

Frequently asked questions for Sage 100 and Sage 300 customers

Email authentication security enhancements

Sage 100 and Sage 300

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.

Microsoft will not be removing Basic Authentication from Simple Mail Transfer Protocol (SMTP) authentication services. Both Sage 100 and Sage 300 use SMTP to provide email services to customers from their products. Customers currently using emailing services within Sage 100 and Sage 300 currently **should not be affected by this change**. Nevertheless, this change may affect other parts of your business which may require some changes to your email logons and clients.

We encourage all customers to upgrade to current software versions to ensure that you realize the full benefits from enhancements and updates, as well as to help prevent disruptions that may result from mandatory security updates.

1. Q. What is Basic Authentication?

The original method 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. Malware, ransomware, phishing and other malicious cyber-attacks often originate from compromised email accounts that are only protected by Basic Authentication.

2. Q. What is Modern Authentication or Open Authentication (OAuth)?

Modern Authentication is an updated form of Identity Management that requires the use of two or more authentication methods to verify a user's identity. This generally requires two or more pieces of information that the user knows (login ID and password), has (smart card, Authenticator, etc.) or is (facial recognition, thumbprint, etc.). OAuth is a protocol used to pass identity information between applications and grant access to services.

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Basic Authentication is outdated and more vulnerable to breach.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.

Last update: September 16, 2022

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 starting 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.

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

Currently Sage 100 and Sage 300 customers should not be impacted by this action by Microsoft because there are no plans to change the settings around SMTP AUTH, which is what the products use to communicate with email services. However, customers may be impacted in other ways, particularly in the way that they access email on smart devices and other applications.

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 Exchange Online using Basic Authentication could be affected. For Sage 100, this is Paperless Office. For Sage 300 this interaction occurs throughout the product. While this action by Microsoft may not affect current functionality, Sage strongly recommends upgrading to a version of the product that supports Modern Authentication which will allow your organization to turn off Basic Authentication across the business.

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 support Modern Authentication?

Sage 100 supports OAuth in versions 2020.6, 2021.4 and 2022.1. Sage 300 customers must be on 2020.8, 2021.5 or 2022.2 to support Modern Authentication.

9. 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

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

Generally, functionality within Sage 100 and Sage 300 regarding email capabilities will not be affected. Customers should verify connection information to their email server to ensure that they are using SMTP.

11. 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.

12. 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.

13. Q. Does this impact third-party products that integrate with Sage ERP?

This measure 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 Sage Business Partner check with each of the vendors they use to determine if their products are impacted and if any upgrades are required.

14. 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 or call 1-888-721-8989.

For Sage 300, please email our Sage Expert Services team for assistance at Sage300.expertservices@sage.com or call 1-877-336-4038.