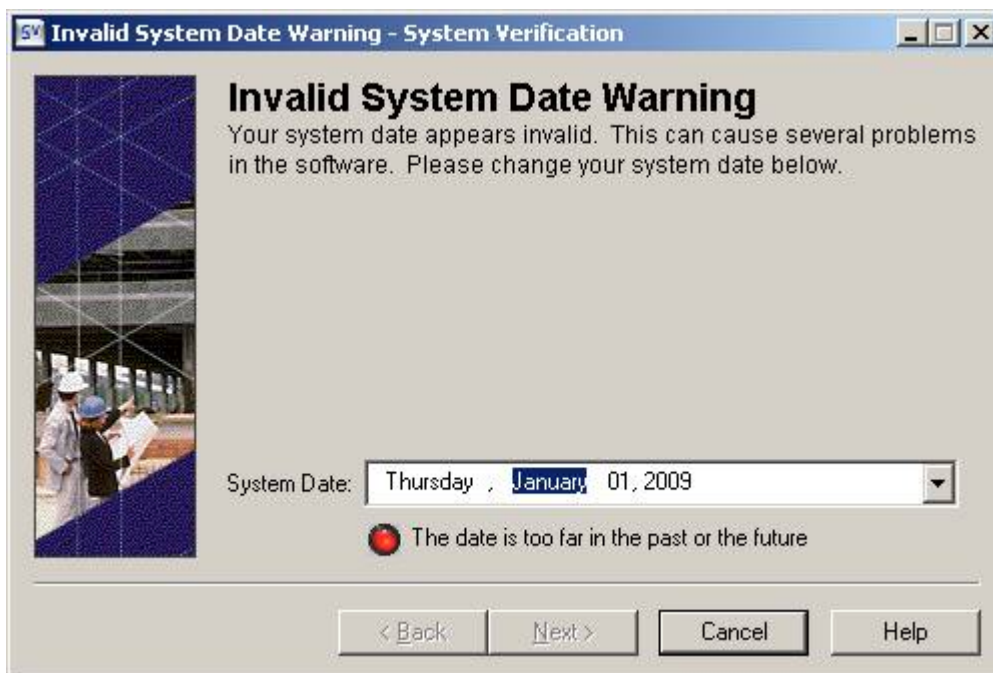




Sage Timberline Office Products —Version 9.4 and earlier System Verifier Invalid System Date Prevents Software Operation

Issue

Sage Timberline Office Accounting and Estimating versions 9.4 and earlier have encountered an error which prevents the software from operating. The System Verifier treats any date on or after 01/01/09 as invalid and presents the following warning message:



Solution

Follow the instructions below to install a hot fix which updates the Registry settings. Read all instructions before installing the hot fix. Before you begin, be sure you have rights to edit HKEY_LOCALMACHINE_SOFTWARE_TIMBERLINE_GENERAL.

Download the Alert09A.exe file

1. Click <http://cdn.updates.timberline.com/SoftwareAlerts/Alert09A.exe> to download the hot fix.
2. Save the Alert09A.exe file to a location available to all computers that run Sage Timberline Office Accounting or Estimating.
 - a. Double click on the Alert09A.exe file. Click **[Run]**.
 - b. If a security warning appears, click **[Run]**.
 - c. Click **Browse** in the **WinZip Self-Extractor** window to select the location where you want to save the file.
 - d. Click **[Unzip]** in the WinZip Self-Extractor window.



3. You will receive a message that the file unzipped successfully. Click **[OK]**.

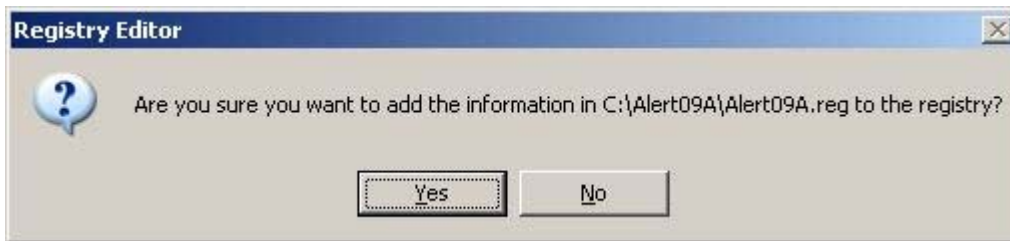


4. In the WinZip Self-Extractor window, click **[Close]**.



Run the hot fix

1. Locate Alert09A.reg at the location where you saved it in step 2 above. Double-click Alert09A.reg.



2. Click **[Yes]**.



3. Click **[OK]**
4. Run the hot fix on all workstations and servers that operate Sage Timberline Office.

Note

- This issue does not affect version 9.5.
- Please distribute this bulletin to your staff and consultants as appropriate.
- A software alert which includes the hot fix will be distributed to all customers today.
- Phone lines to Customer Support will be extremely busy in the next few weeks due to large volumes of calls about this issue and year-end questions. Please help us provide exceptional service by reaching out to your customers, particularly those not currently on active service plans.

Customer Support**If you would like assistance with a solution:**

1. Log on to www.sagetimberlineonline.com.
2. Click Solve > Support > Request Support. This sends your request directly to Customer Support.

If you prefer to speak to Customer Support, contact us by phone at the numbers listed below:

In the U.S. or Canada, call 800-551-8307. Support hours: Monday through Friday 6 a.m. to 5 p.m. PT (Pacific time).

In Australia, call 1800 26 26 20 or send an e-mail to support.pacific@sage.com. Support hours: Monday through Friday 9 a.m. to 5 p.m. AET (Australian Eastern time).

In New Zealand, call 0800 904 409 or send an e-mail to support.pacific@sage.com. Support hours: Monday through Friday 9 a.m. to 5 p.m. AET (Australian Eastern time).

In Asia-Pacific and other International Areas, call +503-533-2181. Support hours: Monday through Friday 8 a.m. to 5 p.m. AET (Australian Eastern time).