Diagnostic Extract Utility

SYSPRO 8

Reference Guide

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Exploring

Where it fits in?

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

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

The extracted information is saved to a new folder within the `\Base\Settings\Diag_support` folder and provides the following details about your SYSPRO product configuration and usage:

Environmental

- Software versions
- Details of installed updates or ports and hotfixes
- Details of **SYSPRO Services** installed on your server
- SQL environment and health
- License information
- Debug files (including RTS errors on the server)
- Role customization
- Programs and their versions

Configuration

- System setup options (from the **System Setup** program)
- Company setup options (from the **Setup Options** program)

Navigation

This program is accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Utilities*

Starting

Prerequisites

Either of the following setup options must be enabled to use this feature:

System Setup

SYSPRO Ribbon bar > Setup > General Setup

Email/SMTP settings

- Email/SMTP settings

Setup Options

Setup Options > Company > General

General

- Email/SMTP settings

Security

Groups

You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).

Roles

You can restrict operator access to *programs* by assigning them to roles and applying access control against the role (configured using the **Role Management** program).

Configuring

The following configuration options in SYSPRO may affect processing within this program or feature, including whether certain fields and options are accessible.

Setup Options

The **Setup Options** program lets you configure how SYSPRO behaves across all modules. These settings can affect processing within this program.

General

Setup Options > Company > General

- Email/SMTP settings
- Method when emailing
- Use system-wide SMTP details
- SMTP server IP address
- Outgoing email address
- Username
- Password
- Server port
- Use SSL

System Setup

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

SYSPRO Ribbon bar > Setup > General Setup

Email/SMTP settings

- SMTP server IP address
- Outgoing email address
- Username
- Password
- Server port
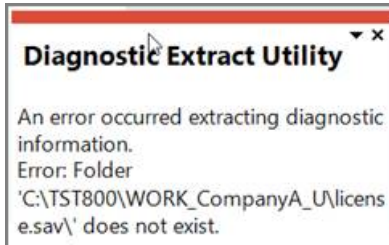- Use SSL
- Use system-wide-settings

> If the **USE SYSTEM-WIDE SMTP DETAILS** option is enabled in the **Setup Options** program, then the **Diagnostic Extract Utility** program uses the Email/SMTP settings configured in the **System Setup** program.

Solving

Error messages

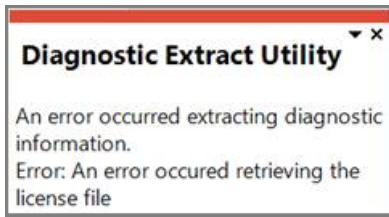### '\Work\license.sav' folder does not exist

Cause

This message is displayed if the `\Work\license.sav` folder (used to store details of your software license) doesn't exist. This information is required before you can upload the diagnostic information.

Solution

Ensure that you have imported a valid license using the **Company Maintenance** program. When you import a company license the `license.xml` file is stored in the `\Work\license.sav` folder.

License file does not exist

Diagnostic Extract Utility

An error occurred extracting diagnostic
information.
Error: An error occured retrieving the
license file

Cause

This message is displayed if the `license.xml` file (containing details of your software license) doesn't exist. This information is required before you can upload the diagnostic information.

Solution

Ensure that you have imported a valid license using the **Company Maintenance** program. When you import a company license the `license.xml` file is stored in the `\Work\license.sav` folder.

Email settings invalid
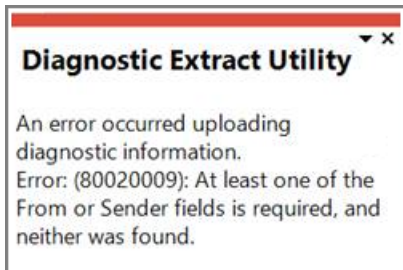
Synopsis

The program requires certain email details to be configured before it can email the extracted information to SYSPRO. Information is extracted when you select the **Process** button and confirm your approval for the information to be emailed.

Cause

This message is displayed if the program is unable to locate any of the required email entries recorded in your configuration.

Solution

Ensure that the following email entries are correctly configured:

- **System Setup** (*Program List > Administration > General Setup*)

  Email/SMTP settings - Outgoing email address

- **Setup Options** (*Setup Options > Company > General*)

  Email/SMTP settings - Outgoing email address

- **Operator Maintenance** (*SYSPRO Ribbon bar > Setup*)

  Personal - Email

Warning messages

> The following warning messages are not displayed within the program, but are included in the `SupportDiagnostics.XML` file.

Company 'xxxx' not found

Cause

This message is displayed if an entry exists in the system database but the program cannot read the control files.

Solution

Ensure that the companies defined in the System-Wide database (`SysproAdmin` table) are valid and that their databases exist.

In addition, ensure that you have the correct permissions set against the following:

- `data_reader`
- `data_writer`

Folder 'xxxx' does not exist

Cause

This message is displayed if one of the required folders doesn't exist.

Solution

Ensure that the required folder exists and that the folder's access permissions are configured correctly.

Error copying 'xxxx'

Cause

This message is displayed if an error occurred while the program tried to copy a specific file.

Solution

Ensure that the required folder's access permissions are configured correctly.

FAQs

How do I use the Diagnostic Extract Utility?

The following outlines how to extract and upload diagnostic information:

1. Open the **Diagnostic Extract Utility** program (*Program List > Utilities*).

2. Enter either the event number or support ticket number (otherwise diagnostic information cannot be uploaded).

   The SYSPRO event number or support ticket number is supplied when you raise an issue with SYSPRO support.

   You can also enter other optional information that may assist SYSPRO support (e.g. reference, comments).

3. Select the **Process** option from the toolbar to extract the diagnostic information.

   The information is extracted to a folder in the `\Base\Settings\Diag_support` folder (in the format: `diag_CCYY_MM_DD_HH_MM_SS`). A system message indicates the name of the folder created and provides you with the option to compress and email the diagnostic information.

   Yes encrypts, compresses and emails the information to SYSPRO (the information is uploaded to SYSPRO's **Microsoft Azure** platform for the support teams to access).

   No leaves the information without emailing it to SYSPRO. You will need to re-run the extract to send the information at a later stage. An additional message lets you delete the diagnostic information - an operation that cannot be undone once confirmed.

Why is the extracted diagnostic information required?

The information extracted by the **Diagnostic Extract Utility** program (particularly your setup options) lets the relevant support team configure a SYSPRO environment that emulates yours.

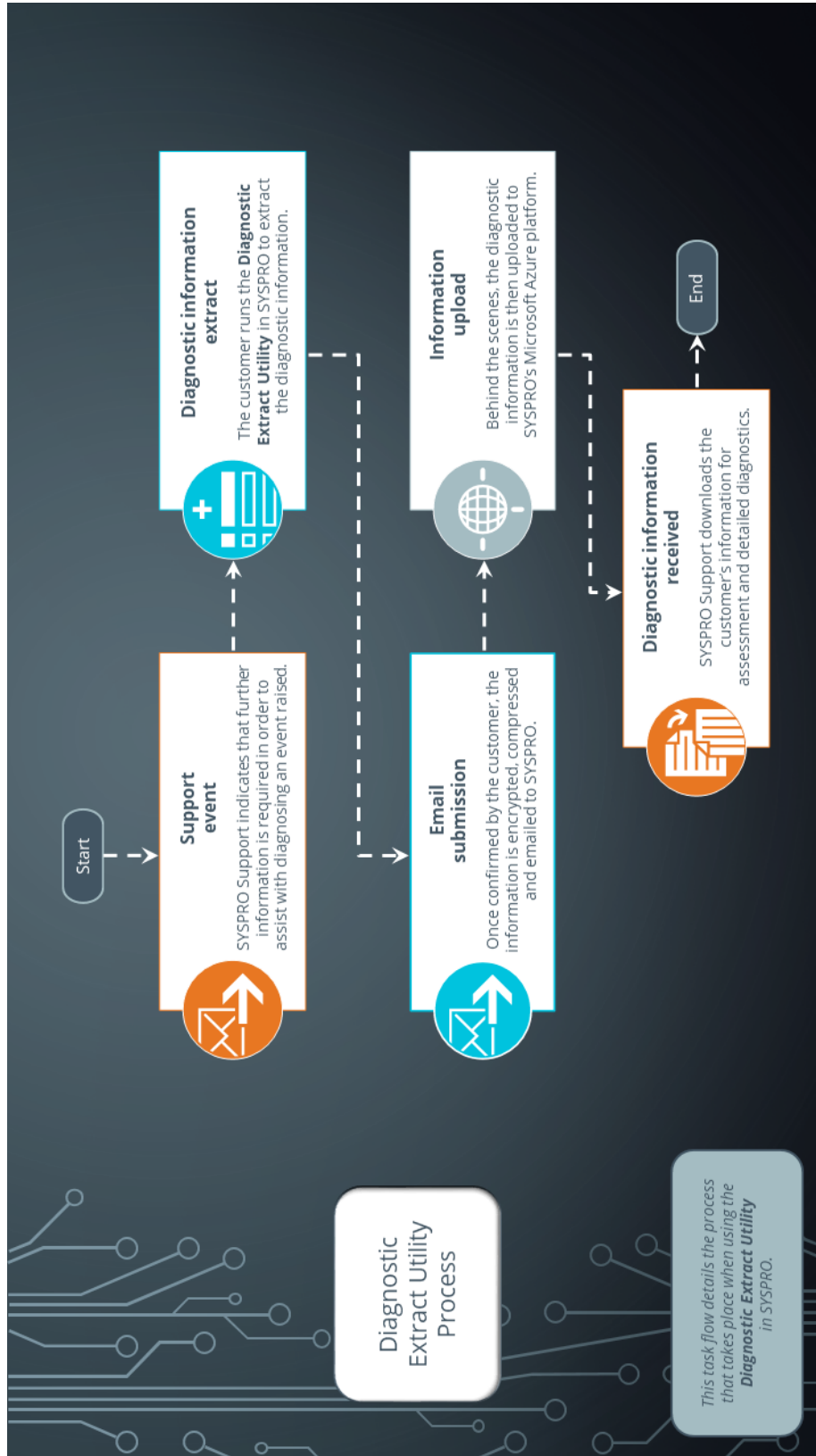For this reason, the information extracted below helps us diagnose and resolve issues:

- An overview of the general health of your system (which would otherwise need to be obtained manually).

- Diagnostics and error files that could highlight areas of concern.

- Information about the software versions and setup information to avoid assumptions regarding your SYSPRO configuration and software version.

- Vital information that may not be captured correctly during the initial error reporting stage.

- Information that could speed up the troubleshooting process.

Can I view the extracted information before it is uploaded?

To view the extracted information *before* it is emailed to SYSPRO, you must select **No** at the system message that asks you to confirm whether you want to encrypt, compress and email the information. You can then navigate to the `\Base\Settings\Diag_support` folder to view the relevant file.

Using

Diagnostic Extract Utility Process

This task flow details the process that takes place when using the **Diagnostic Extract Utility** in SYSPRO.

Start

Support event

SYSPRO Support indicates that further information is required in order to assist with diagnosing an event raised.

Diagnostic information extract

The customer runs the **Diagnostic Extract Utility** in SYSPRO to extract the diagnostic information.

Email submission

Once confirmed by the customer, the information is encrypted, compressed and emailed to SYSPRO.

Information upload

Behind the scenes, the diagnostic information is then uploaded to SYSPRO's Microsoft Azure platform.

Diagnostic information received

SYSPRO Support downloads the customer's information for assessment and detailed diagnostics.

End

Referencing

Menu and Toolbar

Field	Description
Process	Select this to extract the diagnostic information to the `\Base\Settings\Diag_support` folder.
	The information is extracted to a folder in the `\Base\Settings\Diag_support` folder (in the format: `diag_CCYY_MM_DD_HH_MM_SS`). A system message indicates the name of the folder created and provides you with the option to compress and email the diagnostic information.
	Yes encrypts, compresses and emails the information to SYSPRO (the information is uploaded to SYSPRO's **Microsoft Azure** platform for the support teams to access).
	No leaves the information without emailing it to SYSPRO. You will need to re-run the extract to send the information at a later stage. An additional message lets you delete the diagnostic information - an operation that cannot be undone once confirmed.

Event Information

Field	Description
Event details	
Event number	Enter the SYSPRO event number that requires this extract of diagnostic information.
Support ticket number	Enter the ticket number from your regional support office (If you don't have the SYSPRO event number).
Reference	Enter a reference for the extracted information (up to 20 characters).
Comments	Enter any additional information that may assist the support personnel (up to 1000 characters).

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