

SYSPRO Services

SYSPRO 8

Reference Guide

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SYSPRO Services

Exploring

Where it fits in?

SYSPRO Services provide a communication interface between various applications (e.g. **SYSPRO Espresso**, **SYSPRO Reporting Services**, **SYSPRO Workflow Services**, **SYSPRO Harmony**, **SYSPRO Point of Sale**, etc).

These services typically run in the background, so you don't interact with them directly. However, if a service is not running, then applications that rely on that service won't function properly.

Navigation

Viewing services from within Windows

- Load the **Administrative Tools** menu of the **Windows Control Panel** and select the **Services** application.

This displays information about all services on your computer, including SYSPRO-specific services.

Default install locations

- During the installation of SYSPRO services, you can choose the destination folder.

By default, 64-bit services are installed to: `C:\Program Files\SYSPRO\{Name-of-service}\`.

Terminology

Business object

Business objects are portions of SYSPRO business logic that can be called programmatically from outside of SYSPRO, passed instructions in XML, and return the results in XML (updating the database, if required).

They are COM-based components that allow third party developers to access the rich functionality of the SYSPRO core product. Each third party application typically uses a number of e.net Business Objects that are licensed at functional area level. Functional areas are merely a grouping of Business Objects.

COM

Component Object Model, or COM, is a Microsoft standard used for applications to communicate with one another.

DCOM

Distributed Component Object Model, or DCOM, is a set of components that assist in the communication between a client and server.

Endpoint

The endpoint is a device or node that is connected to the local area network or wide area network and accepts communications back and forth across the network.

REST

Representation State Transfer (REST) provides a structured and accessible way of accessing the service. It does not consume as much bandwidth as Simple Object Access Protocol (SOAP) and is more suitable for use over the Internet.

It uses a simple URL (instead of XML) to obtain information in a form that's easy to parse within the language you need for your application.

Rule

Rules consist of conditions and actions.

A condition is evaluated and (if true) the **SYSPRO Rules Engine** initiates the defined actions.

Rule Action

Actions are executed when the conditions of a rule are met.

FOR EXAMPLE:

These actions range from displaying a Harmony message, to creating a log file in a specific location, or tracking the history of a specific database column.

Rule Condition

Conditions act as triggers that initiate a specific action according to how they have been configured.

They let you fine-tune a rule with the records to be excluded and when certain actions must be performed (i.e. they act as a set of conditional expressions that must be met before any rule actions are performed).

Rule Target

A rule target indicates the database table to which a rule applies, as well as the operation on that table (e.g. All, Insert, Update or Delete).

Targets can be set as company-specific or system-wide.

Rule Variable

Variables are used to define or manipulate any values required in the conditions or actions of a rule. The different property packets of a variable include the following:

| Variable | Description |
|----------|---|
| New | <p>Variables that begin with this property packet contain the new values of a record <i>after</i> an insert or update occurs.</p> <p>They are only available for Insert or Update type operations.</p> |
| Old | <p>Variables that begin with this property packet contain the previous value of a record <i>before</i> an update or delete occurs.</p> <p>They are only available for Update or Delete type operations.</p> |
| Current | <p>Variables that begin with this property packet contain the current value of a record.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  This is useful if the record has changed since the SYSPRO 8 Rules Data Service flagged the transaction. Most of the time these values are the same as the <code>New</code> variables. </div> <p>We recommend using the <code>New</code> property packet, as <code>Current</code> variables have a slight overhead.</p> |
| Global | <p>Variables that begin with this property packet are values related to the transaction, such as:</p> <ul style="list-style-type: none"> ■ SchemaName ■ TableName ■ Operation ■ ChangedFields ■ TransactionDate ■ RuleId ■ LevelId ■ LevelValue ■ Messageld ■ BatchIndex ■ SystemWideDb |
| Var | <p>Variables that begin with this property packet are custom variables that have been defined in the Variables pane of the Rules Administrator program.</p> |

SOAP

Simple Object Access Protocol (SOAP) is a method of calling the service if you are using managed code. It has a strong support for data types. It requires writing or using a provided server program (to serve data) and a client program (to request data).

It is an XML-based messaging protocol that allows programs which are running on different operating systems to communicate using Hypertext Transfer Protocol (HTTP) or Simple Mail Transfer Protocol (SMTP). It defines a standard set of rules for structuring messages that can be used for simple one-way messaging.

Synchronous/Asynchronous

The *synchronous* method calls the service and waits for a response before allowing execution to continue.

The *asynchronous* method can initially call a service method and then continue executing other tasks while the service processes the method. When the method completes, a call back event on the client is fired and the client application can then proceed with processing the output result.

TCP

Transmission Control Protocol, or TCP, is one of the core protocols used to enable communication between computers on a network.

WCF

Windows Communication Foundation (WCF) is a technology that forms part of the Microsoft .NET Framework. It provides a set of APIs (Application Programming Interface) for building connected, service-oriented applications. It was designed using SOA (Service-Oriented Architecture) principles to support distributed computing where services have remote consumers.

Web Services

A web service is any piece of software that makes itself available over the internet and uses a standardized XML messaging system. XML is used to encode all communications to a web service (e.g. a client invokes a web service by sending an XML message, then waits for a corresponding XML response).

Using

Tasks

Creating a user to run on local machine

We recommend that you run Document Flow Manager with its own operating system user. The reason for this is that the services do not function correctly if configured to run as the local system account. It is also easier to configure permissions against a defined user than compromise one that was originally created to serve a different purpose.

If the DFM Folder Poller service only needs to poll folders on the SYSPRO application server, then you only need to create a local user account. If it needs to poll folders on other machines (or the Email Folder Poller service is also being used) then you must create the user as a domain user.

1. Open the **Computer Management** facility, viewing by large icons (*Control Panel > System and Security > Administrative Tools > Computer Management*).
2. Navigate to the **Local Users and Groups** folder.
3. Right-click on the **User** folder and select **New User** from the menu..
4. Enter the required user details.

We recommend that you uncheck the option: **User must change password at next logon** and enable the option: **Password never expires**. Otherwise, when you need to change the password the DFM services will stop functioning and the password against the services will need to be changed manually.

5. Exit the **Computer Management** facility.

Configuring a user to run as a service

1. Open the **Local Security Policy** facility, viewing by large icons (*Control Panel > System and Security > Administrative Tools > Computer Management*).
2. Expand the **Local Policies** folder.
3. Select the **User Rights Assignment** sub-folder.
4. Right-click on the **Log on as a service** policy.
5. Select **Properties** from the menu.
6. Locate the user you want to configure.
7. Configure the user to run as a service.
 - Select **Add User or Group**.
 - Select **Locations**.
 - Select your local machine name and then select **OK**.
 - Enter the name of the DFM user that you created on your local machine.
 - Select **Check Names** to confirm that the user name entered is valid.

8. Exit the **Local Security Policy** facility.

Check whether a service is running

1. Open the **Services** facility, viewing by large icons (*Control Panel > System and Security Administrative Tools > Services*).
2. Locate the service you want to review.
3. Review the entry in the **Status** column.

A status of **Running** indicates the service is running.

Starting and stopping a service manually

Ensure that **SQL Server** is running before starting any of the services, as the service attempts to log in to SYSPRO to ensure that the company license information includes the **e.net System Manager** and **Document Flow Manager**. This will not be possible if SQL Server is not running.

1. Open the **Services** facility, viewing by large icons (*Control Panel > System and Security Administrative Tools > Services*).
2. Locate the service you want to review.
3. Review the entry in the **Status** column.
 - If the status is **Running**, it indicates that service is running. You can select the **Stop Service** icon to stop the service.
 - If the status is not running, nothing is displayed in the **Status** column. You can select the **Start Service** icon to start the service.

Referencing

Summary list of services

| Service | SYSPRO application affected |
|---|--|
| SYSPRO 8 Avanti Initialization Service | <ul style="list-style-type: none"> SYSPRO Avanti |
| SYSPRO Avanti Service | <ul style="list-style-type: none"> SYSPRO Avanti |
| SYSPRO 8 Active Directory Sync Service | <ul style="list-style-type: none"> SYSPRO 8 |
| SYSPRO 8 Analytics | <ul style="list-style-type: none"> SYSPRO Analytics |
| SYSPRO 8 Bot Service | <ul style="list-style-type: none"> SYSPRO 8 SYSPRO Bot |
| SYSPRO 8 Communications Service | <ul style="list-style-type: none"> Client connection to server |
| SYSPRO 8 Document Flow Manager Folder Poller | <ul style="list-style-type: none"> Document Flow Manager |
| SYSPRO 8 Document Flow Manager Queue Poller | <ul style="list-style-type: none"> Document Flow Manager |
| SYSPRO 8 e.net Communications Load Balancer | <ul style="list-style-type: none"> SYSPRO 8 SYSPRO Avanti SYSPRO Server-side Reporting SYSPRO Web-based Product Configurator Executive Dashboard SYSPRO Workflow Services SYSPRO e.net Diagnostics SYSPRO Point of Sale SYSPRO Harmony SYSPRO Espresso SYSPRO Machine Learning Any external or third party e.net application accessing SYSPRO data |
| SYSPRO 8 Espresso Service | <ul style="list-style-type: none"> SYSPRO Espresso |
| SYSPRO 8 Espresso Notification Service | <ul style="list-style-type: none"> SYSPRO Espresso |

| Service | SYSPRO application affected |
|---|--|
| SYSPRO 8 Harmony API Service | <ul style="list-style-type: none"> ■ SYSPRO Harmony |
| SYSPRO 8 Harmony Service | <ul style="list-style-type: none"> ■ SYSPRO Harmony |
| SYSPRO 8 Machine Learning | <ul style="list-style-type: none"> ■ SYSPRO Avanti ■ SYSPRO Artificial Intelligence |
| SYSPRO 8 Point of Sale e.net Communication Service | <ul style="list-style-type: none"> ■ SYSPRO Point of Sale |
| SYSPRO 8 Point of Sale Services | <ul style="list-style-type: none"> ■ SYSPRO Point of Sale |
| SYSPRO 8 Point of Sale Utility Service | <ul style="list-style-type: none"> ■ SYSPRO Point of Sale |
| SYSPRO 8 Reporting Host Service | <ul style="list-style-type: none"> ■ Server-side Printing ■ SYSPRO Bot |
| SYSPRO 8 Rules Data Service | <ul style="list-style-type: none"> ■ SYSPRO Harmony ■ SYSPRO Rules Engine |
| SYSPRO 8 Rules Engine Service | <ul style="list-style-type: none"> ■ SYSPRO Harmony ■ SYSPRO Rules Engine |
| SYSPRO 8 Service Upgrade Manager | <ul style="list-style-type: none"> ■ All services (except Document Flow Manager, SYSPRO Analytics and web services) ■ SYSPRO 8 ■ SYSPRO Avanti ■ SYSPRO Espresso ■ SYSPRO Harmony |
| SYSPRO 8 Web Service | <ul style="list-style-type: none"> ■ SYSPRO e.net Diagnostics ■ Any external or third party e.net application accessing SYSPRO data |
| SYSPRO 8 Workflow Service | <ul style="list-style-type: none"> ■ SYSPRO Workflow Services |

SYSPRO 8 Analytics

Exploring

Where it fits in?

SYSPRO 8 Analytics includes an Administration Service and a Business Layer Service.

The **SYSPRO Analytics 8.0 Business Layer Service** contains the business layer logic and provides remoting services to SYSPRO Analytics 8.0 clients.

The **SYSPRO Analytics 8.0 Administration Service** starts and stops the Business Layer Service, checks to see if the server is available, and provides an update mechanism. This service also checks if the client and server assemblies are the same, to identify if an update is required.

This service is used by:

- SYSPRO Analytics

Navigation

- The default location for this service is:
Program Files (x86) > SYSPRO > SYSPRO 8 Analytics

Starting

Prerequisites

Requirements to perform business analysis on your SYSPRO data:

- SQL Server Analysis Services
- SQL Server Integration Services
- Microsoft .NET Framework 4.6
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Requirements to perform business analysis on your SYSPRO data on a client workstation, using SYSPRO's viewer:

- Microsoft Core XML Services (MSXML) 6.0
- Microsoft .NET Framework 4.6
- OLEDB data providers for SQL Server Analysis Services
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Configuring

1. Load SYSPRO and navigate to the **SYSPRO Analytics Setup** program.

When loading **SYSPRO Analytics** for the first time you will be prompted to create the SYSPRO Analytics Master Database.

You cannot perform any tasks until you have created this database, as it stores the Analytics setup information and contains all the information about Analytics that is not site-specific.

This database can be accessed from either the client or the server, and its implementation ensures easier control and updating of the data.

2. Select the **SYSPRO Analytics Servers** option from the **Setup Tasks** folder.
3. Enter the server details:

| Field | Description |
|-----------------------|-------------|
| Server Details | |

| Field | Description |
|--|---|
| How should the SYSPRO Analytics client connect | <p>Local connection</p> <p>This is used for testing or demonstration purposes only. In a live environment, you must select Remote via Web service.</p> <p>Remote via Web service</p> <p>If you use a remote server, then you need to install the SYSPRO Analytics Server component onto the SQL server that you are going use as the SYSPRO Analytics server.</p> |
| Remote Server Settings | |
| Server | <p>This is the name of the server where the SQL Server and SYSPRO Analytics Server components are installed (if you are running instances of SQL server).</p> <p>We recommend that you select NET.TCP as your preferred method, as HTTP can cause errors when creating a site or job.</p> |
| Server connection method | NET.TCP (Recommended) |
| Administration port | The port used by SYSPRO Analytics Administration Service (defaults to 30200). |
| Business Layer port | The port used by SYSPRO Analytics Business Service (defaults to 30201). |
| Administration Web service path | This path is generated automatically according to your selections. |
| Test Administration Layer connection | <p>This tests the connection to the remote server.</p> <p>A successful connection is made if the server is accessible and if the SYSPRO Analytics Administration Layer service is running on this server.</p> |

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `BusinessChannel.xml` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROAnalytics` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Error messages

You have tried to create a channel to a service that does not support .Net Framing

Cause

You have selected a server connection method of NET.TCP, but the `BusinessChannel.xml` configuration file indicates a connection method of HTTP.

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Setting | Description |
|-------------------|--|
| AdminPort | The port used by SYSPRO Analytics Administration Service (defaults to 30200). |
| BusinessPort | The port used by SYSPRO Analytics Business Service (defaults to 30201). |
| ConnectionMethod | The connection method for the SYSPRO Analytics WCF services (defaults to http). |
| ReceiveTimeout | |
| SendTimeout | |
| SqlCommandTimeout | The length of time, in seconds before a SQL command will time out. The default is 300. |

SYSPRO Avanti Service

Exploring

Where it fits in?

This is a web service that hosts the **SYSPRO Avanti** web site for remote accessing.

It handles the communication between the web browser and SYSPRO (for Avanti to generate user interfaces for screens) and also manages user logins.

This service is used by:

- SYSPRO Avanti

Navigation

- The default location for this service is:

```
inetpub > wwwroot > SYSPROAvanti
```

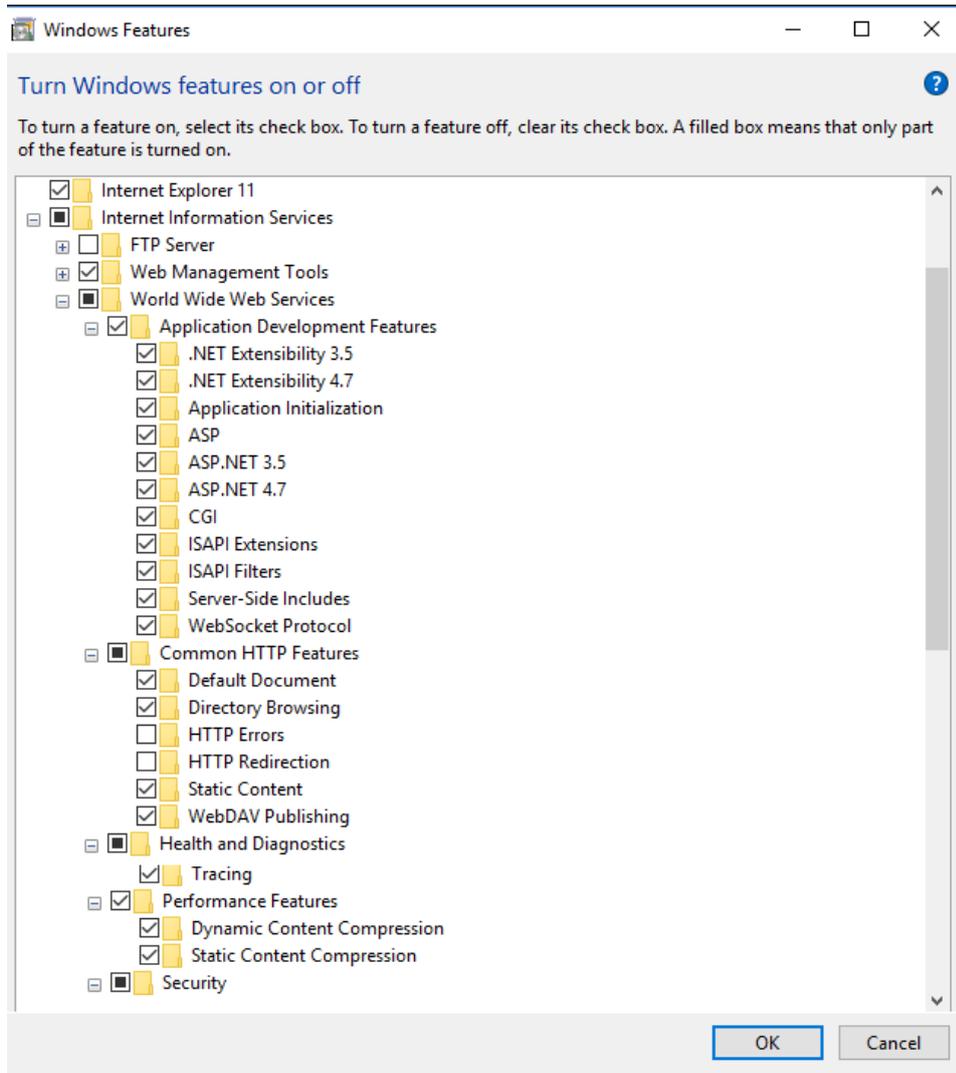
Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Server
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)
- Internet Information Services(IIS) 7.0 Core Web Engine Feature
- Internet Information Services(IIS) 7.0 World Wide Web Publishing Feature
- SYSPRO 8 Avanti Initialization Service connection

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- This service should be installed on a web server that is accessible to any client with web browsers used for Avanti.
- IIS must be installed along with ASP.NET development features (as illustrated):



Configuring System Setup

The **System Setup** program lets you configure your SYSPRO environment. These settings can affect processing within this program.

Program List > Administration > General Setup

E.Net Service Details

- The ports and the machine name for the **SYSPRO 8 e.net Communications Load Balancer** must be configured correctly for Avanti.

Avanti

- The Avanti url must match the entry at the **Avanti service address** field (e.g. on a local machine it should be <http://localhost/SYSPROAvanti>).

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `web.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROAIS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Error messages

HTTP Error 500.19 - Internal Server Error

Synopsis

This (and similar errors) often states that *The requested page cannot be accessed because the related configuration data for the page is invalid.*

Cause

These errors occur when there is a problem reading the configuration file for the web server or web application.

Solution

Verify the configuration settings in **System Setup**, in particular at the **E.net services** tab.

SYSPRO 8 Avanti Initialization Service

Exploring

Where it fits in?

This Windows service is responsible for starting the `SYSPRO.exe` process on the SYSPRO Application server, together with a number of other SYSPRO-specific functions such as accessing the file system on the application server and controlling authentication when logging into SYSPRO.

This service is used by:

- SYSPRO Avanti

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO Avanti Initialization Service

Starting

Prerequisites



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

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROInitializationHostService.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROAIS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

SYSPRO 8 Communications Service

Exploring

Where it fits in?

This service allows for client/server communication (i.e. between the **SYSPRO Application server** and **SYSPRO clients**). This service replaced CCITCP2 in **SYSPRO 7 Update 1**.

This service is used by:

- Client connection to server

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Communications Service

Starting

Prerequisites



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

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROCOMMSService.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROCOMMS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|-----------------------------------|---|
| baseaddress | This is the template base address used by the service. For <code>REST</code> and <code>SOAP</code> communication, the schema must be left as <code>http://</code> even if a different binding is used as the service will configure this automatically. |
| DetailedLog | When set to true the service will output a detailed log file to the temp folder of the machine on which the service is installed. |
| serviceserversoapbinding | The communication binding for the service to use for <code>SOAP</code> communication |
| serviceclientsoapbinding | |
| serviceserversoapport | This is the port that the service will use to host the <code>SOAP</code> endpoint. If set, <code>SOAP</code> communication must be performed using an address that includes the port number (e.g. <code>http://localhost:{PortNumber}/SYSPROWCFService/Soap</code>). |
| serviceclientsoapport | |
| servicesettingssoapport | This is the port used by the service to communicate settings with clients |
| serviceserveraddress | |
| expirytimeout | |
| ClientSettingsProvider.ServiceUri | |
| reliableSessionValue | Indicates if reliable session is turned on. When changing this, you must also update the <code>reliableSession</code> variable on the <code>ServerBinding</code> and <code>ClientBinding</code> nodes. |
| use64bitsyspro | |

DFM Folder Poller service

Exploring

Where it fits in?

This service monitors specified folders and uses the contract details to determine if the files in the folders should be sent to the DFM queue.

This service is used by:

- Document Flow Manager

Navigation

- The default location for this service is:

Program Files > SYSPRO > Document Flow Manager Folder Poller

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 e.net Communications Load Balancer
- The **Document Flow Manager** folders that are configured against DFM contracts must be accessible to this service.

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- The service can be installed multiple times, as determined by the workload.

Restrictions and Limits

- If you require files to be processed in a certain sequence then you need to add them to the queue in the correct order.

The **Document Flow Manager** processes files as they appear and as the data is available.

- Processing speed may be affected by the number of contracts and folders in use.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRODFMFolderPoller.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPRODocumentFlowManager` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.



Any configuration changes made using the **DFM Service Setup** program only takes effect when next the service polls for a change in configuration information.

The following settings can be maintained using the **DFM Service Setup** program within SYSPRO:

- Configuration polling interval
- Polling interval
- Pause polling

| Key | Description |
|--------------------|---|
| WCFAAddress | This indicates the URL for the SYSPRO 8 e.net Communications Load Balancer service. |
| InstanceKey | This indicates the <code>base_dir</code> instance on the SYSPRO application server. |
| languageCode | This indicates the SYSPRO language code. |
| ConfigPollInterval | <p>This indicates how often the service will poll for changes made to the configuration information.</p> <p>If the service can't reach the SYSPRO 8 e.net Communications Load Balancer or business object, it will retry once this interval has lapsed.</p> <p>This is measured in the unit of time specified at the <code>ConfigPollType</code> flag.</p> |

| Key | Description |
|------------------------|--|
| ConfigPollType | <p>This lets you indicate the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for changes in the configuration information.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 5px; margin-top: 10px;">  You can't use the DFM Service Setup program to maintain this flag. </div> |
| FolderPollInterval | <p>This indicates how often the service will poll for new files in configured contract folders.</p> <p>This is measured in the unit of time specified at the <code>FolderPollType</code> flag.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 5px; margin-top: 10px;">  This defaults to 30 seconds. </div> |
| FolderPollType | <p>This lets you specify the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for new files in configured contract folders.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 5px; margin-top: 10px;">  This can only be changed in the configuration file and defaults to seconds in the DFM Service Setup program. </div> |
| zeroFileSizeDeleteTime | <p>Specifies the length of time (in seconds) that a <i>zero</i> sized file will remain in a polling folder, before it is deleted.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 5px; margin-top: 10px;">  This can only be set in the configuration file and not in the DFM Service Setup program. </div> |
| DebugService | <p>This enables service debug logging.</p> <p>This outputs the debug messages to the active trace log, which can be viewed using an application like DbgView.</p> <p>Although debug messages are not written to file anywhere, exception messages are shown in the debug stream, as well as in the event log.</p> <div style="border: 1px solid #ffc000; border-radius: 5px; padding: 5px; margin-top: 10px;">  We recommend you set this to <code>true</code> before starting the service. </div> |

| Key | Description |
|--------------|---|
| PausePolling | <p>This enables or pauses folder polling.</p> <div data-bbox="531 344 1430 499"> Before starting the service you can set this to <code>false</code> to start the service but pause folder polling.</div> |

DFM Queue Poller service

Exploring

Where it fits in?

This service monitors and processes files in the DFM queue.

This service is used by:

- Document Flow Manager

Navigation

- The default location for this service is:

Program Files > SYSPRO > Document Flow Manager Queue Poller

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 e.net Communications Load Balancer
- Microsoft SQL Server
- The **Document Flow Manager** folders that are configured against DFM contracts must be accessible to this service.

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- The service can be installed multiple times, as determined by the workload.

Restrictions and Limits

- If you require files to be processed in a certain sequence then you need to add them to the queue in the correct order.
The **Document Flow Manager** processes files as they appear and as the data is available.
- Processing speed may be affected by the number of contracts and folders in use.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRODFMQueuePoller.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPRODocumentFlowManager` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.



Any configuration changes made using the **DFM Service Setup** program only takes effect when next the service polls for a change in configuration information.

The following settings can be maintained using the **DFM Service Setup** program within SYSPRO:

- Configuration polling interval
- Polling interval
- Pause polling

| Key | Description |
|--------------------|--|
| WCFAAddress | Specifies the URL for the SYSPRO 8 e.net Communications Load Balancer service. |
| InstanceKey | Specifies the base dir instance on the SYSPRO application server. |
| languageCode | Specifies the SYSPRO language code. |
| ConfigPollInterval | <p>This specifies how often the service will poll for changes made to the configuration information.</p> <p>If the service can't reach the SYSPRO 8 e.net Communications Load Balancer or business object, it will try again once this interval has lapsed.</p> <p>This is measured in the unit of time specified at the ConfigPollType flag.</p> |
| ConfigPollType | <p>This lets you indicate the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for changes in the configuration information.</p> <div style="border: 1px solid #0070c0; border-radius: 10px; padding: 10px; margin-top: 10px;">  <p>You can't use the DFM Service Setup program to maintain this flag.</p> </div> |

| Key | Description |
|--------------|---|
| PollInterval | <p>This indicates how often the service will poll for new files in configured contract folders.</p> <p>This is measured in the unit of time specified at the <code>PollType</code> flag.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 5px; margin-top: 10px;">  This defaults to 30 seconds. </div> |
| PollType | <p>This lets you specify the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for new files in configured contract folders.</p> |
| DebugService | <p>This enables service debug logging.</p> <div style="border: 1px solid #ffc107; border-radius: 5px; padding: 5px; margin-top: 10px;">  We recommend you set this to <code>true</code> before starting the service. </div> |
| PausePolling | <p>This enables or pauses folder polling.</p> <div style="border: 1px solid #ffc107; border-radius: 5px; padding: 5px; margin-top: 10px;">  Before starting the service you can set this to <code>false</code> to start the service but pause folder polling. </div> |

SYSPRO 8 e.net Communications Load Balancer

Exploring

Where it fits in?

Based on Windows Communication Foundation, this service exposes the `SYSPRO64.DLL` library to internal and external applications that need to interact with SYSPRO (e.g. SYSPRO Espresso, Predictive Search, third party developer applications, etc). Data is retrieved from the SYSPRO database using the open e.net architecture, without compromising data integrity.

This service replaces the **SYSPRO e.net WCF Service** (originally developed to replace **SYSPRO Web Services** and **DCOM**) and provides for load balancing functionality as well as being fault-tolerant (e.g. if a channel fails, a new thread is initiated automatically to prevent the whole service from failing).

This service is used by **SYSPRO 8** and any external or third party e.net application accessing SYSPRO data.



Although you can continue running the older **SYSPRO e.net WCF Service** alongside the new **SYSPRO 8 Communications Service**, you will have to configure a different communication port.

This service is used by:

- SYSPRO 8
- SYSPRO Avanti
- SYSPRO Server-side Reporting
- SYSPRO Web-based Product Configurator
- Executive Dashboard
- SYSPRO Workflow Services
- SYSPRO e.net Diagnostics
- SYSPRO Point of Sale
- SYSPRO Harmony
- SYSPRO Espresso
- SYSPRO Machine Learning
- Any external or third party e.net application accessing SYSPRO data



Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 e.net Communications Load Balancer

Starting

Prerequisites



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

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 Server

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRO.8.enet.Communications.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROECS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|---------------------|---|
| baseaddress | This is the template base address at which all endpoints are hosted. |
| portNetTcp | This is the port at which the net.tcp binding is hosted. |
| portBasicHttp | This is the port at which the basic binding is hosted. |
| portWsHttp | This is the port at which the WS binding is hosted. |
| portRestHttp | This is the port at which the REST binding is hosted. |
| portNetPipe | This is the name of the named pipe endpoint. |
| InstanceContextMode | This value indicates when new service objects are created. It specifies the number of service instances available for handling calls that are contained in incoming messages. |
| ConcurrencyMode | This indicates whether a service supports one thread, multiple threads, or re-entrant calls. It specifies whether a service class supports single-threaded or multi-threaded modes of operation. |
| AddressFilterMode | This is used by the dispatcher to route incoming messages to the correct endpoint. It specifies the type of match semantics used by the dispatcher to route incoming messages to the correct endpoint. |
| backhaulPingTimeout | |

| Key | Description |
|---------------------|---|
| workerPingTimeout | <p>This is an integer specifying milliseconds.</p> <p>This controls locked worker detection. The value specifies how long to wait for a response from the SYSPRO runtime. If a ping response exceeds this time, the worker is considered locked and marked for termination.</p> |
| workerPingInterval | <p>This is an integer that lets the supervisor test the worker every x calls and determine if the worker is healthy on every pool re-balance.</p> <ul style="list-style-type: none"> ■ Zero value = detection only on pool re-balance. ■ Greater than Zero value = detection on every x calls. ■ Lower values -> Greater reliability. ■ Higher values -> Higher performance. |
| minWorkers | <p>This is an integer that specifies the minimum number of worker processes.</p> <p>Zero workers will cause all calls to execute internally, with no redundancy.</p> |
| schedulerInterval | <p>This is an integer specifying seconds that specifies how often the scheduler checks the recycling thresholds.</p> <p>Recycling is a cooperative process, and workers will only be recycled when they fault or have no jobs in progress.</p> <div style="border: 1px solid #0070c0; border-radius: 10px; padding: 5px; margin-top: 10px;">  Setting this too low will reduce performance. </div> |
| schedulingAlgorithm | <p>This determines how the scheduler chooses a worker.</p> <ul style="list-style-type: none"> ■ RoundRobin - a worker is chosen in round-robin fashion. This is better for high workloads with mostly short-lived transactions. ■ BalancedWorkload - a worker is chosen according to the jobs in progress, where the worker with the fewest jobs is considered most favorable. This is better for low workloads with mostly long-lived transactions. |
| recyclingTimes | <p>This is a comma separated list (hh:mm) and defines fixed times at which workers are recycled.</p> |

| Key | Description |
|---|--|
| recyclingInterval | This is a single value (hh:mm) and defines a fixed interval at which workers are recycled. |
| recyclingRequests | This is an integer that recycles a worker after it has served a certain number of requests. |
| recyclingPagedMemory, recyclingVirtualMemory, recyclingWorkingSet | This recycles a worker if the memory usage goes over this threshold (n{B KB MB GB}) Although all these settings are available, only the working set value is close to what Windows exposes in the Task Manager. The other values may be useful in certain cases, but are harder to monitor. |
| recyclingWatchFolders | This is a pipe-delimited list of folders that recycles workers when a folder is modified. |

SYSPRO 8 Espresso Service

Exploring

Where it fits in?

This web service is used to power the **SYSPRO Espresso** mobile application and **SYSPRO Espresso** from the browser. It generates the user interface for **SYSPRO Espresso** and controls the flow of data and business logic from **SYSPRO Espresso** to the core SYSPRO product.

Also installed with **SYSPRO Espresso** is the **SYSPRO 8 Espresso File Service** which controls the self-healing of components from SYSPRO into the **SYSPRO 8 Espresso Service** (required when applications in Espresso are updated and the **SYSPRO 8 Espresso Service** is installed on a separate server).

This service is used by:

- SYSPRO Espresso

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Espresso File Service

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- Internet Information Services
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)
- SYSPRO 8 Espresso Notification Service

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `web.config` file is located in the folder to which you installed the service and defaults to:
`C:\inetpub\wwwroot\SYSPRO8Espresso.`

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROEFS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|-------------------------|--|
| Debug mode | <pre><add key="debugmode" value="true"/></pre> <p>This flag puts the Espresso service into debug mode. Components that are currently in debug mode can be used inside Espresso applications. Logging is also performed both inside the web browser console as well as on the server itself.</p> <p>The log file for the Espresso web service is written to the temporary folder from which Espresso runs (typically <code>c:\windows\temp</code>).</p> |
| Menu tile refresh rate | <pre><add key="menutilerefreshrate" value="10000" /></pre> <p>The menu tile refresh rate determines how often live tiles are refreshed in Espresso menus.</p> <p>The value is set in milliseconds and should be set after considering the types of live tiles in use, along with the data they require.</p> |
| Attempt relogon | <pre><add key="attemptrelogon" value="true" /></pre> <p>When this key is set to <code>true</code>, Espresso tries to log operators back into the SYSPRO e.net layer if they are unexpectedly logged off by the system. This provides a more seamless experience inside Espresso.</p> <p>This should be set to <code>false</code> if users shouldn't be logged back onto e.net if logged off.</p> |
| Session expiry duration | <pre><add key="sessionexpiryduration" value="0.02:00:00" /></pre> <p>This field defines how long an Espresso session can be idle before the session expires and you need to login again.</p> |

| Key | Description |
|------------------------------------|--|
| Enable translation | <pre><add key="enabletranslation" value="false" /></pre> <p>When set to <code>true</code> it enables translation throughout the Espresso product.</p> <p>This has a significant performance effect on Espresso when applications are loaded for the first time, because the translation for the application must also be loaded.</p> <p>This should only be set to <code>true</code> on sites that use translation.</p> |
| Administrator contact details | <pre><add key="adminname" value="Jo Soap" /> <add key="adminnumber" value="0114611000" /> <add key="adminemail" value="jo.soap@suds.com" /></pre> <p>These define the system administrator's contact details that will be displayed in the Account Details tab of the Espresso menu.</p> |
| Base dir | <pre><add key="basedir" value="0"/></pre> <p>This defines the SYSPRO base directory number to use on the SYSPRO Application Server for this install of the Espresso service.</p> |
| Espresso server external name | <pre><add key="espressoserverexternalname" value="http://localhost" /></pre> <p>This must be set to the external IP or DSN name of the Espresso server.</p> <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px; margin-top: 10px;">  If images are not displayed in Espresso, then this address may be incorrect. </div> |
| Local storage roll over percentage | <pre><add key="OpenSessionsCacheFileName " value="" /></pre> <p>This sets the name of the Espresso Open Session Cache file.</p> <p>This defaults to the temporary folder from which the Espresso Web App is run (typically <code>c:\windows\temp\EsspressoOpenSessionsCache.dat</code>).</p> <p>This is useful when multiple versions of the Espresso Web Application are installed on the server.</p> |
| Open sessions cache file-name | <pre><add key="compressofflinedata" value="false" /></pre> <p>This specifies whether data cached on the device should be compressed.</p> <p>This allows for more data to be stored on devices, but may have an affect on the performance of the device. It also makes debugging of issues more difficult and should be turned off for debugging purposes.</p> |

| Key | Description |
|-----------------------------------|---|
| Server calls timeout | <pre><add key="servercallsttimeout" value="120000" /></pre> <p>This sets the timeout value in milliseconds for calls to the Espresso server.</p> <p>The connectivity environment in which SYSPRO Espresso is used, as well as the speed of the server, should be considered when this is set.</p> |
| Application Redirect | <pre><add key="applicationredirect" value="Suppliers" /></pre> <p>This redirects SYSPRO Espresso to a specific application every time a user logs in, instead of displaying the normal logon screen.</p> |
| Application Redirect Session Data | <pre><add key="applicationredirectsessiondata" value="" /></pre> <p>This sets the Espresso session data when a user logs on (for every user).</p> <p>This can be used with Application Redirect to open a specific supplier or stock code when the relevant application is opened automatically.</p> |

- Additional application settings within the file:

| Key | Description |
|----------------------------|---|
| Workflow Service | <pre><add key="workflowservice" value="net.tcp://localhost:90/SWS" /></pre> <p>This indicates the SOAP address of the SYSPRO 8 Workflow Service to use when calling workflows. This only has an effect if the workflow is called explicitly from an Espresso Application.</p> |
| Enable Global Barcoding | <pre><add key="enableglobalbarcoding" value="true" /></pre> <p>This enables/disables global barcoding.</p> <p>If <code>true</code> then all browsable and tracking fields will use the associated barcoding setup.</p> <p>If <code>false</code> then only fields marked by developers as barcoded will use associated barcoding.</p> <p>If disabled, then all barcoding is disabled in Espresso.</p> |
| Disable Scrolling Override | <pre><add key="disablescrollingoverride" value="false" /></pre> <p>This lets you disable the scrolling override in Espresso.</p> <p>It defines whether the scrolling and tab workaround should be used to fix scrolling issues in Espresso.</p> <p>This is set to <code>false</code> by default, but can be turned off by setting it to <code>true</code> for customers who don't experience scrolling issues. This depends on the types of applications that are used.</p> |

| Key | Description |
|-----------------|--|
| Post Media Type | <pre><add key="postmediatype" value="PNG" /></pre> <p>This sets the multimedia type to save images from Espresso to another device, like the signature pad or a native device camera. It defaults to <code>PNG</code> if left blank. If you have problems using the image then try setting this to <code>JPG</code>.</p> |

- There are also client settings which relate to connectivity between **SYSPRO Espresso** and SYSPRO ERP via SYSPRO WCF. These are described below:

| Key | Description |
|---|--|
| SYSPRO WCF net.tcp end-point address | <p>The first endpoint is for the <code>SYSPROWCFServiceReference.ISYSPROWCFServiceSoap</code> contract. This contract is the WCF net.tcp address on which SYSPRO Espresso communicates. It defaults to <code>net.tcp://localhost:31001/SYSPROWCFService</code>.</p> |
| SYSPRO Espresso notification service endpoint address | <p>The second endpoint is the pointer to the <code>EspressoNotificationService.IEspressoNotification</code> contract. This contract is the net.tcp address that SYSPRO Espresso uses for notifications that will be sent out via SYSPRO ERP via the SYSPRO 8 Espresso Notification Service. It defaults to <code>net.tcp://localhost:30180/SYSPROEspressoNotificationService</code>.</p> |
| SYSPRO Espresso file server endpoint address | <p>The third endpoint is the pointer to the <code>EspressoFileService.IEspressoFileService</code> contract. This contract is the pointer to the SYSPRO 8 Espresso File Service that is used for copying files from the SYSPRO folders to the SYSPRO Espresso folder in <code>c:\inetpub\wwwroot</code>. It defaults to <code>net.tcp://localhost:30181/EspressoFileService</code>.</p> |

SYSPRO 8 Espresso Notification Service

Exploring

Where it fits in?

This service is used to power the Espresso Mobile Application and **SYSPRO Espresso** from the browser. It generates the user interface for **SYSPRO Espresso** along with controlling the flow of data and business logic from **SYSPRO Espresso** to the core SYSPRO application.

This service is used by:

- SYSPRO Espresso

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Espresso Notification Service

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Settings required on a corporate network for push notifications: **Android devices**

If your organization has a firewall that restricts internet traffic then you'll need to configure it to allow connectivity with Google Cloud Messaging (GCM).

The ports to open are:

- 5228
- 5229
- 5230

GCM typically only uses 5228, but sometimes uses 5229 and 5230. GCM doesn't provide specific IPs; it frequently changes IPs. We recommend against using ACLs.

Meanwhile, the answer for that is 'all IP blocks listed in Google's ASN of 15169'. You can use an online tool to get the ASN info.

Apple devices

| Field | Description |
|--|---|
| Device is connected to Wi-Fi and does not have a cellular data account or a cellular data signal, push notifications are not received. | <p>Devices using Access Point Names need a direct connection to Apple's server. If a device is unable to connect using cellular data, it will attempt to use Wi-Fi if available.</p> <p>If there is a proxy server on the Wi-Fi network, the device will be unable to use APNs, because they require a direct and persistent connection from device to server.</p> <p>When connecting to APNs, iOS devices use the cellular data connection, if available. Only if the cellular connection is not available or viable will the device switch to Wi-Fi for APNs connections.</p> <p>For APNs traffic to get past your firewall, you'll need to open these ports:</p> <ul style="list-style-type: none"> ■ TCP port 5223 (used by devices to communicate to the APNs servers) ■ TCP port 2195 (used to send notifications to the APNs) ■ TCP port 2196 (used by the APNs feedback service) ■ TCP Port 443 (used as a fallback on Wi-fi only, when devices are unable to communicate to APNs on port 5223) <p>The APNs servers use load balancing. Your devices will not always connect to the same public IP address for notifications. The entire 17.0.0.0/8 address block is assigned to Apple, so it's best to allow this range in your firewall settings.</p> |

Configuring

1. Load the **System Setup** program from within SYSPRO.
2. Navigate to the **Espresso** tab and specify the address of the Espresso Server at the **Notification address** field.

This is used to send push notifications to a user's devices (e.g. <http://localhost/SYSPROEspresso>) as well as the Espresso Application Builder.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROEspresso.Notifications.Service.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROENS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|-------------------------|---|
| ServiceSoapAddress | 30180 |
| WebSocketsServerAddress | Default provided: <code>http://localhost:8082/SYSPRO8Espresso</code> Accept the default provided, or change manually to match your preference. |

SYSPRO 8 Harmony API Service

Exploring

Where it fits in?

This service provides an interface for **SYSPRO Harmony** integration.

This service is used by:

- SYSPRO Harmony

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- Internet Information Services(IIS) 7.0 Core Web Engine Feature
- Internet Information Services(IIS) 7.0 World Wide Web Publishing Feature
- Microsoft .NET Core 1.0.1 Runtime (x64)
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `web.config` file is located in the `inetpub\wwwroot\SYSPROHarmonyAPI` folder.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPRO_Harmony_API.txt` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

SYSPRO 8 Harmony Service

Exploring

Where it fits in?

This service lets you query and post transactions to the **SYSPRO Harmony** database.

This service is used by:

- SYSPRO Harmony

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Harmony Service

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- Microsoft SQL Server 2012 or higher
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROHarmonyDatabaseServiceHost.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROSHS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|--------------------|-------------|
| ServiceRestAddress | 30141 |

SYSPRO 8 Machine Learning

Exploring

Where it fits in?

This service lets you train an Artificial Intelligence project to produce a model and then to use the model to perform predictions.

This service is used by:

- SYSPRO Avanti
- SYSPRO Artificial Intelligence
- SYSPRO Bot
- SYSPRO Rules Engine

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Machine Learning

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)
- Python Runtime

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- This service can be installed on two different servers:
One server to do the training and the other to be used for prediction.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `web.config` file is located in the `inetpub\wwwroot\SYSPROHarmonyAPI` folder.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROAI` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

SYSPRO 8 Point of Sale e.net Communication Service

Exploring

Where it fits in?

This service allows the **SYSPRO Point of Sale** applications to interact with the core SYSPRO product.

This service is used by:

- SYSPRO Point of Sale

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Point of Sale Services

Starting

Installation considerations

- This service is installed using the SYSPRO 8 Point of Sale autorun (available from: <https://syspro8install.azureedge.net/iso/SYSPRO8POSAutorun.iso>).

You will be required to configure settings for the service during the installation.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRO.8.Point.of.sale.enet.Communications.config.exe` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|--------------------|---|
| Language | This indicates the default language to use with SYSPRO communication. You can manually override this during logon. |
| LogDetail | This indicates the default logging detail used by SYSPRO. You can manually override this during logon. |
| Instance | This indicates the default instance of SYSPRO with which the service will communicate. SYSPRO instances are reflected in your Windows Registry to identify the <code>\Base</code> folder of your SYSPRO install, where the required <code>.dll</code> and <code>.exe</code> files are located. |
| baseaddress | This indicates the template base address used by the service. For <code>REST</code> and <code>SOAP</code> communication, the schema must be left as <code>http://</code> (even if a different binding is used) as the service configures this automatically. |
| DetailedLog | When set to <code>true</code> the service outputs a detailed log file to the <code>temp</code> folder of the machine on which the service is installed. |
| servicesoapbinding | This indicates the communication binding for the service to use for <code>SOAP</code> communication. |
| servicerestport | This is the port that the service will use to host the <code>REST</code> endpoint. You must add the <code>REST</code> port to the firewall manually. |
| servicesoapport | This is the port that the service will use to host the <code>SOAP</code> endpoint. If set, <code>SOAP</code> communication must be performed using an address that includes the port number (e.g. <code>http://localhost:{PortNumber}/SYSPROWCFService/Soap</code>). |

| Key | Description |
|---------------------------|---|
| servicerestportchildrange | The internal range of REST ports used by the hive processes of the service. The range should include the same number of items as the hive process count. |
| hiveprocesscount | The number of hive processes to start to process SYSPRO WCF Service requests. |
| ReceiveTimeout | The maximum length of time a call to the service can take. |
| SendTimeout | The maximum length of time a call to the service can take. |

SYSPRO 8 Point of Sale Services

Exploring

Where it fits in?

This service lets you synchronize master data, copy transactional data from offline branches to the main server and post transactional data that was copied from offline branches.

It comprises the following services:

- SYSPRO 8 Point of Sale Synchronize Service (mandatory).
This is installed in both online and offline environments and is used to synchronize master data (i.e. it self-heals PoS web site components).
- SYSPRO 8 Point of Sale Copy Service (optional).
This copies transactional data from offline branches to the main server.
- SYSPRO 8 Point of Sale Posting Service (optional).
This posts the transactional data that was copied from offline branches.

This service is used by:

- SYSPRO Point of Sale

Navigation

- The default location for this service is:
Program Files (x86) > SYSPRO > SYSPRO 8 Point of Sale Services

Starting

Installation considerations

- You install this service using the SYSPRO 8 Point of Sale autorun (available at <https://syspro8install.azureedge.net/iso/SYSPRO8POSAutorun.iso>).

During the installation you will be required to configure settings for the service.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The files are located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

SYSPROServerSyncService.exe.config

| Application settings | Description |
|-------------------------|---|
| UpdateTime | 21:00 |
| UpdateInterval | 86400000 |
| EnableDebuggingToLog | True/False |
| DebugLog | C:\Program Files (x86)\SYSPRO\SYSPRO 8 Point of Sale Services\DebugLog.txt |
| InstanceId | This indicates the default instance of SYSPRO with which the service will communicate. SYSPRO instances are reflected in your Windows Registry to identify the <code>\Base</code> folder of your SYSPRO install where the necessary <code>.dll</code> and <code>.exe</code> files are located. |
| BaseLoadBalancerAddress | This is the TCP-based network protocol (net.tcp://) that points to your SYSPRO 8 e.net Communications Load Balancer installation. |
| CompanyCode | |
| InstallDir | |
| IsOnline | True/False. |
| PosUrl | /SYSPRO8POS_/_/ |

SysproPosCopyService.exe.config

| Application settings | Description |
|-------------------------|--|
| BaseLoadBalancerAddress | This is the TCP-based network protocol (<code>net.tcp://</code>) that points to your SYSPRO 8 e.net Communications Load Balancer installation. |
| Instancelid | This indicates the default instance of SYSPRO with which the service will communicate. SYSPRO instances are reflected in your Windows Registry to identify the <code>\Base</code> folder of your SYSPRO install where the necessary <code>.dll</code> and <code>.exe</code> files are located. |

SYSPROPosPostService.exe.config

| Field | Description |
|--|--|
| LogTracingDetailToApplication Log | True/False. |
| LogTracingDetailToTextFile | True/False. <code>C:\Program Files(x86)\SYSPRO\SYSPRO 8 Point of Sale Services\TracingLog.txt</code> |
| TransactionPostingInterval | 10000 |
| EndOfDayPostingInterval | 600000 |
| InvoiceAndPaymentBatch PostingInterval | 120000 |
| BaseLoadBalancerAddress | This is the TCP-based network protocol (<code>net.tcp://</code>) that points to your SYSPRO 8 e.net Communications Load Balancer installation. |
| Instancelid | This indicates the default instance of SYSPRO with which the service will communicate. SYSPRO instances are reflected in your Windows Registry to identify the <code>\Base</code> folder of your SYSPRO install where the necessary <code>.dll</code> and <code>.exe</code> files are located. |

SYSPRO 8 Point of Sale Utility Service

Exploring

Where it fits in?

This service is used for device-based printing.

This service is used by:

- SYSPRO Point of Sale

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Point of Sale Utility Service

Starting

Installation considerations

- You install this service using the SYSPRO 8 Point of Sale autorun (available at <https://syspro8install.azureedge.net/iso/SYSPRO8POSAutorun.iso>).

During the installation you will be required to configure settings for the service.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROPOSUtilityService.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Application settings | Description |
|----------------------|---|
| WebApiUrl | http://localhost:10281/ |

SYSPRO 8 Reporting Host Service

Exploring

Where it fits in?

This service is used to communicate requests between **SYSPRO Reporting Services** and Crystal Reports.

This service is used by:

- SYSPRO Server-side Reporting
- SYSPRO Bot

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Reporting Host Service

Starting

Prerequisites



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

- Microsoft .NET Framework 4.6
- SYSPRO 8 Runtime
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)
- Crystal Report Server
- SAP BusinessObjects BI platform .NET SDK Redistributable 64-bit 4.2 SP3

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROReportingServiceHostService.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

The **SYSPRO Reporting Host Manager** outputs an event log to the `SYSPROSSM` file.

The **SYSPRO RAS Host Manager** outputs an event log to the `SYSPRORASManagement` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|----------------------------------|--|
| ip | |
| host | |
| impwrk | |
| impact | |
| port | |
| servicebaseaddress | localhost/SRS/ |
| servicesoapbinding | nettcp |
| servicerestport | 20129 |
| servicesoapport | 20130 |
| instancekey | 0 |
| | This key should only be used if you are in a 4-tier environment, and will be your SYSPRO client instance on the reporting host server. |
| SYSPROInstanceOnReporting Server | |
| | This key should only be used if you are in a 4-tier environment and will be your SYSPRO client instance on the reporting host server. |
| servicerefresh | 0.00:01:00 This is the frequency of service update in hours. |
| usewcf | localhost:31001/SYSPROWCFService |

| Key | Description |
|-------------------------------|---|
| DocumentPrintServiceAddresses | localhost:20151 |
| ReportPrintServiceAddress | localhost:20152 |
| enabledocumentprint | true |
| maxdocumentemail | 10 |
| MAXNumberOfRAServers | 6 |
| ThreadSafe | This lets you switch of multi-threading so that reports run synchronously (making it safer and allowing Crystal RAS Server to handle the load). |
| detaillogging | <p>This is a comma-separated list of non case-sensitive values to define what logging must be done.</p> <p>A value of D indicates logging for documents, while A indicates logging for document archiving (e.g. value='A,D' or value='A').</p> <p>The log files are output to <code>%programdata%\SYSPRO\ReportingServiceHostService\Logging</code>. There will be a separate folder for each day and a separate log file for documents and for archiving.</p> |
| EnableSRSDebug | (true/false). When this flag is switched on, the service won't delete the GUID folder in <code>%temp%</code> . The SQL tables are not dropped, so support can troubleshoot using the Crystal report. |

SYSPRO 8 Rules Data Service

Exploring

Where it fits in?

This service monitors your SYSPRO transaction log in real time (e.g. inserts, updates or deletes) and extracts specific information required for current and active rules.

The data extracted is then persisted in the SYSPRO database, which enables the **SYSPRO 8 Rules Engine Service** to process the data without intervention so that it can execute the actions required by each configured rule.



The information extracted includes before and after values (e.g. if a stock code's description is changed from 'Bike' to 'Mountain Bike', both values are stored).

This is useful with regard to *delete-type* transactions as you have access to the whole record deleted, not just the key.

This service is used by:

- SYSPRO Rules Engine
- SYSPRO Harmony

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Rules Data Service

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRO.DataService.exe.config` file is located in the in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROSDS` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

FAQs

How do I address log contention?

Log contention refers to a scenario where one process or thread attempts to acquire a lock held by another process or thread, but has to wait until the lock is released. This can reduce the throughput by hindering the concurrency of a program.

In certain workloads, just reading the transaction log can itself cause log contention.

If this situation arises, an administrator can use the `BatchSize`, `SleepInterval`, and `NapInterval` settings to throttle the service and reduce the load on SQL Server.

Why was the rules data service developed?

In the era of big data, companies need to be able to track changes to their data. These changes could be stored for analysis, or they could trigger a business process.

FOR EXAMPLE:

A sales order for an important customer could trigger an email to an expeditor, so that the order can be given a higher level of customer service and delivered on time.

The standard way of accomplishing this type of database monitoring in **Microsoft SQL Server**, is to use database events, which can monitor database operations and store them to other database tables.

However, database events usually involve severe performance degradation (verified by our own in-house testing). The effect is amplified for highly transactional systems, like SYSPRO ERP.

The **SYSPRO 8 Rules Data Service** provides an alternative approach to monitoring the database - it monitors the SQL transaction log. This is the *ledger* SQL Server uses internally to ensure the consistency of the database and to recover from errors in case of corruption.

Reading the transaction log results in better overall performance when compared to using database events.

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|---|---|
| CommandTimeout (milliseconds) | <p>This indicates the timeout that is used for commands against the database.</p> <p>This corresponds to an ADO.net command timeout.</p> <p>The default is 300ms.</p> |
| BatchSize | <p>This controls contention on the transaction log by throttling how many transactional records are read and written in each batch.</p> <p>The default is 750 records.</p> |
| SleepInterval (milliseconds) & NapInterval (milliseconds) | <p>These settings assist in controlling the service throttling.</p> <p>The service checks the transaction log for changes every <code>SleepInterval</code>.</p> <p>If changes are detected, the service then reads the <code>BatchSize</code> records, and then waits <code>NapInterval</code>.</p> <p>This step is repeated until there are no more records available.</p> <p>Once all records are read, the service waits for <code>SleepInterval</code> again before checking for more changes.</p> <p>The defaults are:</p> <ul style="list-style-type: none"> ■ <code>SleepInterval</code> = 5000ms ■ <code>NapInterval</code> = 500ms |

| Key | Description |
|---|---|
| SubscriberRefreshInterval (milliseconds) | <div data-bbox="571 300 619 360"></div> This service has the following subscribers: <ul style="list-style-type: none"> ■ SYSPRO Rules Engine. |

FOR EXAMPLE:Only notify inserts and deletes on the [InvMaster](#) table.Subscribers can also change this at any time.

FOR EXAMPLE:

You no longer require changes from the [InvMaster](#) table, but rather changes on the [InvMovements](#) table.

A subscriber notifies the **SYSPRO 8 Rules Data Service** of the events it is interested in by posting a message to a message queue, such as a new rule created by the **SYSPRO Rules Engine**.

The service then checks for this message every `SubscriberRefreshInterval`.

Therefore, changing the configuration in the SYSPRO Rules Engine, may not see events come through until this message is read.

The default is `30 000ms`.

| VersionCheckTime (hh:mm) | This indicates when to check the **SYSPRO 8 Service Upgrade Manager** to perform an automatic service update. This should be scheduled during a low transaction time (e.g. shift change). The default is `05:00`. |
| BaseDir (text) | This indicates the SYSPRO instance to use when connecting to the **SYSPRO 8 e.net Communications Load Balancer** service. The default is `0`. |

SYSPRO 8 Rules Engine Service

Exploring

Where it fits in?

This service processes the data extracted by the **SYSPRO 8 Rules Data Service** after monitoring the SYSPRO transaction log.

The service is responsible for:

- Processing each log entry relayed by the **SYSPRO 8 Rules Data Service** service.
- Gathering the required data and calculating the additional values required.
- Evaluating sets of conditional statements.
- Executing all actions required per rule.

This service communicates to the following platforms:

- SYSPRO Espresso
- SYSPRO Avanti
- SYSPRO Bot

This service is used by:

- SYSPRO Rules Engine
- SYSPRO Harmony

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Rules Engine Service

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer

Configuring

The following setup options must be configured to use this service:

System Setup

SYSPRO Ribbon bar > Setup > General Setup

Rules Engine/Harmony

Ensure that you define which companies you want the **SYSPRO 8 Rules Engine Service** to monitor:

- Rules Engine options
 - Active company list

Database

Ensure that your SQL credentials are defined as the service uses these settings for its database connections.

- Database connection
 - SQL Server name
- SQL Server administrative information
 - Login
 - Password

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRORulesEngineService.exe.config` file is located in the in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPRORUL` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

FAQs

What is the default interval timing?

The **SYSPRO 8 Rules Engine Service** has the following internal interval loops:

- `MessageQueueLoop`

This loop retrieves records highlighted by the **SYSPRO 8 Rules Data Service** and processes the appropriate rules for each of these transactions.

This process evaluates all variables and conditions and prepares a list of actions to process for each rule.

The default delay (`MessageQueueLoopDelay`) for this loop is 10 seconds.

- `ActionQueueLoop`

This loop sequentially processes all the actions queued by the `MessageQueueLoop`.

The default delay (`ActionQueueLoopDelay`) for this loop is 11 seconds.

- `RefreshLoop`

This loop refreshes all data for the service.

This includes updating the list of active rules, checking for a service update, and retrieving the latest database schemas for all active companies.

The default delay (`RefreshLoopDelay`) for this loop is 61 seconds.

What is the purpose of the persistence file?

The actions processed between the `MessageQueueLoop` and `ActionQueueLoop` are persisted to the `\Temp` folder for the Service User.

FOR EXAMPLE:

```
C:\Windows\Temp\SYSPRO_8_RulesEngineService_Persistence
```

This persistence file is used to process any forwarded actions in case the service shuts down before processing all required actions.

Do I need to restart the service when updating the config file?

Settings are refreshed with each Refresh Loop, excluding loop delay settings.

Therefore, for changes to loop delays (or to have new settings apply immediately) we recommend refreshing the service.

Using

Hints and Tips

- Ensure that you restart the service if your Database connection options change (Database tab of the **System Setup** program).

This refreshes the subscriber entry in the `RulMessageQueue` and clearing the old SQL connection settings.

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|--------------------------------------|---|
| BaseDir | This indicates the SYSPRO instance to use when connecting to the SYSPRO 8 e.net Communications Load Balancer service. The default is 8. |
| MessageQueueLoopDelay (milliseconds) | This indicates how often the service must read the Message Queue table. The default is 10000. |
| MessageQueueBatch | This indicates how many records the service must retrieve from the Message Queue table. The default is 1000. |
| ActionQueueLoopDelay (milliseconds) | This indicates how often the service must process the action queue The default is 11000. |
| ActionQueueBatch | This indicates how many actions the service must action from the Action Queue. The default is 1000. |
| RefreshLoopDelay (milliseconds) | This indicates how often to refresh data for the service, including: <ul style="list-style-type: none"> Updating rules Checking for service updates Checking for latest database schemas The default is 61000. |
| Debug specific options | |
| CreateDetailsLog | This creates an output log in the temp drive = C:\Windows\Temp\SYSPRORulesEngine_Detail_{date}.Log The default is False. |

| Key | Description |
|-------------------|---|
| FullErrorLogging | This outputs a full error message including stack trace. The default is <code>False</code> . |
| MessageQueuePurge | This deletes processed transactions from Message Queue. The default is <code>True</code> . |
| Debug | This creates extra debug logging lines. <div style="border-left: 2px solid black; padding-left: 10px;"> <p>FOR EXAMPLE: Rule ID with Harmony Beat.</p> </div> The default is <code>False</code> . |
| ConstantRefresh | This refreshes rules before every <code>MessageQueueLoop</code> . <div style="border: 1px solid yellow; border-radius: 10px; padding: 5px; background-color: #fff9c4;">  This is useful to apply new rules immediately. </div> The default is <code>False</code> . |

SYSPRO 8 Service Upgrade Manager

Exploring

Where it fits in?

This service is used to self-heal/update other SYSPRO services on the same machine.

This service is used by:

- All services (except Document Flow Manager, SYSPRO Analytics and web services)
- SYSPRO 8
- SYSPRO Avanti
- SYSPRO Espresso
- SYSPRO Harmony

Navigation

- The default location for this service is:

Program Files > SYSPRO > SYSPRO 8 Service Upgrade Manager

Starting

Prerequisites

- Microsoft .NET Framework 4.6

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROServiceManagerService.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROSSM` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

SYSPRO 8 Web Service

Exploring

Where it fits in?

This lets you access SYSPRO data through *e.net Solutions* using a web service on the internet.

Although still supported, this service was replaced by the **SYSPRO e.net WCF Service**, which was subsequently replaced by the **SYSPRO 8 e.net Communications Load Balancer**.

This service is used by:

- SYSPRO e.net Diagnostics
- Any external or third party e.net application accessing SYSPRO data.

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- Internet Information Server (IIS) 7.0
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- Web-based Applications are not installed on the SYSPRO Application Server.

SYSPRO 8 Workflow Service

Exploring

Where it fits in?

This service allows any client or server application to communicate with workflows executing on the server.

The workflows and their endpoints are exposed as `SOAP` and `REST` endpoints. This simplifies developing and integrating applications to ***SYSPRO Workflow Services***.

This service is used by:

- SYSPRO Workflow Services

Navigation

- The default location for this service is:
Program Files > SYSPRO > SYSPRO 8 Workflow Service

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 Service Upgrade Manager
- SYSPRO 8 e.net Communications Load Balancer (valid endpoint configured in **System Setup**)

Installation considerations

- This service is installed using the **SYSPRO Installer**.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPROWorkflowHostService.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPROSWS` file.

If you add a `<DetailedLog>` setting with a value of `true`, then this switches on logging for the workflow service. This records all calls to the workflow service as well as the workflow services' interaction with SYSPRO itself. This can be extremely useful when debugging whether calls reached workflow, whether workflows are starting up correctly and any other unexpected errors.

A `SYSPROWorkflowHost.dll.log` and a `SYSPROWorkflowHostWrapper.dll` log file is created in the SYSPRO Workflow Services install directory. The `SYSPROWorkflowHost` log will include all workflow service calls made and the `SYSPROWorkflowHostWrapper` log will include details about workflows starting up, becoming faulted, retiring, deploying and restarted.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.

| Key | Description |
|----------------------------|--|
| servicebaseaddress | This defines the address at which the SYSPRO 8 Workflow Service will be hosted. This excludes any ports that are used and is simply the name of the address. |
| serviceexternalbaseaddress | This is the external base address and is used for external calls into the workflow such as links from emails. |
| servicesoapbinding | The communication binding for the service to use for SOAP communication |
| servicerestport | This is the port that the service will use to host the REST endpoint. You must add the REST port to the firewall manually. |
| servicesoapport | This is the port that the service will use to host the SOAP endpoint. If set, SOAP communication must be performed using an address that includes the port number (e.g. http://localhost:{PortNumber}/SYSPROWCFService/Soap). |
| instancekey | This indicates the default instance of SYSPRO with which the service will communicate. SYSPRO instances are reflected in your Windows Registry to identify the \Base folder of your SYSPRO install where the necessary .dll and .exe files are located. |
| disabledcompanies | This defines the companies (separated by a semi-colon) that should be ignored on startup by the SYSPRO 8 Workflow Service (e.g. companies that don't have workflows deployed or don't use workflows). |
| persistencedelay | This defines how long a workflow can be idle before it is persisted to the database. An idle workflow includes workflows waiting in delay activities, receive activities and even long running activities such as those calling business objects or sending emails. Lowering this value will increase the load on SQL. |

| Key | Description |
|---------------------------|---|
| notificationtemplate | This defines the file path relative to the service install of the html template of email notifications sent by the workflow service. By changing this file or file path, the notification emails can be changed to use company-specific branding and formatting of messages. |
| sysprooutputtransform | These define the filepath relative to the service install of XSL transform files used to transform raw XML returned by the workflow service <code>REST API</code> into user friendly html. These transforms can be changed to use company-specific branding and customized formatting of outputs from the <code>REST API</code> for lists of workflows, workflow instances, tracking data and all other workflow outputs such as <code>Message sent to workflow successfully</code> . |
| sysprolistoutputtransform | This defines the xsl transform to use when generating output from the service when opened from a browser or email link. |
| sysprotrackingtransform | This defines the xsl transform to use when generating output from the service when opened from a browser or email link. |
| sysproinstancestransform | This defines the xsl transform to use when generating output from the service when opened from a browser or email link. |
| safemode | This puts the SYSPRO 8 Workflow Service into safe mode (i.e. prevents workflows that could possibly cause the workflow service to crash on startup from starting or deploying). The administrator can then manually start each of these workflows in order to diagnose which workflow is at fault. Use with extreme caution at a live site. |
| faultedretrydelay | This allows workflows to automatically restart versions of workflows that have faulted due to unstable network conditions. Faulted retry delay sets the time taken between a workflow faulting and trying to restart it. |
| faultedretryattempts | This sets the number of times the workflow service should try to restart the faulted workflow version. Sometimes workflow versions may be unable to restart initially depending on whether network conditions are still a problem. It is therefore important to tune this settings based on the type of environment, the regularity with which workflow is called and the overall stability of the system. |

| Key | Description |
|-------------------|--|
| sqlcommandtimeout | This sets the time that every workflow SQL command (specifically to the workflow database) can take before timing out. This can be useful in environments with unstable SQL connections where it may exceed the default one minute in certain instances. |
| usewcf | This is the SYSPRO e.net WCF Service address that the SYSPRO 8 Workflow Service will use to connect to SYSPRO. |



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