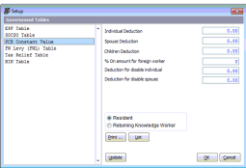
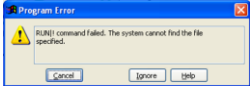
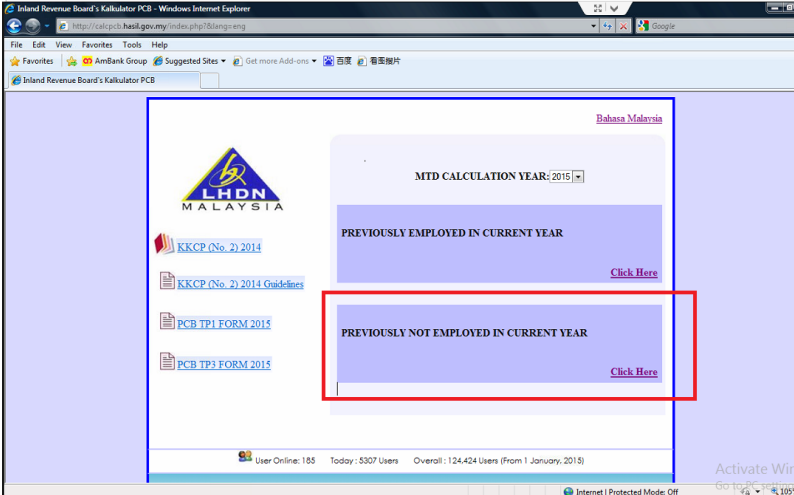


Workaround Solutions of Sage Payroll 2015

| No. | Error/ Issue | Workaround Solution |
|-----|---|--|
| 1 | Incorrect password, try again. | <ul style="list-style-type: none"> a) Stop the application. b) Delete the companyMerge (there are 3 files) at the "C:\subspayex" folder. c) Try to run the application again. |
| 2 | Invalid path or filename. | <ul style="list-style-type: none"> a) Stop the Sage License Service from Windows Services. b) Copy and paste the latest "UBS.Network.LicenseConnector.dll" into "C:\Program Files (x86)\Common Files\Sage Software\LicenseService". c) Run "RegisterCommonDLL.bat" as administrator. d) Start the Sage License Service from Windows Services. <p>Please download the related files here: https://drive.google.com/folderview?id=0B4CGWYmsp5kCfndxeVJENmsxR2JuOGI5X045Uk1wTkNNY3h6SE1EckgwanR5bGUyLVM3WUk&usp=sharing</p> |
| 3 | Data type mismatch upon login. | <ul style="list-style-type: none"> a) Stop the Sage License Service from Windows Services. b) Copy and paste the latest "UBS.Network.LicenseConnector.dll" into "C:\Program Files (x86)\Common Files\Sage Software\LicenseService". c) Run "RegisterCommonDLL.bat" as administrator. d) Start the Sage License Service from Windows Services. <p>Please download the related files here: https://drive.google.com/open?id=0B4CGWYmsp5kCfndxeVJENmsxR2JuOGI5X045Uk1wTkNNY3h6SE1EckgwanR5bGUyLVM3WUk</p> |
| 4 | Structural .CDX file is not found. | <ul style="list-style-type: none"> a) Click Cancel and continue, system will let you continue and go to Housekeeping > Upgrade Data Files > Index All Files. |
| 5 | Sage Payroll menu is dimmed. | <ul style="list-style-type: none"> a) This is not a bug. b) Because the employee pack is exceeded already. User will need to add employee pack. |
| 6 | File 'C:\subspayex\companymerge.dbf' does not exist. | <ul style="list-style-type: none"> a) Stop the application. b) Delete the companyMerge (there are 3 files) at the "C:\subspayex" folder. c) Try to run the application again. |
| 7 | WDRPT is not found. | <ul style="list-style-type: none"> a) Copy the 8 RPT files and paste them to the "C:\UBSPAY90\reports" folder. <p>Permanent fixes is available in latest version.</p> |
| 8 | "Archive is corrupted" when trying to run the Payroll installer. | <ul style="list-style-type: none"> a) This is not a bug. b) Customer's internet is having issue when download the installer from our website. So when the internet service has been interrupted, the downloaded file will be corrupted. |
| 9 | You are not eligible to use this software even the Sage Cover Expiry is due on future date. | <ul style="list-style-type: none"> a) Known issue. Sage will provide the fixes soon. |
| 10 | EA form print alignment issue. | <ul style="list-style-type: none"> a) Fixed in 9.9.1.3 |
| 11 | <ul style="list-style-type: none"> a) MINWAGE is not found. b) DEMO is not found. c) SHOWD is not found d) EPFCH is not found e) OTSG is not found | <p>Affected Users: Those users who upgrade their Sage Payroll from version 9.8.0.6 and below.</p> <ul style="list-style-type: none"> a) Close all of the applications. b) Place the "hotfix.exe" at the Sage Payroll installation folder "C:\UBSPAY90". c) Run the "hotfix.exe". Once you see the message "fixes is done", then click the "OK" button. d) Now, please run your Sage Payroll. <p>Permanent fixes is available in latest version.</p> |
| 12 | Company buttons with same company names at Landing Page. | <ul style="list-style-type: none"> a) This is not a bug, but we will improve the user experience. b) Also, we will provide the company list in List View mode in the coming version. |

| No. | Error/ Issue | Workaround Solution |
|-----|---|---|
| 13 | <p>a) Evaluation limit reached.</p> <p>b) Please click "Activate Company" to choose which company are licensed.</p> | <p>a) Known issue. Sage will provide the fixes soon.</p> |
| 14 | <p>I logged in with "ADMIN" and password "UBS", why I only can see either Payroll or HRMS module?</p> | <p>a) This is not a bug.</p> <p>b) This situation happened because user "ADMIN" with password "UBS" had been removed from Payroll or HRMS.</p> <p>c) For more details, please read "User Login" at http://sage.my/attachments/article/40/Sage%20Payroll%20and%20HRMS%202015%20v9.9.1.3%20-%20Release%20Notes.pdf</p> |
| 15 | <p>a) GoUbsLicense is not an object.</p> <p>b) LicenseControl.GetProductInfo</p> | <p>a) Stop the Sage License Service from Windows Services.</p> <p>b) Copy and paste the latest "UBS.Network.LicenseConnector.dll" into "C:\Program Files (x86)\Common Files\Sage Software\LicenseService".</p> <p>c) Run "RegisterCommonDLL.bat" as administrator.</p> <p>d) Start the Sage License Service from Windows Services.</p> <p>Please download the related files here: https://drive.google.com/open?id=0B4CGWYmsp5kCfndxeVJENmsxR2JuOGI5X045Uk1wTkNNY3h6SE1EckgwanR5bGUyLVM3WUk</p> |
| 16 | <p>Could not access VBScript run time for custom action.</p> | <p>a) This issue happens during the new installation on new Windows machine.</p> <p>b) Root cause is .NET 3.5 is not found.</p> <p>c) Please install .NET 3.5 from Microsoft first. Or run the Payroll application, the system will request you to download it. Restart computer.</p> |
| 17 | <p>License service or Backup service cannot be started during installation.</p> | <p>a) This issue happens during the new installation on new Windows machine.</p> <p>b) Root cause is .NET 3.5 is not found.</p> <p>c) Please install .NET 3.5 from Microsoft first. Or run the Payroll application, the system will request you to download it. Restart computer.</p> |
| 18 | <p>The resource file is not valid. Overwrite it with a new empty one?</p> <p>Yes (button) No (button)</p> | <p>a) This is not a bug.</p> <p>b) Please click the Yes button to proceed.</p> |
| 19 | <p>a) Alias EMAIL is not found.</p> <p>b) EMAIL is not found.</p> | <p>a) Stop all of the applications.</p> <p>b) Copy the hotfixusers.exe to "C:\SUBSPAYEX" folder.</p> <p>c) Run hotfixusers.exe and wait until you see the message "User table structure has been updated". Click the OK button now.</p> <p>d) Now, run Sage Payroll again.</p> <p>Permanent fixes is available in latest version.</p> |
| 20 | <p>a) Variable "PLINENO" is not found.</p> | <p>a) Known issue. Sage will provide the fixes soon.</p> |
| 21 | <p>a) PCB Constant Value became zero.</p>  | <p>a) Close all of the applications.</p> <p>b) You will need to download the related two files from https://drive.google.com/folderview?id=0B4CGWYmsp5kCfnlyWW5MRmxCTF9QTwNzZThOeEFCMDRRcjxkVWFxYkVQMxBqaDBXVVVfYkE&usp=sharing</p> <p>c) After that, paste them to the "C:\UBSPAY90" folder.</p> |

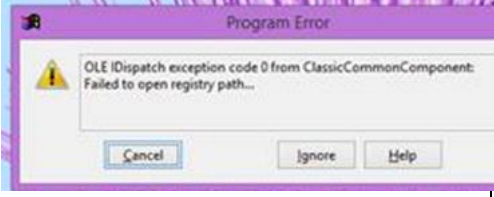
| No. | Error/ Issue | Workaround Solution |
|-----|---|--|
| 22 | a) Table 'c:\ubspay90\mytax tab1.ubs' has become corrupted. The table will need to be repaired before using again. | <p>a) Close all of the applications.</p> <p>b) You will need to download the related two files from https://drive.google.com/folderview?id=0B4CGWYmsp5kCfnlyWW5MRmxCTF90TWNzZThOeEFCMDRRcjxWVfYkVQMXBqaDBXVVVfYkE&usp=sharing</p> <p>c) After that, paste them to the "C:\UBSPAY90" folder.</p> |
| 23 | File access is denied c:\ubshrms\company.dbf | <p>a) Close all of the applications.</p> <p>b) Go to Windows > Control Panel > Administrative Tools > Services.</p> <p>c) Stop the service "Sage Connect Premise Service" and set it to Manual.</p> |
| 24 | Run ! command failed. The system cannot find the file specified.  | <p>a) Workaround 1: If there is no "InstallationPath" in registry "Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sage Software\Products\SUBSPAY", then you will have to add it.</p> <p>OR</p> <p>b) Workaround 2: If phl.exe or wpay.exe or hrms.exe are missing, very high chance is the antivirus software already quarantined them.</p> <p>If the Quarantine Does Not Delete those files: You will still be able to see it from the antivirus quarantine items list. Try to set the antivirus to excludes those files and treat them as white-list or exception list.</p> <p>If the Quarantine Deletes those files: You will need to reinstall the Sage Payroll 2015, and put the installation folders into the White-list or Exception List of the antivirus software: C:\SUBSPAYEX, C:\UBSPAY90 and C:\SUBSHRMS.</p> <p>c) Workaround 3: The length of company name is longer than 15 characters and above.</p> <p>Inform user to use short company name during creation of company, assign less than 15 characters.</p> <p>You will still be able to change the company name in Company Setting form.</p> |
| 25 | No connection could be made because the target machine actively refused it <IP_ADDRESS>:8900 | <p>a) This is not a bug.</p> <p>b) Possible root causes:</p> <ul style="list-style-type: none"> o Your license server is not configured to use fixed IP. o Your license server is not online. <p>c) What Should You Do?</p> <ul style="list-style-type: none"> • Always make sure your license server is configured to use fixed IP. • Always make sure your license server is online. |
| 26 | Your CPF is not up-to-date? | a) Please make sure you have upgraded your Sage Payroll to version 9.9.1.3 |
| 27 | Variable 'SUSERIDI' is not found. | a) Known issue. Sage will provide the fixes soon. |
| 28 | Variable 'DEDI15' is not found. | a) Known issue. Sage will provide the fixes soon. |
| 29 | Cannot update the cursor CURTEMP, since it is read-only. | a) Known issue. Sage will provide the fixes soon. |

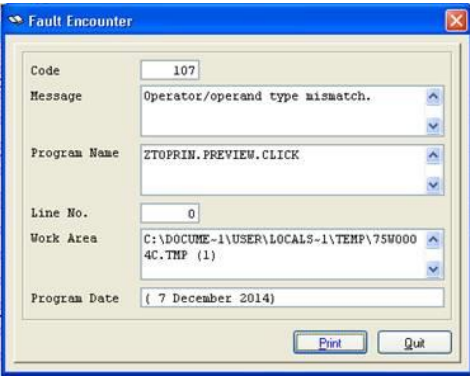
| No. | Error/ Issue | Workaround Solution |
|-----|---|--|
| 30 | Your customers telling you that they suspect the PCB formula in Sage Payroll 2015 is not correct, and they said they compared with the PCB Calculator by LHDN website. | <p>a) This is <u>not a bug</u>.</p> <p>b) We confirmed and proved to some customers over the phone that the <u>PCB formula in Sage Payroll 2015 is working fine</u>.</p> <p>c) Why the customers is confused before this? Because, <u>they have chosen the wrong form</u> in the PCB Calculator by LHDN website.</p> <p>For January data, they should choose the following form:</p>  |
| 31 | Variable 'LCPassword' is not found | <p>a) Go to Sage Payroll > Housekeeping > File Re-organisation > Upgrade.</p> <p>b) Go to Sage Payroll > Housekeeping > File Re-organisation > Index.</p> |

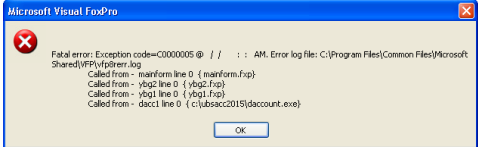
Important Notes:

- Installation folder at your customer's machine might be different. In our review, some customers might installed our products at D drive.

Workaround Solutions of Sage UBS

| No. | Error Message | Workaround Solution |
|-----|--|---|
| 1 |  | <p>a) This is related to the compatibility issue in Sage UBS 2014. It would not affect the Sage UBS 2015.</p> <p>b) Announcement: http://www.sage.my/index.php/46-product/249-online-update-compatibility-issue</p> <p>c) The hotfix: http://www.sage.my/attachments/article/249/Sage_UBS_2014_v9.9.0.3_Hotfix.exe</p> |
| 2 | CustNol is not found during Invoice in Billing. | <p>a) Upgrade Data Files in Accounting.</p> <p>b) Error message box will be displayed.</p> <p>c) Click ignore.</p> <p>d) Continue the Upgrade Data Files.</p> <p>e) Upgrade Data Files again. You should not encounter any error now.</p> |
| 3 | IDI is not found during Upgrade Data Files in Accounting. | <p>a) Upgrade Data Files in Accounting.</p> <p>b) Error message box will be displayed.</p> <p>c) Click ignore.</p> <p>d) Continue the Upgrade Data Files.</p> <p>e) Upgrade Data Files again. You should not encounter any error now.</p> |
| 4 | Icitem.dbf found in C:\UbsStk2015 message box at Landing Page. | <p>a) This is not a bug.</p> <p>b) Users should not manually copy the old data folder into the latest data folder. Else, they will hit this issue.</p> <p>c) User should migrate the data properly using the existing migration tool.</p> |
| 5 | GST Dashboard refresh is slow in network environment. | <p>a) Known issue. Sage will provide the fixes soon.</p> |
| 6 | GST Returns Wizard does not capture the reporting date properly. Next button hard to be enabled. | <p>a) Known issue. Sage will provide the fixes soon.</p> |
| 7 | Accounting structure is too old. | <p>Permanent fixes is available in latest version.</p> |
| 8 | Data type is invalid for this property. CompanyScreen1.LicenseInformation | <p>a) Stop the Sage License Service from Windows Services.</p> <p>b) Copy and paste the latest "UBS.Network.LicenseConnector.dll" into "C:\Program Files (x86)\Common Files\Sage Software\LicenseService".</p> <p>c) Run "RegisterCommonDLL.bat" as administrator.</p> <p>d) Start the Sage License Service from Windows Services.</p> <p>Please download the related files here: https://drive.google.com/open?id=0B4CGWYmsp5kCfndxeVJENmsxR2JuOGI5X045Uk1wTkNNY3h6SE1EckgwanR5bGUyLV M3WUk</p> |
| 9 | Could not access VBScript run time for custom action. | <p>a) This issue happens during the new installation on new Windows machine.</p> <p>b) Root cause is .NET 3.5 is not found.</p> <p>c) Please install .NET 3.5 from Microsoft first. Or run the Sage UBS application, the system will request you to download it. Restart computer.</p> |
| 10 | License service or Backup service cannot be started during installation. | <p>a) This issue happens during the new installation on new Windows machine.</p> <p>b) Root cause is .NET 3.5 is not found.</p> <p>c) Please install .NET 3.5 from Microsoft first. Or run the Sage UBS application, the system will request you to download it. Restart computer.</p> |

| No. | Error Message | Workaround Solution |
|-----|--|---|
| 11 | Cannot update the cursor ACCNET, since it is read-only. | a) This issue happens in version 9, non-GST edition. |
| 12 | Class definition ClassicCommonComponent.CloudAPI is not found. | a) Stop the Sage License Service from Windows Services. b) Copy and paste the latest "UBS.Network.LicenseConnector.dll" into "C:\Program Files (x86)\Common Files\Sage Software\LicenseService" . c) Run "RegisterCommonDLL.bat" as administrator. d) Start the Sage License Service from Windows Services. Please download the related files here: https://drive.google.com/open?id=0B4CGWYmsp5kCfndxeVJE NmsxR2JuOGI5X045Uk1wTkNNY3h6SE1EckgwanR5bGUyLV M3WUk |
| 13 | Cannot create file c:\ubsacc2015\data\tempug.dbf | a) Antivirus software is blocking the applications from accessing the related folder. b) Please make sure the following executable files are in the white-list of your antivirus software: <ul style="list-style-type: none"> • Daccount.exe • Daccountone.exe • Vstk.exe • Vstkone.exe • Vstkbilling.exe • Cpl.exe |
| 14 | Invalid path or file name. | a) Stop the Sage License Service from Windows Services. b) Copy and paste the latest "UBS.Network.LicenseConnector.dll" into "C:\Program Files (x86)\Common Files\Sage Software\LicenseService" . c) Run "RegisterCommonDLL.bat" as administrator. d) Start the Sage License Service from Windows Services. Please download the related files here: https://drive.google.com/open?id=0B4CGWYmsp5kCfndxeVJE NmsxR2JuOGI5X045Uk1wTkNNY3h6SE1EckgwanR5bGUyLV M3WUk |
| 15 | GLData.dbf found in C:\UBSACC90 | a) Go to C:\UBSACC90, rename the file GLData.dbf |
| 16 | Variable 'DESPF' is not found. | a) Go to Housekeeping > File Organisation > Mark All > OK b) Go to Housekeeping > Upgrade Data Files. |
| 17 | Message: Operator/ operand type mismatch. Program Name: ZTOPIN.PREVIEW.CLICK  | This issue occurs when user trying to preview the Credit Note or Debit Note in GST Enabled environment. For not affecting the business operation, please disable the GST first. We will provide the fixes in version 9.9.1.12 later. |
| 18 | ALT key is not functioning in Accounting module? | To get back the ALT key functions, please go to Sage UBS Accounting > Housekeeping > Language > English . We will release the fixes in version 9.9.1.12 later. |

| No. | Error Message | Workaround Solution |
|-----|--|--|
| 19 | OLE error happens in Backup or Restore . | <p>If you are using 32-bit Windows, please register the following files in C:\Windows\System32:</p> <ul style="list-style-type: none"> • DZOCX32.OCX • DUZOCX32.OCX • DZSTAT32.OCX <p>If you are using 64-bit Windows, please register the same files in C:\Windows\SysWOW64.</p> |
| 20 | Error message " Must specify additional parameters " when you access Accounting module or Billing module or Inventory & Billing module. | <p>The root cause is because the user password consists of space. Space is considered an invalid character in password management of Sage UBS 2015.</p> <p>We will release the permanent fixes in coming release to alert the users about the invalid character in their password, so they could make sure the password are always valid.</p> |
| 21 | Unable to save the license server IP address at Sage UBS 2015 > Control Panel > Settings > Inventory & Billing Settings? | <p>Root cause:</p> <ul style="list-style-type: none"> • UbsSysi.dbf is corrupted. <p>Workaround Option 1:</p> <ul style="list-style-type: none"> • Copy the FoxCmd.exe into C:\UBSCPL folder. • Run FoxCmd.exe • Type the command "use ubssysi" + Enter. • Type "browse" + Enter. You will notice that there is no value for the related columns. • Type "append blank" + Enter. • Close the FoxCmd.exe • Save the license server IP address in Sage UBS 2015 > Control Panel > Settings > Inventory & Billing Settings now. <p>Workaround Option 2:</p> <ul style="list-style-type: none"> • Close all of the Sage products. • Go to C:\UBSCPL folder. • Rename the file "UbsSysi.dbf". • Run Sage UBS 2015 now, system shall create a new "UbsSysi.dbf" file in "C:\UBSCPL" folder. • Save the license server IP address in Sage UBS 2015 > Control Panel > Settings > Inventory & Billing Settings now. |
| 22 | Error message " Object file C:\UBSCPL\CPL.exe was compiled in a different version of FoxPro " when you run Sage UBS 2015 . | <p>Root cause:</p> <ul style="list-style-type: none"> • The FoxPro components in the related machine are outdated. <p>Workaround (We assume your UBSCPL folder is in C drive):</p> <ul style="list-style-type: none"> • Download the latest components from. • You will need to extract the files and paste them to C:\UBSCPL folder. <p>Permanent fixes is available in latest version.</p> |
| 23 |  <p>Fatal error: Exception code = C0000005 when trying to access Sage UBS 2015 in Windows XP.</p> | <p>Based on our investigation done on the reported machines, we conclude the following items:</p> <ol style="list-style-type: none"> a) This issue only happens in Windows XP, which no longer supported by Microsoft and Sage. b) The root cause of this issue is a file called gdiplus.dll is not function properly in the mentioned Windows operating system. It is a Windows component and not Sage component. c) We would suggest the affected customers to go for Windows Vista, Windows 7 or Windows 8. |

Important Notes:

- Installation folder at your customer's machine might be different. In our review, some customers might installed our products at D drive.