

# SYSPRO 8 and 32-bit Client Operating Systems

## *Technical Guide*

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## SYSPRO Help and Reference

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# Introduction

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This guide is aimed at personnel responsible for installing SYSPRO Client software.

Its purpose is to highlight the possibilities available for SYSPRO 8 when working with a 32-bit operating system.

## POSITIONING

Both the server and client installation process is designed to work exclusively on 64-bit operating systems.

This includes the following Windows server releases – all of which are 64-bit only:

- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

This also includes the following 64-bit Windows client operating systems:

- Windows 7 SP1
- Windows 8.1
- Windows 10

These three Windows client operating systems can run SYSPRO 8 Clients connecting to a SYSPRO server.

In addition to running a SYSPRO Client, these three Windows client operating systems can also run standalone versions of SYSPRO 8 used for:

- Demonstration
- Support
- Development
- Testing purposes

In all cases, when running standalone, you must be using a 64-bit version of a client operating system.

SYSPRO 8 was developed to be installed exclusively on 64-bit client and server operating systems. By focusing on 64-bit operating systems we have optimized the design, development and scalability of many SYSPRO 8 components and services.

In addition, the SYSPRO 8 installation application is also only available to run on a 64-bit operating system.

# Limited support for SYSPRO 8 Clients running 32-bit operating systems

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The following were offered as both 32-bit and 64-bit operating systems:

- Windows 7 SP1
- Windows 8.1
- Windows 10

Ideally these should have been installed using the 64-bit version, as this allowed both 32-bit and 64-bit applications to work equally effectively.

However, we have several existing SYSPRO users who are using the 32-bit version of these client operating systems and have expressed a wish to install the **SYSPRO 8 Client** component on these 32-bit operating systems.

Therefore, the remainder of this document describes how it is possible to:

1. Install SYSPRO 8 on a 64-bit server operating system.
2. Manually export the 'SYSPRO 8 Client' component definition to a 32-bit client operating system.
3. Install and run the SYSPRO 8 Client on these systems.

**Warning:** It is not possible to use the SYSPRO 8 installation application directly on a 32-bit operating system.

You should also take note of the Microsoft Lifecycle information:

Client Operating System	End of Mainstream Support	End of Extended Support
Windows 8.1	January 9, 2018	January 10, 2023
Windows 7, Service pack 1	January 13, 2015	January 14, 2020

This information was taken from the **Microsoft lifecycle fact sheet:**  
<https://support.microsoft.com/en-nz/help/13853/windows-lifecycle-fact-sheet>



## IMPORTANT DISCLAIMER

The information about how to install 'SYSPRO 8 Client' components on 32-bit client operating systems as described in this document is provided 'as is'.

We cannot guarantee that the steps explained in this document will continue to work into the future.


It is recommended that you always use a 64-bit client operating system when running SYSPRO.

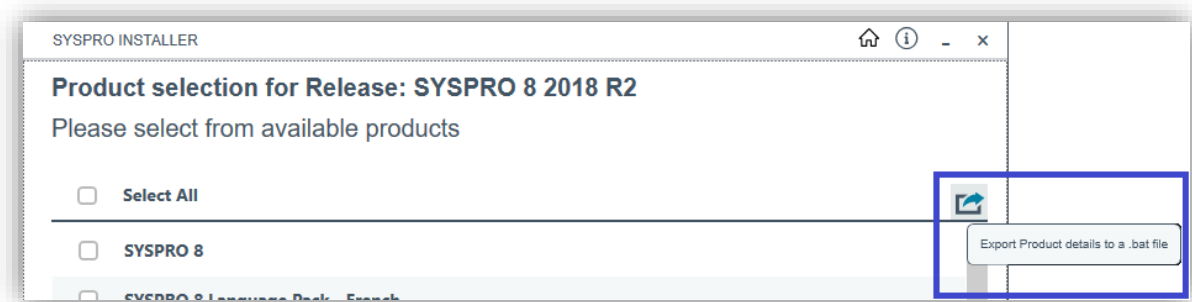
If you use these instructions to install the SYSPRO 8 Client components on a 32-bit operating system, you should consider upgrading the client operating system before your next SYSPRO 8 installation is required.

# How to install the SYSPRO 8 Client component on a 32-bit operating system

These instructions require you to use the SYSPRO 8 installation application (**SYSPRO Installer**) dated October 2018 or later.

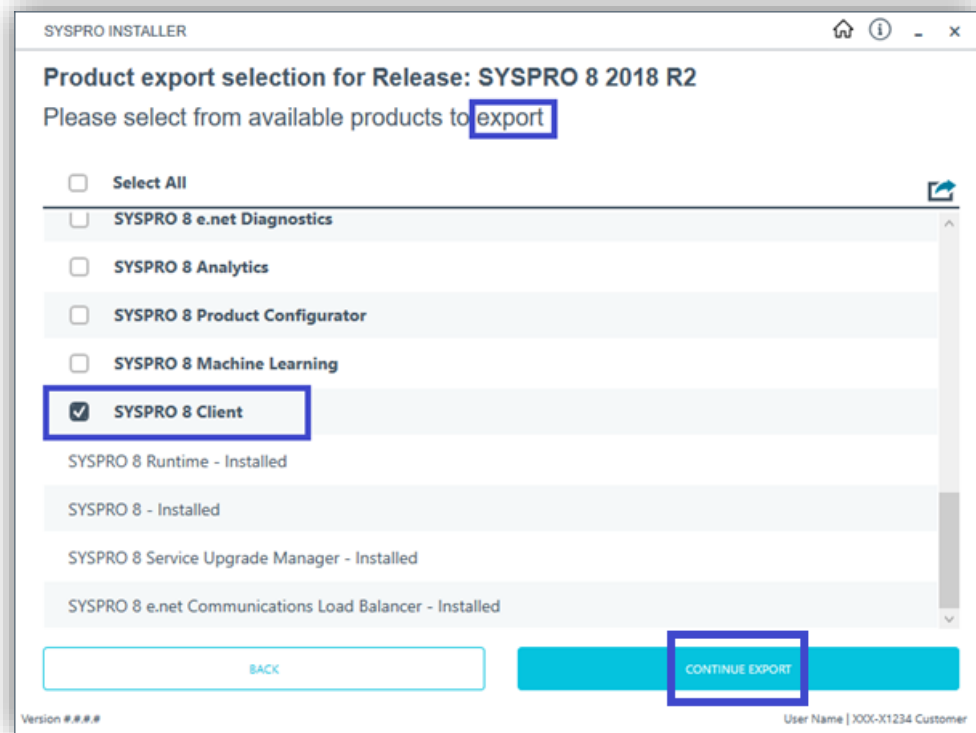
Steps to follow:

1. On a 64-bit server operating system, use the **SYSPRO Installer** application and select the **SYSPRO 8** component.  
If required, you may select additional components, however as a minimum you must select the **SYSPRO 8** component.
2. Proceed with the installation on the server as normal.  
Once completed, you are ready to create an export file to assist with installing a **SYSPRO 8 Client**.
3. Use the **SYSPRO Installer** application on the same server as used in step 1 and navigate to the **Product selection for Release** dialog.
4. Click the **Export Product details to a .bat file** button  (just above, and to the right of, the main selection list).  
When selected it appears darker – as per the screenshot below:

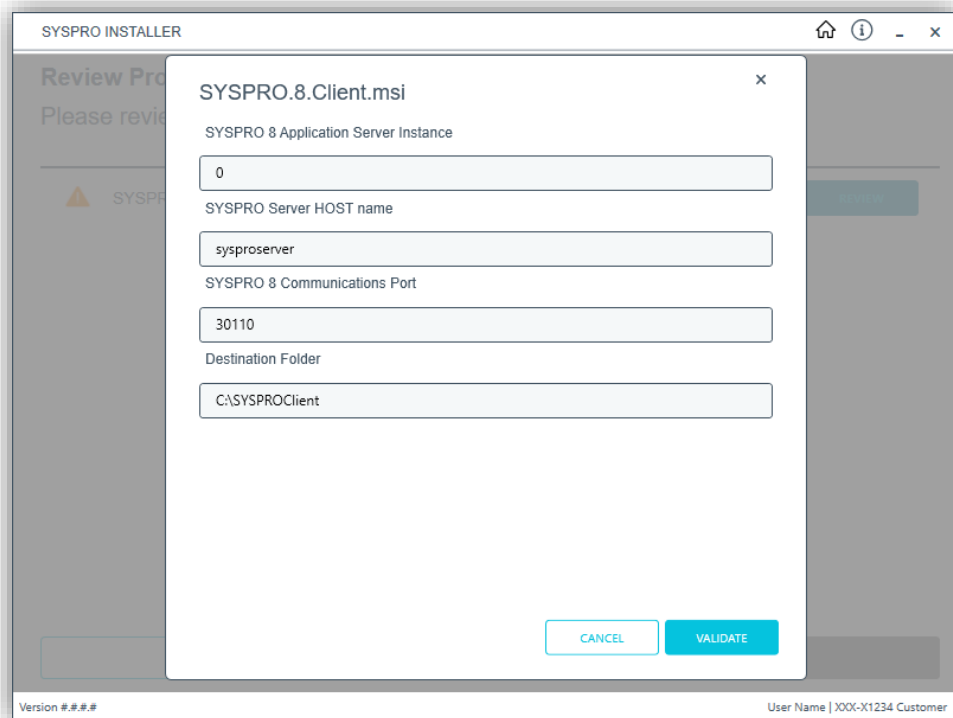


5. Once you have selected the export button, the installation application is in 'export mode'.  
You can then toggle the 'export mode' on/off by clicking on the button again if required.

- When in 'export mode', select the **SYSPRO 8 Client** component.  
As per this example, notice the change in captions confirming that we are in 'export mode':

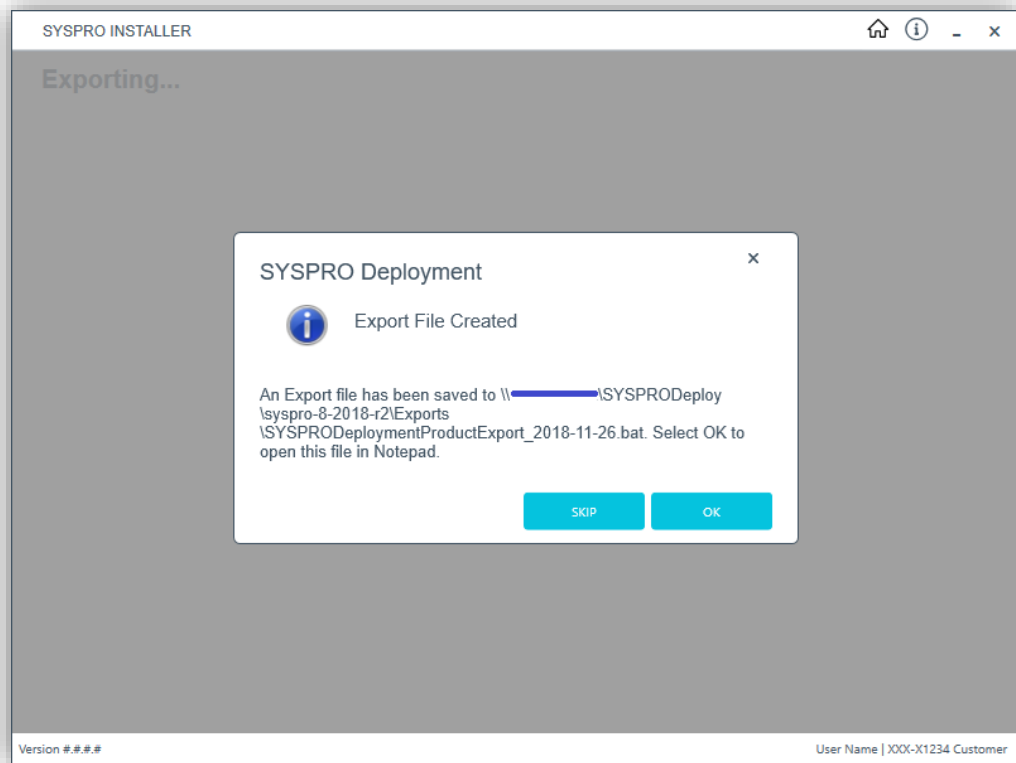


- Select the **CONTINUE EXPORT** button.
- On the **Review Product Parameters** screen, define the **SYSPRO 8 Client** properties. Ensure the properties used to connect to your server instance are correctly defined, for example:





9. Validate the properties and continue with the export function
10. Confirm that the export should start.  
The export only takes a few seconds – once completed you will be presented with a confirmation message like the one showed below (I have removed the server name in this example):



This message informs you of the location of the batch file that you need to run on the client operating system.

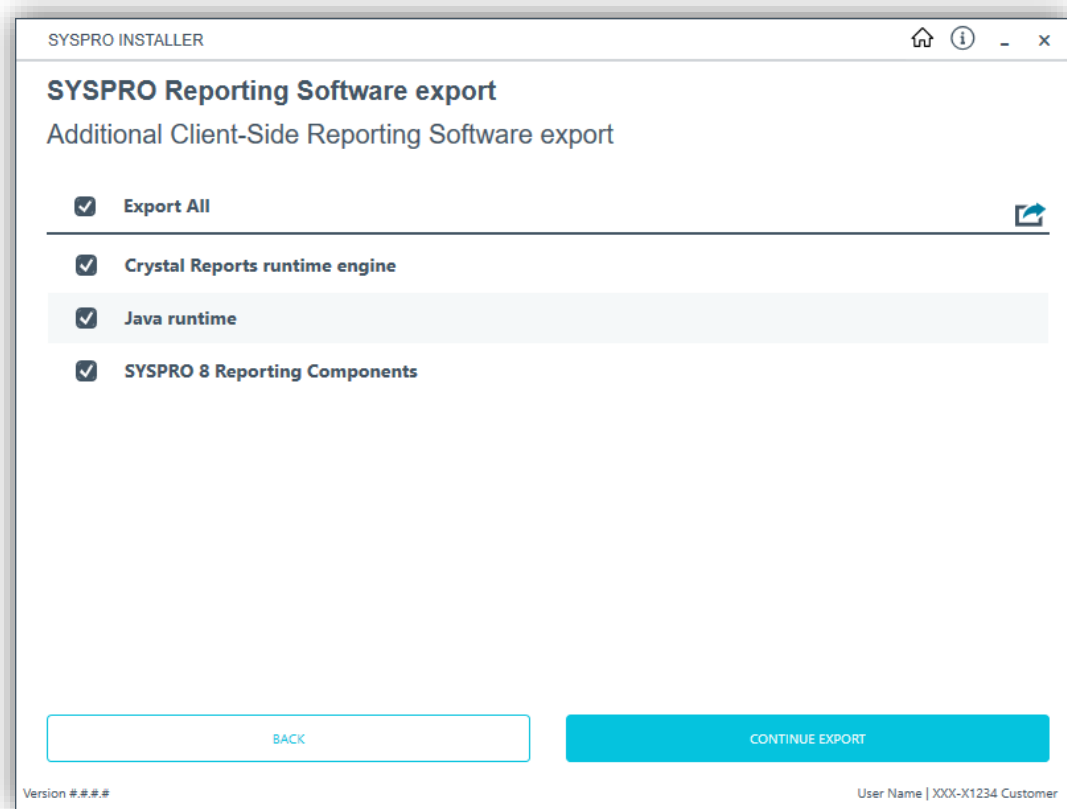
11. Manually copy the batch file shown in the above message from the location on your server to your client operating system – this can be a 64-bit or 32-bit client operating system.
12. When logged into your client operating system - run the batch file as an administrator. This will run the client installation, providing the appropriate properties for the client to connect to the server.
13. Once installed you can run the shortcut that will have been added as part of the installation process.
14. If required, you can manually copy the batch file to other client operating systems and install the SYSPRO 8 Client component.
15. Using appropriate technology, you could automate the running of the export file on each client operating system. That is not covered here.

# Installing SYSPRO Reporting Software on a 32-bit client operating system

The **SYSPRO Installer** (SYSPRO 8 installation application), version 1.0.0.18 released on 28 November 2018, has a similar export mechanism explained above that can be used to install components for the **SYSPRO Reporting Software** on your client.

Once you have select the **SYSPRO Reporting Software** dialog from the **SYSPRO Installer's** home page, you can set the installation application into 'export mode' and continue as described for the **SYSPRO 8 Client** installation.

See the following dialog where the application has been set to 'export mode' and all the Client-Side Reporting Software components have been selected:



As with the previous task:

1. Continue with the export.
2. Locate the export file created.
3. Copy the export file to the client operating system.
4. Run the batch file as an administrator.



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