# SYSPRO Installer

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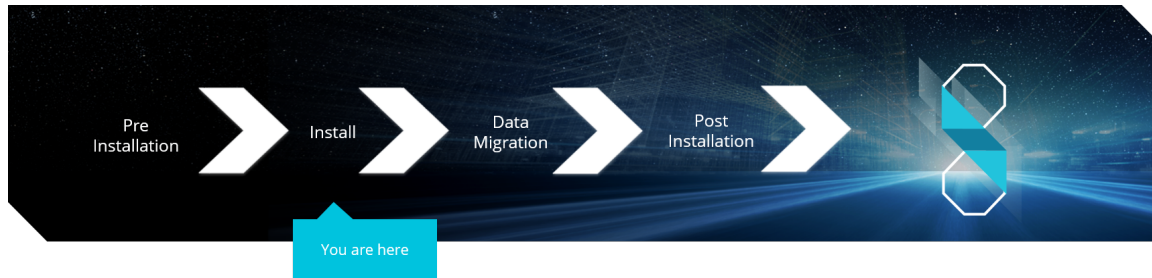
SYSPRO™
Simplifying your Success

# SYSPRO Installer

CONTENTS

# SYSPRO Installer



**Audience:** You have concluded the pre-installation steps and are now ready to install SYSPRO 8.

*SYSPRO 8* is a web-based, Cloud-first ERP solution designed to add significant value, flexibility, control and visibility of operations for manufacturing and distribution companies.

With the integration of a number of powerful new features, including a web-based version of SYSPRO, social media as a collaboration tool and a host of new IT capabilities - the benefits of *SYSPRO 8* to business are virtually infinite.

You are about to install a best-of-breed, fully-integrated software solution that will assist you in managing your supply chain business processes (from internal planning, analysis and reporting, management and control, execution and operations to external integration).

# What is the SYSPRO Installer?

The **SYSPRO Installer** is an innovative application that enables you to run through the process of installing *SYSPRO 8* and the software components you require. The application attempts to establish what software is already installed and prompts you to install any missing components as required, in an efficient and simple manner.

The application uses **InfoZone** credentials to help manage the software availability and licenses, and download on-demand the installation components in a simple-to-use and consistent interface.

In addition, the **SYSPRO Installer** application is used to deploy hotfixes (i.e. the minimum software required to provide a solution for a specific problem experienced by one or more customers).

One of the key features of this new deployment methodology is the introduction of **Deployment Groups**.

## What is a Deployment Group?

A deployment group comprises a complete SYSPRO environment: from the application server, through all the necessary services, to any client machines that connect to the various servers in order to run a specific version of SYSPRO, together with any relevant hotfixes.

Deployment groups examples include:

- **Live environment:**

    Where SYSPRO is used for every facet of running a business.

- **Test environment:**

    Where new software is configured and evaluated in order to find the best way of applying it in the live environment.

- **Disaster Recovery environment:**

    Where the software is configured exactly as it is in the live environment, with backups from the live server restored on a daily basis. This ensures the minimum downtime should the live environment encounter a hardware failure.

### Benefits

- **It's smart**

    The **SYSPRO Installer** provides a rich capability of installing a modern ERP product and all it's components in the correct installation sequence.

- **It's up-to-date**

    Whether you're updating or installing, the **SYSPRO Installer** always ensures that you get the latest releases.

- **It's flexible**

  With the ability to setup and manage multiple deployment groups (environments such as Live, Test and Disaster Recovery) all using the same application, the **SYSPRO Installer** provides you with the flexibility required.

  In addition, with the capability of using the **Windows Repair and Uninstall** capability, you have the power to view and control exactly what state your system is in.

- **It's simple**

  The application is designed to make the install process as smooth and pain-free as possible for you, and prompts you for all install-time properties in a single user interface.

- **It's proactive**

  The application verifies your system against all dependencies and prerequisites required for the products you select to install and prompts you on any missing components.

- **It's tiny**

  The **SYSPRO Installer** application's download size is just a few MB.

- **It provides visibility to SYSPRO**

  The power of the application and the deployment methodology permits SYSPRO visibility on each install and thus analyze common installation scenarios to improve the product in the future.

  It also allows you to be notified of any mandatory hotfixes that have been published by SYSPRO since you last ran the **SYSPRO Installer**. This allows us to provide you with the most up-to-date and stable environment, including security updates.

# Getting Started

## SYSPRO Installer Access

Once you apply for **SYSPRO 8**, you will receive an email with your new SYSPRO 8 license XML file and a link to the **SYSPRO Installer** application download.

A 6-digit pin is included which will be used when logging into your customer code within the Installer application.

## Access Control

You require the following to run the **SYSPRO Installer** application:

- Valid **InfoZone** login credentials on `www.syspro.com`
- Admin privileges on the computer(s) that will be used

## Deployment Service location

The deployment service is installed once per network and must be installed on a discoverable machine that is on 24/7 and which has constant Internet connectivity.

## Warnings

- At any stage during the installation, you may be required to reboot your system to complete the installation.

## Hints and tips

- From **SYSPRO 8** you can repair or uninstall components using **Windows Programs and Features**.

   You cannot uninstall mandatory hotfixes.

## Prerequisites/dependencies

The **SYSPRO Installer** verifies your system against all prerequisites required for the products you select to install and prompts you for any missing components.

You can obtain any required software from the relevant service provider.

The following components have been made available as part of an ISO image and launched via an AutoRun:

| AutoRun | Install components |
|---|---|
| SYSPRO8Autorun | Available from:<br><br>`https://syspro8install.azureedge.net/iso/SYSPRO8Autorun.iso`<br><br>**Client side**<br><br>- SYSPRO 8 Client Side Reporting:<br>    Java Runtime<br>    SYSPRO 8 Reporting Services Runtime<br>    Crystal Designer (Optional)<br>- SYSPRO 8 Office Integration:<br>    VSTO<br>    SYSPRO 8 Office Integration<br>- SYSPRO 8 Analytics Viewer:<br>    Microsoft Core XML Services<br>    Microsoft SQL Server Analysis Server OLE DB providers for 2008, 2012, 2014, 2016, 2017<br><br>**Server side**<br><br>- SYSPRO 8 Server Side Reporting:<br>    Crystal Reports Server Embedded<br>    Crystal .NET SDK Redistributable 64 4.2 (SP3 update)<br>- SYSPRO 8 Harmony API:<br>    Microsoft .NET Core 1.1.0 Windows Server hosting |
| SYSPRO8POSAutorun | Available from:<br><br>`https://syspro8install.azureedge.net/iso/SYSPRO8POSAutorun.iso`<br><br>**Online Installation**<br><br>- SYSPRO Point of Sale Online<br>- SYSPRO Point of Sale Services<br><br>**Offline Installation**<br><br>- SYSPRO 8 Point of Sale Offline Foundation<br>- SYSPRO 8 Point of Sale e.net Communication Service<br>- SYSPRO 8 Point of Sale<br>- SYSPRO 8 Point of Sale Services |

| AutoRun | Install components |
|---|---|
| Manufacturing Operations Management (MOM) | Available from:<br><br>`https://syspro8install.azureedge.net/mom/Manufacturing_Operations_Management.zip`<br><br>📄 Documentation regarding MOM installation:<br>`https://syspro8install.azureedge.net/mom/MOM_Installation.pdf`<br><br>**Server Features**<br><br>- Visual APS Server<br>- Manufacturing Operations Management Web Site<br>- Smart LYNQ Web Site<br><br>**Client Features**<br><br>- Visual APS Client |

# Installation Types

There are a number of installation permutations that you can use. Some of the common scenarios include:

| Field | Description |
|---|---|
| Standalone installation | The following is installed on the same machine:<br><br>■ SYSPRO Application Server software<br>■ Microsoft SQL Server software<br>■ Data Client screens<br><br>📋 This type of installation is typically used for demonstration and/or development purposes. |
| 2-tier installation: Client/Server | The SYSPRO client software resides on each client machine.<br><br>The following reside on the server:<br><br>■ SYSPRO Application Server software<br>■ Microsoft SQL Server software<br>■ Data<br>■ SYSPRO Communications Service (allowing clients to connect) |
| 3-tier installation: Client/Server | The SYSPRO client software resides on each client machine.<br><br>The SYSPRO Application Server software resides on the dedicated SYSPRO server, together with the SYSPRO Communications Service (allowing clients to connect).<br><br>Microsoft SQL Server software and data reside on the dedicated database server.<br><br>📋 All credentials in this environment must be SQL Server Authentication.<br><br>Windows Authentication is unable to move credentials across two levels of architecture (i.e. client to server and then server to database server). |

| Field | Description |
|---|---|
| Terminal Server installation | There are various configurations that could be used for a Terminal Server environment:<br><br>• It could act as a dedicated server. Instead of running the SYSPRO client software, you would run the standalone SYSPRO shortcut.<br><br>• It could act as a dedicated client machine where the SYSPRO client software is installed. The application may be published under terminal server providing a SYSPRO icon to each user's workstation. Clicking the icon runs the SYSPRO client.<br><br>• It could host both the client and server portions of the SYSPRO Software on the same machine. This provides a lock-down method of the SYSPRO working and data Files, giving users access via the client side software only. |

# Live Application vs Support Version

There are two versions of the **SYSPRO Installer** application and two corresponding versions of the deployment service:

| SYSPRO Installer Application | Deployment Service |
|---|---|
| **SYSPRO Installer** | **SYSPRO Deployment Service** |
| **SYSPRO Installer Support** | **SYSPRO Deployment Support Service** |

> The application cannot connect to the **SYSPRO Deployment Support Service**, even if you provide the correct endpoint and vice versa.

## SYSPRO Installer

The **SYSPRO Installer** application allows for the discovery of the **SYSPRO Deployment Service** (local service) and creates a central database.

If you run the **SYSPRO Installer** application from multiple machines it should then always find the **SYSPRO Deployment Service**, and retrieve (or update) information in the central database.

> This is the version to be used at all customer sites.

## SYSPRO Installer Support

The **SYSPRO Installer Support** application has no notion of discovery and therefore cannot accidentally find the SYSPRO deployment services as described above.

Therefore, those using the **SYSPRO Installer Support** application will use the **SYSPRO Deployment Support Service**, which will be hosted on their local machine and use a local SQL database.

> This version must be used by support personnel when setting up test environments, to prevent accidentally connecting to and changing real customer installations.

When using this support version of the application, you will need to enter the endpoint address manually during start up. To locate this endpoint address, open the relevant configuration file and view the `baseAddress` entry:

```
C:\Program Files\SYSPRO\SYSPRO Deployment Support Service\SYSPRODeployServiceHost.exe
```

# When to use which application?

- Use the **SYSPRO Installer** application If you want to install *SYSPRO 8* at a customer site, on either a Live or Test server (or any other environment/deployment group at a customer site).

- Use the **SYSPRO Installer Support** application if you are a support person (working at SYSPRO or for a SYSPRO Partner) and you are not installing SYSPRO to use it to run a business, but rather want to:

    Test the SYSPRO 8 install, or

    Conduct multiple installs for various reasons, or

    Develop and verify your custom applications.

# SYSPRO Installer

## Application Start-up
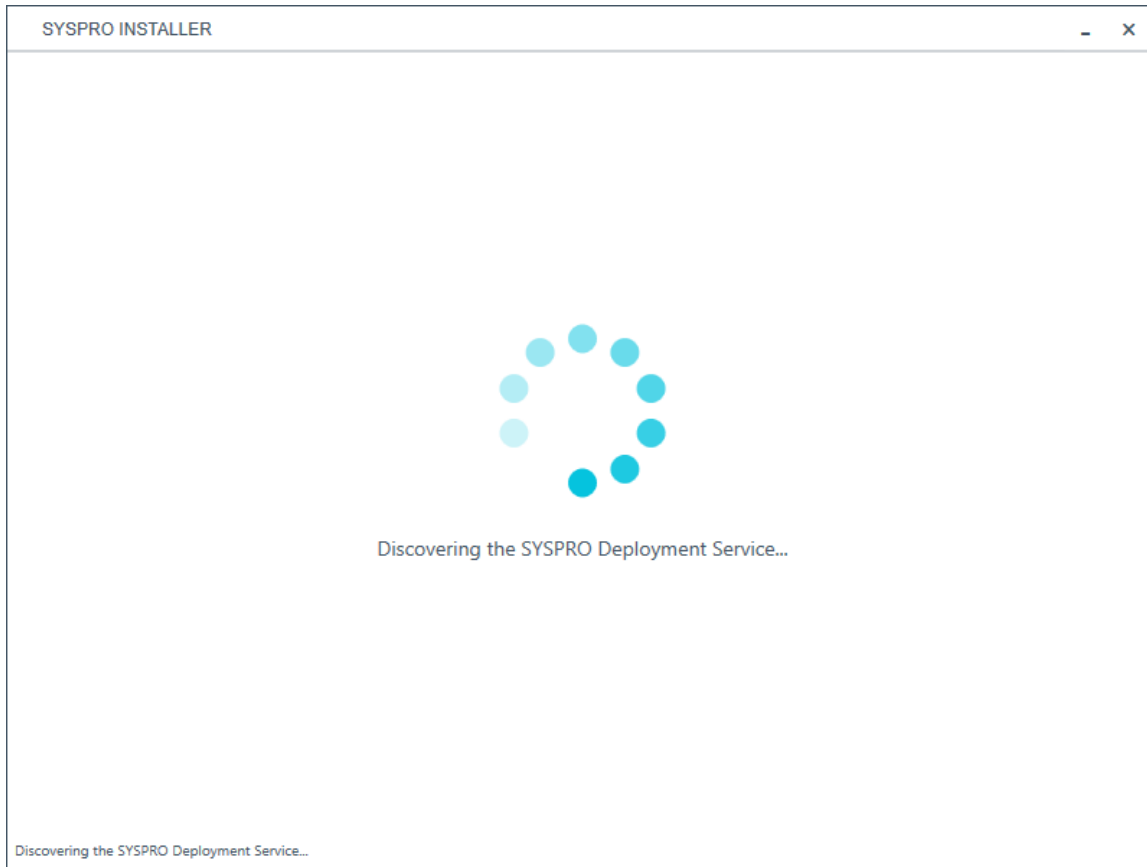


When you launch the **SYSPRO Installer**, it checks your registry to detect if there is a saved endpoint address for the **SYSPRO Deployment Service**:

- If the application finds an address entry in your registry, it uses this to find the deployment service at that address.

- If a registry entry is not found, the application performs discovery for the deployment service.

  If the service is found, the application writes this address to your registry and continues.

> When using the support version of the application (**SYSPRO Installer Support**) this *discovery phase* is not performed. Instead, you are taken directly to the **Endpoint Address** screen.
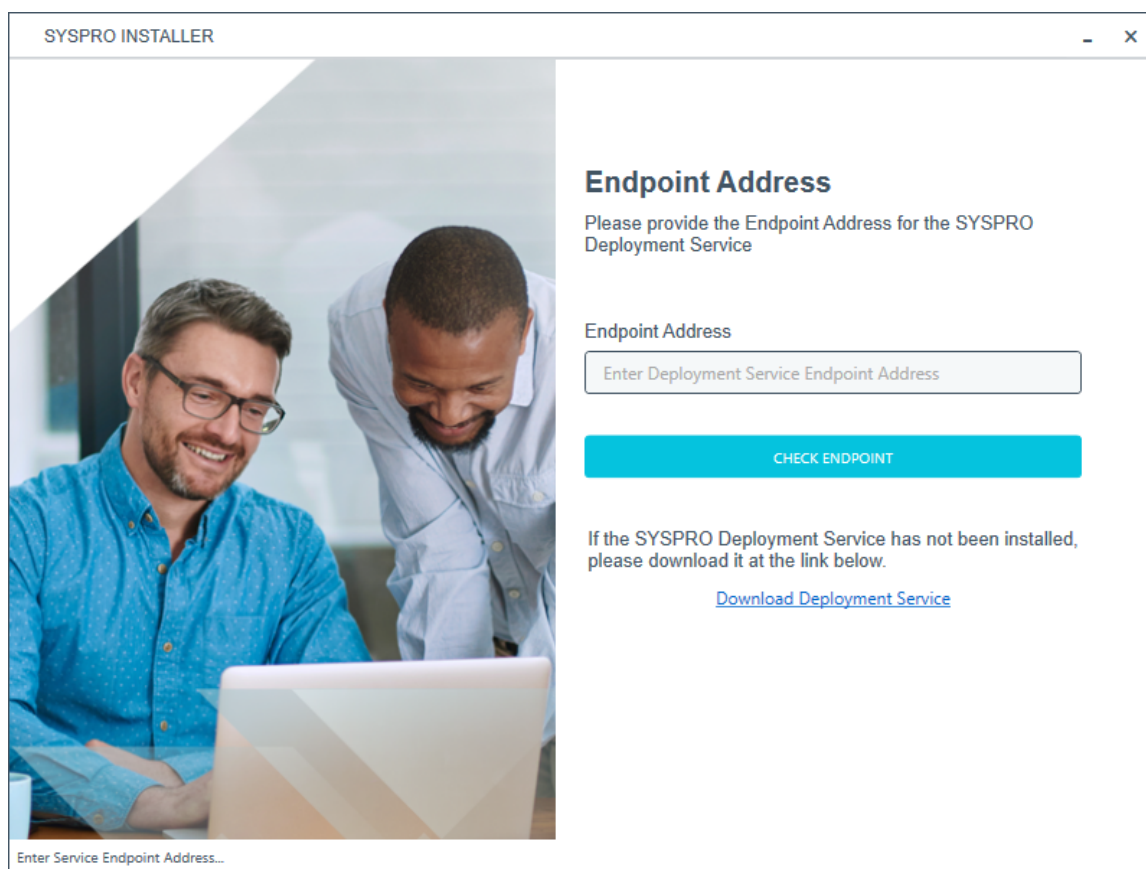
- If the deployment service is not discovered:

  1. The app will check if the service has been installed on your machine.

     If the service is installed, and discovery failed, it could be that the service is not running.

  2. If the deployment service is not installed, a link is provided to allow you to download the service.

     The deployment service setup installation file is automatically downloaded from Azure and installed on your machine.

  3. Once the deployment service is installed, the application verifies the connecting end-point.

- Once the deployment service is discovered, it is silently installed in the background.

# Endpoint Address



The **Endpoint Address** screen is displayed and provides a link to the Deployment Service if the service has never been installed on your machine.

This screen is not displayed if the service was installed before.

> If no download link is displayed, then the service is installed, but may not be running currently.

If your **Endpoint Address** field is still blank, select the **Check Endpoint** option to start discovery for the service again. This is useful if your deployment service has been restarted.

> When using the **SYSPRO Installer Support** version of the application, you will need to enter the endpoint address manually during start up. To locate this endpoint address, open the configuration file and view the `baseAddress` entry:
>
> `C:\Program Files\SYSPRO\SYSPRO Deployment Support Service\SYSPRODeployServiceHost.exe`

# Login
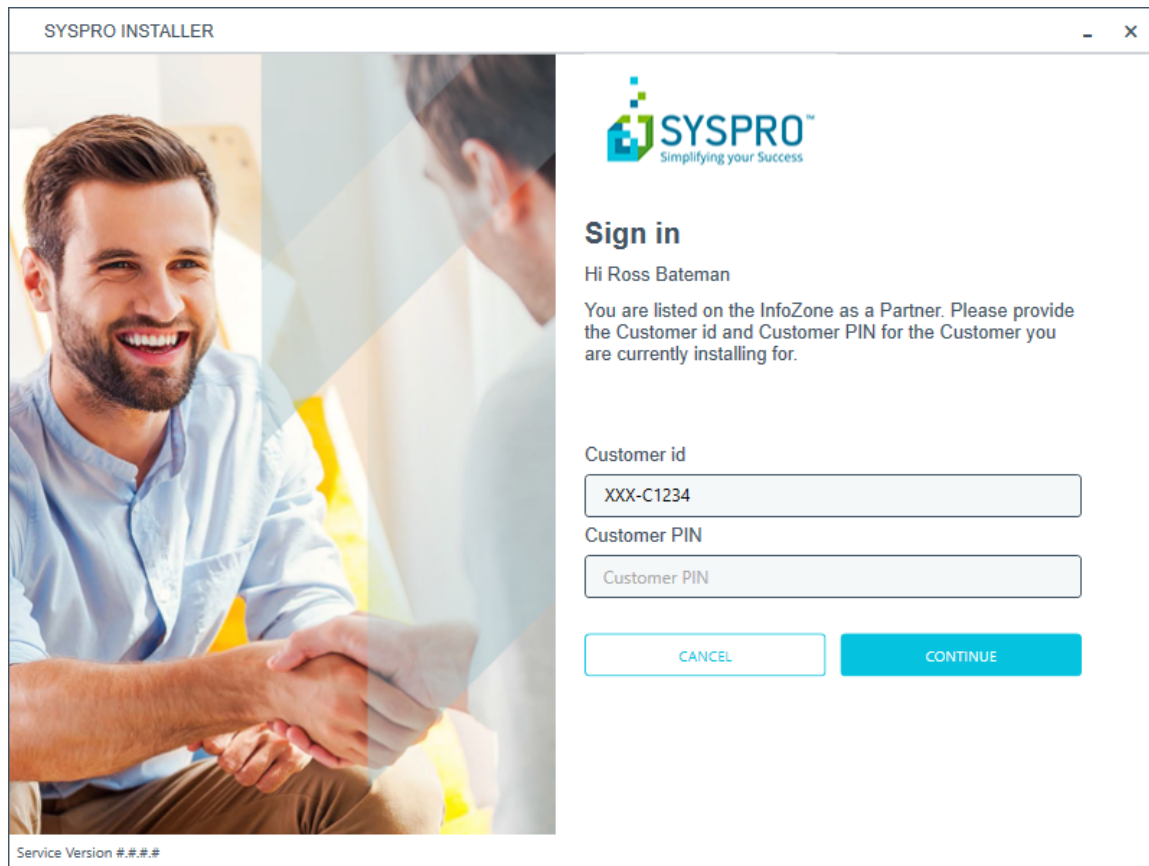


Once a connection is made to the deployment service, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue with the installation process.

> If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

---

## Partners and Super-users



- The **Customer id** defaults to the customer code defined within your **InfoZone** profile, and must match the SYSPRO account you are installing.

  📄 You can verify your customer code against the `CustomerId` element of the license XML file.

- The **Customer PIN** is the 6-digit code included in the email you received that contained your *SYSPRO 8* license.

  📄 You can verify your customer PIN against the `CustomerPin` element of the license XML file.

# Configuration



📋 The **Configure** screen is displayed if this is a first time install.

The **SYSPRO Installer** application requires access to a SQL Server Instance on your network.

Ensure that you use the same SQL Instance where you will be installing your SYSPRO Data. If you intend having multiple separate SYSPRO instances (i.e. separate deployment groups), then you can select any single SQL instance.

The application will use this SQL instance from then onwards to download and record your installation preferences and configuration; including information about your deployment groups, software component versions and installed hotfixes.

## Capturing requirements

You are required to set up your SQL authentication and the name of the SQL Server which will store the SYSPRO Deployment database.

- The **SQL Server Name** entry defaults to the DNS name of the current machine.

- Enter your SQL Server credentials in the **Login** and **Password** fields.

- The **SYSPRO Deployment Downloads** entry defaults to `C:\SYSPRO Deployment`, but can be changed if required.

  This folder is the physical location to which all software components and hotfixes are downloaded and run from during each installation process.

  A share is created for this folder that must be available to the network.

## Background processes

At this point, the application checks Azure and the **InfoZone** to determine which products are available, as well as which available hotfixes are relevant for your company.

The application proceeds to configure an on-premise database and downloads the relevant XML definition files and runtime components from Azure (for later use during the install).

# Deployment Groups

When working with the **SYSPRO Installer** application you will perform all installations against one of your deployment groups.

A deployment group is a name that describes an installation instance of SYSPRO and (apart from a standalone install) consists of two or more servers/computers.

If the system has already been configured, then the **Deployment Groups** screen becomes your landing/home page.

## Deployment Group screen



The **Deployment Groups** screen contains two default groups which are configured for a new install. You can, however, select to create a new group (**Add New Deployment Group** button) or edit one of the existing ones (**Edit** button).

You can also refresh the **Deployment Groups** screen by pressing **F5** inside the application.

> If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **SYSPRO Deployment Downloads** folder.
>
> Ensure that you copy your files to the correct location.

## Add deployment group



| Field | Description and considerations |
|---|---|
| Deployment Group Name | Enter a unique name for the group. |
| Deployment Group Description | Enter a description of the group. |
| Group Type | <ul><li>Test Server</li><li>Live Server</li><li>Disaster Recovery Server</li><li>Standalone System</li><li>Client System</li></ul> |
| Attach SYSPRO License | This feature is still in development and will be released shortly. |

## Edit deployment group



| Field | Description and considerations |
|---|---|
| Deployment Group Name | Enter a unique name for the group. |
| Deployment Group Description | Enter a description of the group. |
| Group Type | <ul><li>Test Server</li><li>Live Server</li><li>Disaster Recovery Server</li><li>Standalone System</li><li>Client System</li></ul> |
| Attach SYSPRO License | This feature is still in development and will be released shortly. |
| Export | Use this to copy the deployment group configuration to your clipboard, for ease of use when using a roll out system such as Microsoft System Centre for automatic deployment. |

| Field | Description and considerations |
|---|---|
| Delete | Delete the selected deployment group.<br><br>📄 The application requires at least 1 deployment group to exist, so if this is the only group existing on your system, you won't be able to delete it. |

## Update

If there is an existing and configured deployment group on the current machine, the application will verify if there is a newer release available.

If applicable, the **Update** button will appear on the deployment group screen against the relevant group.

Select the **Update** button to begin the process of updating your deployment group to the new release.

📄 The current deployment group may have installs on multiple machines. In this scenario all machines in the group will need to have the software updated in order to complete the update process.

The group will remain with the update listed as *in progress* until such time as all machines in the group have been updated.

When you select the **Update** button, a text file is output to the current folder (`SYSPRO_Deployment_Release_Update.txt`) which provides details about the machines belonging to the group, as well as the software installed on each of those machines.

# Release Selection



Pressing the **Select** option on the **Deployment Groups** screen allows you to select the release applicable for install for that deployment group.

Initially, relatively few releases will be available, but over time this list will be expanded.

We recommend that you install the most recent software release, but you may select any suitable version.

# Product Selection



All products that are available for installation are displayed on the **Product Selection** screen. The choices displayed here may vary depending on the SYSPRO Release that you have selected for the current deployment group.

Products that have already been installed on your machine are displayed at the bottom of the list.

Enable the relevant products according to your installation requirements and select the **Continue** button.

> If you select a product that requires another product(s) to be installed as a prerequisite, those products are automatically added to the installation list, in the correct sequence.
>
> **For example:**
>
> The **SYSPRO 8 Communications Service** requires the **SYSPRO 8 Upgrade Manager**. Therefore both products are added to the list in the correct install sequence.

## Product list and installation sequence

The following lists all possible SYSPRO products that may be available for you to select (subject to change as additional products are subsequently released) listed in the required install sequence:

- **Server side**

    1. SYSPRO 8 Runtime
    2. SYSPRO 8 Server
    3. SYSPRO 8 Service Upgrade Manager
    4. SYSPRO 8 e.net Communications Load Balancer

         This service must be installed on the same application server as the *SYSPRO 8*.

    5. SYSPRO 8 Communications Service

         This service must be installed on the same application server as the *SYSPRO 8*.

    6. SYSPRO 8 Document Flow Manager Folder Poller
    7. SYSPRO 8 Document Flow Manager Queue Poller
    8. SYSPRO 8 Reporting Host Service
    9. SYSPRO Avanti Initialization Service

         This service must be installed on the same application server as the *SYSPRO 8*.

    10. SYSPRO Avanti
    11. SYSPRO 8 Espresso Notification Service
    12. SYSPRO 8 Espresso
    13. SYSPRO 8 Rules Data Service
    14. SYSPRO 8 Rules Engine Service
    15. SYSPRO 8 Harmony Service
    16. SYSPRO 8 Harmony API
    17. SYSPRO 8 Web Services
    18. SYSPRO 8 Workflow Service
    19. SYSPRO 8 e.net Diagnostics
    20. SYSPRO 8 Analytics
    21. SYSPRO 8 Product Configurator

- **Client side**

    1. SYSPRO 8 Runtime
    2. SYSPRO 8 Client

# Prerequisites
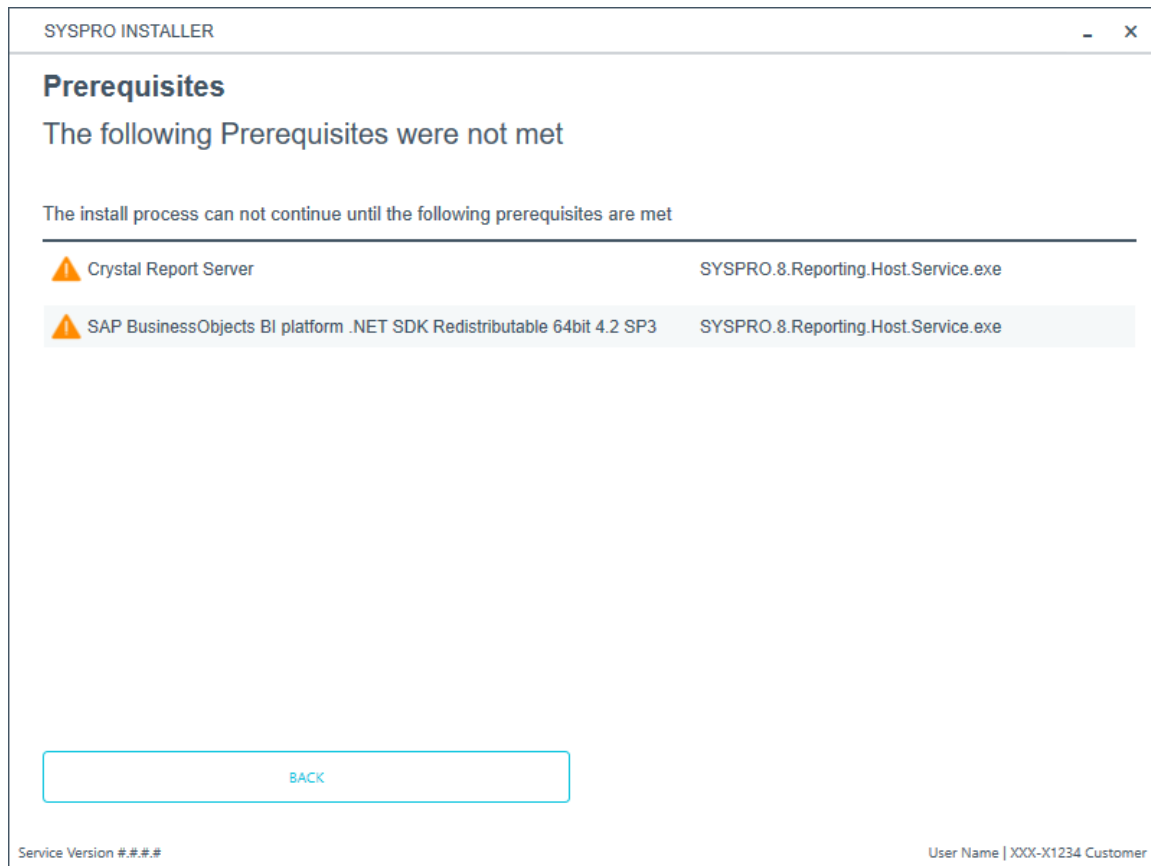


The **SYSPRO Installer** verifies your system against all prerequisites required for the products you select to install. Should any product fail a prerequisite check at this stage, the **Prerequisites** screen is displayed.

| Product | Prerequisite |
|---|---|
| SYSPRO 8 Runtime | |
| SYSPRO 8 Server | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Runtime</li><li>SYSPRO 8 e.net Communications Load Balancer</li></ul> |
| SYSPRO 8 Service Upgrade Manager | <ul><li>Microsoft .NET Framework 4.6</li></ul> |
| SYSPRO 8 e.net Communications Load Balancer | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Service Upgrade Manager</li><li>SYSPRO 8 Server</li></ul> |

| Product | Prerequisite |
|---------|-------------|
| SYSPRO 8 Communications Service | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Service Upgrade Manager</li><li>SYSPRO 8 e.net Communications Load Balancer</li></ul> |
| SYSPRO 8 Document Flow Manager Folder Poller | <ul><li>Microsoft .NET Framework 4.6</li></ul> |
| SYSPRO 8 Document Flow Manager Queue Poller | <ul><li>Microsoft .NET Framework 4.6</li></ul> |
| SYSPRO 8 Reporting Host Service | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Runtime</li><li>SYSPRO 8 Service Upgrade Manager</li><li>Crystal Report Server</li><li>SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP3</li></ul> |
| SYSPRO Avanti Initialization Service | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Service Upgrade Manager</li><li>Valid SYSPRO 8 e.net Communications Load Balancer end-point configured under SYSPRO 8 System Setup</li></ul> |
| SYSPRO Avanti | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 SYSPRO 8 Service Upgrade Manager Valid</li><li>SYSPRO 8 e.net Communications Load Balancer endpoint configured under SYSPRO 8 System Setup</li><li>Internet Information Services(IIS) 7.0 World Wide Web Publishing Feature</li><li>Internet Information Services(IIS) 7.0 Core Web Engine Feature</li></ul> |
| SYSPRO 8 Espresso Notification Service | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Service Upgrade Manager</li></ul> |
| SYSPRO 8 Espresso | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Service Upgrade Manager</li><li>Internet Information Services</li></ul> |
| SYSPRO 8 Rules Data Service | <ul><li>Microsoft .NET Framework 4.6</li><li>SYSPRO 8 Service Upgrade Manager</li></ul> |

| Product | Prerequisite |
|---|---|
| SYSPRO 8 Rules Engine Service | ■ Microsoft .NET Framework 4.6<br>■ SYSPRO 8 Service Upgrade Manager |
| SYSPRO 8 Harmony Service | ■ Microsoft .NET Framework 4.6<br>■ SYSPRO 8 Service Upgrade Manager |
| SYSPRO 8 Harmony API | ■ Microsoft .NET Framework 4.6<br>■ SYSPRO 8 Service Upgrade Manager<br>■ Internet Information Services(IIS) 7.0 World Wide Web Publishing Feature<br>■ Internet Information Services(IIS) 7.0 Core Web Engine Feature<br>■ Microsoft .NET Core 1.0.1 Runtime (x64) |
| SYSPRO 8 Web Services | ■ Microsoft .NET Framework 4.6 |
| SYSPRO 8 Workflow Service | ■ Microsoft .NET Framework 4.6<br>■ SYSPRO 8 Service Upgrade Manager |
| SYSPRO 8 e.net Diagnostics | ■ Microsoft .NET Framework 4.6 |
| SYSPRO 8 Client | ■ Microsoft .NET Framework 4.6<br>■ SYSPRO 8 Runtime |
| SYSPRO 8 Office Integration | ■ Microsoft .NET Framework 4.6<br>■ SYSPRO 8 Runtime |

# Review Product Parameters



The **Review Product Parameters** screen allows you to review all parameters required for each product selected for install.

You cannot continue until all product parameters have been validated. Click the **Review** button against each product that indicates a warning icon. This will display a parameters screen prompting you to verify and/or change various properties, before validating the entries.

Once validated, the warning icon changes to a confirmation tick, indicating that you can proceed to the next product's parameters.

> SYSPRO provides a default port number range (30101 - 30300) for your convenience, however these defaults may be changed and then validated.

## Product parameter details

For your ease of reference, the following sections cover each product's parameters and their considerations.

# SYSPRO 8 Server

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** |  This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **Destination Folder** | Default provided: `C:\SYSPRO`<br><br>Accept the default provided, or change manually to match your preference. |

# SYSPRO 8 Service Upgrade Manager

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** |  This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **Enter a port number** | Default provided: `30140`<br><br>Accept the default provided, or change manually to match your preference. |
| **Add port to firewall** | For best practice, enable this option to ensure that the port number is added to your firewall. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Service Upgrade Manager`<br><br>Accept the default provided, or change manually to match your preference. |

# SYSPRO 8 e.net Communications Load Balancer

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed. <br><br> Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: 0 <br><br> Accept the default provided, or change manually to match your preference. <br><br> When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`. <br><br> This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **Enter a SOAP port number** | Default provided: 30140 <br><br> Accept the default provided, or change manually to match your preference. |
| **Add SOAP port to firewall** | Best practice recommends that you enable this option to ensure that the port number is added to your firewall. |
| **Enter a REST port number** | Default provided: 31002 <br><br> Accept the default provided, or change manually to match your preference. |
| **Add REST port to firewall** | Best practice recommends that you enable this option to ensure that the port number is added to your firewall. |
| **Specify the number of load balancing processes** | Default provided: 5 <br><br> Accept the default provided, or change manually to match your preference. |
| **Basic http port required** | Enable this option to define a port for the Basic HTTP protocol. |
| Enter a Basic port number | Default provided: 31003 <br><br> Accept the default provided, or change manually to match your preference. |

| Field | Description and considerations |
|---|---|
| **Ws http port required** | Enable this option to define a port for the WS HTTP protocol. |
| Enter a Ws port number | Default provided: `31004`<br><br>Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 e.net Communications Load Balancer` Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Communications Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>Accept the default provided, or change manually to match your preference.<br><br>When *SYSPRO 8* is installed, an available `BaseDir` entry is created for *SYSPRO 8*. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the *SYSPRO 8* files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br><br>Accept the default provided, or change manually to match your preference. |
| **Enter a service name** | Default provided: `SYSPRO 8 Communications`<br><br>You can choose to accept the default provided, or manually change to that which you require. |

| Field | Description and considerations |
|---|---|
| **Enter a service description** | Default provided: `Service used for client-server communication of SYSPRO`<br><br>Accept the default provided, or change manually to match your preference. |
| **Enter a port number** | Default provided: `30110`<br><br>Accept the default provided, or change manually to match your preference.<br><br>The recommended range is 1024 - 49151 |
| **Add port to firewall** | For best practice, enable this option to ensure that the port number is added to your firewall. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Communications Service\30110`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Document Flow Manager Folder Poller

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>Accept the default provided, or change manually to match your preference.<br><br>When *SYSPRO 8* is installed, an available `BaseDir` entry is created for *SYSPRO 8*. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the *SYSPRO 8* files under the specified path in the `BaseDir` entry. |

| Field | Description and considerations |
|---|---|
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br><br>Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Document Flow Manager Folder Poller`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Document Flow Manager Queue Poller

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>Accept the default provided, or change manually to match your preference.<br><br>When *SYSPRO 8* is installed, an available `BaseDir` entry is created for *SYSPRO 8*. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the *SYSPRO 8* files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br>Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Document Flow Manager Queue Poller`<br><br>Accept the default provided, or change manually to match your preference. |

# SYSPRO 8 Reporting Host Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>Accept the default provided, or change manually to match your preference.<br><br>When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br>Accept the default provided, or change manually to match your preference. |
| **Enter a SOAP port number for the RAS Management Service** | Default provided: `30150`<br>Accept the default provided, or change manually to match your preference. |
| **Enter a SOAP port number for the Reporting Host Service** | Default provided: `20130`<br>Accept the default provided, or change manually to match your preference. |
| **Add SOAP port to firewall** | Best practice recommends that you enable this option to ensure that the port number is added to your firewall. |
| **Enter a REST port number for the Reporting Host Service** | Default provided: `20129`<br>Accept the default provided, or change manually to match your preference. |
| **Add REST port to firewall** | Best practice recommends that you enable this option to ensure that the port number is added to your firewall. |

| Field | Description and considerations |
|---|---|
| **Please enter the DOMAIN account required for the printing service credentials** | Enter details of the account that will host the **SYSPRO Reporting Host Service**.<br><br>If these details are invalid, the service will fail. |
| **Please enter the User Name required for the printing service credentials** | Enter the username for the account that will host the **SYSPRO Reporting Host Service**s.<br><br>If these details are invalid, the service will fail. |
| **Please enter the Password for the entered user name required for the printing service credentials** | Enter the password for the account that will host the **SYSPRO Reporting Host Service**.<br><br>If these details are invalid, the service will fail. |
| **The current user profile temp folder to use for creating reports** | This field defaults to your default `temp` folder.<br><br>**For example:** `C:\users\JohnDoe\AppData\Local\Temp`<br><br>This folder is used to cache and print the SRS Reports. Once a report is cached and printed, it is then removed from the `temp` location.<br><br>If this entry is invalid, the SRS reports won't be able to cache the reports which will result in errors. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Reporting Host Service`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO Avanti Initialization Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |

| Field | Description and considerations |
|---|---|
| **Enter a SOAP port number** | Default provided: `30190`<br><br>You can choose to accept the default provided, or manually change to that which you require. |
| **Add port to firewall** | For best practice, enable this option to ensure that the port number is added to your firewall. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO Avanti Initialization Service`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO Avanti

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** |  This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **Enter a SOAP port number** | Default provided: `30190`<br><br>You can choose to accept the default provided, or manually change to that which you require. |
| **SYSPRO Avanti Initialization Service Endpoint** | Default provided:<br>`net.tcp://localhost:30190/SYSPROInitializationService`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Espresso Notification Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** |  This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |

| Field | Description and considerations |
|---|---|
| **SYSPRO 8 Application Server Instance** | Default provided: `0` <br><br> 📄 Accept the default provided, or change manually to match your preference. <br><br> When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`. <br><br> This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService` <br><br> Accept the default provided, or change manually to match your preference. |
| **Web Socket Server Address** | Default provided: `http://localhost:8081/SYSPROEspresso` <br><br> Accept the default provided, or change manually to match your preference. |
| **Enter a SOAP port number** | Default provided: `30180` <br><br> Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Espresso

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | 📄 This field is only applicable if you have SYSPRO 7 Update 1 installed. <br><br> Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |

| Field | Description and considerations |
|---|---|
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>📄 Accept the default provided, or change manually to match your preference.<br><br>When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br><br>Accept the default provided, or change manually to match your preference. |
| **SYSPRO 8 Espresso Notification endpoint** | Default provided:<br>`net.tcp://localhost:30180/SYSPROEspressoNotificationService`<br><br>Accept the default provided, or change manually to match your preference. |
| **SYSPRO 8 Espresso File Service Port** | Default provided: `30181`<br><br>Accept the default provided, or change manually to match your preference. |
| **Website external IP address** | Default provided: `http://localhost`<br><br>Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Espresso File Service`<br><br>Accept the default provided, or change manually to match your preference. |

# SYSPRO 8 Rules Data Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** |  This field is only applicable if you have SYSPRO 7 Update 1 installed. <br><br> Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: `0` <br><br>  Accept the default provided, or change manually to match your preference. <br><br> When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`. <br><br> This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService` <br><br> Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Rules Data Service` <br><br> Accept the default provided, or change manually to match your preference. |

# SYSPRO 8 Rules Engine Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** |  This field is only applicable if you have SYSPRO 7 Update 1 installed. <br><br> Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |

| Field | Description and considerations |
|---|---|
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>📄 Accept the default provided, or change manually to match your preference.<br><br>When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br><br>Accept the default provided, or change manually to match your preference. |
| **Enter a port number** | Default provided: `33334`<br><br>Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Rules Data Service`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Harmony Service

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | 📄 This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **Enter a port number** | Default provided: `30141`<br><br>You can choose to accept the default provided, or manually change to that which you require. |

| Field | Description and considerations |
|---|---|
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Harmony Service`<br><br>Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Harmony API

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: `0`<br><br>Accept the default provided, or change manually to match your preference.<br><br>When *SYSPRO 8* is installed, an available `BaseDir` entry is created for *SYSPRO 8*. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`.<br><br>This is used by communication services, both client-server and e.net related services, to target the *SYSPRO 8* files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService`<br>Accept the default provided, or change manually to match your preference. |

## SYSPRO 8 Web Services

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed.<br><br>Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |

| Field | Description and considerations |
|---|---|
| **SYSPRO 8 Application Server Instance** | Default provided: 0 <br><br> 📄 Accept the default provided, or change manually to match your preference. <br><br> When *SYSPRO 8* is installed, an available `BaseDir` entry is created for *SYSPRO 8*. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`. <br><br> This is used by communication services, both client-server and e.net related services, to target the *SYSPRO 8* files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService` <br><br> Accept the default provided, or change manually to match your preference. |

**SYSPRO 8 Workflow**

| Field | Description and considerations |
|---|---|
| **Do you want to upgrade the existing installation** | 📄 This field is only applicable if you have SYSPRO 7 Update 1 installed. <br><br> Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **SYSPRO 8 Application Server Instance** | Default provided: 0 <br><br> 📄 Accept the default provided, or change manually to match your preference. <br><br> When *SYSPRO 8* is installed, an available `BaseDir` entry is created for *SYSPRO 8*. The `BaseDir` entry can be found under: `HKEY_LOCAL_MACHINE\SOFTWARE\SYSPRO\e.net solutions`. <br><br> This is used by communication services, both client-server and e.net related services, to target the *SYSPRO 8* files under the specified path in the `BaseDir` entry. |
| **SYSPRO 8 e.net Communications Load Balancer Endpoint** | Default provided: `net.tcp://localhost:31001/SYSPROWCFService` <br><br> Accept the default provided, or change manually to match your preference. |

| Enter a SOAP port number | Default provided: `30160` |
|---|---|
| | Accept the default provided, or change manually to match your preference. |
| Add SOAP port to firewall | Best practice recommends that you enable this option to ensure that the port number is added to your firewall. |
| Enter a REST port number | Default provided: `30161` |
| | Accept the default provided, or change manually to match your preference. |
| Add REST port to firewall | Best practice recommends that you enable this option to ensure that the port number is added to your firewall. |
| Destination Folder | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Workflow Service` |
| | Accept the default provided, or change manually to match your preference. |

**SYSPRO 8 e.net Diagnostics**

| Do you want to upgrade the existing installation | This field is only applicable if you have SYSPRO 7 Update 1 installed. |
|---|---|
| | Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| Destination Folder | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 e.net Diagnostics` |
| | Accept the default provided, or change manually to match your preference. |

# SYSPRO 8 Client

| Do you want to upgrade the existing installation | This field is only applicable if you have SYSPRO 7 Update 1 installed. |
|---|---|
| | Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |

| **SYSPRO 8 Application Server Instance** | Default provided: 0 |
|---|---|
| | Accept the default provided, or change manually to match your preference. |
| | When **SYSPRO 8** is installed, an available `BaseDir` entry is created for **SYSPRO 8**. The `BaseDir` entry can be found under: `HKEY_LOCAL_ MACHINE\SOFTWARE\SYSPRO\e.net solutions`. |
| | This is used by communication services, both client-server and e.net related services, to target the **SYSPRO 8** files under the specified path in the `BaseDir` entry. |
| **SYSPRO Server HOST name** | Enter the computer's host name for the server on which **SYSPRO 8 Server** is installed. |
| **SYSPRO 8 Communications Port** | Default provided: 30110 |
| | Accept the default provided, or change manually to match your preference. |
| **Destination Folder** | Default provided: `C:\SYSPRO8Client` |
| | Accept the default provided, or change manually to match your preference. |

**SYSPRO 8 Office Integration**

| **Do you want to upgrade the existing installation** | This field is only applicable if you have SYSPRO 7 Update 1 installed. |
|---|---|
| | Enabling this option upgrades your existing SYSPRO 7 Update 1 service. |
| **Destination Folder** | Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Office Integration` |
| | Accept the default provided, or change manually to match your preference. |

# SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the install.
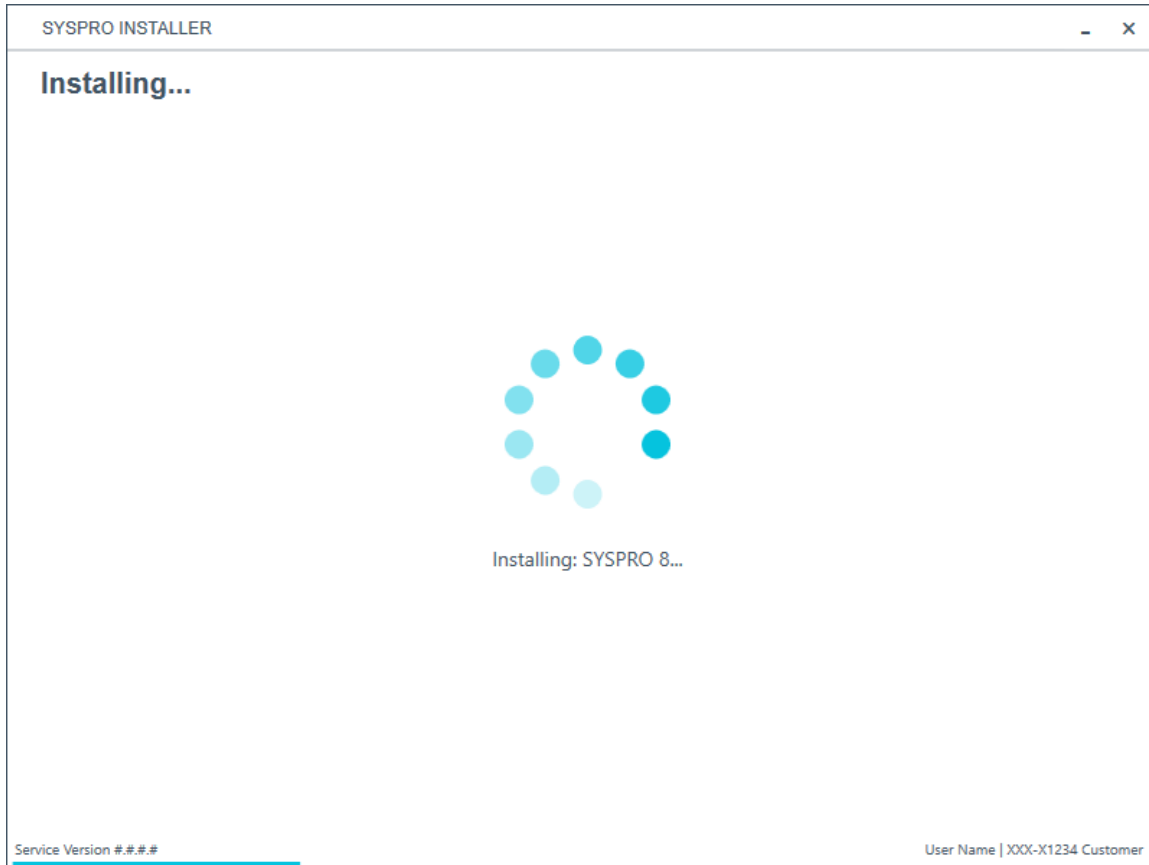
## Product Confirmation



A summary of all products to be installed is displayed for you to review.

Once you are satisfied with the list, continue by selecting the **Begin Install** button.

Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

SYSPRO INSTALLER

**Install Complete**

The following products were installed successfully

- ✓ SYSPRO 8
- ✓ SYSPRO 8 Service Upgrade Manager
- ✓ SYSPRO 8 e.net Communications Load Balancer
- ✓ SYSPRO 8 Communications Service
- ✓ SYSPRO 8 Document Flow Manager Folder Poller
- ✓ SYSPRO 8 Document Flow Manager Queue Poller

HOME

Service Version #.#.#.#                                               User Name | XXX-X1234 Customer
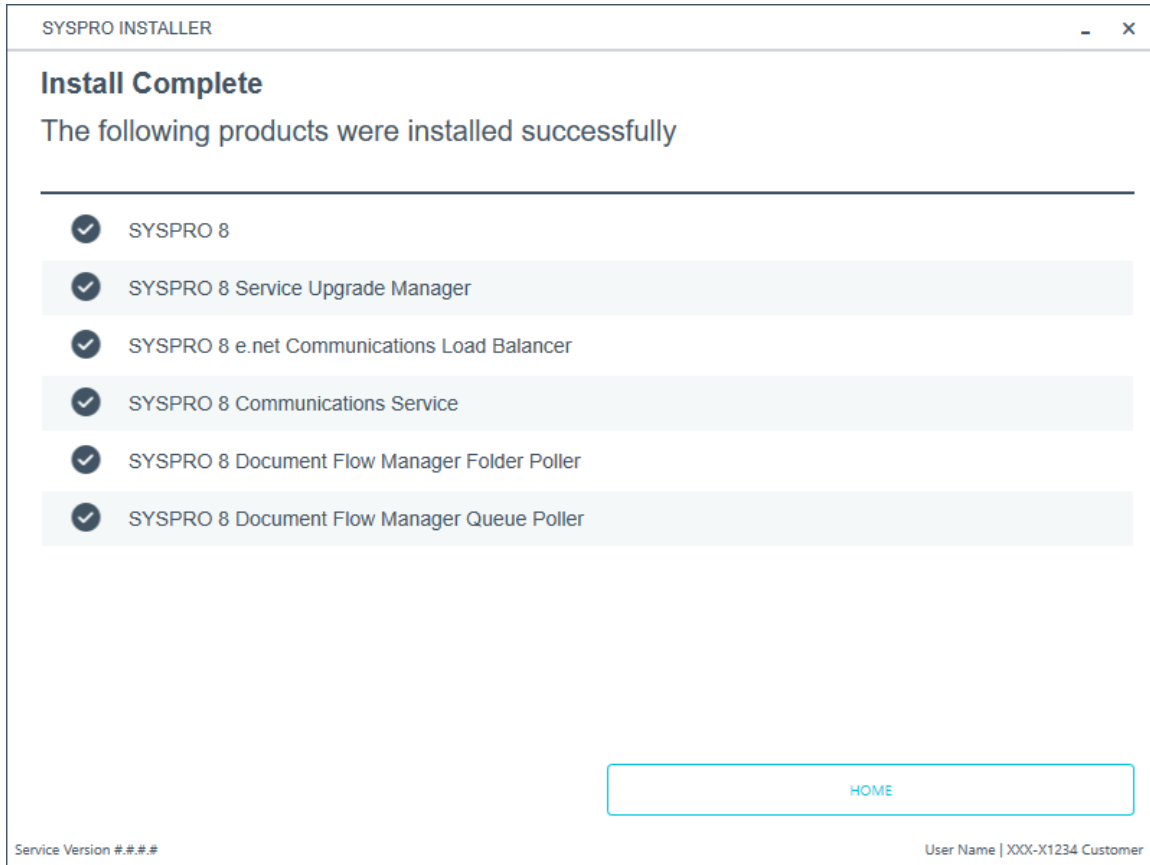
Once complete, the **Install Complete** screen is displayed with a summary of all products installed.

Select the **Home** button to return to the **Deployment Groups** screen.

# Client roll-out considerations

When installing your SYSPRO Client's, you have two options:

- Manually install *SYSPRO 8* on each Client using the **SYSPRO Installer** application
- Use a rollout technology (i.e. Microsoft System Center) which places the *SYSPRO 8* install in a centralized location for pushing out the install to all clients.

Additional information regarding these two options will be proved at a later date.

# SYSPRO Hotfixes

SYSPRO provides hotfixes in order to deploy software updates during the release of *SYSPRO 8*.

> You will be notified via email whenever hotfixes relevant to you become available.

Once you have installed **SYSPRO 8 Server** for a deployment group, any relevant and available hotfixes are then listed against each relevant deployment group.

> The relevant hotfixes are displayed only when running the **SYSPRO Installer** application on the server on which the **SYSPRO 8 Server** component has been installed.

## What are Hotfixes?

A hotfix is the minimum software required to provide a solution for a specific problem experienced by one or more customers. These can also include any relevant dependencies.

The following types of hotfixes will be available:

- **Mandatory**

  These hotfixes can't be uninstalled as they fix a critical issue.

- **Customer Specific**

  These hotfixes address an specific customer's issue and can be uninstalled if required.

# What Hotfixes are available?

## Mandatory and Customer-specific hotfixes

If there are any **Mandatory** or **Customer-specific** Hotfixes available for your customer code, a notification is displayed against the applicable deployment group when you login to the **SYSPRO Installer**.

Selecting the **HOTFIXES** button displays a list of all relevant hotfixes.

## Other Hotfixes

If there are no **Mandatory** or **Customer-specific** Hotfixes available for your customer code, but the **HOTFIXES** button is still displayed, then the application has detected that there are additional hotfixes available for you to view and optionally select.

Select the **HOTFIXES** button to view a list of all possible hotfixes.



## Search for Hotfixes

Within the **Hotfix Selection** screen, you can search for a specific hotfix by entering either the full KB number (e.g. `KB8000006`) or just the last digits (e.g. `06`) into the search box:

Because there may be a large number of hotfixes available (many of which are not relevant to your site or how you use the software) you would only use this function in the following scenarios:

- You suspect a problem with your current SYSPRO software and want to establish whether an applicable hotfix is available.
- You have received a specific hotfix to install.

# Hotfix Knowledge Base Articles

A hotfix's KB article will contain information regarding the software included in the hotfix, as well as a summary of the problems addressed.

You can access these by selecting the **More** button on the hotfix selection screen.

# How to deploy Hotfixes?

1. From the **Deployment Groups** screen, select the **Hotfixes** button.

   The **Hotfix Selection** screen is displayed:



| | |
| --- | --- |
| | **SYSPRO INSTALLER** — x |
| | **Hotfix selection for Release: SYSPRO 8.0 RC** |
| | Please select from available hotfixes |

☑ **Select All**   SHOW ALL HOTFIXES ▾

☑ **Mandatory Update for SYSPRO 8 2018 RC (KB8000003)**
The Supplier Contract Prices by Supplier(PORBCP) had a misleading root node in...   MORE

BACK   CONTINUE

Service Version #.#.#.#   User Name | XXX-X1234 Customer
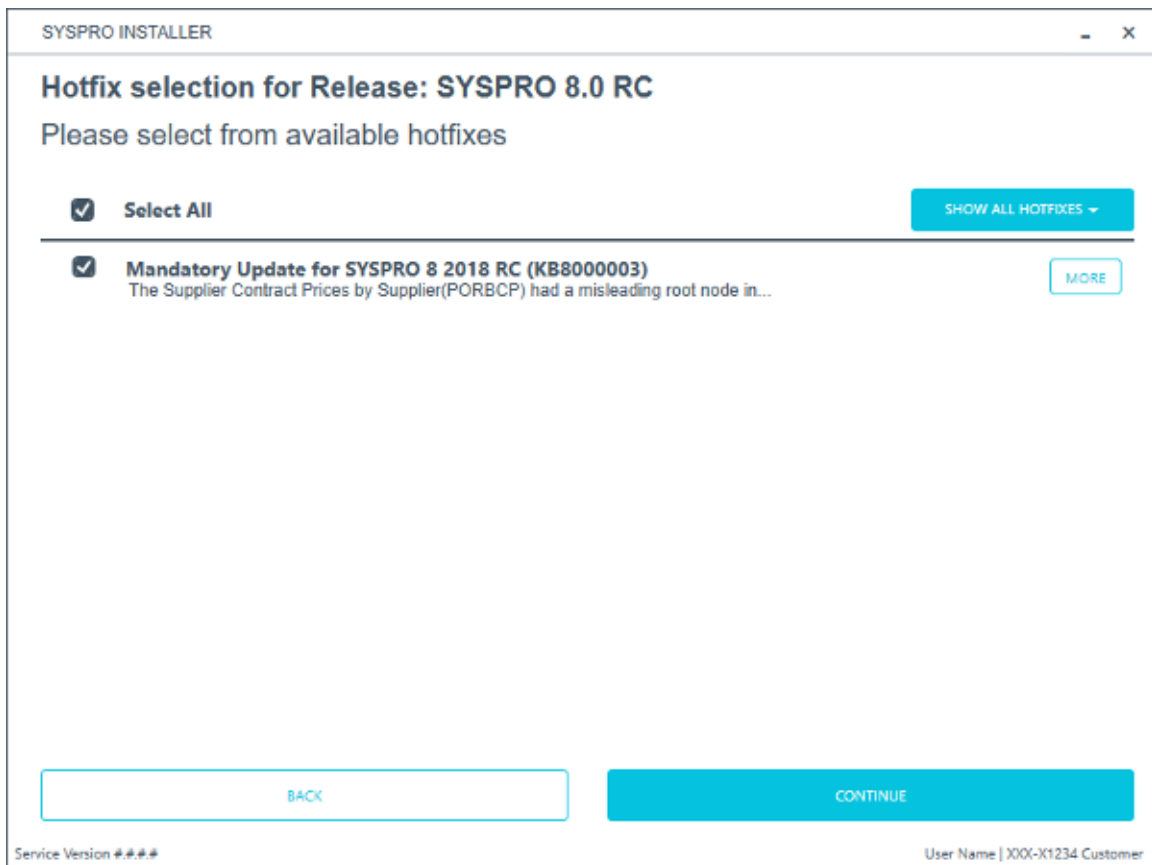
> This image represents how hotfixes will be displayed and is subject to change as *SYSPRO 8* is released.

2. From this screen you can view more information on each hotfix by selecting the **More** button.

   This opens the hotfix KB article.

3. Select/enable which hotfixes you want to deploy, followed by the **Continue** button.

4. Once you have confirmed your hotfix selection, the **Hotfixes Ready to Install** screen is displayed.

   Select **Begin Install** in order to deploy the hotfixes selected.

---

# Solving

## System messages

### Informational Messages

**WCF Endpoint Updated - The WCF Endpoint parameters were updated where required, to: net.tcp://-localhost:xxxxx/SYSPROWCFService**

This message appears when you change the port number under the **SYSPRO 8 e.net Communications Load Balancer** parameters.

This message is informational, informing you that your change of the port number has been applied.

This only applies if you have other products that use this endpoint.

**Deployment Group Update Release - This update will be applied to your current machine. Note: In order to complete the process of updating the Release, you must update all the machines in this Deployment Group.**

This message appears when you select to update the release for a deployment group.

This message is informational, informing you that (in order to complete the update for the deployment group) you need to ensure that all machines belonging to the group are updated.

### Warning Messages

**Unable to remove deployment group**

You have attempted to delete the last remaining deployment group, but the application requires at least one group to exist in the system.

### Error Messages

**163 Error**

Ensure that you add or set the `COBSW` variable to `-F` on your client and server machine where the SYSPRO runtime is deployed.

**Service Endpoint Mismatch - You are using a LIVE version of the Installer App but calling a SUPPORT Service endpoint. You will not be able to continue.**

If you are running the SUPPORT version of the SYSPRO Installer app, you will receive this error message when you select the **Download SYSPRO Installer** option from a Hotfix Notification email, which is only intended for use with the LIVE application.

# FAQs

## Why can't I see the SYSPRO 8 runtime installed under Programs and Features?

- The *SYSPRO 8* runtime uses Micro Focus installation software and is therefore listed as `Micro Focus COBOL Server` within the **Program and Features** function of your Windows **Control Panel** application.

## What SQL Server users are required?

The following SQL Server users must exist prior to using the **SYSPRO Installer** application, with the appropriate permissions enabled:

| User type | Rules |
|---|---|
| **Administration SQL user** | - The user entered must have the following administrative permissions enabled for both system-wide and company databases:<br>    Create and Drop entities (such as databases, tables, columns, etc.)<br>    Issue BULK INSERT statement<br>- The **Administrative SQL** user cannot be the same account as the **Standard SQL user**<br>- The **User name** cannot contain any spaces |
| **Standard SQL user** | - The user entered here must have the following permissions enabled for both system-wide and company databases:<br>    `db_datareader`<br>    `db_datawriter`<br>- The **Standard SQL user** cannot be the same account as the **Administrative SQL user**<br>- The **User name** cannot contain any spaces |

## How do I reset SQL Server credentials when logging into SYSPRO?

Possible scenarios for requiring a reset of your SQL Server credentials include:

- You can't log into SYSPRO because of a SQL Server credential error (e.g. password expired).

- You are in a support environment and have been supplied with a database that you cannot access, possibly due to not having the SQL password.

From SYSPRO 8, you can reset your SQL Server credentials:

1. Open `IMPACT.INI` (located in the `WORK` folder) using an editor application such as **Notepad**.

2. Change the `SQLADM` entry to `SQLADM=[reset]` or change the `SQLSTD` entry to `SQLSTD=[reset]`

   Changing either entry enables you to reset the password for both accounts.

   > The word `'reset'` is not case sensitive.

3. Save the file.

4. Log into SYSPRO.

   You will be prompted to enter a new SQL Server user name and password for both the administrative and standard logins.

## Why can't I make direct calls to Encore.dll?

| | |
|---|---|
| Removed: | Direct calls to `Encore.dll` are no longer available. |
| Reason: | Directly referencing `Encore.dll` using COM/DCOM limits applications to 32-bit and limits SYSPRO's future expandability. |
| | In addition, any third party applications referencing the SYSPRO DLL's directly make it difficult for SYSPRO to easily enhance the system without requiring each third party application to also be changed. |
| | > Web Services are still supported, so developers who have previously used Web Services will work unchanged. |

| Replaced by: | Using the **SYSPRO 8 e.net Communications Load Balancer** service de-couples applications from the e.net 64-bit library and provides excellent scalability and performance. |
| --- | --- |
| | Additional benefits: |
| | ■ No limitation of being tied into a specific technology (e.g. 32-bit, etc.) |
| | ■ The system is more robust as any failures don't prevent the system from continuing on the other threads. |
| | ■ The system is multi-threaded and has a significantly improved performance under load |
| | ■ Third party applications can reside on any server-/computer that has access to the endpoint. |

## What happens when I have multiple application servers for one site and need to update software or deploy hotfixes?

If you have multiple application servers for the same site, you have to run the **SYSPRO Installer** on each machine that has the Application Server installed. This is because Hotfixes must be applied directly to the Application Server.

## What happens if my SQL Server credentials change after the original configuration inside the SYSPRO Installer?

If the SYSPRO Installer detects that your SQL credentials are incorrect upon logging in, the SQL Server Error message box appears. You can then access the **Update SQL Server Credentials** screen and update the SQL Login name and SQL Password.

You cannot change the SQL Server Name.

# Further Information

## Installation Reference Guides

To make your journey to achieving the infinite benefits of *SYSPRO 8* as simple as possible, please refer to the following guides:

1. **SYSPRO 8 Pre-installation - Upgrade** (A pre-installation guide for **existing** SYSPRO 7 update 1 users)
2. **SYSPRO 8 Pre-installation - First Time Install** (A pre-installation guide for **new** SYSPRO 8 users)
3. **SYSPRO Installer**
4. **SYSPRO 8 Data Migration**
5. **SYSPRO 8 Post Installation**

# SYSPRO™

Simplifying your Success