X3 Partner Collateral*

Partner Enablement Guide: https://sageu.com/SageX3/brochure/Enablement_guide.html

Partner Catalog: https://sageu.com/SageX3/brochure/partner_learning.html

Partner Schedule: https://sageu.com/SageX3/schedule/partner.html

Sage X3 Program Overviews*

Sage X3 Customer Learning Membership Overview: http://www.sageu.com/sagex3membership/

Sage X3 Certified Instructor Overview: http://www.sageu.com/scip

STREAM Overview: http://www.sageu.com/STREAM



Sage X3 UK — Training resources

Upcoming Expert sessions from CCOEX

Expert sessions October-December 2023

New Features Highlights 2023R2			
CoEX New Features Highlights (Global Morning) (1*2h session)	Learn more and Register	30 Nov	
CoEX New Features Highlights (Global Afternoon) (1*2h session)	Learn more and Register	30 Nov	
CoEX New Features Highlights (France Morning) (1*2h session)	Learn more and Register		5 Dec
CoEX New Features Highlights (Spain Morning) (1*1,5h session)	Learn more and Register		21 Dec

Development sessions				
Meeting the challenges of a Sage X3 project with ATP (3*3h sessions)	Learn more and Register		20-22 Nov	
Tips & Tricks for Importing & Exporting Data (2*3,5h sessions)	Learn more and Register		9-10 Nov	
Add-on development and licensing best practices (4*3,5h sessions)	Learn more and Register			11-14 Dec
Putting GraphQL to Practice (2*4h sessions)	Learn more and Register			12-19Dec

Tools sessions

Best Practices for Managing your Sage X3 Solution (4*4h sessions)	Learn more and Register	24-27 Oct		
Understanding the Sage X3 common tools data model (2*3,5h sessions)	Learn more and Register	30-31 Oct		
Understanding the Sage X3 distribution data model (2*3,5h sessions)	Learn more and Register		13-14 Nov	
Understanding 4GL as an Implementation Consultant - Part 1 (4*3,5h sessions)	Learn more and Register		13-16 Nov	
Understanding the Sage X3 manufacturing data model (2*3.5h sessions)	Learn more and Register			5-6 Dec





Sage X3 versions documented in the Support Forum https://communityhub.sage.com/gb/sage-x3/f/announcements/147993/sage-x3-latest-patches

- V12 : Twice yearly releases (General Release expected: May and November)
 - Last release (May 2023): 2023 R1 (12.0.33)
 - Next release 2023 R2 (12.0.34) expected 20th November
- V11
- Final patch release (March 2022): 11.0.22
 - NOTE: end of maintenance date is 1st April 2024

See KB article "Sage X3 Lifecycle Policy" for more details

Source of truth for the technology prerequisites is primarily the online, however you also need to review the patch documentation and release notes.

- V12 Prerequisites https://online-help.sageerpx3.com/erp/12/public/prerequisites_last-version.html
- Prerequisites Overview http://online-help.sageerpx3.com/erp/12/public/prerequisites_overview.html
- <u>Architecture and system requirements</u> (via the Online help at https://online-help.sageerpx3.com/erp/12/public/index.html)
- 2023 R1 release notes https://online-help.sageerpx3.com/erp/12/wp-static-content/news/en_US/ReleaseNote/RELNOTE_V12.0.33.htm

Keep all your technology components up to date:

- Operating System
 - Sage certify at the "top" level, latest patches can be applied
 - 2023 R1 Syracuse onwards now only certified for Linux 8 (will not run in Linux 7)

Server operating system

Component	Version 11	Version 12
Windows Server	2016 Essentials, Standard, and Datacenter	2016 Essentials, Standard, and Datacenter
		2019 Essentials, Standard, and Datacenter since release 2020 R2/V12.0.22
		2022 Essentials, Standard, and Datacenter since release 2022 R4/V12.0.32
Red Hat Enterprise Linux	7.x	7.x (7.5 or later is recommended)
		8.x (with mandatory compat-openssI10-1:1.0.2o-3.el8.x86_64 package) since release 2021 R3/V12.0.27 libunwind library is mandatory since release 2022 R4/V12.0.32
Oracle Enterprise Linux 7.x		7.x (7.5 or later is recommended)
		8.x (with mandatory compat-openssI10-1:1.0.2o-3.el8.x86_64 package) since release 2021 R3/V12.0.27 libunwind library is mandatory since release 2022 R4/V12.0.32
IBM AIX	To be deprecated. No new configuration should be allowed with IBM AIX	Deprecated but it can be used as a manually configured Oracle database server

Note: Windows Server 2012 R2 should not be used for new installations, as:

- Its End of Life is planned for October 10, 2023.
- Sage stopped supporting Windows Server 2012 R2 in 2022.
- If you are currently using Windows Server 2012 R2, you need to upgrade to Windows Server 2016, 2019, or 2022.



- Database (SQL server, Oracle)
 - Sage certify at the "top" level, latest patches can be applied
 - e.g. If using SQL Server 2016 with V12 Patch 22, you can apply the latest patches available for SQL Server 2016, but would need to upgrade to Patch 23 or above before upgrading to SQL Server 2019
 - NOTE: SQL Server 2022 is supported now for 2023 R1

Databases

Component	Version 11	Version 12
Oracle 12c R1 SE2, EE		12c R1 and R2 SE2, EE
		19c SE2, EE since release 2020 R2/V12.0.22
Microsoft SQL Server	2014 SE, EE, BI	2016 SE, EE, BI
	2016 SE, EE, BI	2017 SE, EE, BI
		2019 SE, EE, BI since release 2020 R3/V12.0.23



MongoDB (Version 12 shown)

3.4.16 in initial GA release 2018 R8/V12.0.14
3.6.14 since Syracuse 12.5 in release 2019 R5/V12.0.20
4.0.27 since Syracuse 12.8 in release 2020 R3/V12.0.23
4.2.17 since Syracuse 12.9 in release 2020 R4/V12.0.24
4.4.10 since Syracuse 12.14 in release 2022 R1/V12.0.29
4.4.12 since Syracuse 12.15 in release 2022 R2/V12.0.30

Notes:

- MongoDB versions under 4.2 are not compatible with Windows Server 2019.
- MongoDB 4.4 is not compatible with Windows Server 2012.



- Elastic Search
 - No longer mandatory to be installed since 2022 R4
 - Check Elastic Search documentation for JDK versions supported
 - Can use the JDK provided as part of the Elastic Search installation bundle

Servers, frameworks, and middleware

Component	Version 11	Version 12
Node.js embedded in Syracuse for Sage X3	4.6.0 to 14.0.0	8.11.3 to 14.0.0
Sage X3 Automated Test Platform Node.js v12	-	Sage X3 Automated Test Platform client installed on a local desktop: Installation managed automatically via the Sage X3 Automated Test Platform installer.
		Jenkins server: Download and install the latest version of Node v12.x.x (LTS) (Long Term Support) from https://nodejs.org/download/release/latest-v12.x/.
Elasticsearch	1.5.*	2.4
	6.4 since Syracuse 11.17 in V11.0.14	6.4 since Syracuse 12.3 in release 2019 R3/V12.0.18
	6.8 since Syracuse 11.20 in V11.0.16	6.8 since Syracuse 12.6 in release 2020 R1/V12.0.21
	7.16 since Syracuse 11.24 in Sage X3 Warehousing V11.0.10/Sage X3 V11.0.19	7.16 since Syracuse 12.9 in release 2020 R4/V12.0.24
JVM	8u201 or later 8.x recommended	8u201 or later 8.x recommended
Apache	2.2 (obsolete and deprecated) 2.4 highly recommended	2.2 (obsolete and deprecated) 2.4 highly recommended
ВО	Business Object XI 4.1 SP3 patch 1	Business Object XI 4.2 SP8 patch 600
.Net framework	3.5 and 4	3.5 and 4



- Apache 2.4
 - Apache optional since version 2022 R2
 - Syracuse takes over the role Apache was playing
 - Where used, Apache 2.4 is **highly** recommended
 - Sage certify at the "top" level, so latest Apache patches can be applied
 - Apache vulnerabilities
 - https://httpd.apache.org/security/vulnerabilities 24.html
 - Setup your firewall rules so that the Apache installation (configured for Sage X3 use only) can only be accessed by the X3 server(s) that need the access to Apache.

- JDK
 - JDK 8 is mandatory, due to installation requirements of the MongoDB component 4.x+
 - Sage certify at the "top" level, latest patches of 8.x can be applied for the standalone JDK
 - NOTE: some Sage X3 components have embedded Java versions (Print Server, Classic Web)
 - Can install multiple JDK versions on one Server, for example if you wish to use latest certified JDK that Elastic Search supports
 - How to replace Oracle JRE/JDK by Zulu JRE/JDK
 - https://online-help.sageerpx3.com/erp/12/public/index.html
 - You don't have to use Zulu, for example can use OpenJDK



Crystal Reports Designer

Client components

Component	Version 11	Version 12
Microsoft Office (32 and 64-bit editions)	2010, 2013, 2016	2010, 2013, 2016, 2019
Microsoft Office as part of Office 365 (32 and 64-bit editions) on-premises. No support for Office online.	2013, 2016	2013, 2016, 2019
Microsoft Outlook (32 and 64-bit editions)	2010, 2013, 2016	2010, 2013, 2016, 2019
Microsoft Outlook as part of Office 365 (32 and 64-bit editions) on-premises. No support for Office online.	2013, 2016	2013, 2016, 2019
llog	Windows 7, 8.1, and 10 64-bit editions	Windows 7, 8.1, 10, and 11 64-bit editions Only for the weighing module with on-premises solutions.
Crystal Reports Designer	CR2013 and CR2016	CR2013, CR2016, and CR2020

Note:

- To use Crystal Reports Designer 2016 and 2020, the Print Server version must be ≥ 2.18.
- NOTE: X3 Print Server 2.19+ use CR 2020 Runtime, so can read reports developed in previous versions of Crystal Designer



Anything else to discuss



Other news or discussions

Changes to the Sage X3 Technical Consultant Role!

See **PDF** for details

Why are we doing this?

After completing a thorough review of our learning content and the true roles the various tasks and functions apply to within our partner organizations, we made the decision to eliminate the Core Technical course and certification and replace it with the following two new courses and certification:

- System Engineer: This course is designed for consultants responsible for the installation
 and configuration of Sage X3. Information in this course covers the architecture and
 requirements, planning for an install, installing and configuring components, configuring
 the Sage X3 solution, patching, managing folders and connections, and monitoring key
 settings.
- System Administration: This 4 day course covers the common tools and system
 administration features including but not limited to managing folders and connections,
 configuring the application, monitoring and key settings, endpoint user access, global
 user access, general parameters, activity codes, and formulas.

A Partner Organization can now have a dedicated System Engineer Consultant and a dedicated System Administration Consultant, if desired.

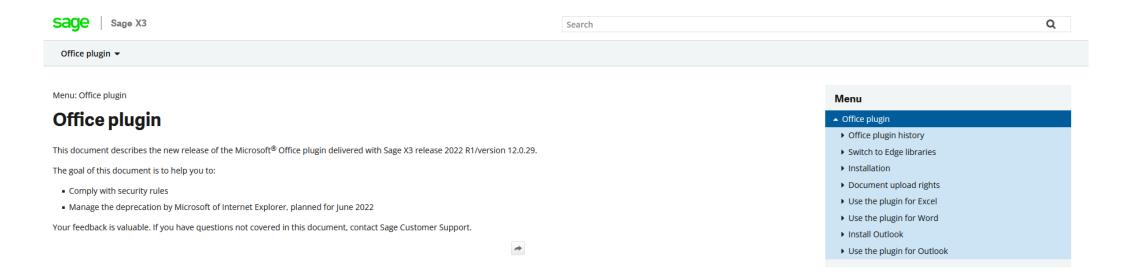
This also allows the functional consultants (Financial, Distribution, and Manufacturing) to reduce classroom time by attending only the System Administration course for the information that applies to their role.



Other news or discussions

Random top tip

If you are having issues or queries regarding the Sage Office plugin, then check out the online help at https://online-help.sageerpx3.com/erp/12/wp-static-content/public/Office%20plugin/Default.htm as this gives walk through on installing and using the plugin.





Summary

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Thank you!

