



# Sunburst Software Solutions

2378 Dane Hill Road, West Charleston, VT 05872

Toll Free Phone: (888) 348-2877

Toll Free Fax: (866) 684-5157

Email: [sales@sunburstsoftwaresolutions.com](mailto:sales@sunburstsoftwaresolutions.com)

Website: <http://www.sunburstsoftwaresolutions.com> or [www.qb4contractors.com](http://www.qb4contractors.com)

## **CPS & Vista/Upgrading or Replacing your Existing Computer with a Vista Computer**

**Updated 8/18/08.**

We have updated Certified Payroll Solution (CPS) to work with Vista. Our testing and debugging process has basically gone well, with a few exceptions. The known problems are listed in this document, **and there are special instructions for updating or replacing your existing Windows XP PC to a Vista PC.**

Our advice is not to update your existing computer to Vista, rather, next time you purchase a PC, get Vista already installed.

The information provided in this documentation is provided free of charge. Phone support for this and all other VISTA situations is billable.

**This document contains important information such as:**

- **Known issues** – see page 2
- **Known changes** – see page 2
- **What to do BEFORE you install CPS on a Windows Vista computer** – see page 2
- **Determining your current CPS Version** – see page 3
- **How to backup your CPS data** – see page 3
- **How to obtain the latest CPS program**
  - **Can I copy the CPS program from one computer to the other?** – see page 3
  - **I originally downloaded CPS and didn't save the file, how do I obtain a new program?** – see page 3
  - **I purchased CPS on CD prior to 2007, can I use my original installation CD?** – see page 4
  - **I received an "Authentication Failed" error when trying to log into the Web Service Center** – see page 4
  - **My old computer crashed, how do I get the software?**– see page 4
- **Step-by-Step Instructions for installing CPS on a new computer** – see page 5
- **Windows Vista**
  - **How do I set up a Standard User Account in Windows Vista?** – see page 6
  - **How can I tell if my Vista User Account Control is turned on?** – see page 6
  - **How do I turn my Vista User Account Control on?** – see page 9
  - **I want to run CPS on a Vista Network, how do I accomplish that?** – see page 10

### Known Outstanding Issues:

QuickBooks Menu and Event Notification will not work. This option will be disabled in CPS when it is running on a Vista PC. This bug was acknowledged by Intuit in January 2007 as an issue on their side.

**We are waiting for a fix from Intuit.**

### Known Changes:

- Due to security changes in Vista, updates to our software as they have been installed prior to version 5.0.253 will no longer work. When a new version of CPS is released, you will need to uninstall your current version of CPS and then install the new version of the program. Please note that this will not affect any of the data you have entered into CPS, it will continue to use the same data you used before. (If you wonder why, know that when you uninstall "Word", it does not delete all the "Word" documents that you have created, so uninstalling CPS will not delete the data you have created.)
- Old style Help (accessed from the Help Menu by choosing Contents) available in versions older than 5.0.278 is not currently supported in Vista. The HTML / context sensitive help which is available on every screen (by clicking on the question mark in the lower right corner) does work, as does the Manual, provided you have Adobe PDF reader installed. This help was essentially duplicated by the Manual and HTML help, so it has simply been removed from the menu.
- Beginning in version 5.0.278 a new Help format (available from the CPS Help menu by choosing Contents) is available. Context sensitive Help is still available for every screen and is accessed by clicking the question mark (?) on the lower right corner of each window.

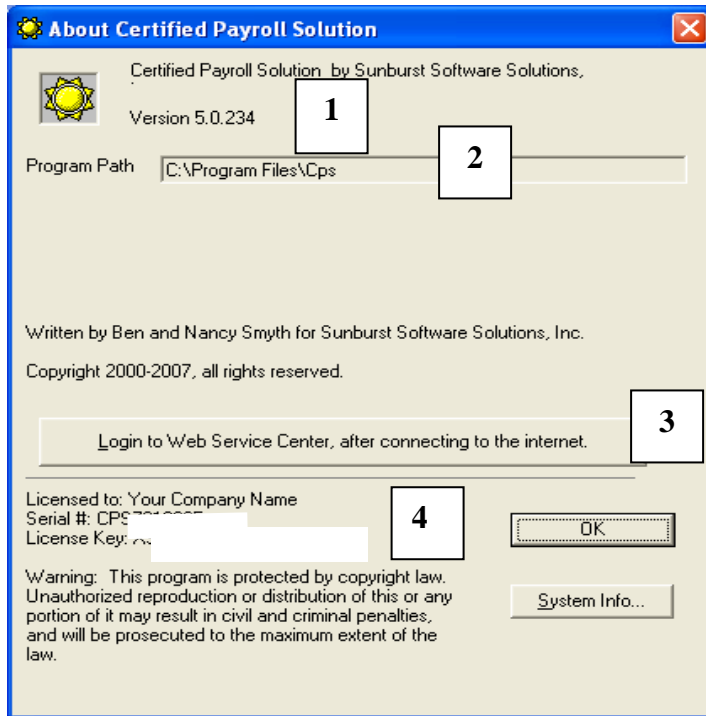
### Upgrading or replacing your current computer with a Vista computer:

**Before you update or replace your existing computer to a Vista computer**, you will need to backup your CPS data using the new "Enhanced Backup". The "Enhanced Backup" was included with **Version 5.0.221**. If your version is *lower than 5.0.221*, use Help --> About --> Login to update your software to the current version on this computer. If your version is higher than 5.0.221 the Enhanced backup is available from the Backup & Restore menu in CPS.

**NOTE:** In order to use the scheduled backup, you must manually apply it in order to set it up. It is not an automatic feature until you have set it up and your CPS data does not backup when you backup your QuickBooks company file.

## How do I find my out what my current CPS Version is?

From the CPS Help menu, choose About->Check for Updates. You will be presented with a window similar to that shown below:



1. This is your current CPS Version. All **current** versions will begin with 5.0 and the last three numbers are what is important and follow normal numbering sequences - 100, 101, 102, etc.
2. This is where you have CPS installed on this computer.
3. This is how you get to the Web Service Center to get updates or to obtain a brand new CPS installation for another computer.
4. This is your license information.

## How do I backup my Certified Payroll Solution data?

From the CPS Main window choose the **Backup and Restore** menu -> Enhanced **Backup CPS Data**. Use the **Browse for Backup Folder** button to tell CPS where to **Save** the backup and then click the **Backup** button.

## Can I just copy the entire CPS program found in C:\Program Files\CPS to the new computer?

**Absolutely not!** You can NEVER copy a software program from one computer to another and expect it to function properly. Software must be **installed** on the new computer so it is properly recorded in the Windows Registry as being available for use on the computer. Data, however, may be copied.

## I originally purchased CPS via electronic download and never saved the file, how do obtain a new installation file?

From your existing computer, start CPS, go to the Help menu -> choose About -> and click the Login to Web Service Center, after connecting to the internet button.

This will launch your web browser and take you to our Web Service Center. Look for the Installing on a new computer button, in the right hand column about half way down the page, and click on it. Here you will find the current CPS program that is available to download. You will want to **SAVE** the program to removable media, such as a formatted CD or a Flash/USB/Thumb/Jump drive.

**I purchased CPS on CD prior to 2007; can I use my original CD to install the program on the new computer?**

It is probably best to download the newest version of the program from our Web Service Center so you do not have to apply any compatibility updates and/or patches.

From your existing computer, start CPS, go to the Help menu -> choose About -> and click the Login to Web Service Center, after connecting to the internet button.

This will launch your web browser and take you to our Web Service Center. Look for the Installing on a new computer button, in the right hand column about half way down the page, and click on it. Here you will find the current CPS program that is available to download. You will want to SAVE the program to removable media, such as a formatted CD or a Flash/USB/Thumb/Jump drive.

**I received an “Authentication Failed” error message when trying to log into the Web Service Center.**

This message could have several probable causes:

1. Our Web Service Center could be very busy, try again in about 10 minutes or so.
2. You have failed to pay your CPS Annual Maintenance; which provides you with access to our Web Service Center, program updates, and compatibility updates for new versions of QuickBooks. Contact us at (888) 348-2877 to reinstate your CPS maintenance.
3. You have purchased multiple CPS licenses and the CPS Company file that you are trying to log in with is not the initial company that you purchased. Switch CPS company files and try logging in again.

**My old computer crashed and I don't have access to the CPS program to download a new installation.**

Contact us at (888) 348-2877 or via email at [sales@sunburstsoftwaresolutions.com](mailto:sales@sunburstsoftwaresolutions.com) and we will be happy to send you an email containing your license information and the link to our Web Service Center to download a new program.

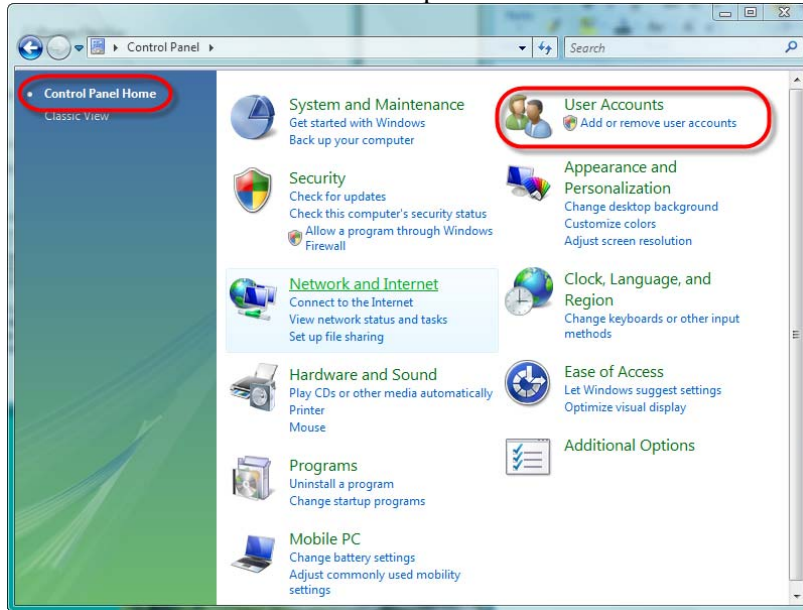
## Step by Step instructions for installing CPS on a new computer.

1. Make a backup of the CPS data on your existing computer and save it to removable storage, such as a thumb, jump, USB, or CD.
2. Be sure you have a backup of the CPS data.
3. Use Help --> About --> Login --> "New Installation", to download the newest setup version of CPS, save this installation to removable storage, such as a thumb, jump, USB, or CD.
4. Either print or copy your license information from the installation page on the Web Service Center so that you know your exact Company Name, State, Serial # & License Key.
5. Make sure the CPS Backup & Setup routine are in a folder you know on your computer as well as on another media, such as CD, Zip Drive, Thumb Drive, etc.
6. Move to the Vista computer.
7. In addition to the Vista Administrator Account you **MUST** have a Standard User Account. Neither QuickBooks or Certified Payroll Solution require Administrator Level permissions to run, in fact they will not communicate if you do not have a Standard User Account in place and log into the computer using the Standard User account.
8. The Vista User Account must have its **User Account Control (UAC) set to "On"** (as recommended by Microsoft). This setting is found in the Vista Control Panel --> User Accounts section. **Failure to set the UAC to "On" will result in Error Code 80040408 - Could not start QuickBooks.**
9. Both QuickBooks and CPS should be run with standard user permissions (**NOT** elevated to run as Administrator).
10. Your QuickBooks company data file must live in the Vista *Public* folder in a network environment or the *Your User Name* folder *APP Data ->Local->Intuit* in a single user environment. Install CPS by double clicking on the setup file named CPSV5Setup.exe (the exe may not show).
11. Start CPS, which will force you to license the software.
12. Restore the backup that you made in step 1 or 2.

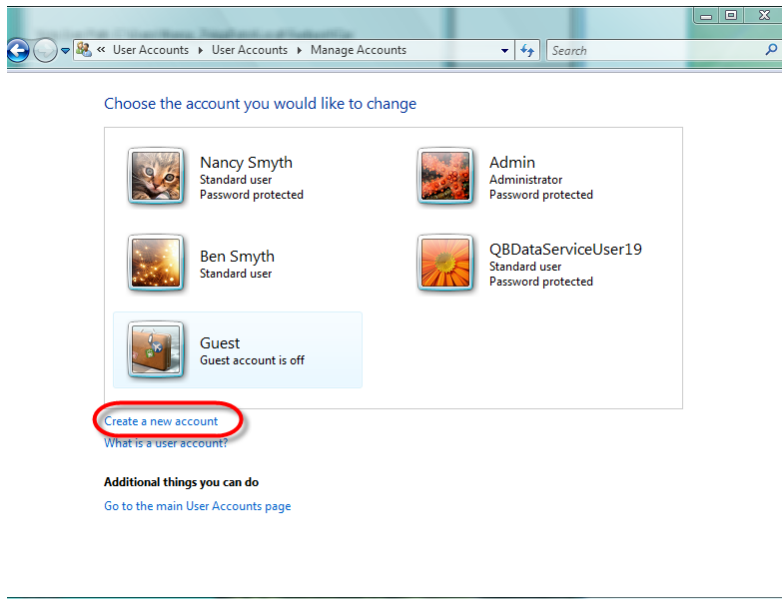
Failure to follow the steps outlined above will result in an **Error Code 80040408 - Could not start QuickBooks** message.

## How do I set up a Standard User Account in Windows Vista?

1. Click your Start button
2. Choose Control Panel
3. From the Control Panel Home option choose User Accounts -> Add or remove user accounts

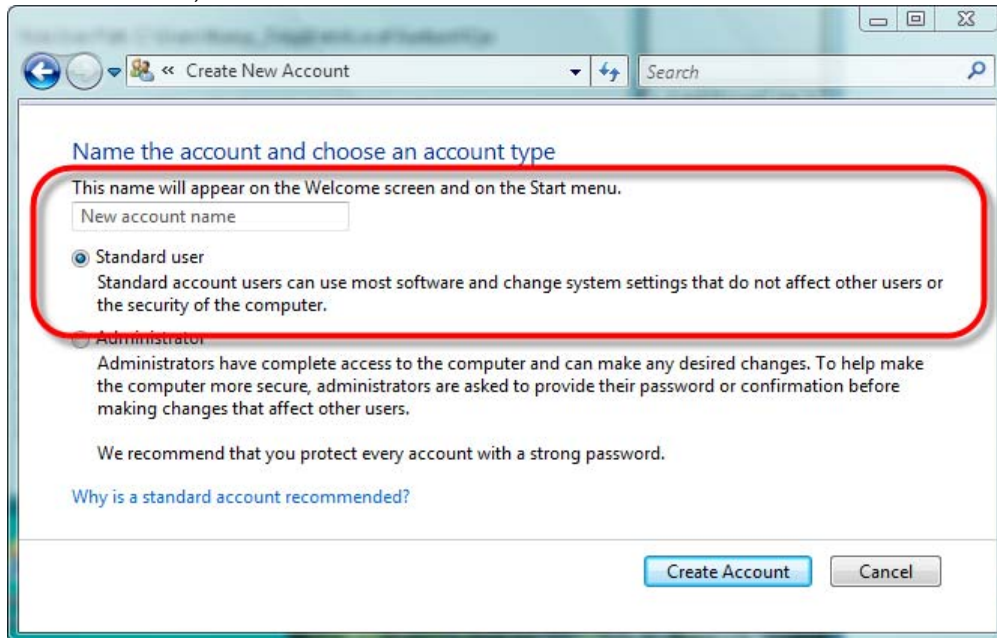


4. From the Choose the Account you would like to change window, select Create a new account. **DO NOT USE THE GUEST ACCOUNT.**

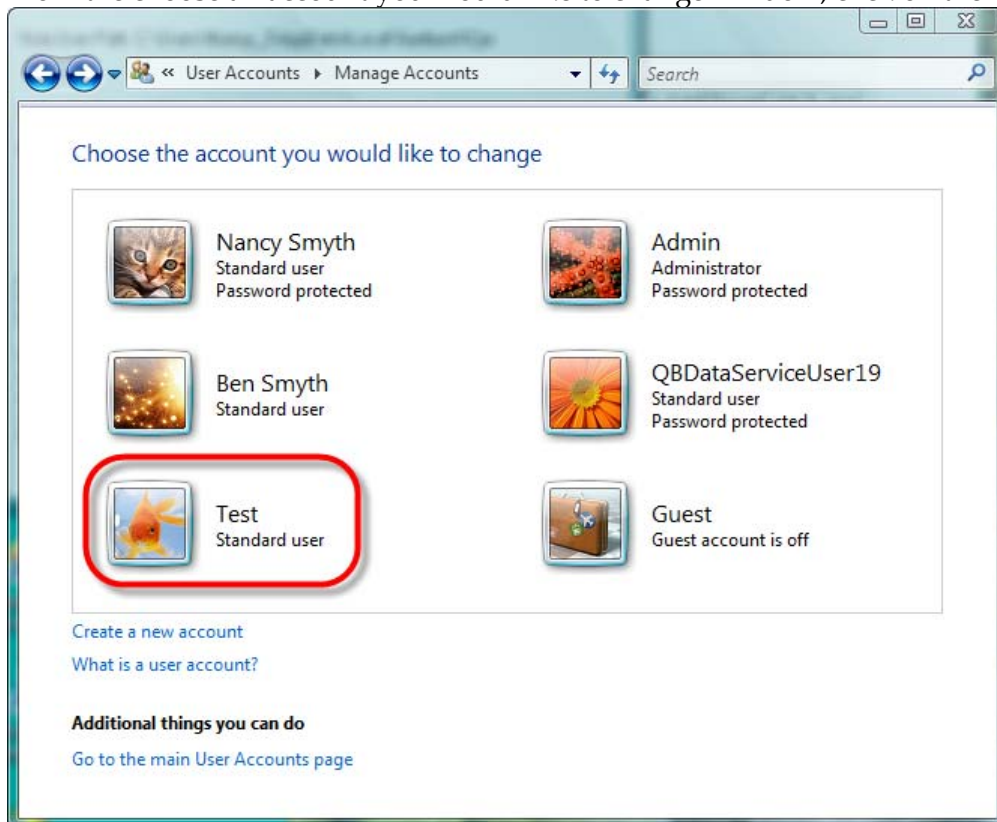




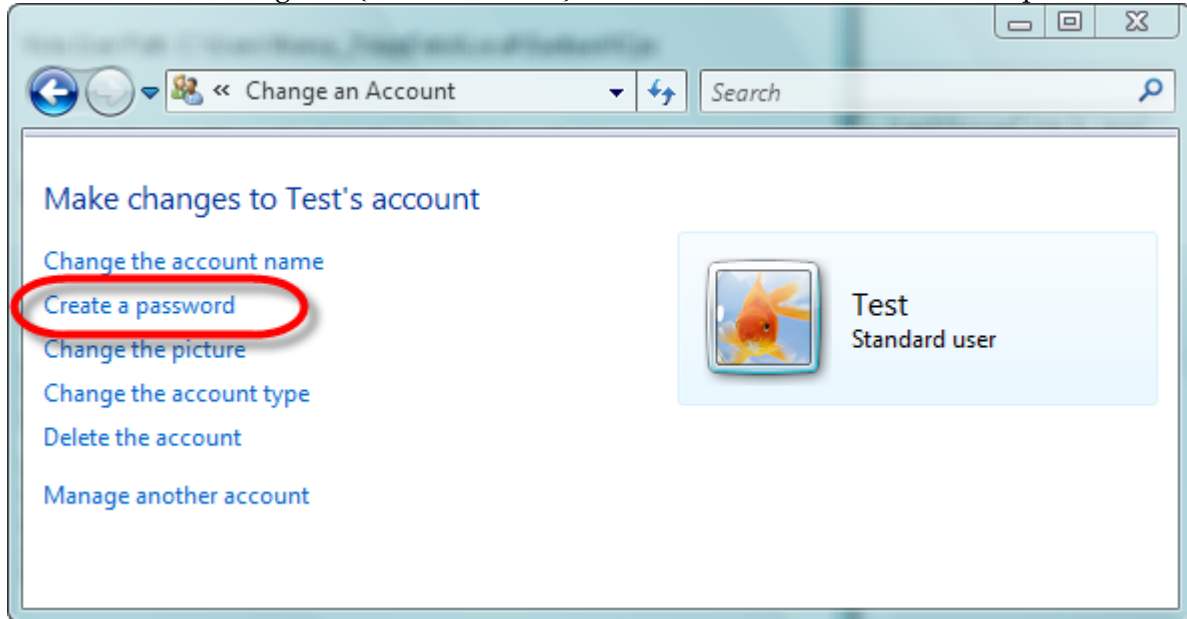
5. In the Name the account and choose an account type window, enter the user account name, select Standard User, and click the Create Account button.



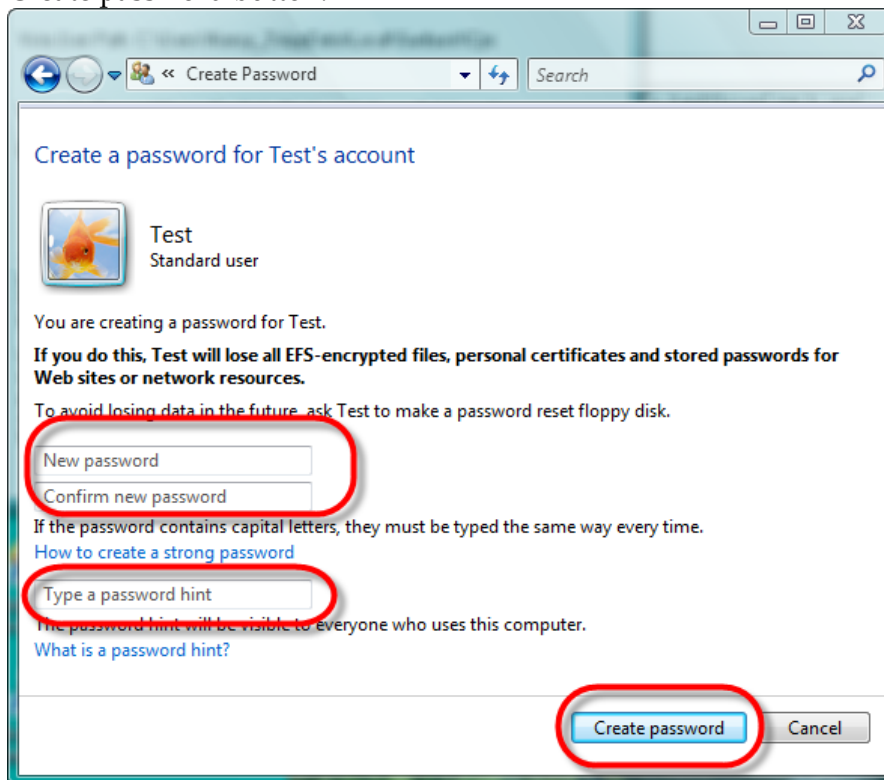
6. From the choose an account you would like to change window, click on the newly created account



7. From the Make changes to {Account Name} account window, choose Create a password

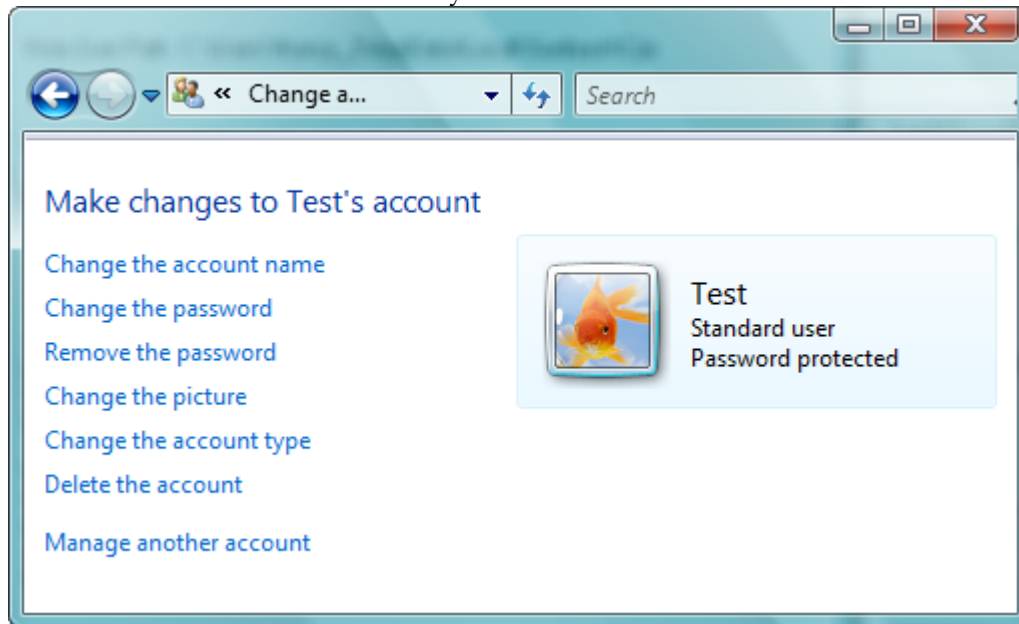


8. Enter the password for this account, confirm the password, and create a password hint. Click the Create password button.





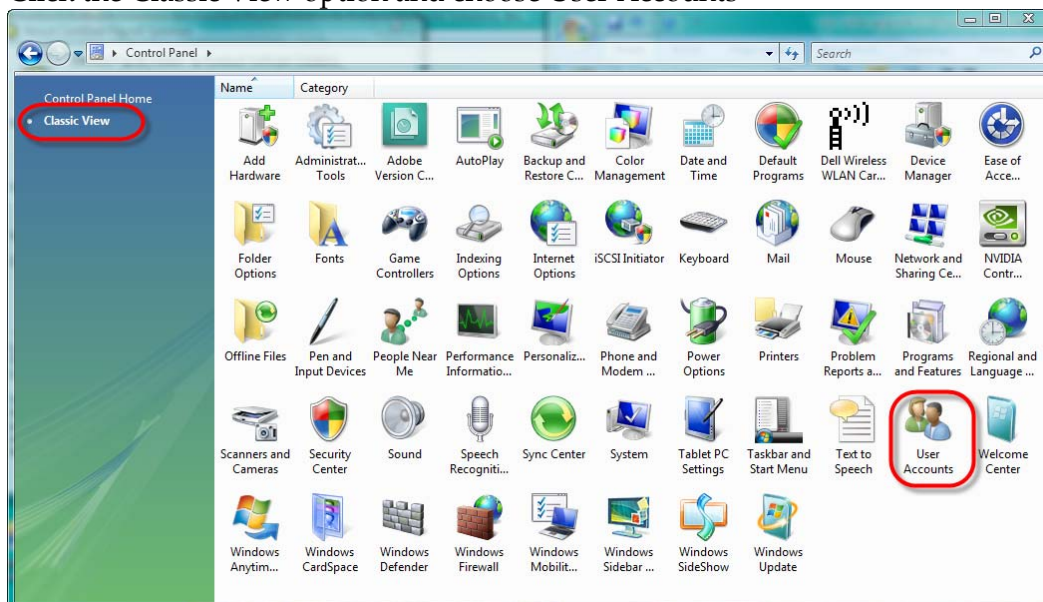
9. Your account has been successfully created.



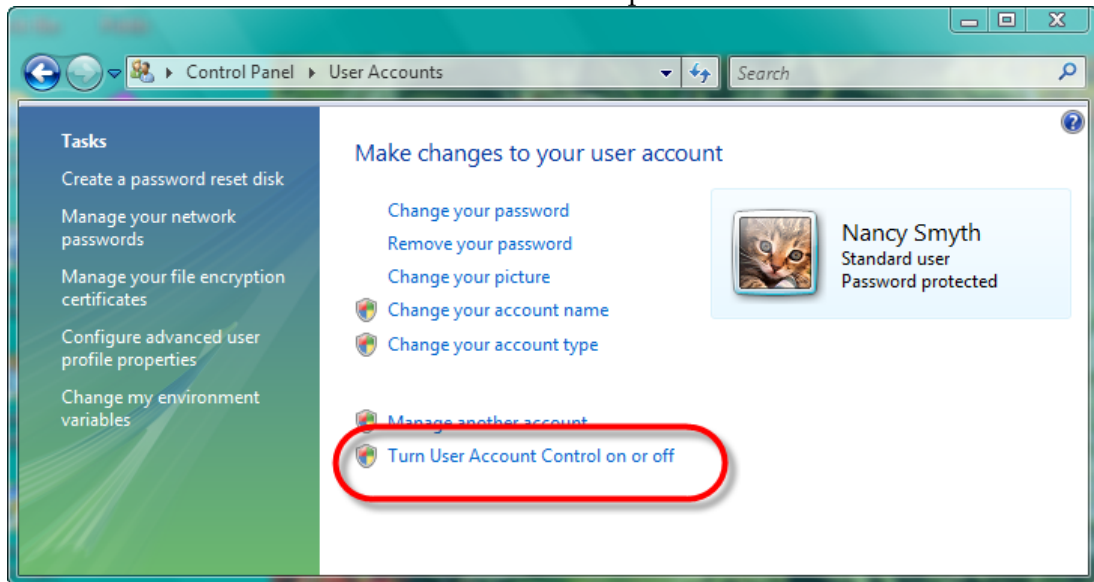
10. Close this window, reboot the computer and log in using the newly created account.

### How can I tell if my Vista User Account Control is turned on OR How do I turn my Vista User Account Control on?

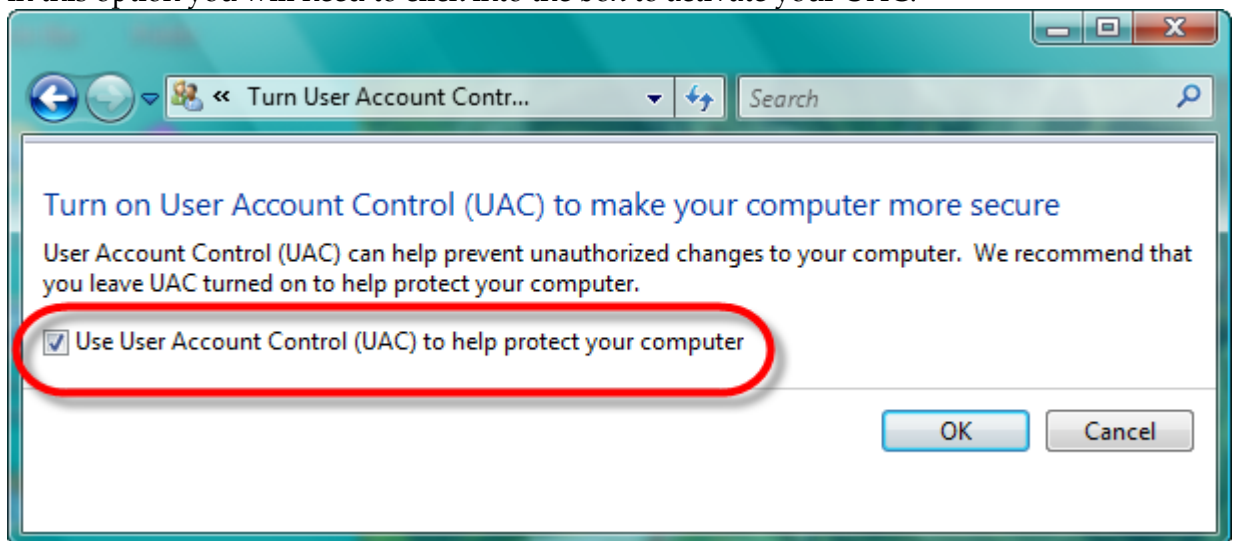
1. Click the Start button
2. Choose Control Panel
3. Click the Classic View option and choose User Accounts



4. Click the Turn User Account Control on or off option



5. If you are presented with a window that asks for the Administrator password, enter it.  
 6. If there is a checkmark in the Use User Account Control (UAC) to help protect your computer, then your user account control is turned on and functioning properly. If there is no checkmark in this option you will need to click into the box to activate your UAC.



7. Click the OK button. If your UAC was already turned on, you need do nothing else. If your UAC was not turned on you will need to reboot your computer to finish activating your UAC.

### How to network CPS using Vista?

Follow our normal networking instructions found in your manual with two exceptions:

1. The CPS Data file must live in C:\Users\Public\Documents\Sunburst\Cps
2. The QuickBooks file must live in C:\Users\Public\Documents\Intuit\QuickBooks\Company Files\