

Sage WageEasy

Licencing FAQs

Changes to Licencing and Activation Keys

In line with other software products supported by Sage MicrOpay, all future versions of Sage WageEasy (including this release) will operate with an activation key.

An automated licence key system will be implemented which will provide a new licence key to all clients each year once their annual support fees have been paid (so for all clients who have paid support for the current year, this new activation end date will be 31 March 2017).

Frequently Asked Questions

My database is permanently licensed prior to upgrading. How will these licensing changes impact my database?

Nothing will change from a processing perspective, but a new licence key will need to be provided and entered each year after support renewal, otherwise you won't be able to process pays past the licence expiry date.

My database is already running on a temporary licence number. How will these licensing changes impact my database?

This licence will continue to be effective. When a new licence key is provided, it will be set to expire at the conclusion of the paid support period, that is, on 31 March 2017.

My database licence has already expired when I upgrade to 5.2.4 version. What will happen to my licence?

When the database is upgraded its licence details will not change. The licence will still be expired when the database is upgraded.

What happens if I make a change to my licensing details (eg. Increase employee numbers) after upgrading to this new version?

By sending the Company Registration form to Support, these details will be updated and the licence key issued based on this with licence expiry set to expire at the end of the paid support period, that is, 31 March 2017. If the Company Registration form is not sent to Support then any automatically provided licence key will not work.

Will there be any restriction on access to past pay periods?

There are no restrictions in access to past pay periods with these licensing changes. The restriction is only on forward dated pay periods.

Will there be any warning that my licence is going to expire?

Yes, advice of licence expiry will begin to appear via a series of warning messages that appear periodically – as the expiry becomes closer these warnings will become more frequent beginning 50 days out from licence expiry. You will also be able to see licence expiry date on the bottom right of the main screen of Sage WageEasy.

How will I get a new licence number?

The provision of a new licence number will be automatic. It will be sent to the primary customer email address Sage WageEasy has on file. Renewal keys are sent automatically after paying for the next years support.

When should I expect to receive this new licence key?

This year, licences should be provided by the end of August. In subsequent years, on processing receipt of payment in our accounts system an automated key will be released within 24 hours.

What if I haven't received an email with the new licence key after paying support?

Contact licensing.wageeasy.au@sage.com if you have not received the new licence key when your current licence has only 10 days remaining.

I have multiple databases. Will I have a different licence number for each database?

Yes, each database will have a different licence renewal key.

How do I know which key is for which database?

The licence information provided will detail which company database the licence key is for.

Does it matter if I key the wrong key into one of the databases?

Licence keys are unique to each database and its serial number so the keys will not work if entered into the wrong database. The renewal key emailed to me doesn't work. Check the database detail, Company Name and Serial Number, from Help against the emailed information.

You may also need to check the licence key is intended for the open database. If it is, you will need to contact support/licensing with your Client Number and Serial Number, for provision of a new licence key.

How do I update my licence details once I receive them?

Within Sage WageEasy, go to Help | Show Licence | Next

Select the Enter Licence Key option and key in or Copy + Paste the licence Key

For general information on licensing changes please email support.wageeasy.au@sage.com and for specific licensing enquiries please email licensing.wageeasy.au@sage.com