

Highlights: Administration

SYSPRO 8

Reference Guide

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Simplified Administration

The following provides a summary of the newly-developed features and functionality available in **SYSPRO 8**.



SYSPRO 8 architecture focuses on Microsoft SQL Server, providing enhanced performance, greater scalability, improved security and increased system availability.

2019-R2

Optimized SRS Document Printing performance

There is a new **Optimize print** option available from within the **Maintain SRS Document Templates** program.

This option (only applicable in a server-side environment) lets you print documents as soon as the data becomes available as well as archive the documents at the same time.

Although this dual capability of printing and archiving applies to both single and batch modes, the performance benefit is more visible when printing in batch mode.

Document Batch Printing

When the **Optimize print** option is enabled and you are batch printing in a server-side environment, the XML file that is generated for each batch is now only generated once, resulting in improved performance (i.e. a document can be sent to the print queue as soon as the data is extracted and the previous document has completed).

Using the Document Printing API architecture, this XML file is now generated from the core program instead of the applicable document printing program (e.g. **Statement Print**) and is then sent to the **SYSPRO 8 Reporting Host Service** to produce the document.

Document Archiving

When the **Optimize print** option is enabled and you are printing in a server-side environment that requires document archiving, the process is now simplified by combining the process of printing and archiving (i.e. you don't need to split your archiving into multiple batches).

Document types

When the **Optimize print** option is enabled, it applies only to the following document types:

- A/R Statement Print
- Purchase Orders – Foreign
- Purchase Orders – Local
- Quotation - Multiple Column
- Quotation - Multiple Line
- Quotation – Single
- Delivery note
- Dispatch note
- Invoice
- Order acknowledgment
- Factory Documentation



The **Optimize print** option is only applicable when the following grouping options for a document template are disabled:

- Spool multiple documents as a single job
- Group by email address
- Group by contact information

Multi-Factor Authentication

Multi-Factor Authentication is a process that identifies a user by validating two or more authentication methods from independent credential categories. This ensures that a user is only granted access after successfully presenting two or more pieces of evidence to the authentication mechanism.

In SYSPRO, the traditional user name and password has been bolstered by the addition of Email and Google authentication to improve security during the login process.

- **Email authentication** sends an email to MFA-defined operators containing a Time-based One-time Password (TOTP) required as part of login verification.
- **Google authentication** uses an app to generate a QR code for first time user configuration and a Time-based One-time Password (TOTP) is required as part of the verification process for subsequent logins.

Single Sign-on

Single Sign-on in SYSPRO provides a simple to setup and robust method of using **Microsoft Active Directory (AD)** to control SYSPRO users.

Once configured, it enables a complete single sign-on experience as SYSPRO users are authenticated by **Windows** and then simply use a shortcut to run SYSPRO without being prompted for a user name and password at the login screen.

It means that a SYSPRO site can use **Microsoft Active Directory (AD)** to add, change, disable and delete operators virtually seamlessly. Any changes to user attributes automatically reflect against the SYSPRO operator without manual intervention.

Benefits

- Increased security around SYSPRO logins (you can lock-down users and only allow them access to SYSPRO using their specific operator code).
- Convenient administration of SYSPRO operators managed by **Microsoft Active Directory (AD)**.
- Simplified login process for SYSPRO operators.

Maintaining SQL Users

As an administrator, you no longer have to create and configure SQL logins for SYSPRO operators using **Microsoft SQL Server Management studio** before capturing the SQL login and password details against the operator in SYSPRO.

This is now possible from within SYSPRO, with functionality added to the **System Setup** and **Operator Maintenance** programs. The process creates the following for a SYSPRO operator:

- SQL login
- SQL user



This is used to access the relevant databases with the required permission access enabled (i.e. `DataReader` and `DataWriter`).

Diagnostic Extract Utility

The **Diagnostic Extract Utility** lets you supply support teams with relevant information about the configuration and usage details of all companies in your SYSPRO environment. The aim is to facilitate the diagnostic process for the speedy and efficient resolution of issues you may encounter.

The extracted information is encrypted and compressed before being emailed to SYSPRO for analysis and troubleshooting by the relevant support team.

SYSPRO Installer Application

The following capabilities have been added to the **SYSPRO Installer Application** to improve and enhance the deployment functionality:

- Update SQL Server credentials
- Update deployment service credentials
- Run the deployment service as named user
- Rename a server/machine
- Install SYSPRO Additional Services
- Clone machine or deployment group
- Manage hotfix notifications

Notepad

SYSPRO's **Notepad** (rich text and plain text) has been standardized to support larger text files. This is available in the core product as well as **SYSPRO Avanti**.



The **Admin Notepad Editor (Rich Text)** is still limited to 32,000 bytes of data, but this will be changed in a future version.

Use System-wide SMTP

This feature solves the issue of a SYSPRO administrator having to capture the same SMTP email options for each company in the system.

2019-R1

Security Settings Dashboard

Configuring security and ensuring consistency across various operators is a complex process that involves various programs. SYSPRO's **Security Settings Dashboard** program lets SYSPRO administrators query operator security settings within a single program.

Benefits:

- Query and view security information.
- Verify which operators have access (and how the access is configured) to various securable entities.
- View possible program conflicts.
- Amend security configuration in related programs via smart links.

SQL Managed Instances

SYSPRO running on Azure provides you with a choice of running **SQL Managed Instance** or SQL Server running on a Virtual Machine (VM).

With **SQL Managed Instance** – a cloud-based managed database - you provision the SQL environment based on CPUs, Memory and Disk usage, and SQL Server is automatically configured and enabled for you. There is, therefore, no need for you to provision a separate Windows Server VM and then install and configure SQL Server.

Cost is based on the performance and scale of the managed Instance and this can be reconfigured simply as your needs grow, or even reduce, over time.

Benefits:

- Simplified SQL environment setup.
- PaaS environment - Automated patching and version updates, automated backups and high availability.
- Reduced management overhead and TCO – Improved IT flexibility and responsiveness.
- Flexibility to scale-up (and down) as required.
- Ability to exchange existing SQL Server licenses for discounted rates on SQL Manged Instance.

Hotfix Notification Maintenance

The new **Hotfix Notification Maintenance** program gives you more control over your site deployments.

Benefits:

- View who has conducted deployments on your site.
- Maintain who receives hotfix notifications.

Roaming Users

Roaming Users is the technology that provides a consistent personalized experience to each SYSPRO user, regardless of the client PC they use.

In our aim to make SYSPRO simpler, a new system-wide personalization has been added making it easy to configure SYSPRO to support Roaming Users.

The concept of Roaming Users, configuring your server environment and the new system-wide personalization option has been explained in the new technical guide: [SYSPRO – Roaming Users](#), available from the **Resources** section.

Load Balancer process recycling

The **SYSPRO 8 e.net Communications Load Balancer** efficiently distributes network traffic to servers.

The resource usage of this service can grow beyond reasonable limits, which affects performance. To combat this, it now supports several settings that control when worker processes are recycled.

Benefits:

- Periodic recycling of worker processes.
- Detection and termination of hanging processes.
- Improved performance.

2018-R2

SQL Health Dashboard

The **SQL Health Dashboard** provides SYSPRO Administrators and SQL Database Administrators a one-stop-shop for viewing and managing the system for high availability.

The dashboard displays information on both the system and company databases to assist in identifying potential problems, as well as enabling the repair of certain issues found within the databases.

Improved Login UX

The login screen for **SYSPRO 8** has been improved:

- Simplified visual appearance of login dialog
- Incorporating Forgot password functionality

Forgotten Password

This lets you reset your SYSPRO passwords without the assistance of a system administrator. Typically, you are locked out of the system when you exceed the pre-defined number of login attempts allowed.

Benefits:

- Password change email notification
- Login exceeded email notification
- Operator self-service reducing requirements for administrative resources
- Notification and logging for traceability
- Forgot password using new system-wide email settings

Relevant Hotfix Visibility

Enhancements around hotfixes that now enable:

- Administrator can see and zoom into relevant hotfixes.
- Mandatory or customer-specific hotfixes are shown.

Improved Third Party Support

SYSPRO 8 Custom Help now allows developers to ship help content for their own apps using custom packages.

2018-R1

Improved Deployment

The software upgrade technology has been simplified and standardized for **SYSPRO 8**, allowing you to upgrade when it suits you.

Enhancements are made available as periodic releases several times a year, on top of which you can install hotfixes and security or other issues as they are identified and resolved.

Benefits:

- You can now plan to install a release with the features you require and have the stability of only installing hotfixes as required.
- This removes many of the issues with the monthly porting processes used in prior versions.

SQL-Optimized

SYSPRO 8 leverages Microsoft SQL Server's capabilities to provide enhanced performance, improved scalability, more robust security and increased system availability. Less planned downtime means more time to get the business benefits of **SYSPRO 8**.

Enhancements include:

- Reduced file system usage and improved security.
- Initial support for SQL as a Service.

Benefits:

- Our drive for simplification has also made the system easier to set up and administer, reducing requirements for valuable and scarce resources.
- Our benchmarks show up to 30% improvement in performance and scalability.

Improved System Availability & Scalability Balancing Optimization

Balance functions in certain modules were either tied together with month-ends, which are decoupled, or form part of a 'day-end, week-end or month-end' function. Moving the checking of imbalances to the SQL Health Check Service removes the need to run the balance function in the module.

In addition, if an imbalance is identified, the out-of-balance correction function can be run to specifically target only the issues encountered.

Benefits:

- This is a SQL-only facility. By targeting SQL, we can vastly reduce the current time taken to perform this function - in some instances from hours and minutes to seconds - thus greatly improving system availability.

Re-engineered e.Net architecture, re-engineered server architecture, simplified service infrastructure

Benefits:

- Improved memory handling and scalability with 64-bit architecture.

Health Check WIP – Balance function

The Health Check Service innovation is designed to reduce scheduled downtime to a bare minimum, improving your core business process availability.

Ensuring the health of your database is paramount. With SQL Health Check, you are able to ensure that all tables, columns, indexes, keys etc. are as they should be and, if required, to add missing data.

Benefits:

- Reducing scheduled downtime.
- Balancing and correction optimization.
- Ensuring the integrity of your database.



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