

# Installation - Upgrade to MOM R2 SP1

Manufacturing Operations Management | Technical

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# Overview

This guide explains how to apply the service pack 1 (SP1) update to SYSPRO Manufacturing Operations Management (MOM). SP1 should be applied to all features of the application and where the application is already installed in a test or production environment.

Features of Manufacturing Operations Management:

Feature	Description
Manufacturing Operations Management Web site	Web based application consisting of the modules Planning Manager, Workforce Manager and Factory Manager.
Visual APS	Desktop application as part of Planning Manager.
Smart LYNQ Website	Web based application used for managing the integration to SYSPRO MOM and Document Management in Factory Manager.

The SP1 update is managed through the Product Updater. The Product Updater must be run manually on the web server to install the web components and from all desktop computers where the Planning Manager Visual APS component is installed. Unattended installs and deployment of the Planning Manager Visual APS component via group policy is not currently supported in this version.

 **Note:** Periodically, improvements are made to the Product Updater and you may be requested to download a new version of this file.

SYSPRO Manufacturing Operations Management Service Pack 1 consists of the following builds.

Feature	Version
Manufacturing Operations Management Web site	3.36.0.0
Visual APS	9.27.0.0
Smart LYNQ	5.19.0.0



# Software version prerequisites

Prior to commencing the upgrade of SYSPRO MOM to SP1 you must be running the following versions of the software as a minimum.

Feature	Version
Visual APS	9.7.0.0
Manufacturing Operations Management Web site	3.8.0.0
Smart LYNQ	5.4.0.0



# Information requested during upgrade

To perform the update of SYSPRO MOM, you will be requested for the SYSPRO MOM license name.

This may not be the name of your SYSPRO Company license.

# Upgrading to R2 SP1

It is recommended that an upgrade of a test environment is performed before upgrading your live production environment. This will allow you to estimate the actual time the upgrade will take to complete and whether the live upgrade should be scheduled outside of business hours. The time the upgrade will take to perform depends on:

- The version you are upgrading from
- How much historical data there is within the Smart Manager database(s)
- Whether you have customizations that will need to be re-applied after the upgrade
- The number of Visual APS Desktop installations that need to be upgraded



## Note:

The R2 SP1 upgrade process will create **new** versions of these SQL views:

- All LYNQ SQL Views in the SYSPRO database
- [Lynq\_ME\_IntegrationActivityView] in the Smart Manager Data Database

R2 SP1 **ceases** usage of these SQL views:

- [Lynq\_ME\_SummaryExtendedView] in the Smart Manager database
- [Lynq\_ME\_DailySummary] in the Smart Manager database

The SQL Views will remain in the database to prevent any potential crashes with 3<sup>rd</sup> party customizations.

Prior to completing the upgrade of SYSPRO MOM, ensure that a full backup of the SYSPRO and MOM databases have been taken.

Before starting the update you **MUST** clock all employees and equipment out of the Workbench by selecting **End Day/Turn Off**. Allow 5 to 30 minutes for transactions to be generated and posted to SYSPRO before commencing with the upgrade. Whilst the applications are being upgraded, please do not allow any users to logon.



**Note:** Please ensure you update the features in the following order:

- Visual APS
- Manufacturing Operations Management (Smart Manager)
- Smart LYNQ

# Downloading the latest Product Updater

The following steps describe how to download the latest product updater.

- ⚠️ Prior to installing R2 SP1, make a note of the versions you are upgrading from. You will need to complete the post upgrade steps relative to the versions you upgrade from.

1. Logon to the **Web Server** where SYSPRO MOM is installed with an account with **Administrator rights**.

The SYSPRO MOM Landing page is displayed.

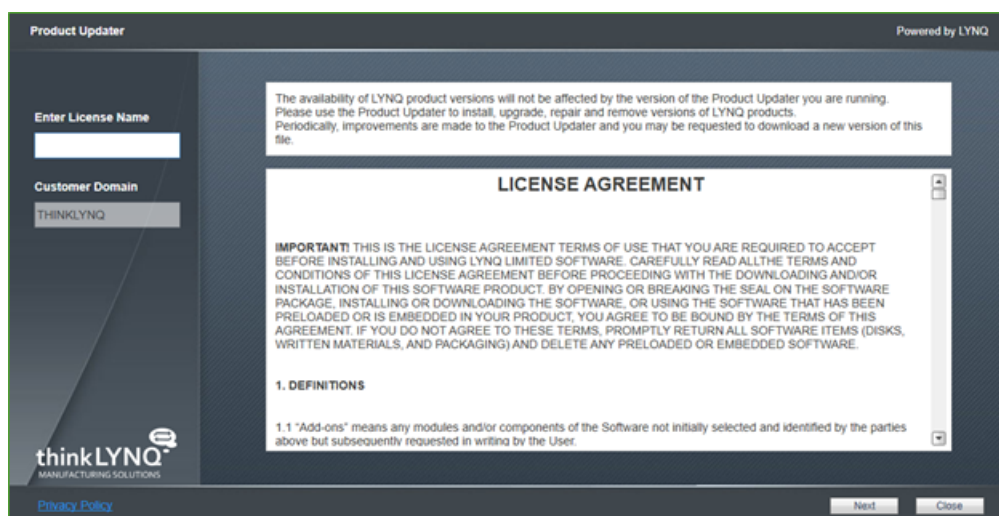


2. download the latest version of the **Product Updater** program.

Click on the **Help** and select **Check on Updates** from the **About** section. Download the latest version and then Unzip the file.

3. Run the **Product Updater** with **Administrator rights**.

The **Product Updater** window is displayed.



4. Enter your **License name** and scroll down to the bottom of the **License Agreement** to accept the terms and conditions.
5. Select **Next** to continue.

The **Product Updater** window is displayed showing the features that need to be updated.



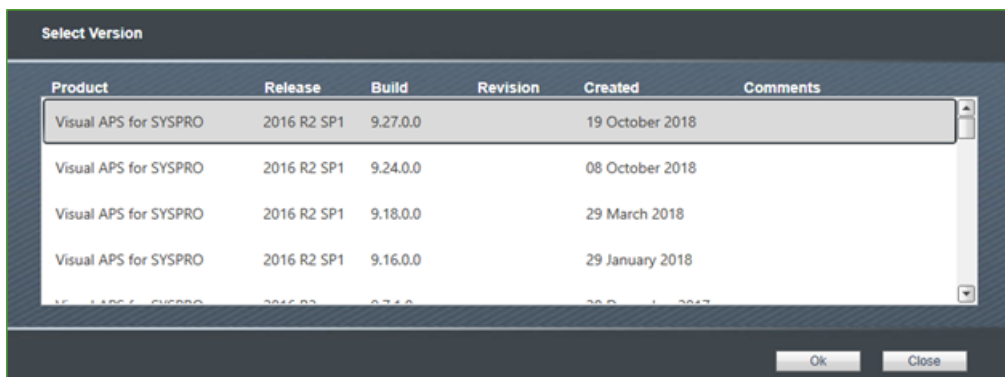


# Upgrading Visual APS

The following steps describe how to upgrade Visual APS to R2 SP1.

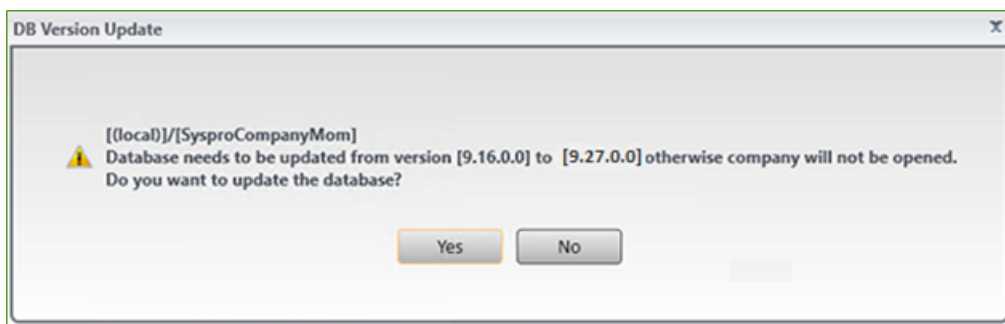
⚠ Download the latest Product Updater.

1. From the **Product Updater**, select to update **Visual APS for SYSPRO**. The **Select Version** window is displayed.



2. Highlight the first line shown and select **OK** to continue.
3. Once the update is complete launch **Visual APS**.

The **DB Version Update** window is displayed.



📌 **Note:** You must use the **Product Updater** to update **Visual APS** on all computers where this application is installed.

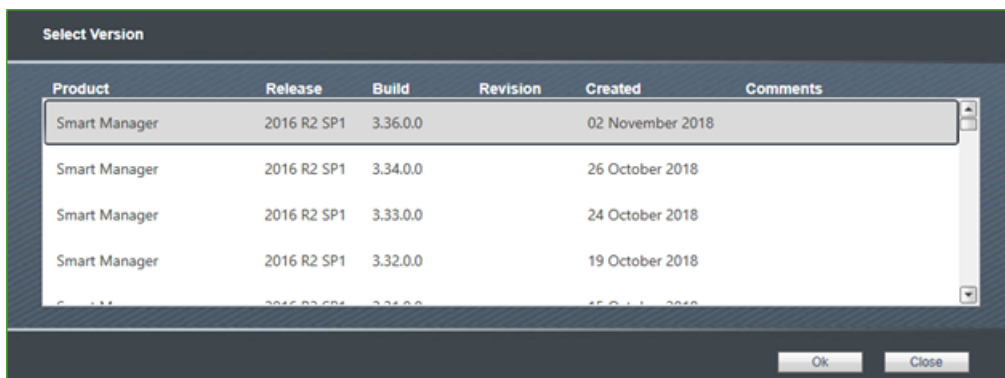
# Upgrading Manufacturing Operations Management

The following steps describe how to upgrade Smart Manager (Manufacturing Operations Management) to R2 SP1.

⚠ Visual APS must be upgraded before Smart Manager.

1. From the **Product Updater**, select to update **Smart Manager**

The **Select Version** window is displayed.



Product	Release	Build	Revision	Created	Comments
Smart Manager	2016 R2 SP1	3.36.0.0		02 November 2018	
Smart Manager	2016 R2 SP1	3.34.0.0		26 October 2018	
Smart Manager	2016 R2 SP1	3.33.0.0		24 October 2018	
Smart Manager	2016 R2 SP1	3.32.0.0		19 October 2018	

2. Highlight the first line shown and select **OK** to continue.

The **Manufacturing Operations Manager Configurator** window is displayed

3. Select the option to **Use Smart Manager Live Statistics** and then **Ok** to continue.

Select or enter the **Server** name.

Select to **Copy from Data**.

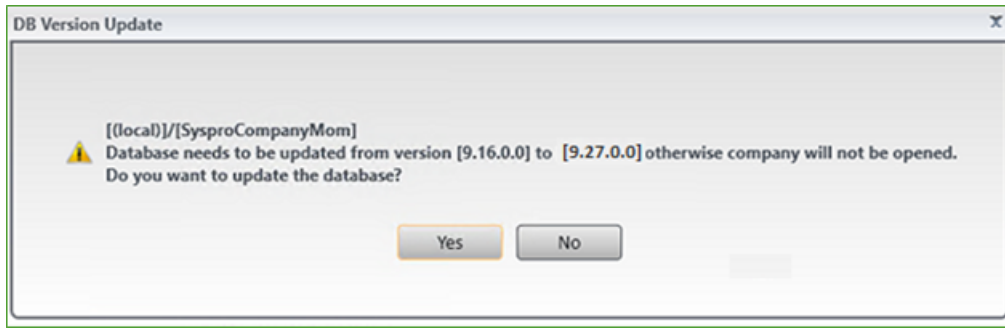
The database name, in our example, will be **MOM\_EDU1\_Data\_Live**.

Accept the SQL User of **thinklynqservice** and its password.

Select to **Create the Database** as well as **Create User**.

4. Once the update is complete open the **Manufacturing Operations Management Website**.

As this is the first time you have opened the website you will be prompted to update the database.



5. Select **Yes**.

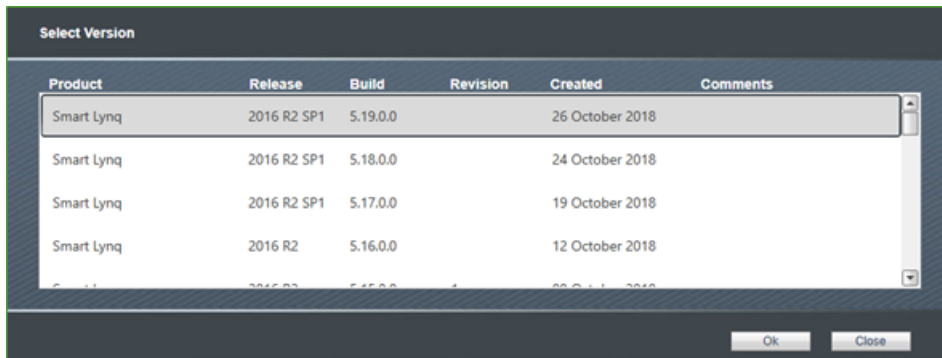
# Upgrading SmartLYNQ

The following steps describe how to upgrade SmartLYNQ R2 SP1.

⚠ You must upgrade Smart Manager before upgrading SmartLYNQ.

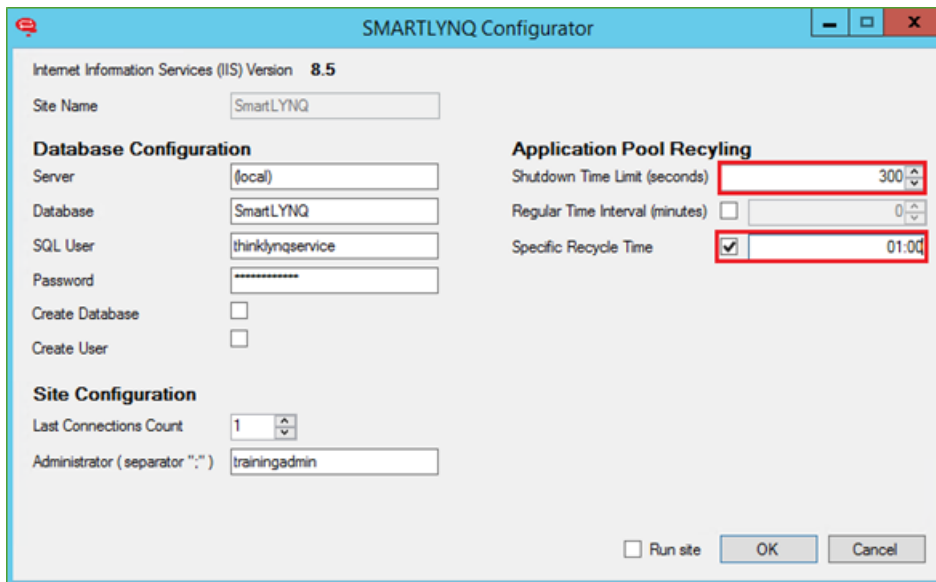
1. From the **Product Updater**, select to update **SmartLYNQ**

The Select Version window is displayed.



2. Highlight the first line shown and select **OK** to continue.

The **Smart LYNQ Configurator** window is displayed.



3. It is recommended to set the Application Pool Recycling settings as follows:
  - a) Enter **300** in the **Shutdown Time Limit (seconds)** field.
  - b) Deselect the option **Regular Time Interval (minutes)**.
  - c) Select **Specific Recycle Time** and set the value to **01:00**.
  - d) Select **OK**.



The SMARTLYNQ.services application pool may need to be manually restarted.

4. Once the update is complete open the **SmartLYNQ** Website.  
As this is the first time you have opened the website you will be prompted to update the database.
5. Select **Update** to update the database.

Database needs to be updated from version [5.4.0.0] to [5.19.0.0] additional SQL tables will be created.

Do you want to update the database? If not application will be stoped.

Update



# Post upgrade steps (MOM Site)

Complete the following post upgrade steps for the Manufacturing Operations Management Website.

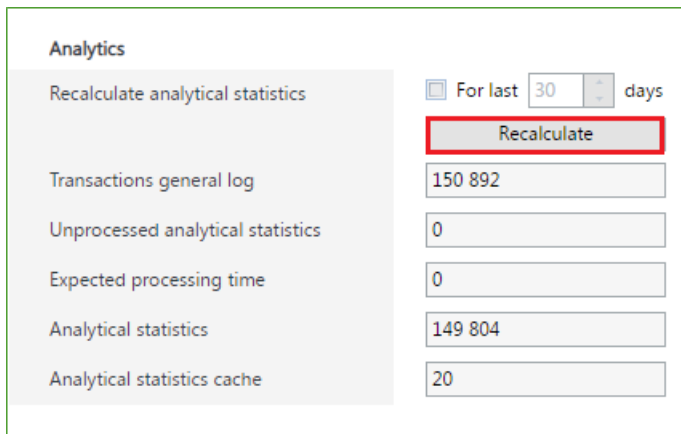
# Post upgrade steps: from MOM from 3.8\*

The following steps describe what needs to be done post an upgrade.

## Updating Analytical Statistics

The following steps describe how to update Analytical Statistics.

1. From the MOM home page select **Settings** and **System Insights**.
2. Select **Recalculate**.  
(Do NOT refresh the page once the recalculate has started, the page will automatically refresh every 30 seconds)



The screenshot shows the 'Analytics' section of the MOM interface. It includes a 'Recalculate analytical statistics' button, which is highlighted with a red border. To the right of this button is a checkbox labeled 'For last 30 days'. Below the button are several data fields: 'Transactions general log' (150 892), 'Unprocessed analytical statistics' (0), 'Expected processing time' (0), 'Analytical statistics' (149 804), and 'Analytical statistics cache' (20).

3. Once the recalculate has completed and there are zero unprocessed analytical statistics, close the page.

## Updating custom production issues

The following steps describe how to update current production issues.

**i** Your current profile has been updated to R2 SP1 functions.

1. From the MOM home page select **Settings** and **Advanced Settings**.
2. Select **Definitions**.
3. Select **Issues**.
4. All default **Production Issues** that were shipped with the 3.8 profile will be converted to the R2 AP1 format as explained in the table below.

If any custom Production Issues were created since applying the 3.8 profile, the Production Issues should be edited and set to the relevant type and category.

Type	Category	Classification	Description
Availability	Breakdowns	Breakdowns	Breakdowns



Type	Category	Classification	Description
	Setup and Adjustments	Setup and Adjustments	Setup and Adjustments
Custom	Health and Safety	Accident	Accident
		Near Miss	Near Miss
Performance	Minor Setups	Cleaning/Checking	Cleaning/Checking
		Component Jams	Component Jams
		Delivery Blocked	Delivery Blocked
		Equipment Wear	Equipment Wear
		Obstructed Product Flow	Obstructed Product Flow
		Sensor Blocked	Sensor Blocked
	Reduced Speed	Operator Inefficiency	Operator Inefficiency
		Rough Running	Rough Running
		Under Design Capacity	Under Design Capacity
Quality	Rejects	Production Rejects	Production Rejects
		Startup Rejects	Startup Rejects



# Post upgrade steps: from MOM from 3.17\*

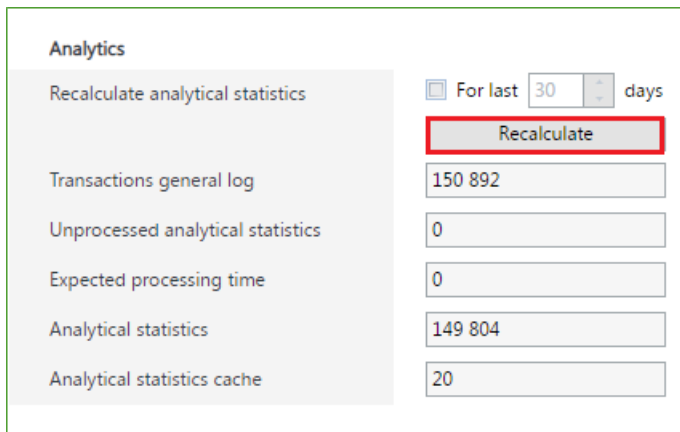
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The following steps describe how to update Analytical Statistics.

1. From the MOM home page select **Settings** and **System Insights**.
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(Do NOT refresh the page once the recalculate has started, the page will automatically refresh every 30 seconds)



The screenshot shows the 'Analytics' section of a web interface. On the left is a sidebar menu with the following items: 'Recalculate analytical statistics', 'Transactions general log', 'Unprocessed analytical statistics', 'Expected processing time', 'Analytical statistics', and 'Analytical statistics cache'. The 'Recalculate analytical statistics' item is highlighted. To the right of the sidebar, there is a control for the time range: a checkbox, the text 'For last', a numeric input field containing '30', and the text 'days'. Below this is a 'Recalculate' button, which is highlighted with a red rectangular border. Underneath the button are several data fields with their corresponding values: 'Transactions general log' (150 892), 'Unprocessed analytical statistics' (0), 'Expected processing time' (0), 'Analytical statistics' (149 804), and 'Analytical statistics cache' (20).

3. Once the recalculate has completed and there are zero unprocessed analytical statistics, close the page.