1. Install a server and client installation of Great Plains Release 8.0 to begin the update process. At the end of the Great Plains Release 8.0 installation, unmark the Launch Great Plains Utilities and View the Readme File options in the Setup Complete window.

2. Install the latest Great Plains Release 8.0 service pack.

3. Convert your data using Great Plains Release 8.0 Utilities.

4. Reinstall the latest Great Plains Release 8.0 service pack for the additional products that you may have installed after converting your data.

5. Be sure to select Perform special upgrade from the drop-down list in the Additional Tasks window, and choose Process.

We recommend that you review the Update Instructions manual before updating to Great Plains Release 8.0. The Update Instructions manual can be found on the Great Plains Documentation web site (https://mbs.microsoft.com/customersource/gp80update).

Contacting Microsoft Business Solutions Technical Support

If you have any questions regarding Great Plains Release 8.0 Service Pack 3, you can contact Microsoft Business Solutions Technical Support using one of the following methods:

- Log on to the Microsoft Business Solutions Support Web site (https://mbs.microsoft.com/customersource/support) and choose New Support Request under Assisted Support to send an eSupport request.

- Contact by phone at 1-888-477-7877 (U.S. and Canada only) or +1-701-281-0555, and use one of the following Quick Access Codes based on the database you are using:

System Manager - MSDE	6762
System Manager - Microsoft SQL	6731

Documentation updates

Documentation updates can be found on the Great Plains Documentation web site (https://mbs.microsoft.com/customersource/greatplainsdocumentation).

Service Pack 3 fix list

The following is a list of Service Pack 3 fixes.

Analytical Accounting	
Type	**Issue description**
Fix	Transaction dimensions with the maximum size cannot be linked to transaction dimension codes.
Fix	Transaction dimensions are not deleted when you choose Delete in the Transaction Dimension Maintenance window.
Fix	After you assign accounts to an account class, restrict a transaction dimension code to an account, and save your changes, you cannot view the setting.

Analytical Accounting	
Type	**Issue description**
Fix	When you import a budget that was previously exported from the Analytical Accounting Budget Maintenance window, a message is displayed.
Fix	When you post sales invoices in summary and Analytical Accounting is installed, a message is displayed.
Fix	When you open the Open_Year_Journal_Entry_Lookup window, a message is displayed.
Fix	When you change the date format to DD/MM/YYY and post a batch from the CBM Batch Entry window, messages are displayed.
Fix	There are no distribution accounts linked to an accounting class.
Fix	If you install and activate Analytical Accounting in the first company and then install and activate Analytical Accounting in the second company, when you post transactions in the first company, you receive an incorrect message.
Fix	When you view different branches in the Actual vs. Budget Inquiry window, there are performance issues.
Fix	When you enter a journal entry larger than 33,000, open the Journal Entry Inquiry window, and enter the journal entry number a message is displayed.
Fix	The option to upgrade Analytical Accounting to the current version is not available in a second company.
Fix	Distribution amounts are doubled for saved payables transactions.
Fix	You still receive a message to print the GL Posting Journal, even if you unmarked the AA GL Posting Journal report in the Posting Setup window.
Fix	The DYNSA user cannot open the User Access To Trx Dimension Codes window when Analytical Accounting 8.0 Extensions is installed.
Fix	The Account Class Link window has performance issues.
Fix	When you modify a Payables Management distribution after you install Analytical Accounting 8.0 Extensions, there are performance issues.
Fix	The Unmark All and Mark All options in the Account Class Link window do not work.
Fix	When you enter or select a journal entry number that is larger than 33,000 in the Analytical Adjustment Entry window, a message is displayed.
Fix	The account class is not saved after you enter a second account class.
Fix	When you post a reversing General Ledger journal entry with an account code set up with Analytical Accounting and more than 20 account distributions, the sequence numbers in the GL20000 and AAG30001 tables are not consistent.
Fix	The General Ledger Analytical Accounting edit list displays all the Analytical Accounting distributions for all batches with Analytical Accounting accounts.
Fix	When you are export Analytical Accounting budgets as a user other than the system administrator, a message is displayed.
Fix	When you choose Save or Post in the Bank Transfer Entry window and you have Analytical Accounting 8.0 Extensions, Bank Management 8.0 Extensions, Great Plains 8.0 Service Pack Release 2, and the Analytical Accounting Hotfix 4 installed, a message is displayed.
Fix	The General Ledger edit list and the Analytical Accounting edit list print transactions from multiple batches on the same report.
Fix	When you're using Analytical Accounting and Bank Reconciliation, you cannot assign more than one receipt to a deposit.
Fix	The Journal Entry Inquiry window doesn't display the reversed entry for a reversing General Ledger transaction.
Fix	You cannot post Intercompany transactions when Analytical Accounting is installed.
Fix	When you post a reversing General Ledger transaction, you cannot view the reversed part of the transaction in the Analytical Adjustment Entry window.
Fix	When the account framework has a maximum of 4 segments or less, a message is displayed.
Fix	When you process multilevel queries and are not logged in as the system administrator, a message is displayed.
Fix	You cannot open the Analytical Sales Transaction Entry window when you enter Intercompany payables transactions.
Fix	When you have Cash Bank Management and Analytical Accounting installed and post a CBM batch that doesn't include transactions that have accounts liked to an Analytical Accounting class, a message is displayed.
Fix	When you install Analytical Accounting for multiple companies, duplicate menu items are displayed.
Fix	You can't add or remove transaction dimension codes to a transaction dimension after budgets have been defined.
Fix	The transaction date for recurring batches is not getting updated when the batches are posted.

Bank Management	
Type	**Issue description**
Fix	When you print the EBM Reconcile posting reports, there are performance issues.
Fix	Cashbook deposits that have a zero dollar tax calculation do not update tax history.
Fix	When you use the browse buttons in the Checkbook Setup window, a message is displayed.
Fix	When you print an edit list for a batch that contains Bank Management transactions, and the Calculate Tax Rebates option is marked in the Company Setup Options window, a message is displayed.
Fix	The Cashbook Default Exchange Rate window is empty for companies other than the sample company.
Fix	When two users try to export information from the Cashbook Bank Management Enquiry window and there are more than 21 records in the CB900045 table, a message is displayed.
Fix	When the transaction type is not as follows—1. GL PAY, 2. GL RECEIPT, 3. PM PAY, 4. PM RECEIPT, 5. RM PAY, and 6. RM RECEIPT—any checkbook that is reconciled will not display the distributions in the EBM Enquiry window.
Fix	You cannot stop the CBM/EBM Transaction List from populating.
Fix	When you choose Apply in the Bank Transaction Entry window, there are performance issues.

Business Activity Statement (BAS) and Pay As You Go (PAYG)	
Type	**Issue description**
Fix	The BAS and PAYG tables aren't created correctly when you install BAS and PAYG Release 8.00 and Service Pack Release 2.
Fix	BAS is not compatible with the Electronic Commerce Interface (ECIClientV5) Version 2.9 software.
Fix	The Report using Tax Collection & Paid option is unmarked automatically when you mark or unmark the Do not perform Goods and Services Tax Processing option in the BAS Report Options Maintenance window.
Fix	When the Use Separate Date Range for Pay As You Go Processing option and the Do not perform Good and Services Tax Processing option are marked, the Report using Tax Collected & Paid amount option is unmarked, and you print a report from the BAS Report Option Maintenance window, a message is displayed.

Canadian Human Resources	
Type	**Issue description**
Fix	When you grant security to an alternate Great Plains window, the actions that are available from the Actions button for the Sales Transactions list do not display properly.
Fix	When you delete a record in the Employee Maintenance window, all employee grievance records are deleted.

Collections Management	
Type	**Issue description**
Fix	When you build a query, documents with a reminder level of zero are not being included.
Fix	When you click on the Document Number link for a document that has negative quantities in the Collections Management Transaction Inquiry window, a message is displayed.
Fix	When you mark the Show Fully Applied option in the Collection Management Transaction Inquiry window and print the Collections Management Transaction Inquiry Report, fully applies transactions are not printed on the report.

Control Account Management	
Type	**Issue description**
Fix	Control Account Management does not support multicurrency.

Dexterity Runtime Engine	
Type	**Issue description**
Fix	There are memory issues with list views when there are many rows of data and you're using Windows 2000 Professional.
Fix	Some VBA modifications do not import.

Direct Debits and Refunds	
Type	**Issue description**
Fix	Direct debits and refunds are being created for customers that are not included in the posting process.
Fix	When you select direct debits for multiple customers that have multiple invoices, only the first invoice for each customer is created.
Fix	A separate General Ledger journal entry is created for each transaction when the Create a Journal Entry Per option is marked in the Posting Setup window.
Fix	Multiple direct debits and refunds are created when the One Collection Per: Invoice option is marked in the DD Select Direct Debits window.

Distributed Process Server	
Type	**Issue description**
Fix	The Distributed Process Server doesn't print modified reports.

Encumbrance Management	
Type	**Issue description**
Fix	When you close a partially received purchase order in the Edit Purchase Order Status window, the encumbrance change is saved as a reduction of the full purchase order amount instead of the purchase order amount remaining.
Fix	When you close and move open purchase orders or delete a purchase order line or the entire purchase order, the encumbrance amount is not updating properly.

Enhanced Intrastat	
Type	**Issue description**
Fix	When you enter a document number in the Sales Transaction Entry window and Enhanced Intrastat is installed, the type ID field can be modified.
Fix	After you print a dispatch note, transfer the order to an invoice, and post the invoice, the packing slip number is not displayed on the invoice.
Fix	Changes you make in the Sales Intrastat Entry window are not saved.
Fix	The Packing Slip option is not available when an invoice in Sales Order Processing is printed.
Fix	Intrastat information is not updated with the correct amount when you mark the Search for New Rates During Transfer Process option in the Sales Order Processing Setup window.
Fix	The markdown amount for a line item in the Sales Transaction Entry window is doubled when Enhanced Intrastat is installed.
Fix	The Packing Slip option is available after you print packing slips from the Sales Transaction Entry window.
Fix	You cannot change the exchange rate on an invoice

Extender	
Type	**Issue description**
Fix	The Excel button is not available in the Extender Notes window.
Fix	Pictures of windows in the documentation are not accurate.
Fix	You cannot select Extender windows when the form technical name is longer than 30 characters.
Fix	The close box on the windows need to verify changes made in the window.

Fixed Asset Management	
Type	**Issue description**
Feature	Luxury automobile assets first year depreciation needs to be updated.

Human Resources - Global	
Type	**Issue description**
Fix	When you grant security to an alternate Great Plains window, the actions that are available from the Actions button for the Sales Transactions list do not display properly.

Human Resources - Global	
Type	**Issue description**
Fix	When you delete a record in the Employee Maintenance window, all employee grievance records are deleted.

General Ledger	
Type	**Issue description**
Fix	You cannot correct more than one transaction from a recurring batch.
Fix	The General Ledger Trial Balance report has performance issues.

Great Plains Utilities	
Type	**Issue description**
Fix	The SOP Type field does not upgrade correctly from Release 7.x to Release 8.0 when you're using Sales Workflow.

Inventory	
Type	**Issue description**
Fix	When there is more than one receipt for a purchase order line with an unposted status saved in a batch, a message is displayed in the Inventory Available to Promise Inquiry window.
Fix	When you select an existing customer and item number combination in the Customer Item Maintenance window, the Customer Item field will be empty. If you enter the information, a message is displayed.
Fix	When you change the view to Customer Item in the Items window, change the Additional Sorts field to by Customer Item Number, and enter a customer item number, a message is displayed.
Fix	When you print picking tickets after printing bulk picking tickets, the first fulfillment document line item is not printed on the picking ticket.

Manufacturing	
Type	**Issue description**
Fix	When you change the hourly rate for a labor code and then select to roll up all changes in the Standard Cost Changes window, other items with the same labor code aren't changed.
Fix	When you print a report from the BOM View window and select a BOM revision level that is less than the active level, the active level is printed, and the level on the BOM View window is not printed.
Fix	You cannot view the archived or configured bills of materials that contain a component in the Where Used view in the BOM View window.
Fix	The Work in Process Summary Report is not calculating correctly.
Fix	The Work in Process Detail-MO Report is not calculating correctly.
Fix	When the English (Australian) regional setting is selected for your computer and you complete the Inventory reconcile process, a message is displayed.
Fix	When you enter automatic data collection transactions, the originating debit and originating credit amounts are not updated correctly.
Fix	You cannot rework an item that has a serial number.
Fix	When you create two manufacturing orders, change the status to Open, and then change the status to Released in the Edit MO Status window, a message is displayed when you issue the components in the Component Transaction Entry window.
Fix	Serial links aren't displayed for issued components.
Fix	When alternate items are added to the picklist, incorrect serial numbers are being displayed.
Fix	The Engineering Change Item History report does not print everything that is displayed in the EC Item History window.
Fix	There is no report for the WIP Reconcile process.
Fix	When a drop-ship invoice is posted, the journal entries are not in balance.
Fix	When you click in the Calc. Mfg. Date field in the Inventory Available to Promise Inquiry window, a message is displayed.
Fix	When you transfer piece rate transactions from Manufacturing to Payroll, pieces are missing.
Fix	When you use Material Requirements Planning without other modules there are issues.
Fix	When you click on a manufacturing transaction in the Inventory Available to Promise Inquiry window, a message is displayed.

Manufacturing	
Type	**Issue description**
Fix	When you add a component to a quick manufacturing order, the existing allocation is not available.
Fix	When you open the Sales Transaction Entry window from the Job Link Maintenance window, a message is displayed.
Fix	The manufacturing order receipt number can be changed after receipt information is entered.
Fix	The quantity to invoice amount is rounded to a whole number when you're using the MOP/SOP Link and fulfilling quantity for a linked sales order.
Fix	The purchase request resolution does not show all sites for order point quantity.
Fix	The Bill Of Materials Where Used Report does not print information.
Fix	You can use the master production schedule to create a manufacturing order that contains less than the minimum quantity.
Fix	When you select a finished good that was created in Manufacturing and has more than one receipt with different quantities, a message is displayed in the Inventory Available to Promise Inquiry window.
Fix	Taxes in Purchase Order Processing are not calculating when transactions originate in Manufacturing.
Fix	When you complete the Inventory reconcile process, multiple bin allocations are duplicated in Manufacturing.
Fix	When Material Requirements Planning is active, the fulfillment order status is blank and the document type is not changed to an invoice.
Fix	The Proposed Item Cost Revaluation report doesn't print items that are not in the bill of materials, but do have a proposed standard cost in the Standard Cost Changes window.
Fix	The Edit Manufacturing Order Status window does not display manufacturing orders for items that start with Z.
Fix	Multiple users can enter the same pick document number for different manufacturing orders.
Fix	Changes to shrinkage in a bill of materials aren't reflected until you complete the rollup process for the item.
Fix	When the Treat as Either option is marked and a Manufacturing bill of materials exists for buy items, the items are printed on the Item Pending Cost Revaluation Report.

Multilingual Checks	
Type	**Issue description**
Fix	The Spanish wording is grammatically incorrect on Payables Management computer checks.
Fix	Multilingual checks do not work when Multicurrency Management is not registered.
Fix	The French language is not displayed for amounts when using Multilingual Checks.
Fix	The batch total is printed in the Amount in Words field on checks, instead of the check amount.

Payables Management	
Type	**Issue description**
Fix	The check links process moves the PM Tax Details to History rather than moving a fully applied invoice to history.
Fix	When you use vendor/customer consolidations, there is an exchange rate difference for payables transactions.
Fix	When you try to post to a closed tax period, change the tax date to an open tax period, and print an edit list for the invoice, the edit list prints an incorrect message.

Project Accounting	
Type	**Issue description**
Fix	When there is a combined contract with two combined fixed price cost to cost projects, and you create a payment and apply it to the second billing document, the receipts amount is incorrect.
Fix	The Service Fee amount is not updated after billing fees.
Fix	You cannot return accrued revenues that are greater than the actual posted amount.
Fix	You cannot turn off Payables Management posting for returns from project transactions.
Fix	When you complete the Paid Transaction Removal routine, billing documents are moved to history even when they are referenced on a time and materials return that is saved in a batch.
Fix	You can delete a cost category from a combined project after the revenue has been recognized.
Fix	When you check links on billing transactions, a message is displayed.

Project Accounting	
Type	**Issue description**
Fix	When you don't have access to the Cost Category Maintenance window, but you type a cost category ID in the Budget Maintenance window, the cost category is saved.
Fix	When monthly report periods start on 1/1/2004, the eleventh reporting period is incorrect.
Fix	A negative retainer billing does not correctly reduce the on-account amount.
Fix	The Purchase Order Analysis Report does not print.
Fix	The T&M_Invoice_5 report does not print item descriptions from drop-ship purchase orders.
Fix	After you make adjustments to the retainer, the total billing amount is incorrect in billing entry.
Fix	Time and materials returns that have a tax schedule ID and zero taxes are not printed on the Detail Tax Report.
Fix	The Process Server is not available for some Project Accounting reports.
Fix	Billing tax is created using the full invoice amount rather than the discounted amount.
Fix	When you add a new fee to an existing project, there are performance issues.
Fix	The project amount is incorrect when you copy from a template that contains service fees.
Fix	The PA Billing Payments Report prints for all customers, not just the one that you selected.
Fix	When you create a shipment/invoice and use the auto-receive function, the tax schedule is cleared.
Fix	The fee amount cannot be less than the amount that has been recognized.
Fix	The tax engine has performance issues.
Fix	Employees are displayed on the Monthly Utilization report multiple times.
Fix	You cannot post a non-taxable retainer to Receivables Management.
Fix	When you post a return with a credit from Project Accounting, information is missing in the PM10100 table.
Fix	When you enter projects that aren't valid in the Revenue Recognition and Billings window, the projects remain in the Project Control Activity Master table.
Fix	When decimal places are set to more than two, the PAShipmentExtCost field is incorrect.
Fix	Transactions do not post to Payables Management and General Ledger from the PA Returns from Inventory Entry window.
Fix	The same loss amount for each combined project is displayed in the Revenue Recognition window.
Fix	When the Update Periods Using option is set to Post Date, the PA Periodic Records are not created.
Fix	Unbilled distributions in the PA Return Entry window display an incorrect functional amount.
Fix	You cannot change the project number in the Contract Maintenance window if the previous project is closed.
Fix	When you choose Process in the Cycle Billing window, a message is displayed.
Fix	When decimal places are set to more than two, the PAShipmentExtCost field is incorrect.
Fix	When you use the cycle biller and you change fee billing notes, a unique note index is not created.
Fix	When you enter an extended cost for a shipment/invoice, the cost on project is updated with an incorrect amount.

Purchase Order Enhancements	
Type	**Issue description**
Fix	When you create a return transaction for a lot-numbered item and the purchase order is historical, you cannot select the lot for the return.
Fix	After you install SP2, there are performance issue when you log in.

Purchase Order Processing	
Type	**Issue description**
Fix	Taxes do not calculate correctly when you use the purchase order generator.
Fix	You cannot to change the required date on a purchase order header.
Fix	When you add a non-inventoried item to a blanket purchase order and Multicurrency Management is not registered, the unit cost displayed has one decimal in the Purchasing Blanket Detail Entry window, the Purchase Order Entry window, and on the purchase order that is printed.
Fix	A landed cost that is apportioned to a $0.00 cost item cannot be matched.
Fix	The tax schedule is not displayed for a drop-ship purchase order.

Receivables Management	
Type	**Issue description**
Fix	Creditor letters are not available in Letter Writing Assistant for a United Kingdom installation.
Fix	The write-off overpayment document is not applied when you select a functional currency and Multicurrency Management is not registered.
Fix	When you use vendor/customer consolidations, there is an exchange rate difference for payables transactions.
Fix	The write-off amount is zero when you select a functional currency and Multicurrency Management is not registered.
Fix	When you select a functional currency and Multicurrency Management isn’t registered, the write-off overpayment document is not applied.

Report Scheduler	
Type	**Issue description**
Fix	When Great Plains is installed with a binary or case-sensitive sort order, a syntax error is displayed.

Report Writer	
Type	**Issue description**
Fix	When you print a modified report, a message about the maximum symbol length being exceeded is displayed.

Sales Order Processing	
Type	**Issue description**
Fix	When you transfer a sales order to an invoice and the site ID for the item starts with the letter Z, a message is displayed.
Fix	You can choose the Transfer button many times in the Sales Transfer Documents window and a message will be displayed.
Fix	You cannot transfer sales documents when the sales territory begins with the letter Z.
Fix	The automatic order allocation process doesn’t update the quantity to invoice for kit items.
Fix	Negative quantity invoices are being fulfilled.
Fix	Orders with a document credit hold do not save correctly.
Fix	If you aren’t entering a fulfilled quantity in the Sales Order Fulfillment window, you cannot enter a cancelled quantity.
Fix	The sales tax is recalculated when you enter a deposit on a multicurrency transaction and transfer to an invoice.
Fix	There are duplicate document numbers in Sales Order Processing.
Fix	When you view a SmartList by sales line item or by sales transaction, the cost of the item is not displayed.
Fix	When you transfer three kit items—one to an invoice, and two to a back order, one of the kit items is not transferred to a back order.
Fix	Historical invoices do not save the unit cost for flat fee and miscellaneous items.
Fix	When there is a negative quantity on an invoice, the amount remaining in the Apply Sales Document window is not correct.
Fix	When you click on the Document Number link in the Sales Document Detail Entry window for an invoice, fulfillment order, return, or back order document type, a message is displayed.
Fix	After you post a sales invoice, distributions are missing.
Fix	If you choose to distribute from the Sales Quantity Shortage Options window, the requested ship date for the line item will be displayed as 0/00/00.
Fix	A hidden field—SOP Type—must be added to Sales Order Processing windows for integrating dictionaries to use.
Fix	When an existing transaction is displayed in the Sales Order Fulfillment window and you select the Document Number lookup button for a second transaction that is being modified by another user, the scrolling window displays the information from the first transaction.
Fix	When you close the Sales Order Fulfillment window, the batch activity record is not removed.
Fix	When you choose the Transfer button in the Sales Transfer Documents window more than once, an error message is displayed.

SmartList	
Type	**Issue description**
Fix	Only two decimal places for currency are displayed in SmartList.

SmartList	
Type	**Issue description**
Fix	When you have two SmartList options that have the same favorite name, there are issues with the upgrade.

SmartList Builder	
Type	**Issue description**
Fix	You cannot search on the Extender Date field.
Fix	When you search using the Match 1 or more option, fixed restrictions are not used in the search.
Fix	When you link a Human Resources table to a Payroll table, there are no records returned.
Fix	You cannot select Go To tasks when the form technical name is longer than 30 characters.

System	
Type	**Issue description**
Fix	When the Item Transaction List is opened and there are no records are displayed, the actions do not display correctly.
Fix	When you grant security to an alternate Great Plains window, the actions that are available from the Actions button for the Transactions list are not displayed properly.
Fix	The tax engine has performance issues.

United States Human Resources	
Type	**Issue description**
Fix	When you grant security to an alternate Great Plains window, the actions that are available from the Actions button for the Sales Transactions list do not display properly.
Fix	When you delete a record in the Employee Maintenance window, all employee grievance records are deleted.

United States Payroll	
Type	**Issue description**
Fix	The SUTA amount is not correct for commission pay types.
Fix	The Payroll Summary report sorts incorrectly.
Fix	The Employee Wage and Hour report does not print when you're using SQL Server 7.0.
Fix	The Payroll Posting Accounts lookup changes accounts when the cursor doesn't leave the field.
Fix	When employee records have Worker's Compensation hours but not Worker's Compensation wages, the employee information is not printed on the Worker's Compensation reports.
Fix	The State and Local Tax Summary report does not print correctly.
Fix	When an employee has a transaction that is not for the employee's primary department, the hours on the Employee Wage and Hour report are not correct.
Fix	Taxes for July 2005 must be updated.

VAT Daybook	
Type	**Issue description**
Fix	There are performance issues with a tax trigger.
Fix	The German report definition must be updated for 2005.
Fix	The Dutch tax authority requires an XML file with VAT information.