

## Frequently asked questions

# Email authentication security enhancements

## Sage 100 and Sage 300 upgrade requirements

### Overview:

On October 1, 2022, Microsoft® will disable Basic Authentication for email services and will require the use of Modern Authentication for Microsoft Exchange Server and Office 365. Note: Google® ended support of Basic Authentication on May 30, 2022.

Any customer using Basic Authentication with Microsoft email services will experience interruptions with their Sage 100 and Sage 300 in-product email services.

To avoid related issues, customers need to be on Sage 100 version 2021.4, 2022.1 or the latest release and Sage 300 on versions 2020.8 or the latest release by October 1, 2022.

#### 1. Q. What is email Basic Authentication?

The original, simple way to verify your identity using a login ID and password. This basic approach has proven to be a security risk versus more modern methods because anyone that gets these credentials can access your accounts and information.

#### 2. Q. What is Modern Authentication or OAuth?

Modern Authentication or "OAuth" involves a combination login authentication and authorization to make it much harder to gain access to your information. An example is the use of multi-factor authentication (MFA) access codes sent via email or text, or authentication software tools like Microsoft Authenticator. It is far superior to Basic Authentication in protecting your accounts and information.

#### 3. Q. Why is an upgrade to Modern Authentication important?

Basic Authentication is outdated and more vulnerable to breach. Also, the two largest email providers (Google and Microsoft) have stopped or are planning to stop supporting Basic Authentication.

#### 4. Q. When was the requirement to upgrade to Modern Authentication announced?

Various email providers have announced a move to modern authentication at different times. In September 2021, Microsoft announced that effective October 1, 2022, that they would stop supporting Basic Authentication for their online services (including Microsoft Exchange online email and other services). Google stopped supporting Basic Authentication for Gmail on May 30, 2022.

Last update: July 28, 2022

**5. Q. How are Sage 100 and Sage 300 customers impacted?**

Both Sage 100 and Sage 300 use a customer's email to perform certain functions in the product, like sending an invoice, quote, or statement to a client. In Sage 100 this is done in the Paperless Office module, and in Sage 300 there are various locations in the product where this occurs.

Customers on versions of Sage 100 and Sage 300 that do not support integration via Modern Authentication (OAuth) will see these functions stop working correctly if the customer uses an email service that no longer supports Basic Authentication.

**6. Q. For Sage 100, is Paperless Office the only impacted product?**

No. Any product (Sage or otherwise) that a customer runs that integrates with Microsoft web-based email using Basic Authentication will be affected. For Sage 100, this is Paperless Office. For Sage 300 this interaction occurs throughout the product.

**7. Q. For Sage 100, are there different versions of Paperless Office that may be affected differently?**

No. All versions of Paperless Office are impacted if a customer is using the integrated email functionality.

**8. Q. What versions of Sage 100 and Sage 300 are impacted?**

Sage 100 began supporting OAuth in versions 2021.4 and 2022.1. Customers will need to upgrade or apply a product update if they are using an impacted email service. Sage 300 customers must be on 2020.8, 2021.8 or 2022.2 to support Modern Authentication.

**9. Q. Which versions of Sage 100 and Sage 300 are currently supported by the lifecycle policy?**

Currently for Sage 100, versions 2022 thru 2020 are supported by the lifecycle policy. Reference the [Sage Knowledgebase](#) for further details.

Currently for Sage 300, versions 2022 thru 2020 are supported by the lifecycle policy. Reference the [Sage Knowledgebase](#) for further details.

**Important Note:** Product versions that support Modern Authentication and TLS 1.2 may differ from current and supported products of Sage 100 and 300. The most current and supported version of Sage 100 and Sage 300 may also change during the course of these notifications as new product versions are released. You are encouraged to elect and remain on a current and supported version of the product to help mitigate security risks.

**10. Q. Will annual maintenance and support plan customers be impacted differently?**

No. This matter affects all customers the same, regardless of license or if they are on or off plan

**11. Q. What happens if a customer does not upgrade their Sage 100 and Sage 300 software?**

Integrated functions in the software that utilize a customer's email service will stop working correctly. This only applies to customers using an email service that requires Modern Authentication (OAuth).

**12. Q. What error message will customers receive if they do not upgrade to a version that supports Modern Authentication?**

Customers may receive an email login or connection error.

### **13. Q. How long will it take to update or upgrade to support Modern Authentication?**

Upgrade time varies by customer and depends on several factors. Some will be able to apply product updates (PU's) to get to supported versions, while others will need to perform a full upgrade as they would moving to any new version. For customers that may also require a hardware upgrade, use of our hosted Sage Partner Cloud program may reduce or eliminate the need for a hardware investment. Contact your Sage Business partner for more information.

### **14. Q. Do customers have any other options if they cannot upgrade?**

Yes, but it would require moving to an email service provider that will continue to support Basic Authentication or have an alternative means of supporting Modern Authentication outside of the ERP application. Some customers may also choose to run their own email server to bypass these requirements, but they would not realize the benefits of improved email security. Customers should check with their Sage business partner or IT provider for options and additional assistance.

### **15. Q. Does this impact third-party products that integrate with Sage ERP?**

This move by Microsoft, Google, and other email providers to discontinue support of Basic Authentication impacts any product or service that integrates with a customer's email. This is not limited to Sage, or even the products that integrate with Sage. It is best that a customer and or their partner check with each of the vendors they use to determine if their products are impacted and if any upgrades are required.

### **16. Q. What should I do if I do not have a Sage business partner, or my partner is not responding?**

For Sage 100, please email our Sage Expert Services team for assistance at [Sage100.expertservices@sage.com](mailto:Sage100.expertservices@sage.com) or call 1-888-721-8989.

For Sage 300, please contact 1-877-336-4038 for assistance.

#### **Current product versions:**

- [\*\*Sage 100 versions 2022 - 2020\*\*](#)
- [\*\*Sage 300 versions 2022 - 2020\*\*](#)
  - Version 2023.0 of Sage 300 is planned to be available September 2022. Upon the release of 2023.0, customers are encouraged to upgrade to versions 2023 - 2021.