

IMPORTANT READ THIS FIRST
before installing or upgrading your software

Installation and Upgrade Guide

ReckonAccounts ™

In this booklet you will find everything you need to know to get you up and running with Reckon Accounts, whether you are a new or existing user. We strongly recommend that you read this booklet carefully and follow the steps outlined to ensure your installation process is as smooth as possible.

If you have anti-virus software installed on your PC, it is recommended that you disconnect your Internet connection and then disable your anti-virus software, as it may interfere with software installation.

If you are upgrading from an earlier versions of the software (i.e. Quicken®), pay special attention to the notes describing features that have been changed or added to Reckon Accounts since your last upgrade. You may need to perform additional steps in the upgrade process, depending on how old your current version is. The headings in each section provide a guide to finding the instructions relevant to you.

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System Requirements

To install and use Reckon Accounts you need:

- IBM® or compatible Pentium® II 300 (Pentium III 450 recommended) with 512 MB RAM
- Microsoft® Windows® 7/8/10* operating systems and .NET Framework
- Compatible with Microsoft® Office 2010 / 2013 / 2016 / 2019 (Microsoft® Outlook 32bit only)
- 185 MB of disk space for Reckon Accounts installation
- 800 x 600 resolution (SVGA 1024 x 768 with 16-bit colour recommended)
- Works with any printer supported by Windows® 7/8/10* operating systems
- Internet connection to download the software
- 24 x DVD-ROM if you have requested for DVD
- All online features/services (such as online investment tracking) require Internet access with at least 56 Kbps modem (high speed Internet access recommended)

**Windows 64 bit support for Window 7/8/10 only. Windows 7/8/10 require minimum 1GB RAM (32bit) or 2GB (64bit)*

Reckon recommends you install the latest service packs for Microsoft® Windows and Internet Explorer.

Existing users

Changes in this release

Reckon Accounts includes many changes and new features in this release. An overview of changes and features you should note is provided below.

Tax line items and personal income threshold

In Reckon Accounts Personal Plus and Home & Business releases we include tax features which allow you to estimate your taxable income for a particular financial year.

The ATO will work out the low income tax offset as well as the low and middle income tax offset when you lodge your tax return. To learn more, visit: <https://www.ato.gov.au/Individuals/Income-and-deductions/Offsets-and-rebates/Low-and-middle-income-earners/>

Stock Price Quotes Download

The **Download Quotes** functionality in the Investing Centre which provides stock price quotes for your security portfolio has been enhanced and moved to a new technology platform. Users who upgrade to Reckon Accounts Personal Plus or Home & Business will continue to receive the share price downloads.

PDF Printer

The Reckon PDF printer is no longer available. If you wish to print documents to PDF from Reckon Accounts Personal Plus and Home & Business, you will first of all need to install your choice of PDF printer. This printer will then be available to be selected from the Printer drop down list.

Reckon Backup no longer available

Reckon Online Backup service is no longer available. You no longer have the option to save your backup to Reckon Online backup service.

Recent versions of Windows and User Access Control

If you are using Reckon Accounts on Windows 7, Windows 8, or Windows 10 it is recommended that you leave the default setting for User Access Control (UAC) during installation and use.

Reckon does not support Reckon Accounts in a non-UAC enabled Windows 7, Windows 8 or Windows 10 configuration.

Upgrading a data file from Quicken 2004 or earlier versions

If you are upgrading from Quicken 2004 or earlier versions to Reckon Accounts and have passwords associated with your data files, you should remove passwords from your data files before upgrading.

Savings accounts created in Quicken 2004 or earlier versions do not include an **Account Location** field. However, in Reckon Accounts the **Account Location** field cannot be empty. Thus, after upgrading from Quicken 2004 or earlier versions to Reckon Accounts, savings accounts will display “**Spending**” in the **Account Location** field.

The new **In / Out / What’s left** feature allows users to immediately see where their money is going using various charts and tables. This feature displays information using the savings accounts that show **Spending** in the **Account Location** field.

If you are upgrading from Quicken 2004 or an earlier version to Reckon Accounts and have savings accounts set up, you should change the value in the **Account Location** field from **Spending** to **Saving**. This ensures the **In / Out / What’s left** feature displays the correct information.

To change the value in the Account Location field:

1. Place the cursor over the account name in the **at-a-glance** bar.
2. Right-click on the account name and select **Edit Account**.

The **Account details** window opens.

3. Change the **Account Location** field from **Spending** to **Saving**.

If you upgrade a data file that contains a linked account

The Reckon Accounts **Investment Activity Report** reports on all transactions from linked accounts. New transactions entered in the linked accounts in Reckon Accounts will continue to appear in the **Investment Activity Report**.

Upgrading from CashBook 2003 or CashBook 2004

The **Itemised Category Report** in Reckon Accounts does not include account balances forward by default.

To include account balances forward:

1. Open the **Itemised Category Report**.
2. Click **Customise**.
3. Click the **Advanced** tab.
4. Select **Include All** from the **Transfers** drop-down list.

If you have at any stage had 'return of capital' transactions entered in an investment account that has a linked bank account, the **Itemised Category Report** will not add the return of capital transactions to the total.

Opening your original data file after upgrading to Reckon Accounts from any earlier version of Quicken or CashBook

When you upgrade to Reckon Accounts, a backup copy of your original data file is automatically placed in a folder called **OldFiles**, which is located in the same folder as the data file you are upgrading. Use this backup copy if you need to view your original file in your previous version. You can choose **File** menu > **Restore** or **File** menu > **Open** to open the file.

Opening Reckon Accounts 2009 and later data files

Quicken 2009, 2010, 2011, 2012 and Reckon Accounts 2013 and later data files will not go through the upgrade process and they should open without any changes. However it is strongly recommended that you do not attempt to re-open a Reckon Accounts file in Quicken 2009, 2010, 2011, 2012 and earlier versions of Reckon Accounts as it could lead to data corruption due to new features not being available in the earlier release. You should manually create a backup prior to opening your file for the first time in the latest version of Reckon Accounts.

Deleting Categories

In Reckon Accounts, categories are labels that track how much you're spending on particular types of items. If you try to delete an existing category, make sure that no transactions have been assigned to that category. This is to ensure that the reports you run display figures correctly as there will be no uncategorised income or expenses as a result of deleting a category which has previously been used.

Other installation problems

If you experience any other problems during installation, consider whether any of the following may be the source of your problems:

- Are you logged onto your PC as the Administrator?
- Have you shut down all applications?
- Is your anti-virus software blocking your installation of Reckon Accounts?

If none of the above appear to be causing your problem, try installing Reckon Accounts in Safe Mode. For instructions on restarting your PC in Safe Mode, refer to your Windows Help. After you have installed Reckon Accounts in Safe Mode, do not try to open it immediately. First, restart your PC in normal mode and make sure you are connected to the Internet. Open Reckon Accounts and enter your Installation Key Code to Activate. If you do not have an Internet connection, click **Cancel** to close any activation messages and call Reckon Customer Service to Activate over the telephone.

Still having problems? Check the Reckon Accounts online knowledge browser at <http://kb.reckon.com.au/> and search the database for "error message".

Determine your upgrade path

Find your current software version in the list below and check the upgrade path. If there is a tick in the row for your current version, then you can upgrade directly to Reckon Accounts.

For example, if 'CashBook v8' appears in the row for your current version, then you must first upgrade your data file to CashBook 2004. Follow the upgrade instructions on the following pages carefully.

Your current version	Home & Business	Personal Plus
Home & Business 2016 or later	✓	
Personal Plus 2016 or later	✓	✓
Home & Business 2015	✓	
Personal Plus 2015	✓	✓
Home & Business 2013	✓	
Personal Plus 2013	✓	✓
Personal 2013	✓	✓
Home & Business 2012	✓	
Personal Plus 2012	✓	✓
Personal 2012	✓	✓
Home & Business 2011	✓	
Personal Plus 2011	✓	✓
Personal 2011	✓	✓
Home & Business 2010	✓	
Personal Plus 2010	✓	✓
Personal 2010	✓	✓
Home & Business 2009	✓	
Personal Plus 2009	✓	✓
Personal 2009	✓	✓
Home & Business 2008	✓	
Personal Plus 2008	✓	✓
Personal 2008	✓	✓
Home & Business 2007	✓	
Personal Plus 2007	✓	✓
Personal 2007	✓	✓
Home & Business 2005/2006	✓	
Personal Plus 2006	✓	✓
Personal 2006	✓	✓
Personal Plus 2005	✓	✓
Personal 2005	✓	✓
CashBook 2004 ⁺ @	✓	
Personal Plus 2004 [@]	✓	✓

Your current version	Home & Business	Personal Plus
Personal 2004 [@]	✓	✓
CashBook 2003 ^{+@}	✓	
Personal Plus SE 2002 [@]	✓	✓
Personal 2002 [@]	✓	✓
CashBook v8 ^{+@}	CashBook 2004*	
Personal Plus v8 [@]	CashBook 2004*	Personal Plus 2004*
Personal v8 [@]	CashBook 2004*	Personal Plus 2004*

⁺Some CashBook features do not exist in Home & Business.

^{*}CashBook 2004 and Personal Plus 2004 Trials are available from Reckon's website. Links:

AU: <https://www.reckon.com/au/prior-versions-and-retail-downloads>

NZ: <https://www.reckon.com/nz/support/prior-versions>

[@]If you are upgrading a file to Reckon Accounts directly from Quicken 2004 (or earlier) and receive the following data conversion error:

Unable to load DLL: C:\Program Files\Quicken\convert03\qd3.dll

Required dlls for converting your data file is missing

Then you will need to upgrade your file through the following intermediate versions of Quicken:

- Home & Business 2005/06 if upgrading from CashBook 2004
- Personal Plus 2006 if upgrading from Personal Plus 2004.
- Personal 2006 if upgrading from Personal 2004.

Upgrade Software	IKC
CashBook 2004	
Personal Plus 2004	
Home and Business 2005/06	KNZY62XJL6HR
Personal Plus 2006	GCTZTRBXQJ3B
Personal 2006	GAY69KLCSJCK

Internet connection is required to download and use the Quicken trials (Home & Business 2005/06, Personal Plus 2006 & Personal 2006) due to an activation process.

If you need to upgrade through one of the Quicken trials (Home & Business 2005/06, Personal Plus 2006 or Personal 2006) but don't have internet access then you will need to contact Reckon support to get assistance with upgrading your file.

Note: This doesn't apply to the CashBook 2004 or Personal Plus 2004 trial versions.

Upgrading to Home & Business 2005/06 trial

1. To run the Home & Business 2005/06 trial installation, download the version from our website, open it once the download is finished and follow the wizard (check the link on page 12)
2. The Home & Business 2005/06 trial IKC is **KNZY62XJL6HR**
3. For more information on installing Home & Business 2005/06 & upgrading data files to Home & Business 2005/06, double click **Conversion Notes.pdf** (unless you change the default location, you can find this file at C:\Temp\Home_and_Business_2005_Trial\Conversion Notes.pdf)

Upgrading to Personal 2006 trial

1. To run the Personal 2006 trial installation, download the version from our website, open it once the download is finished and follow the wizard (check the link on page 12)
2. The Personal 2006 trial IKC is **GAY69KLC SJCK**
3. For more information on installing Personal 2006 & upgrading data files to Personal 2006, double click **Quicken 2006 Upgrade Notes.pdf** (unless you change the default location, you can find this file at C:\Temp\Quicken 2006 AU Trial\Quicken2006 Upgrade Notes.pdf)

Upgrading to Personal Plus 2006 trial

1. To run the Personal Plus 2006 trial installation, download the version from our website, open it once the download is finished and follow the wizard (check the link on page 12)
2. The Personal Plus 2006 trial IKC is **GCTZTRBXQJ3B**
3. For more information on installing Personal Plus 2006 & upgrading data files to Personal Plus 2006, double click **Quicken 2006 Upgrade Notes.pdf** (unless you change the default location, you can find this file at C:\Temp\Quicken 2006 AU Trial\Quicken 2006 Upgrade Notes.pdf)

Prepare your company data file for upgrade

We strongly recommend that you follow the steps below to protect your company data and ensure its accuracy.

1. Back up your data file

1. In Reckon Accounts, open the data file you want to back up.
2. Choose **File** menu > **Backup**.
3. In the **Select the disk drive and path to backup folder** field, identify the drive that contains the backup media.
4. Click **OK** to start the backup.

For more information on how to back up, please refer to the User Guide (available on the Reckon's website) or in-product Help for "Backing up your data".

2. Validate your data file

Ensure the data file you are using is validated before upgrading your software. Validating a data file allows Reckon Accounts to verify its integrity. Choose **File menu > File Operations > Validate**. Find the data file you want to validate and click **OK**. You will need to repeat this process for every data file you want to upgrade.

3. Remove any passwords associated with your data file

To remove your password from your data file, choose **File menu > Passwords > File or Transaction**.

4. Print a selection of Reports from the data file in your currently installed version

Print a record of all business Tax reports for previous periods (e.g. Tax Detail, BAS). You can use these Reports after upgrading to confirm the data which appears in the upgraded version is correct.

Note: Some reports in Reckon Accounts have different default settings to previous versions. In some cases, these reports may require you to customise the report to obtain the same figures.

5. Ensure ALL unapplied Adjustments/Credits are applied to an Invoice or deleted
6. Delete all Scheduled Invoices and Payments (taking note of details)
7. Take note of your Reckon Accounts Settings / Preferences

Some of the settings within your company file revert to the default settings of Reckon Accounts. Make a note of your personal settings and preferences so you can apply these to your upgraded data file.

8. Saved Reports may not be available after the conversion

We recommend that you print any Saved Reports from your current version beforehand, for your reference.

9. ABN and Branch number may need to be re-entered in your data file after conversion

10. If you have customised templates

Customised Invoice and Estimate templates from your previous version only convert directly to Reckon Accounts Home & Business if you install Home & Business in the same installation directory as your previous version of the software, once the previous version has been uninstalled.

11. If you have a linked investment account

If you upgrade a company file that contains a linked investment account, the Investment Activity Report in Reckon Accounts will always report on all transactions from both accounts. To avoid this, you should un-link the accounts in your previous version prior to upgrading.

Upgrading your software

Reminder: before upgrading, have you:

- Printed a selection of reports from your original program.
- Created a backup of your original company file and validated it.

To upgrade from Personal v8 or Personal Plus v8 or CashBook v8, start on this page.

To upgrade from a different version, start on page 18.

Upgrading from Personal v8 or Personal Plus v8 or CashBook v8

In order to convert your data file to Reckon Accounts, you need to step upgrade your data file through Quicken 2004 (either Personal Plus 2004 or CashBook 2004 - refer to the upgrade chart on page 10 to determine which trial version of 2004 you require). The 2004 trials are provided on the Reckon website. Check page 12 for links.

Install Quicken 2004 Trial

1. Make sure that your current version of Quicken (Personal v8 or Personal Plus v8 or CashBook v8) data file is backed up then uninstall Quicken v8.
2. Download the version from the link in Page 12
3. Install the version by opening the downloaded file and follow the wizard
4. Select where you would like to install and click **Next**.

Note: You should install in the same installation directory as your previous version (default location is C:\Program Files\Quickenw).

5. Click **Yes** when prompted to install.
6. Restart your computer to complete the installation.
7. Launch Quicken 2004 and upgrade your company file. If you have more than one company file, each must be

upgraded by choosing **File menu > Open** and selecting the company file.

8. Once you have completed upgrading your file(s) to Quicken 2004, follow the instructions on this page 18 – Upgrading from Personal 2002 or later, Personal Plus 2002 or later, CashBook 2003 or 2004, Home & Business 2005/06 or later.

Note: If you encounter the message “The file contains one or more accounts that require access to features not currently activated in this copy”, you will need to read Knowledge Browser article 2684.

To access the Knowledge Browser, visit the Reckon website at: <http://kb.reckon.com.au/>. In the Knowledge Browser application, choose **Search Knowledgebase** and enter **2684** in the **Search:** field to read about this issue.

Upgrading from Personal 2002 or later, Personal Plus 2002 or later, CashBook 2003 or 2004, Home & Business 2005/06 or later

You may directly upgrade your data file to Reckon Accounts.

Note: When you upgrade to Reckon Accounts, a backup of your original file is automatically placed in a folder called **Oldfiles** in your Quicken directory.

Follow the instructions below to upgrade your data file to Reckon Accounts.

1. Ensure you have completed the instructions in section “Prepare your data file for upgrade” on page 15. Make sure you uninstall your current version of the software before continuing.
2. Download Reckon Accounts from Reckon Member’s website and open the downloaded installation file
3. Follow the wizard
4. Select your region.
5. Click **Begin**.

6. Follow the onscreen instructions.

Note: You may receive a message requesting that you exit and uninstall your previous version before installing Reckon Accounts. When you uninstall your previous version you may be asked to remove shared files? Select **Yes to all**. Reckon strongly recommends you uninstall your previous version before you install Reckon Accounts.

7. You may be requested to restart your PC to complete the installation. Select **Yes** to restart your computer, and click **Finish**.
8. The first time you open Reckon Accounts, you will be required to Activate by entering your Reckon Accounts Installation Key Code (IKC). The activation process will take place automatically over the Internet. If you do not have an Internet connection, click **Cancel** on the messages that appear and call Customer Service to complete the process over the telephone.
9. The first time you open your company file in Reckon Accounts, the upgrade process begins. Read the upgrade message and click **OK** if you want to continue. If you have a large data file, or if you have investment data, the upgrade may take several minutes.

Note: If you are upgrading from Quicken 2009, 2010, 2011, 2012 or Reckon Accounts 2013 or later, your company files will not go through the upgrade process and they should open without changes.

10. Follow the prompts to set up your company file in Reckon Accounts. Click **Done** when you have finished.

After you upgrade

Check your data in the upgraded version. Run the same reports you ran before upgrading and compare them to confirm that the data matches. If your data does not match the previous version, try to identify where the problem is. For example, it may relate specifically to categories or transactions.

- Check the Reckon Accounts settings and preferences against the settings you noted before upgrading your company file.
- Back up your data file.

DO NOT OVERWRITE YOUR PREVIOUS BACKUP!

You may choose to back up your company file to a DVD-ROM or other storage media. Make sure that you label each disk correctly and store it in a safe place in case you need them later. Do not overwrite this backup. (You can find instructions for backing up your data in the user guide, which is available on the Reckon's website and from C:\Temp, if you did not change the default location when you ran the setup file that you downloaded from our website)

New users

Prepare to install Reckon Accounts

Before you install Reckon Accounts, you need to:

- Log on to your PC as the Administrator or have Administrator rights.
- Close any programs running on your PC.
- Disconnect from the Internet.
- Disable your anti-virus and firewall applications.

After you have installed Reckon Accounts, be sure to re-enable your anti-virus and firewall applications. Then, reconnect to the Internet so that you can activate your Reckon Accounts product online.

Install Reckon Accounts

To install Reckon Accounts:

1. Download Reckon Accounts by logging into Reckon Members website
2. Select your region.
3. Click **Begin**.
4. Follow the onscreen instructions to install Reckon Accounts.

Note: You will find your Installation Key Code (IKC) by logging into Reckon Members Website

5. You may be requested to reboot your PC to complete the Reckon Accounts installation. Select **Yes**.
6. Double-click the Reckon Accounts icon on your desktop to open Reckon Accounts.

Start a new file, or browse the features of Reckon Accounts using the sample file.

Activate Reckon Accounts

After you have installed and opened your software, you are prompted to activate Reckon Accounts.

You will find your Installation Key Code (IKC) by logging into Reckon Members Website. You need an Internet connection to activate online.

If you can't activate your product over the Internet, call 1300 650 061 (Australian customers only).

Notes

Reckon Accounts End User Licence Agreement

To view the full terms and conditions, click [here](#).

Product updates available online

Reckon regularly posts product news, announcements, and other information of interest to Reckon Accounts users on our website, <http://www.reckon.com>.

From the website, you can download product-related files, such as software service packs and product updates. To keep your software secure and up-to-date, visit the website regularly.

You must be a current Reckon Advantage or Subscription customer, using the latest version of the software in order to access these files. This also applies to replacement updates if they are lost, for example by a hardware failure. To avoid potential problems, be sure to keep your Annual Membership up to date.

Store your Reckon Accounts products safely

Your unique Installation Key Code and Reckon Accounts DVD are extremely valuable and are required to install or reinstall the software. Please keep your Installation Key Code in a safe place with your Reckon Accounts DVD. If you lose your Installation Key Code or DVD, they will be replaced only while this version of the software is supported, and administrative charges may apply.

Your important reference numbers

Customer ID:

Customer PIN:

Installation Key Code:

Installation	Computer/ User	Product Key	Licence Key
Example	Reception	10035982- 00858381- 56326598	36934289- 33878219- 90236598
PC			

You will need these numbers for re-activation purposes. Please have these details on hand when contacting Reckon.

To find these details in Reckon Accounts, go to the **Help** menu and click **Licence Information**.

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