Install Check

User Guide

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Important Notice

Install Check

Install Check is a program that checks the environment of a computer running Sage 300. We wrote it because we needed a program to specifically check Sage 300 environments – because if the environment is not correct, some or all functions in Sage 300 and third-party applications may not operate correctly.

Install Check collects a comprehensive list of diagnostic information relevant to Sage 300, TaiRox, and other third-party applications for Sage 300.

Install Check is provided as an executable file that leaves no footprint in the Sage 300 environment: it does not install, does not change the Windows registry, and does not require a license.

Install Check functions let you print out or save the warnings and environment information to an RTF or TXT file. For convenience, access is also provided to standard Sage 300 utilities that register all Sage 300 controls ("RegAcc") and that scan ISAM files ("Scan Isam").

Features and Benefits

- Can be brought from computer to computer on a memory stick.

- Displays color-coded successful and failed tests.

- Checks that PATH directories exist and are accessible.

- Checks that all Sage 300 folders are in place.

- Checks SQL Server drivers for compatibility.

- Provides click-able links to many Sage 300 files and directories.

- Lists system information with convenient save-to-file and printing options.

Platform Requirements

- Sage 300 2012 - 2025.

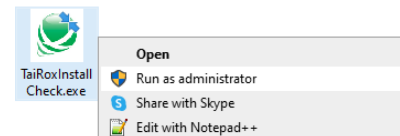- A single executable program works with all platforms.

Downloading and Starting Install Check

To download and use Install Check:

- Download Install Check from here: http://tairox.com/install-check-for-sage-300-erp-accpac.html
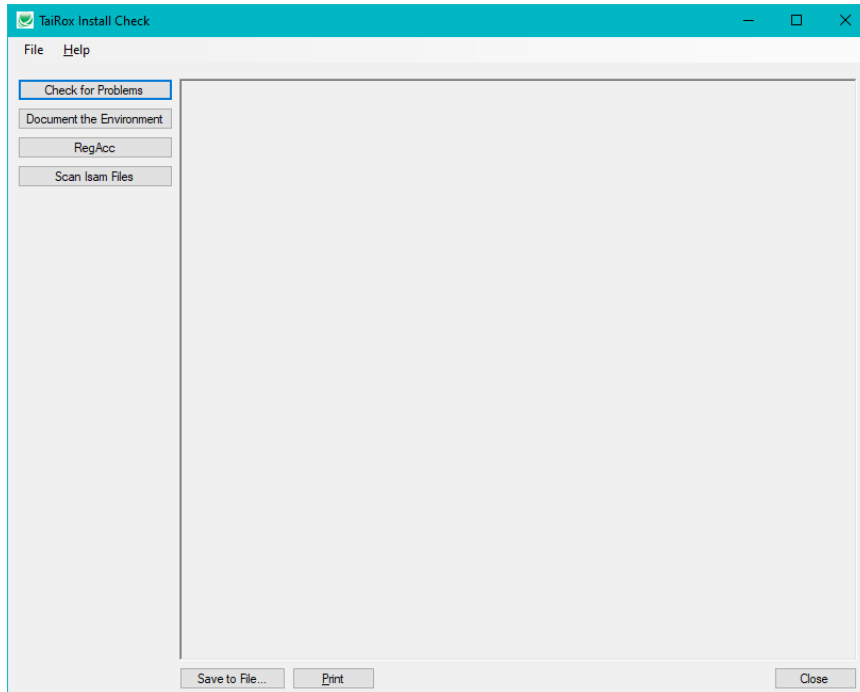
   The download is a zipped-up EXE file.

- Unzip and run the EXE as Administrator. (If necessary, right-click and choose "Run as administrator".)

- Accept the terms of the license.

- Click the "Check for Problems" and "Document the Environment" buttons to view potential issues and get a snapshot of your Sage 300 environment. Pay particular attention to any red messages.

- Use the Save to File button to save the results for "Document the Environment" to an RTF file, or use the Print button to print the results. If TaiRox requests the results, send us an RTF file.

- If you have a log file from a TaiRox program that shows a problem, review the log files as well.

- If you can recreate a problem in a known environment, we can check out what might be happening in a matching environment with our developer tools present.
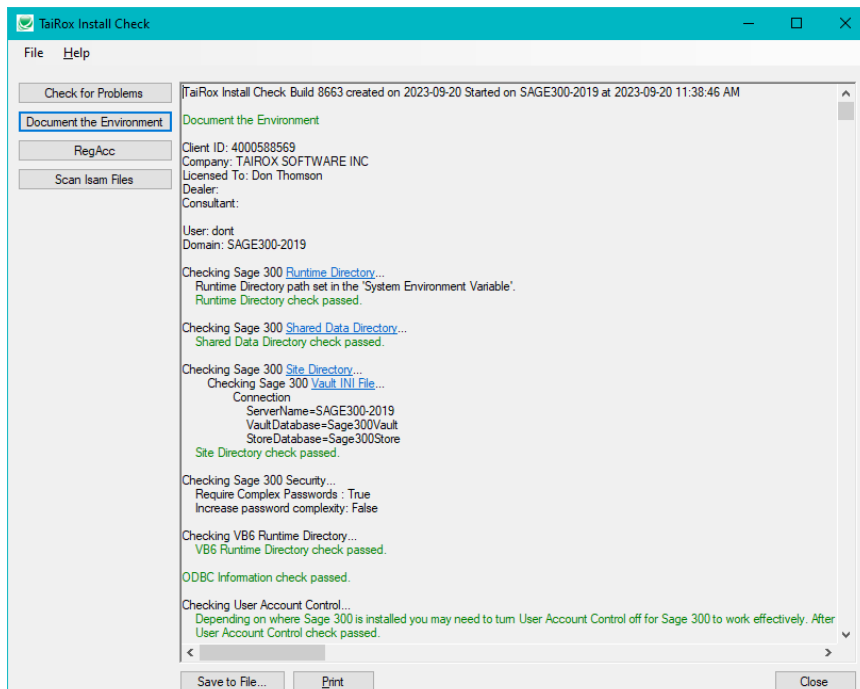
Running Install Check

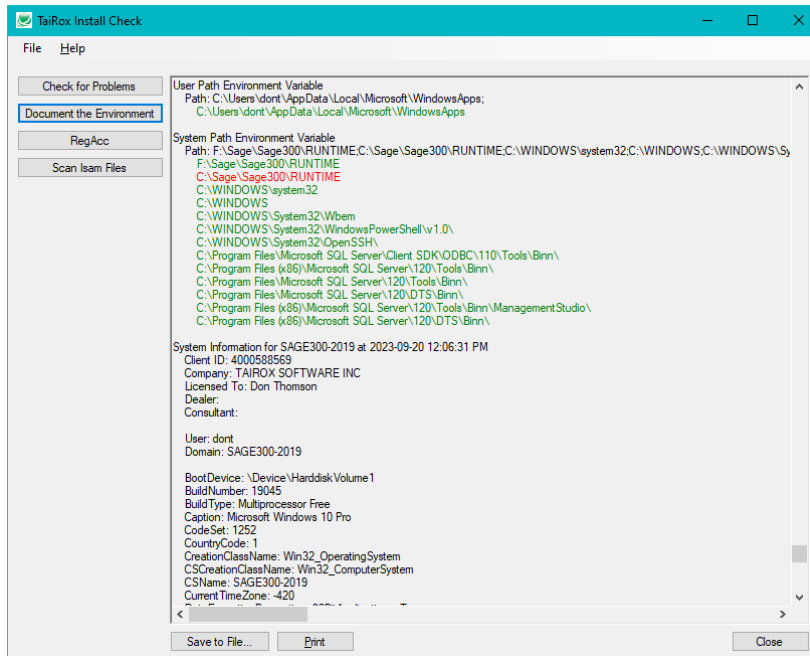When the program starts, the following form appears, showing 4 operations.

Document the Environment Button

Click the Document the Environment button to produce a log similar to the following. You may be reminded to uninstall an existing version. You will be alerted if User Account Control (UAC) is turned on.

The program lists path variables and system information at the end of the listing. All good paths are displayed in green.
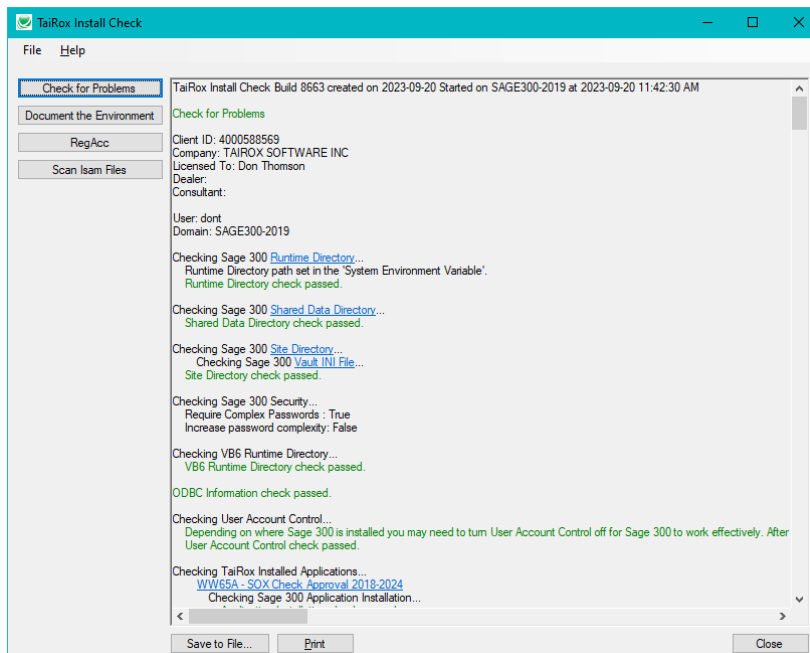

If you are sending Install Check information to TaiRox, use the Save to File button to save the results as an RTF file or use the Print button to save the results to a PDF file, then send us the file.
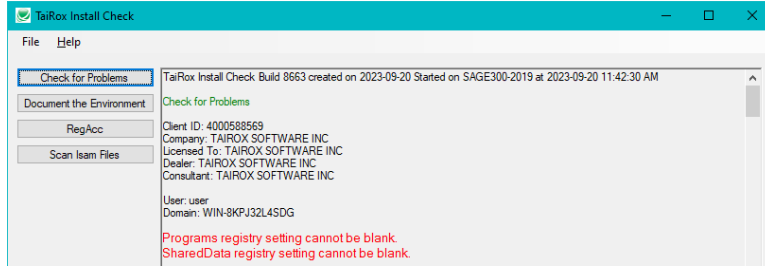
If you have a log file from a TaiRox program that also shows a problem, send us the log file as well.
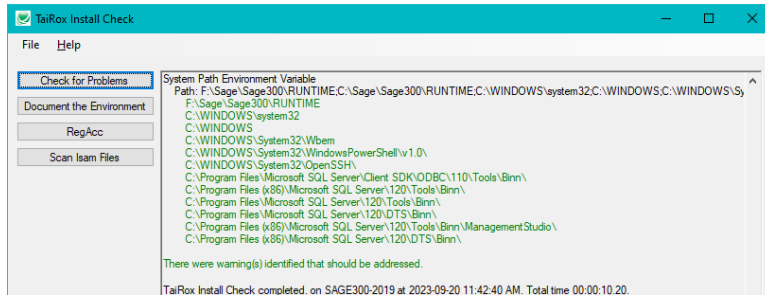
Check for Problems Button

Click the Installation Check button to produce a log similar to the following. Successful tests show in green, failures in red, clickable links in blue. A successful test looks like:

If Sage 300 is not installed at all, or registry entries are missing, a test looks more like this:

Path variables are also checked by "Check for Problems" to see that each path actually exists. All good paths are displayed in green.
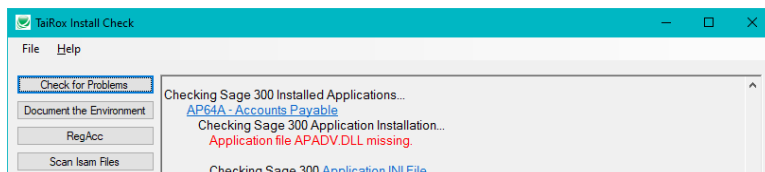

What Gets Checked

The following table summarizes for each Sage 300 category whether or not detailed information is provided by Install Check, what checks are performed, and all clickable links provided to directories.
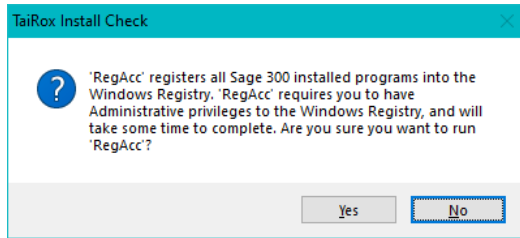
Category	Details	Checks	Links
License Information	Yes	-	-
Runtime Directory	Yes	Yes	Yes
Shared Data Directory	-	Yes	Yes
Site Directory	-	Yes	Yes
All ODBC Connections	Yes	Yes	-
SQL Server Collation	Yes	-	-
All TaiRox DLLS	-	Yes	Yes
All TaiRox INI Files	Yes	Yes	Yes
All TaiRox Product Versions	Yes	-	-
All TaiRox Licenses	Yes	Yes	Yes
All TaiRox Log Files	-	-	Yes
All Sage 300 DLLS	-	Yes	Yes
All Sage 300 INI Files	Yes	Yes	Yes
Third Party SDK DLLS	-	Yes	Yes
Third Party SDK INI Files	Yes	Yes	Yes

For example, if a Sage 300 Accounts Payable DLL (APADV.DLL) is missing from Sage 300's program directory, the Accounts Payable section of the log might look like the following picture. This situation could arise when anti-malware software incorrectly quarantines programs.

RegAcc Button

Click the RegAcc button to run the RegAcc program that ships with Sage 300. The program will display a warning before it proceeds.
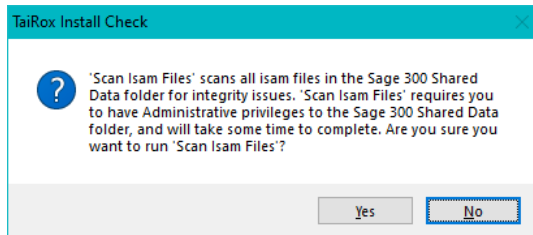

The operation will take a few minutes to complete, and will end with a message indicating that a log file has been produced. The program navigates the Sage 300 programs directory and registers all EXE, DLL and OCX files. Note that because end-users may not have sufficient registry permissions, an admin user will probably need to register all of the programs prior to turning the workstation over to the end-user.

Scan ISAM Files Button

This function scans all Sage 300 ISAM files (indexed sequential access method).

When you click the Scan Isam Files button, the program displays the following warning:

When you click the Yes button, the following dialog will be displayed, giving you the option to specify one file or check all ISAM files. Click Scan to scan all ISAM files.