

Software Alert

9.8 Estimating Install Correction

Audience

This issue applies to you if one of the following is true:

- You have not yet downloaded 9.8 Estimating but you plan to download it.
- You have downloaded 9.8 Estimating but have not yet installed it.
- You have already downloaded and installed 9.8 Estimating.

Software

- Sage Timberline Office 9.8 Accounting
- Sage Timberline Office 9.8 Estimating
- Sage Master Builder 9.8 Estimating

Issue

Modifying or uninstalling the original 9.8 Estimating install (9.8.0 Rev. 2) may result in a loss of data. We have created a new 9.8 Estimating install (9.8.0 Rev 3) to correct the issue and replace the original install. This corrected install is now available for download.

Note: If you are not the person who performs Sage Timberline Office updates, please forward this notice to the correct person in your company.

Solution

Perform one of the following actions:

- If you have not yet downloaded 9.8 Estimating but you plan to download it, download and install it following the instructions in [Software Notice 11-S](#) (sent originally on October 17).
- If you have downloaded 9.8 Estimating but have not yet installed it, delete the folder (980_Rev2_Estimating) containing the original downloaded files then download and install 9.8.0 Estimating Rev. 3 following the instructions in [Software Notice 11-S](#) (sent originally on October 17).
- If you have already downloaded and installed 9.8 Estimating, **DO NOT UNINSTALL IT**. Download the corrected 9.8 Estimating (9.8.0 Rev. 3) and install it following the instructions in [Software Notice 11-S](#) (sent originally on October 17).

Software Version

To determine which CD version and update you have installed:

1. Start TS Main.
2. Select **Help > About TS Main**.

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/customerlogon> 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 800-551-8307. 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

Holiday Schedule: We will be closed on the days listed below. Please note we will observe the Christmas holiday on December 26 and December 27 this year.

Holiday	Date
Thanksgiving Day	Thursday, November 24, 2011
Day Following Thanksgiving	Friday, November 25, 2011
Christmas Day (observed)	Monday, December 26, 2011
Day Following Christmas (observed)	Tuesday, December 27, 2011
New Year's Day 2012 (observed)	Monday, January 2, 2012

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.