



SAGE Knowledge Base

Product Keys are not Valid for Payroll



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Product keys are not valid for Payroll

Products

Sage 100
Sage 100 2017
Sage 100 2016

Description

Payroll will not function with new keys provided for Payroll Subscription in Sage 100 2016 and Sage 100 2017 Product keys are not valid for Payroll

This issue was resolved in Sage 100 2017 Product Update 1 and Sage 100 2016 Product Update 4.

Cause

Issue occurs when product key includes only a PR & PR3 record in their key, which is a 200 employee payroll tier.

Resolution

This issue was resolved in Sage 100 2017 Product Update 1 and Sage 100 2016 Product Update 4.

If you are not able to install either of the product updates noted above, do the following:

1. Install Sage 100 2016 using keys that you had prior to purchasing the Payroll Subscription or click OK to the message when it warns that Payroll will not work
2. When installation is completed install Product Update 2 for Sage 100 2016
3. Use Administrator account to logon to Sage 100 2016
4. Open **System Configuration** and click on the **Registration** tab
5. Click **Edit** button and type your new product keys provided with your Payroll Subscription, click **Activate**