SYSPRO Installer

Release date: 11 August 2021

Version: 1.0.0.50

SYSPRO

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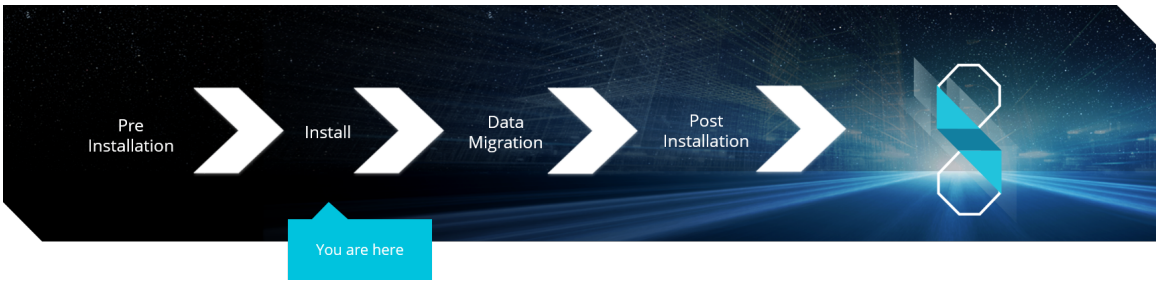
SYSPRO Installer (1.0.0.50 | 11 August 2021)

Exploring

Where it fits in?

App Version: 1.0.0.50 **Release date:** 11 August 2021



You have concluded the pre-installation steps and are now ready to install ***SYSPRO 8***.

What is the SYSPRO Installer?

The **SYSPRO Installer Application** lets you install ***SYSPRO 8*** and its required software components, as well as deploy hotfixes.

The application establishes what software is already installed and prompts you to install any missing components. **InfoZone** credentials are used to help manage the software availability and licenses, and download the installation components on-demand.

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What is a Deployment Group?

One of the key features of this new deployment methodology is the introduction of **Deployment Groups**.

A deployment group comprises a complete SYSPRO environment: from the application server, through all the necessary services, to any client machines that connect to the various servers in order to run a specific version of SYSPRO, together with any relevant hotfixes.

Deployment groups examples include:

- **Live environment:**

  Where SYSPRO is used for every facet of running a business.

- **Test environment:**

  Where new software is configured and evaluated in order to find the best way of applying it in the live environment.

- **Disaster Recovery environment:**

  Where the software is configured exactly as it is in the live environment, with backups from the live server restored on a daily basis. This ensures the minimum downtime should the live environment encounter a hardware failure.

You can only have one deployment group per machine.

Benefits

- **It's smart**

  The **SYSPRO Installer Application** provides a rich capability of installing a modern ERP product and all it's components in the correct installation sequence.

- **It's up-to-date**

  Whether you're updating or installing, the **SYSPRO Installer Application** always ensures that you get the latest releases.

- **It's flexible**

  With the ability to setup and manage multiple deployment groups (environments such as Live, Test and Disaster Recovery) all using the same application, the **SYSPRO Installer Application** provides you with the flexibility required.

  In addition, with the capability of using the **Windows Repair and Uninstall** capability, you have the power to view and control exactly what state your system is in.

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- **It's simple**

  The application is designed to make the install process as smooth and pain-free as possible for you, and prompts you for all install-time properties in a single user interface.

- **It's proactive**

  The application verifies your system against all dependencies and prerequisites required for the products you select to install and prompts you on any missing components.

- **It's tiny**

  The download size of the **SYSPRO Installer Application** is just a few MB.

- **It provides visibility to SYSPRO**

  The power of the application and the deployment methodology permits SYSPRO visibility on each install and thus analyze common installation scenarios to improve the product in the future.

  It also allows you to be notified of any mandatory hotfixes that have been published by SYSPRO since you last ran the **SYSPRO Installer Application**. This allows us to provide you with the most up-to-date and stable environment, including security updates.

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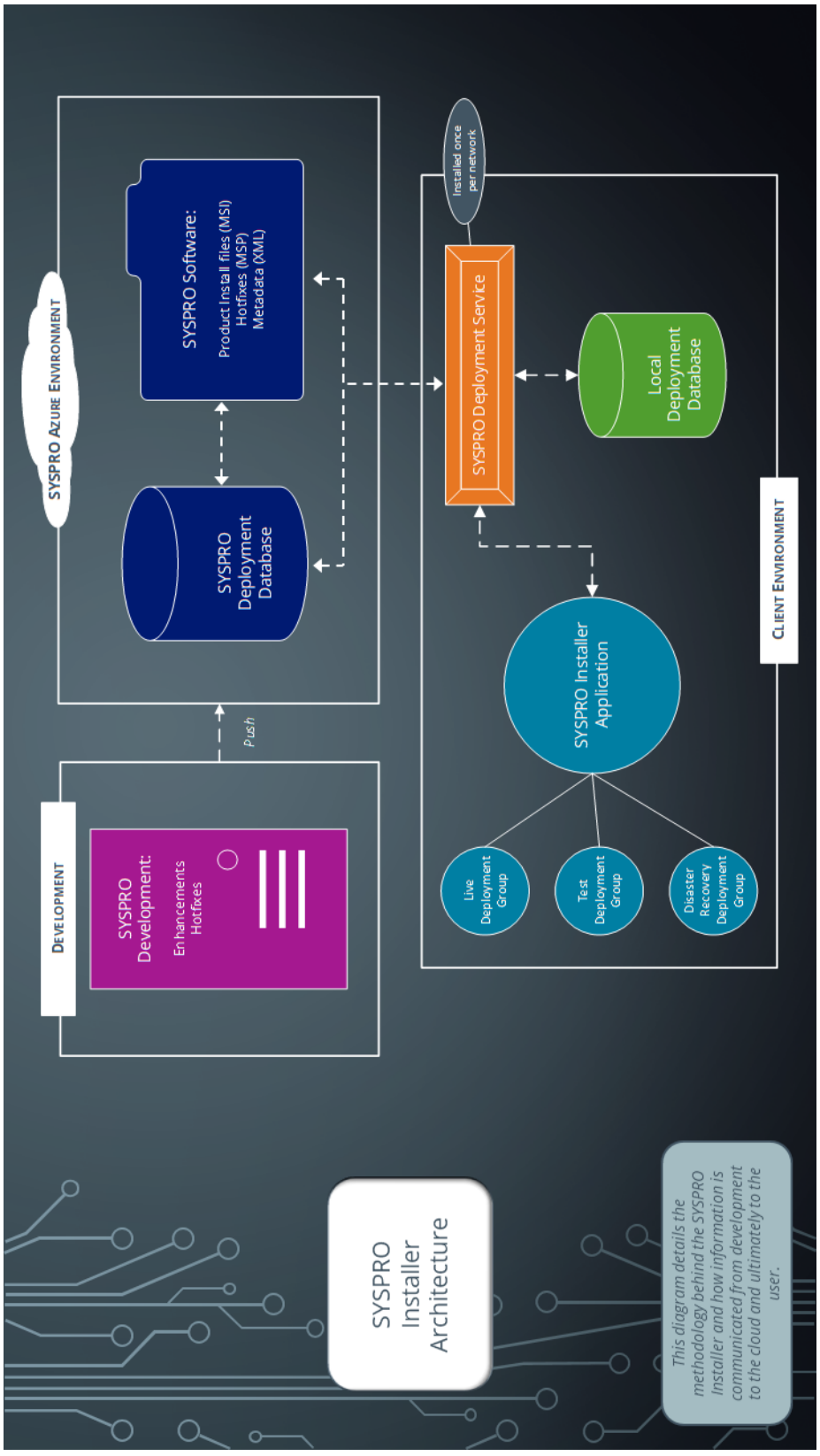
SYSPRO Installer Architecture



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Development

This is the area in which the SYSPRO teams develop the product with enhancements and hotfixes required for the current SYSPRO version.

The following are produced in this area and pushed through to the SYSPRO Azure environment:

- Product install files (MSI)
- Hotfixes (MSP)
- Metadata definition files (XML)

SYSPRO Azure environment

The SYSPRO Azure environment comprises:

- SYSPRO Deployment Database
- SYSPRO Software

SYSPRO Deployment Database

This SYSPRO Azure database contains information about all SYSPRO products and hotfixes available.

SYSPRO Software

The MSI, MSP and XML files developed by SYSPRO are available here for download through the **SYSPRO Deployment Service** to the **SYSPRO Installer Application**.

Client environment

The Client environment comprises:

- The **SYSPRO Deployment Service** enables communication (i.e. retrieving and downloading information and files) from the SYSPRO Azure environment to the client's local environment.

  This service is installed once per network and must be installed on a discoverable machine that is on 24/7 and which has constant Internet connectivity.
- The **Local Deployment Database** is created when the **SYSPRO Installer Application** is first run and contains a list of all software and files available in the SYSPRO Azure environment.
- The **SYSPRO Installer Application** is used for installing all required deployment groups with the relevant products.

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Installation types

There are a number of installation permutations that you can use. Some of the common scenarios include:

Standalone installation

The following is installed on the same machine:

- SYSPRO Application Server software
- Microsoft SQL Server software
- Data Client screens

This type of installation is typically used for demonstration and/or development purposes.

2-tier installation: Client/Server

The SYSPRO client software resides on each client machine.

The following reside on the server:

- SYSPRO Application Server software
- Microsoft SQL Server software
- Data
- SYSPRO Communications Service (allowing clients to connect)

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3-tier installation: Client/Server

The SYSPRO client software resides on each client machine.

The SYSPRO Application Server software resides on the dedicated SYSPRO server, together with the SYSPRO Communications Service (allowing clients to connect).

Microsoft SQL Server software and data reside on the dedicated database server.

All credentials in this environment must be SQL Server Authentication.

Windows Authentication is unable to move credentials across two levels of architecture (i.e. client to server and then server to database server).

Terminal Server installation

There are various configurations that could be used for a Terminal Server environment:

- It could act as a dedicated server. Instead of running the SYSPRO client software, you would run the standalone SYSPRO shortcut.
- It could act as a dedicated client machine where the SYSPRO client software is installed. The application may be published under terminal server providing a SYSPRO icon to each user's workstation. Clicking the icon runs the SYSPRO client.
- It could host both the client and server portions of the SYSPRO Software on the same machine. This provides a lockdown method of the SYSPRO working and data Files, giving users access via the client side software only.

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Live Application vs Support Version

There are two versions of the **SYSPRO Installer Application** and two corresponding versions of the **SYSPRO Deployment Service**:

SYSPRO Installer Application	Deployment Service
SYSPRO Installer Application	**SYSPRO Deployment Service**
SYSPRO Installer Support	**SYSPRO Deployment Support Service**

The **SYSPRO Installer Application** cannot connect to **SYSPRO Deployment Support Service**.

The **SYSPRO Installer Support** application cannot connect to the **SYSPRO Deployment Service**.

SYSPRO Installer

The **SYSPRO Installer Application** allows for the discovery of the **SYSPRO Deployment Service** (local service) and creates a central database.

If you run the **SYSPRO Installer Application** from multiple machines it should then always find the **SYSPRO Deployment Service**, and retrieve (or update) information in the central database.

This is the version to be used at all customer sites.

SYSPRO Installer Support

The **SYSPRO Installer Support** application has no notion of discovery and therefore cannot accidentally find the **SYSPRO Deployment Service** as described above.

This version must be used by support personnel when setting up test environments, to prevent accidentally connecting to and changing real customer installations.

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When using the support version of the application, you will need to enter the endpoint address manually during start up:

- To locate this endpoint address, open the relevant configuration file and view the `baseAddress` entry:

  ```
  C:\Program Files\SYSPRO\SYSPRO Deployment Support
  Service\SYSPRODeployServiceHost.exe
  ```

- Select the **Insert default Endpoint** icon inside the **Endpoint Address** text block to populate the block with the current machine DNS name and default Deployment Service SOAP Port.

When to use which application?

- Use the **SYSPRO Installer Application** If you want to install ***SYSPRO 8*** at a customer site, on either a Live or Test server (or any other environment/deployment group at a customer site).
- Use the **SYSPRO Installer Support** application if you are a support person (working at SYSPRO or for a SYSPRO Partner) and you are not installing SYSPRO to use it to run a business, but rather want to:
  - Test the SYSPRO 8 install, or
  - Conduct multiple installs for various reasons, or
  - Develop and verify your custom applications.

Navigation

After you have applied for ***SYSPRO 8*** you will receive a notification email confirming your registration.

After your registration has been approved and the applicable license generated, you will receive an email with your new ***SYSPRO 8*** license XML file and a link to the **SYSPRO Installer Application** download.

A 6-digit pin is included in your license file and in the email, which will be used when logging into your customer code within the Installer application.

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Starting

Prerequisites

The following prerequisites are required to run the **SYSPRO Installer** application:

- Valid **InfoZone** login credentials on www.syspro.com.
- Admin privileges on the computer(s) that will be used.
- The deployment service is installed once per network and must be installed on a discoverable machine that is on 24/7 and which has constant Internet connectivity.

Warnings

Please take note of the following important warnings:

- At any stage during the installation, you may be required to reboot your system to complete the installation.

  If there are pending reboots, a Toast Message informing you of this is displayed upon starting the app.
- When installing hotfixes, the app will stop the following SYSPRO Services in order to prevent any possible problems arising:
  - SYSPRO 8 e.net Communications Load Balancer

    This includes any additional SYSPRO 8 e.net Communications Load Balancer services installed.
  - SYSPRO 8 Communications Service
  - SYSPRO 8 Avanti Initialization Service

  Once the hotfixes are installed, the app will try to start the services again.

Restrictions and Limits

- A maximum of 127 hotfixes can be installed per release (Microsoft limitation). Therefore, ensure that you only install hotfixes that you require. Alternatively, install a consolidated hotfix.
- Hotfixes are only displayed when running the **SYSPRO Installer Application** on the server to which the **SYSPRO 8 Server** component has been installed.
- You cannot run the **SYSPRO Installer Application** on a machine for which ***Federal Information Processing Standard*** (FIPS) has been enabled.

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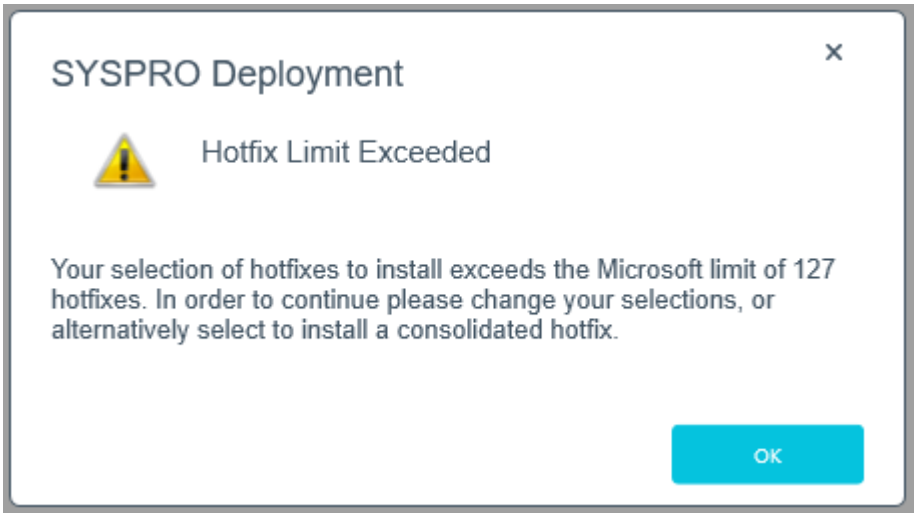
Solving

System messages

Error messages

Hotfix Limit Exceeded



Synopsis

This error is displayed when your selection of hotfixes to install exceeds the Microsoft limit.

Cause

A maximum of 127 hotfixes can be installed per release (Microsoft limitation).

Solution

Either deselect hotfixes which you may not need, or alternatively select to install a consolidated hotfix which only counts as 1 hotfix but includes a roll-up of previously released hotfixes.

If you select to install a consolidated hotfix, the previously installed hotfixes are uninstalled and your number of hotfixes installed then decreases accordingly.

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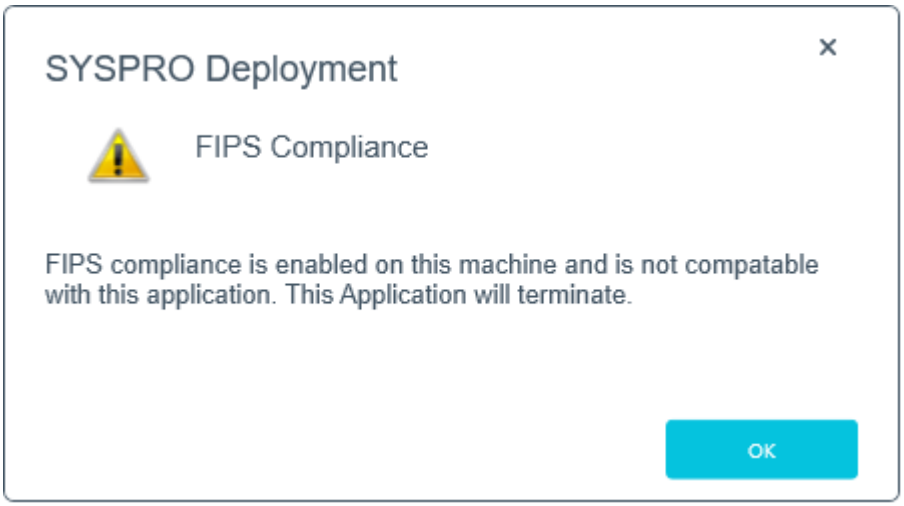
FIPS Compliance



Synopsis

Federal Information Processing Standard (FIPS) are a set of standards that describe document processing, encryption algorithms and other information technology standards, where only certain encryption algorithms can be used.

You cannot run the **SYSPRO Installer Application** on a machine for which ***Federal Information Processing Standard*** (FIPS) has been enabled.

This is because the algorithms used in the **SYSPRO Installer** application are not FIPS compliant.

Cause

Upon start up of the **SYSPRO Installer**, if the app detects that FIPS is enabled in the operating system it will display this error message and cease to continue.

Solution

FIPS can be disabled in the registry, or by using the Local Group policies (which sets the registry flag).

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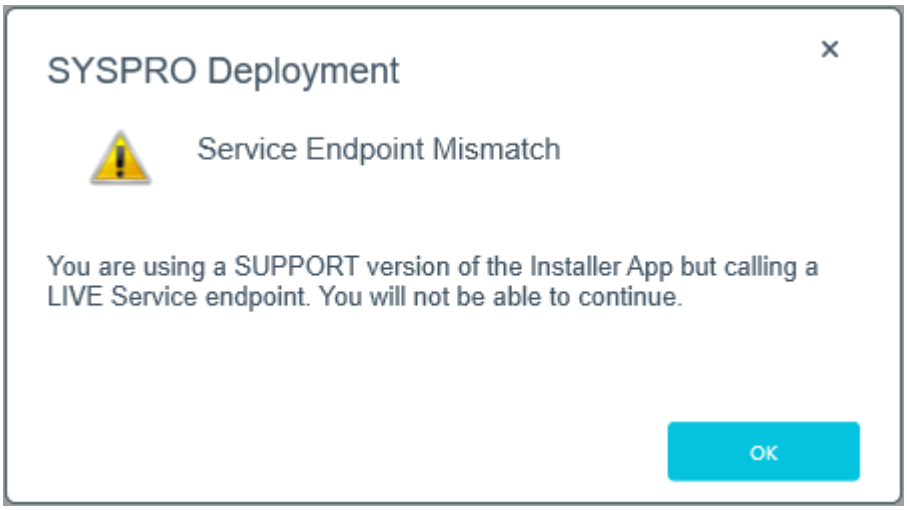
Service Endpoint Mismatch



Cause

This message is displayed if you are using the Support version of the Application and are trying to connect to the Live **SYSPRO Deployment Service**.

Solution

The **SYSPRO Installer** App cannot connect to **SYSPRO Deployment Support Service**.

The **SYSPRO Installer Support** App cannot connect to the **SYSPRO Deployment Service**.

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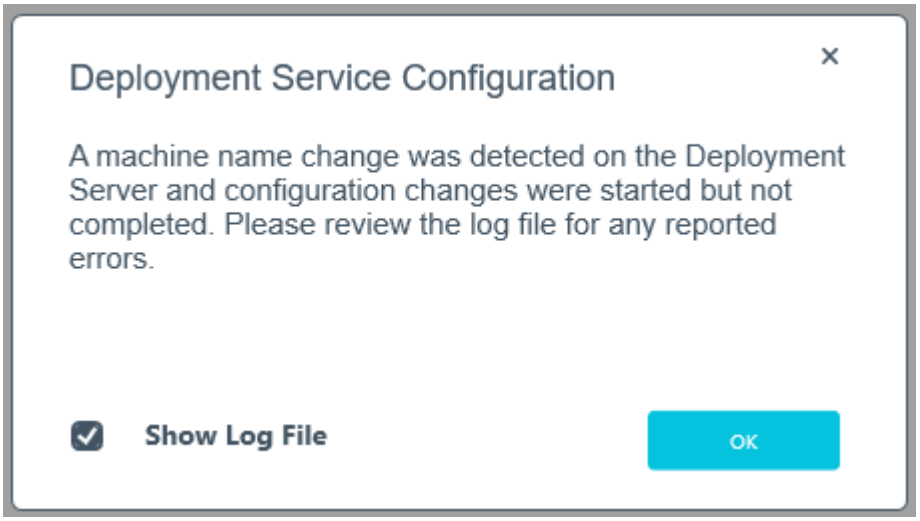
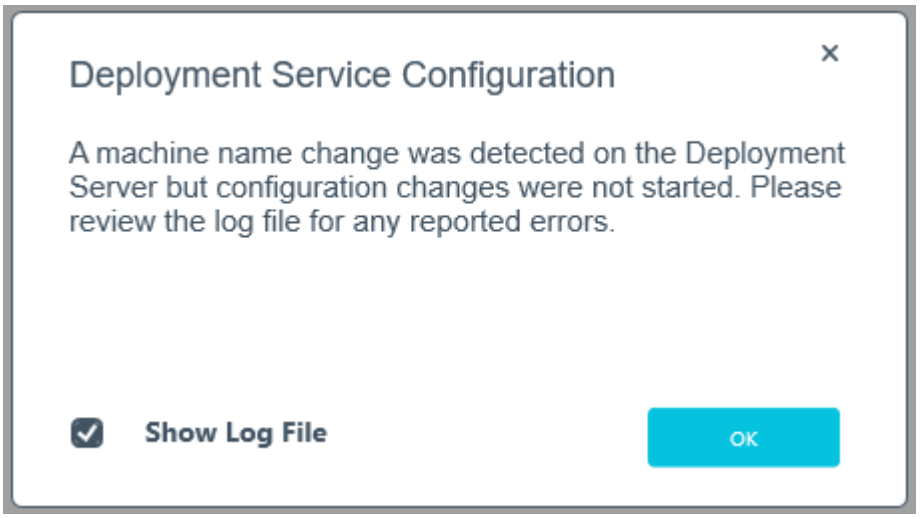
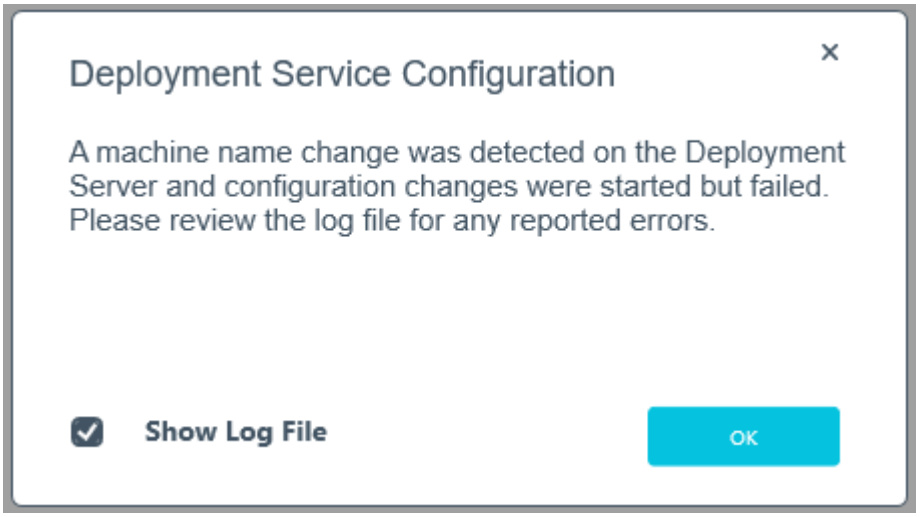
Deployment Service - Machine Name Reconfiguration (Configuration failed)







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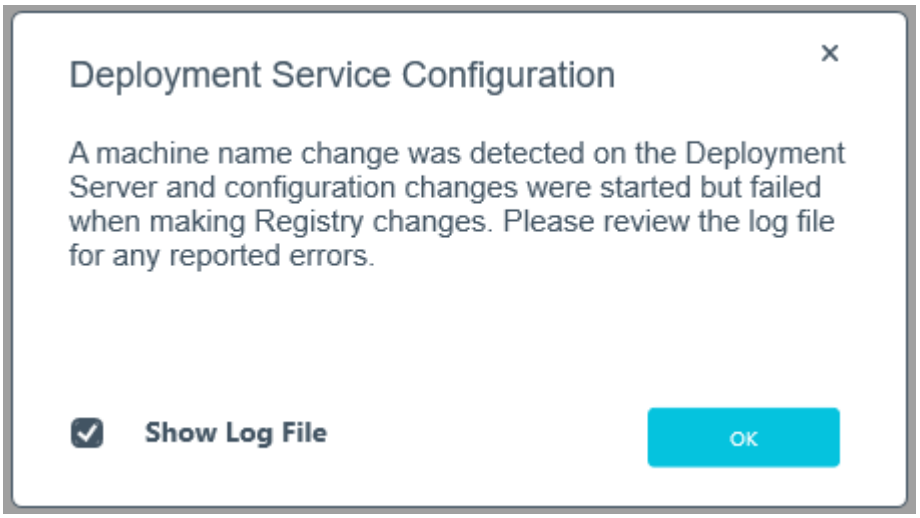
Cause

One of the above messages are displayed after your machine name has been changed and the machine name reconfiguration process failed while making configuration changes.

Solution

View the log file to establish what needs to be actioned before starting the app again.

Deployment Service - Machine Name Reconfiguration (Registry changes)



Cause

This message is displayed after your machine name has been changed and the machine name reconfiguration process failed while making Registry changes.

Solution

View the log file to establish what needs to be actioned before starting the app again.

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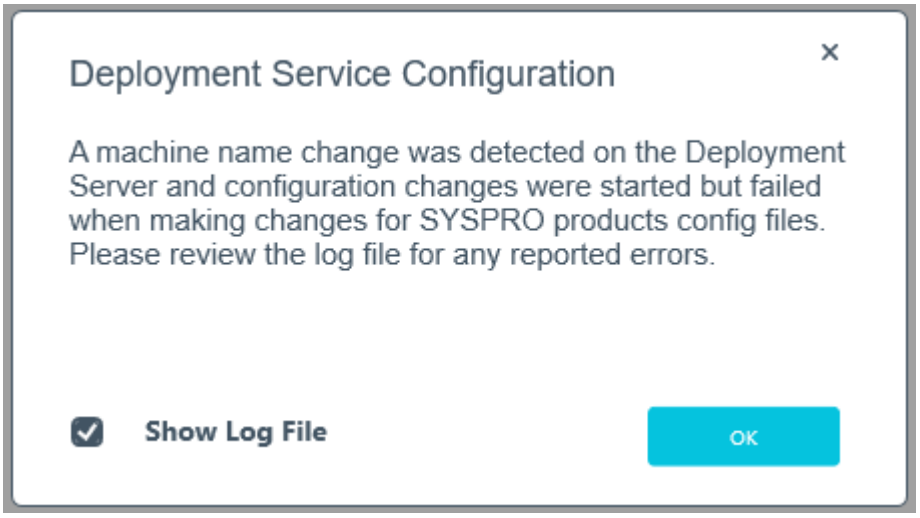
Deployment Service - Machine Name Reconfiguration (Product config files)



Cause

This message is displayed after your machine name has been changed and the machine name reconfiguration process failed while making changes to the SYSPRO product configuration files.

Solution

View the log file to establish what needs to be actioned before starting the app again.

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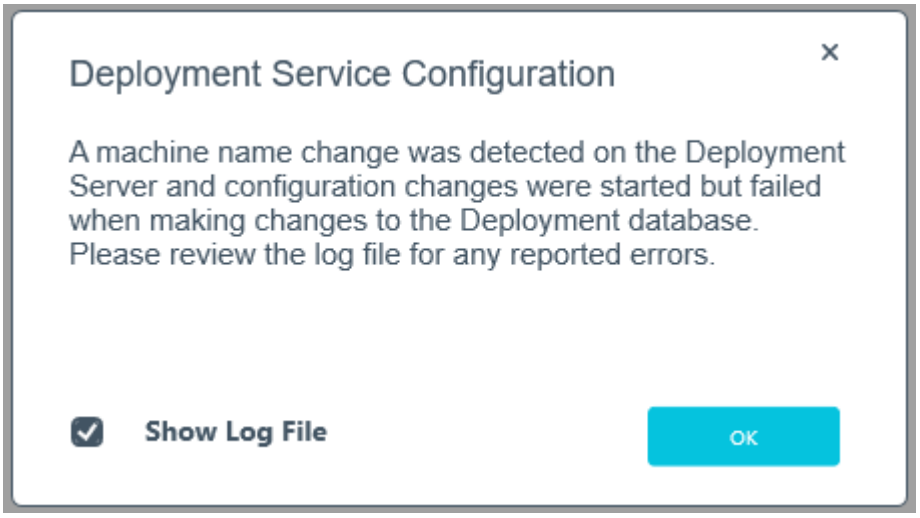
Deployment Service - Machine Name Reconfiguration (Deployment database)



Cause

This message is displayed after your machine name has been changed and the machine name reconfiguration process failed while making changes to the Deployment database.

Solution

View the log file to establish what needs to be actioned before starting the app again.

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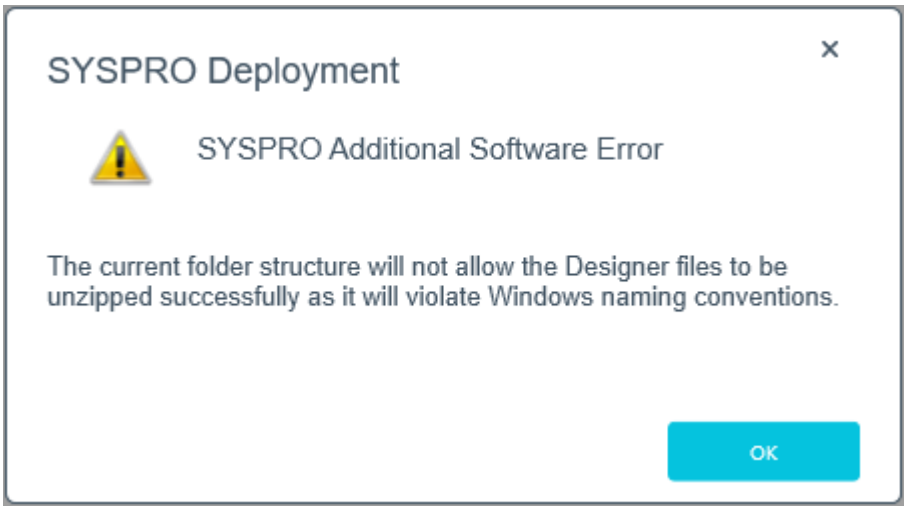
SYSPRO Additional Software Error



Synopsis

This message is displayed before the installation of the following **SYSPRO Additional Software**, if a Windows naming convention is violated:

- **Designer Software**
- **Server-side Software**

Cause

When unzipping the software's Zip files, the folder structure can have very long file name strings, and it is possible that when unzipping these files that the file name string exceeds the Windows 256 character limit.

Therefore, the **SYSPRO Installer** verifies if the shared deployment folder string and the unzipped file name string exceeds this 256 character limit.

If a string would exceed the limit, the install process is halted and this message is displayed.

Solution

The longest file for both the Service and the Designer is 144 characters.

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Warning messages

Unable to remove deployment group

Cause

You have attempted to delete the last remaining deployment group, but the application requires at least one group to exist in the system.

Solution

Ensure that at least 1 deployment group exists.

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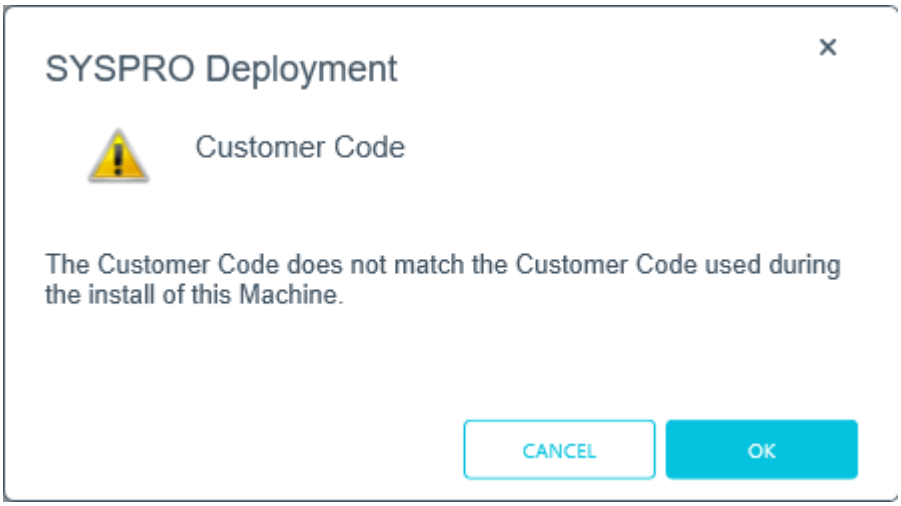
Customer Code



Cause

This message appears on the login screen if you attempt to login using a Customer ID which does not match the code used for the original install.

Solution

Select **Cancel** to return to the login screen and change the Customer ID entry.

Alternatively, select **OK** to continue with the new Customer ID.

> If you proceed with a different Customer ID than the one used for the original install, the **Save Customer Details** option is disabled and the new code is not written into the Registry.

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WCF Endpoint Updated

Synopsis

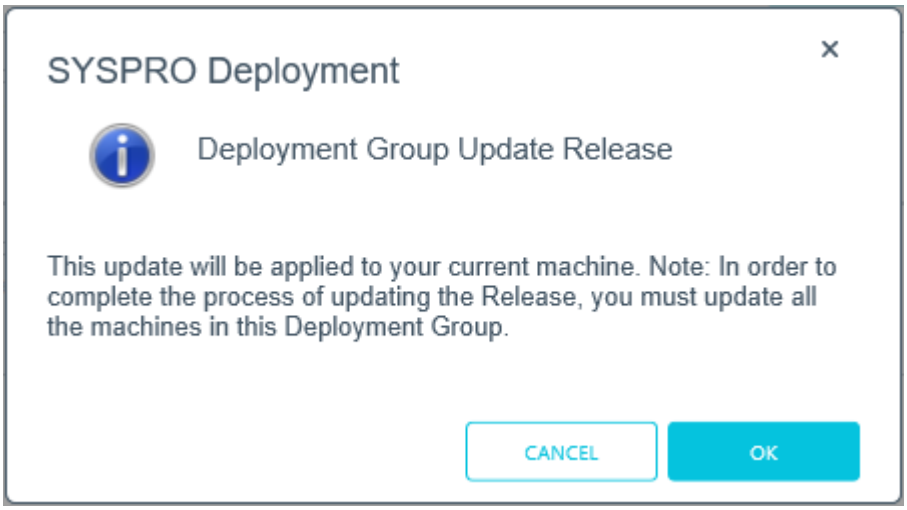
This message is informational, informing you that your change of the port number has been applied.

Cause

This message appears when you change the port number under the **SYSPRO 8 e.net Communications Load Balancer** parameters.

This only applies if you have other products that use this endpoint.

Deployment Group Update Release



Synopsis

This message is informational, informing you that (in order to complete the update for the deployment group) you need to ensure that all machines belonging to the group are updated.

Cause

This message appears when you select to update the release for a deployment group.

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Debugging and Diagnostics

The following information is only applicable to the **SYSPRO Installer Application** version 1.0.0.34 and later.

This section explains how to enable log files which output diagnostic information in the event of an error. Using this method results in debug information being written to a text file without the need for the **DebugViewer**. In addition, you can control when these messages are produced.

This is useful in troubleshooting errors that may be encountered when running the **SYSPRO Installer Application** or **SYSPRO Deployment Service**.

Debug keys and output

There are 3 types of outputs which are written to different locations. Therefore, the `Custom.config` file contains the following debug keys and valid values are `true` or `false`.

- **Debug/Trace output**

  This is the same type of information that can be written and viewed via the **DebugViewer**.

  Key:

  `DebugOutputOn`

  Code:

  ```
  <add key="DebugOutputOn" value="true" />
  ```

  Prior to version 1.0.0.34 of the **SYSPRO Installer**, the debug output option was always produced but to access it, you had to capture it using **DebugViewer**.

  From version 1.0.0.34, this option can now be added to your `Custom.config` file and if the key is set to `true`, debug information is still produced as before.

  If the key is set to `false`, Debug and Info messages are not produced. Only Exception, Error and Warn messages are produced.

- **Daily Log file**

  This is the same type of information that can be written and viewed via the **DebugViewer**, however it is written into the `ProgramData` folder instead.

  Key:

  `DebugToFile`

  Code:

  ```
  <add key="DebugToFile" value="true" />
  ```


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To enable the system to create the `SYSPRODeploymentApplicationLog_YYYYMMDD.txt` file in the `ProgramData` folder, the value must be set to `true`.

If set to `false`, the text file will not be created. The only way to access the debug log then would be via the **DebugViewer**.

- **Rolling log file**

  This forces diagnostic information to be written to the SYSPRO Deployment folder.

  Key:

  `UseRollingFile`

  Code:

  ```
  <add key="UseRollingFile" value="false" />
  ```

  Setting this value to `true` will create a rolling text file and all errors will be appended to the same file.

  This log file is saved in the SYSPRO Deployment folder with the name `SYSPRODeploymentLog.txt`.

  - This log file will only record Error, Exception, and Warn messages.
  - The file is limited to 2MB.

    If this limit is reached, the file is renamed and appends `_1.txt` to the original file name, and a new `SYSPRODeploymentLog.txt` file is created.

    This process can continue until the highest possible file is created with `_5.txt`. If more files are needed, the oldest file is deleted.

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Configuration

The following steps explain how to setup this function:

1. Navigate to the `SYSPRO Deployment` folder where the **SYSPRO Installer Application** is located.
2. Create a file named `Custom.config`.

   For this, we recommend that you make a copy of the sample file provided (`SYSPRO.Deployment.Service.Example.Custom.config`) and rename it `Custom.config`.
3. Open the newly created `Custom.config` file in edit mode and enter the following code:

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <startup>
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.6.1" />
  </startup>
  </appSettings>
    <add key="DebugOutputOn" value="true" />
    <add key="DebugToFile" value="true" />
    <add key="UseRollingFile" value="false" />
  </appSettings>
</configuration>
```

   If any of these keys are not included in the `Custom.config` file, their value is set to `false`.
4. Save the file.
5. Launch the **SYSPRO Installer Application**.

   Information will immediately start to populate into a text file in the `ProgramData` folder.

   The file will be named `SYSPRODeploymentApplicationLog_YYYYMMDD.txt`, where the `YYYYDDMM` indicates the date that the file was created.

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FAQs

General

Where is the SYSPRO software published?

SYSPRO Software is published to the Azure Content Delivery Network (CDN). Downloading software is optimized to obtain software based on point-of-presence (POP). The benefits of this include:

- Software is always current
- Local downloads result in faster speed and higher performance
- Large file support
- Available 24/7 (If one region should fail for any reason, the software is then sourced from another POP.)
- No more DVD installs

Why are existing web views not appearing in SYSPRO after updating to the latest release?

Prior to ***SYSPRO 8 2019 R1***, any customized web view by operator or role surfaced in both SYSPRO and ***SYSPRO Avanti***.

From ***SYSPRO 8 2019 R1*** onwards you must explicitly state whether a web view is targeted for SYSPRO or ***SYSPRO Avanti***.

Because any pre-existing web view is assumed to be for ***SYSPRO Avanti***, if you want existing SYSPRO web views to appear in later versions of SYSPRO, you must rename the `.JSON` file to include a `_SYSPRO` extension (e.g. `UX_OperatorCode_ProgramLZ_SYSPRO.JSON`).

The `.JSON` file resides in your `\Base\Settings` folder (or the `Role_xxx` folder if the user interface is configured by role).

You can also rename the file using the **Save as** function from within the **Visual Designer**. You will be prompted to indicate the type of web view you want to save (i.e. **Avanti** or **SYSPRO Client**).

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Where can I find a log of run time exceptions?

This depends on the version of ***SYSPRO 8*** that you are running:

- ***SYSPRO 8 2021 R1*** onwards:

  When the underlying **SYSPRO Server Run Time System** (RTS) detects an unexpected problem, the RTS diagnostic files are written to the `\Work\Diagnostics` folder using a new naming convention that includes the date and time, and the current contents of the black box are appended to the existing log, providing a trace of the events leading up to the RTS error.

- ***SYSPRO 8 2020 R2*** and prior:

  When the underlying **SYSPRO Server Run Time System** (RTS) detects an unexpected problem, SYSPRO records a message in the `_SYSPRO64_DLL_Exceptions.txt` diagnostic log within the `\Base\Settings` folder.

Client Roll-out

How do I roll-out SYSPRO software for client machines?

You have one of two options:

- Run the **SYSPRO Installer** app on each client machine to install the SYSPRO client.
- Use the **Export** function of the app.

  Once you have completed your export, all items exported are downloaded from Azure to the SYSPRO Deployment Shared folder and a text file is created which you can then use for rolling out to your clients.

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Install related

Is there a way to speed up the installation process?

SYSPRO Installer Application version 1.0.0.44 onwards:

You can speed up the installation process by first downloading the installation files to a folder that the **SYSPRO Installer Application** can use.

Use the **Product File Downloads** function within the app.

View the **Product File Downloads** task within the **Using** section of this guide for more information.

SYSPRO Installer Application version 1.0.0.44 and prior:

You can speed up the installation process by copying previously downloaded installation files to a folder that the **SYSPRO Installer Application** can use.

Copy the latest files `C:\SYSPRO Deployment\SYSPRO Release\*` from a computer which has already downloaded the installs, to the target computer folder with the same name.

Each file has an executable file (`EXE`, `MSI` or `MSP`) and an accompanying XML file with the same naming convention. Files are checked in these *sets* to ensure that they are valid.

Where do I install the SYSPRO Deployment Service?

SYSPRO ERP needs access to the **SYSPRO Deployment Service** and the **SYSPRO Deployment Service** needs access to the internet 24/7 and **Microsoft SQL Server**.

You don't have to install the deployment service on the SYSPRO application server, but it must be on a machine that is visible to all the SYSPRO machines involved.

Ideally, the machine should have permanent internet access to communicate with Azure.

Do not install the service on a customer laptop or standalone PC that could potentially be removed from the network.

What happens when I have multiple application servers for one site?

If you need to update software or deploy hotfixes, but have multiple application servers for the same site, you have to run the **SYSPRO Installer Application** on each machine that has the Application Server installed. This is because hotfixes must be applied directly to the Application Server.

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Why can't I see the SYSPRO 8 runtime installed under Programs and Features?

The ***SYSPRO 8*** runtime uses Micro Focus installation software and is therefore listed as `Micro Focus COBOL Server` within the **Program and Features** function of your Windows **Control Panel** application.

What security is in place regarding the downloadable files?

Each installation file has a corresponding XML file which provides a security `checksum` that is validated against the install.

If the `checksum` doesn't match, the install will not continue until it has been resolved.

In addition, every installation has been digitally signed by SYSPRO from `EXEs` to `MSIs`. Therefore, the digital signature is broken as soon as a file is edited and re-saved in any way.

Why must SYSPRO 8 be installed on a 64-bit server?

SYSPRO 8 must be installed on a 64-bit server becuase all the SYSPRO services are now 64-bit.

Can the SYSPRO 8 Client Component be installed on a 32-bit server?

SYSPRO 8 was developed to be installed exclusively on 64-bit client and server operating systems. In addition, the ***SYSPRO 8*** installation application is also only available to run on a 64-bit operating system.

However, there is limited support for ***SYSPRO 8*** Clients running 32-bit operating systems. The 32-bit client can only be installed using the export function in the ***SYSPRO 8*** installation application.

The **SYSPRO 8 and 32-bit Client Operating Systems** guide covers the steps to be taken to install the SYSPRO 8 Client component on a 32-bit operating system (available from the **Install Guides** page of the **Resources** section).

Where do I get the Customer Code and Customer Pin Code?

When you request a ***SYSPRO 8*** license, you will receive an email containing the XML license file attachment.

Both of these codes are contained in the license file.

What if I change the machine name on which the app is installed?

If the **SYSPRO Installer Application** detects that the machine on which it is setup is renamed, it will attempt to self-heal with an automatic reconfiguration process, in order to update the deployment details.

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How can I run the Deployment Service as a named user?

- If you are running the **SYSPRO Installer Application** for the first time:

  From the **Endpoint Address** screen, disable the **Install service using defaults** option.

  This enables you to enter the installation parameters and domain credentials required to run the service.

  > For more information about this process, view the **Initial run of SYSPRO Installer** section of the Help.

- If you are not running the **SYSPRO Installer Application** for the first time:

  From the **Sign In** Page, select the config icon (⚙) located in the top right-hand corner.

  This enables you to configure the service to use a named user.

  > For more information about this process, view the **Update Deployment Service Credentials** section of the Help.

Can I uninstall SAP Crystal Reports Server 2013 manually?

Yes. However, we recommend that you rather use the **SYSPRO Installer Application** to uninstall **SAP Crystal Reports Server 2013**.

To manually uninstall, proceed as follows:

1. *Stop* the following services, in this order:
   - SYSPRO 8 Reporting Host Service
   - SYSPRO 8 Ras Management Service
   - BOEXI40CrystalReportApplicationServer(1)

     > i.e. SYSPRO 8 Report Print Service

   - BOEXI40CrystalReportApplicationServer(2)

     > i.e. SYSPRO 8 Document Print Service

   - BOEXI40CrystalReportApplicationServer20153
   - BOEXI40CrystalReportApplicationServer20154
   - BOEXI40CrystalReportApplicationServer20155
   - BOEXI40CrystalReportApplicationServer20156
2. *Disable* the following services:

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- SYSPRO 8 Reporting Host Service
- SYSPRO 8 Ras Management Service
- SYSPRO 8 Report Print Service
- SYSPRO 8 Document Print Service
- BOEXI40CrystalReportApplicationServer20153
- BOEXI40CrystalReportApplicationServer20154
- BOEXI40CrystalReportApplicationServer20155
- BOEXI40CrystalReportApplicationServer20156

3. *Delete* the following RAS Services:
    - BOEXI40CrystalReportApplicationServer20153
    - BOEXI40CrystalReportApplicationServer20154
    - BOEXI40CrystalReportApplicationServer20155
    - BOEXI40CrystalReportApplicationServer20156
4. *Uninstall* the **SAP Crystal Reports Server 2013** products in the following order:
    - Business Objects Runtime x64
    - Crystal Reports runtime engine
    - Crystal Reports 2013 SP8 update
    - Crystal Reports Server 2013 SP8
    - Crystal Reports 2013 SP6
    - BI platform .NET SDK Redistributable
    - SYSPRO 8 Reporting Components
    - SYSPRO 8 Reporting Designer
5. Reboot the machine.

This is the same process that is followed when you use the **SYSPRO Installer Application** to uninstall **SAP Crystal Reports Server 2013**.

Why is the SELECT button not available against the Deployment Group?

You can only have one deployment group per machine.

Therefore, if the **SELECT** button against the deployment group is grayed out, it means that this machine already has a deployment group configured against it and existing SYSPRO software installed.

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How do I assign Local Security Policy permissions in Windows for the SYSPRO 8 Reporting Host Service?

Before validating the product parameters for the **SYSPRO 8 Reporting Host Service**, you need to ensure that the **User Name** entered has the correct **Windows** Local Security Policy permissions assigned. This is achieved as follows:

1. Open the **Local Security Policy** program within **Windows**.
2. Expand the **Local Policies** folder and select **User Rights Assignment**.
3. Within the **Policy** column, right-click the **Log on as a service** policy and select **Properties**.
4. Select the **Add User or Group** option.
5. Add the User Name with its associated domain and select **OK**.

How do I enable the Internet Information Services (IIS) WebSocket Protocol feature?

The **Internet Information Services (IIS) WebSocket Protocol** feature is required when installing one of the following:

- SYSPRO Avanti
- SYSPRO Point of Sale

Therefore, before installing either of these products, you can enable the **Internet Information Services (IIS) WebSocket Protocol** feature as follows:

1. Open the **Turn Windows Features on or off** program.
2. Navigate as follows:

   Internet Information Services > **World Wide Web Services** > **Application Development Features**
3. Enable the **WebSocket Protocol** option.
4. Save your changes.

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Developer considerations

Why can't I make direct calls to Encore.dll?

Removed:	Direct calls to `Encore.dll` are no longer available.
Reason:	Directly referencing `Encore.dll` using COM/DCOM limits applications to 32-bit as well as SYSPRO's future expandability. In addition, any third party applications referencing the SYSPRO DLL's directly make it difficult for SYSPRO to easily enhance the system without requiring each third party application to also be changed. Web Services are still supported, so developers who have previously used Web Services will work unchanged.
Replaced by:	Using the **SYSPRO 8 e.net Communications Load Balancer** service de-couples applications from the e.net 64-bit library and provides excellent scalability and performance. Additional benefits: ▪ No limitation of being tied to a specific technology (e.g. 32-bit, etc.) ▪ The system is more robust as any failures don't prevent the system from continuing on the other threads. ▪ The system is multi-threaded and has a significantly improved performance under load. ▪ Third party applications can reside on any server/computer that has access to the endpoint.

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Upgrading

What is the difference between upgrading and updating?

Upgrading is when you move from one *version* of SYSPRO software to another (e.g. from ***SYSPRO 7 Update 1*** to ***SYSPRO 8***).

Updating is when you move from one *release* of the current software to a later release (e.g. from ***SYSPRO 8 2018 R2*** to ***SYSPRO 8 2019 R1***)

What is the difference between 'Update Release' and 'Update Products'?

The **SYSPRO Installer Application** is used to update the software from one release to another, as well as to update specific products.

Therefore, if there is an existing and configured deployment group on the current machine, the application verifies if either of the following are available:

- Later software release
- Product updates

If either are applicable, an **Update** button is displayed on the deployment group screen against the relevant group.

If *both* are applicable, the **Update** button is displayed, but when selected the app prompts you to indicate which update you want to proceed with:

The **Update Products** option is for a new version of a SYSPRO service, whereas the **Update Release** option is for a later software release. Therefore, If you choose to update the release, everything you have installed is updated to the latest version. However, if you only want to update the product file and not the release, you would then use the **Update Products** option.

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What happens to my legacy files when upgrading to SYSPRO 8?

When you upgrade from ***SYSPRO 7 Update 1*** to ***SYSPRO 8*** (using the **SYSPRO Installer Application**) the process is as follows:

1. ***SYSPRO 7 Update 1*** installation files are removed.

   > There may be some files left behind after this process because of new files added through ports, or third party developer files.

2. The ***SYSPRO 8*** installation process checks whether there are any remaining legacy files.

   If any are found, they are moved to a newly-created archived folder (`Archived_SYSPRO7Files`).

3. The following folders are added to the archived folder in the ***SYSPRO 8*** install location:
   - `\Programs`
   - `\Screens`
   - `\Base\Bin`
   - `\Base\UI`

Can I skip a version when updating to a later release of SYSPRO 8?

The **SYSPRO Installer Application** is designed to handle the update process smoothly, even if you skip a version when updating to a later release.

Therefore, if (for example) you are on ***SYSPRO 8 2020 R1***, you can update directly to ***SYSPRO 8 2021 R1*** without having to update to ***SYSPRO 8 2020 R2*** first.

Language Translation

Where is the language pack deployed?

When you select to install a language pack, the language file is deployed to the same folder where the `SYSPRO.EXE` resides (`\Base`).

Can I install more than 1 language pack?

You can install as many of the available language packs as you require.

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How do I reset SQL Server credentials when logging into SYSPRO?

Possible scenarios for requiring a reset of your SQL Server credentials include:

- You can't log into SYSPRO because of a SQL Server credential error (e.g. password expired).
- You are in a support environment and have been supplied with a database that you cannot access, possibly due to not having the SQL password.

From ***SYSPRO 8***, you can reset your SQL Server credentials:

1. Open `IMPACT.INI` (located in the `WORK` folder) using an editor application such as **Notepad**.
2. Change the `SQLADM` entry to `SQLADM=[reset]` or change the `SQLSTD` entry to `SQLSTD=[reset]`

   Changing either entry enables you to reset the password for both accounts. The word `'reset'` is not case sensitive.
3. Save the file and log into SYSPRO.

   You will be prompted to enter a new SQL Server user name and password for both the administrative and standard logins.

Can I use SQL Express with SYSPRO 8?

Yes, you can.

The only difference is during your SQL Configuration when running the **SYSPRO Installer** app for the first time.

At the **SQL Server Name** field, ensure that you enter the full instance name (e.g. `INSTANCENAME\SQLEXPRESS`).

You can check this entry if you run **SQL Server Management Studio** and view the instance to which you are logging in.

What if I need to change the SQL Server credentials used by the Deployment Service?

Use the **SQL Server Credentials** function within the app.

For more information on this, view the help section **Updating SQL Server Credentials**, located under **Configuring the app**.

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What SQL Server users are required?

The following SQL Server users must exist with the appropriate permissions enabled:

User type	Rules
Administration SQL user	The user entered here must have the following SQL permissions assigned: *SQL Server Roles* ▪ **db_creator** This is used to create and drop entities, such as databases, tables, columns, etc. ▪ **bulkadmin** This is used to issue BULK INSERT statements. ▪ **securityadmin** This is used to give database-level permissions as and when needed. ▪ **processadmin** This is used to end SQL processes running on the server using the **View Users** program.
	Database Mapping ▪ **db_owner** This needs to be set for both system-wide and company databases.
	The user cannot be the same account as the **Standard SQL user** and the **User name** cannot contain any spaces.
Standard SQL user	The user entered here must have the following SQL permissions enabled for both system-wide and company databases: ▪ **db_datareader** ▪ **db_datawriter** The user cannot be the same account as the **Administrative SQL user** and the **User name** cannot contain any spaces.

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What if I have additional Firewall software (other than the standard Windows Firewall)?

When the **SYSPRO Deployment Service** is installed, ports `30250` (Endpoint port) and `3702` (Endpoint discovery) are enabled on the Windows firewall.

If you have additional firewall software, you need to open these ports within the software to enable the **SYSPRO Installer** app to function.

What URLs must be open for sites with proxy servers?

For sites with proxy servers, the following URLs must be open for the **SYSPRO Deployment Service** to retrieve software and communicate with the SYSPRO Azure service:

- ***SYSPRO 8*** downloads (from Microsoft Azure CDN):

  `https://syspro8install.azureedge.net/*`

- Azure service calls:

  `https://sysprodeploymentazlive.azurewebsites.net/*`

- InfoZone:

  `https://izauthservicedev.syspro.com/*`

This applies to the **SYSPRO Deployment Service** and the **SYSPRO Deployment Support Service**.

What ports should be enabled for discovery to work?

The **SYSPRO Deployment Service** provides support to be discoverable at runtime. Therefore, for WCF Discovery to work correctly, all NICs (Network Interface Controller) should only have one IP address.

Ports that must be open:

- UDP discovery: Port `3702`
- Default listening endpoint: Port `30250`

  This is the port to which the service responds.

  You can always manually enter the endpoint if discovery is not enabled.

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What are the default port numbers for SYSPRO 8 services?

The following indicates the default port numbers used for the various ***SYSPRO 8*** services:

- SYSPRO 8 Service Upgrade Manager: 30140
- SYSPRO 8 Avanti Initialization Service: 30190
- SYSPRO 8 Communications Service: 30110
- SYSPRO 8 e.net Communications Load Balancer: 31001 (SOAP port), 31002 (REST port), 31003 (Basic HTTP port), 31004 (Ws HTTP port)
- SYSPRO Deployment Service: 30250, 3702 (used for discovery)
- SYSPRO 8 Reporting Host Service: 20129, 20130
- SYSPRO RAS Services: 20153, 20156
- SYSPRO RAS Management Service: 30150
- SYSPRO 8 Active Directory Sync Service: 30245
- SYSPRO 8 Espresso Notification Service: 30180
- SYSPRO 8 Workflow Service: 30160
- SYSPRO 8 Analytics: 30200, 30201
- SYSPRO 8 Machine Learning: 30238, 30239

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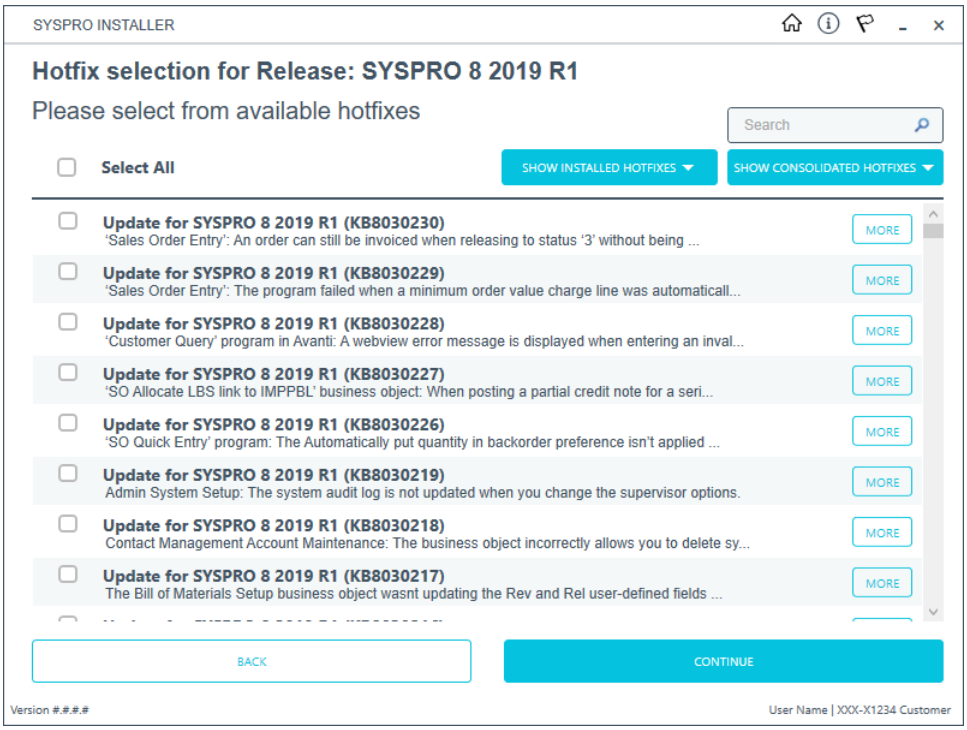
Hotfixes

How do I search for Hotfixes

Within the **Hotfix Selection** screen of the **SYSPRO Installer**, you can search for a specific hotfix by any of the following:

- Enter the full KB number (e.g. KB8000006)
- Enter the last digits (e.g. 06) into the search box
- Enter any full text related to the hotfix (e.g. Ledger Query)

This displays the **Mandatory Hotfixes** and **Optional/Customer-specific Hotfixes**.



There could be a large number of hotfixes available - many of which are not relevant to your site or how you use the software. Therefore, only use this function if you have received an **Optional/Customer-specific Hotfix** to install, or if you suspect a problem with your current SYSPRO software and want to establish whether an applicable hotfix is available.

What are Hotfix Knowledge Base Articles

A hotfix KB article contains information about the software included in the hotfix, as well as a summary of the problems addressed.

You can access these by selecting the **More** button against the hotfix on the **Hotfix selection** screen of the **SYSPRO Installer** application.

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How do I install all hotfixes by default?

When adding or editing a deployment group in the **SYSPRO Installer** application, the **Install all Hotfixes by default** option is enabled by default.

This ensures that *all* available hotfixes are installed when installing ***SYSPRO 8*** for the first time, or when upgrading to a new release.

> Disable the **Install all Hotfixes by default** option if you don't want to install all hotfixes by default. However, if you disable this option, **Mandatory Hotfixes** are still installed when installing ***SYSPRO 8*** for the first time, or when updating to a new release.

How many hotfixes can be installed per release?

A maximum of 127 hotfixes can be installed per release (Microsoft limitation). Therefore, ensure that you only install hotfixes that you require. Alternatively, install a consolidated hotfix.

Why is the HOTFIXES button displayed without any Mandatory or Optional Hotfixes?

If there is no **Mandatory Hotfix/Optional/Customer-specific Hotfix** available for your customer code, but the **HOTFIXES** button is still displayed on the deployment group home page, then the application has detected that there are additional **Optional/Customer-specific Hotfixes** available for you to view and optionally select.

Who can access the hotfix notification button on the SYSPRO Ribbon bar?

Although the hotfix notification button is visible to all users, it is only enabled for operators belonging to a group with system administrator privileges.

What does the hotfix notification button on the SYSPRO Ribbon bar do?

This button shows the **Mandatory Hotfixes** or **Optional/Customer-specific Hotfixes** recorded against your customer code, which have not yet been installed.

> This button only provides *visibility*. You cannot install a hotfix from inside SYSPRO.
>
> To install hotfixes, you must run the **SYSPRO Installer** application.

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How can I identify a Consolidated Hotfix?

When using the **SYSPRO Installer** application, a **Consolidated Hotfix** is clearly indicated with the following phrase appended to its name: `** Consolidated **`.

The synopsis will explain the hotfixes that have been included and summarizes how this roll-up and install works.

What happens when I have multiple application servers for one site?

If you need to update software or deploy hotfixes, but have multiple application servers for the same site, you have to run the **SYSPRO Installer Application** on each machine that has the Application Server installed. This is because hotfixes must be applied directly to the Application Server.

How do I install a hotfix that is linked to a service update?

A hotfix that is marked with an asterisk in the synopsis indicates that it is associated with a service update. Therefore, we recommend that you install the services before the hotfixes that are linked to them.

- If you regularly install *all* hotfixes:

  We recommend that you first check for any service updates and install those (if applicable) before proceeding with installing the hotfixes.

- If you generally only install *specific* hotfixes:

  We recommend that you first check if any of your selected hotfixes contain an asterisk within the synopsis. If applicable, take note of which service is affected and install that service before proceeding with installing the hotfix.

Can I uninstall a hotfix?

Yes, in the unlikely event that a deployed hotfix contains a flaw that may result in more damage than it was trying to repair, you can uninstall the hotfix.

The system is able to revert affected programs to a state prior to the deployment of the faulty hotfix.

> You cannot uninstall a **Mandatory Hotfix**.

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What happens if I uninstall a Consolidated Hotfix?

One of the best things about the hotfix technology in ***SYSPRO 8*** is that if, for any reason, you wish to uninstall a hotfix, the software is restored back to what it was prior to the hotfix being installed.

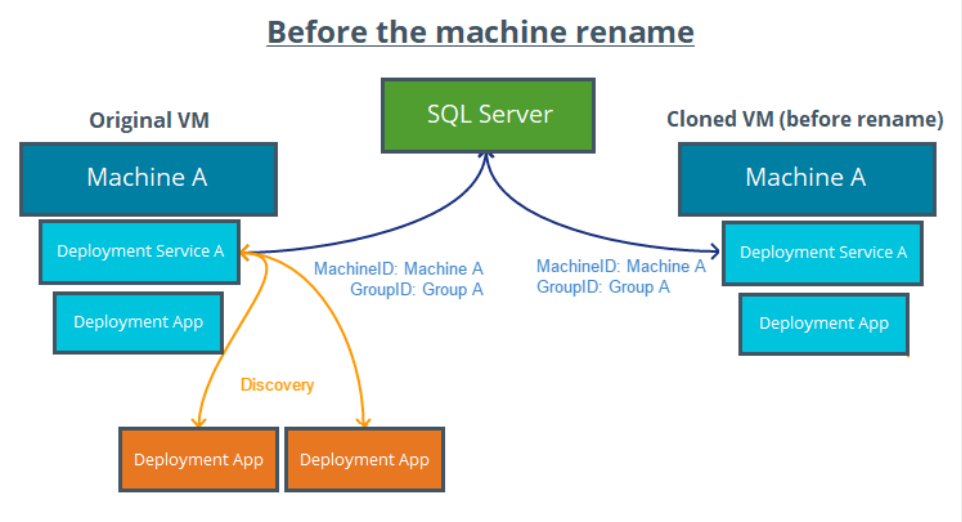
The same happens if you were to uninstall a **Consolidated Hotfix**. The software will revert to just the previously installed hotfixes.

Machine Cloning

What are the dangers of cloning a VM on the same network as an existing SYSPRO Installer Application?

SYSPRO Installer data corruption can occur if you clone a complete virtual machine on a network that is using the **SYSPRO Installer Application**, and then use that clone on the same network.

EXAMPLE SCENARIO:



- `(Virtual) Machine-A` is configured and uses the **SYSPRO Installer Application** to install SYSPRO 8 products.
- `Machine-A` is setup using Deployment Group `A` (`GroupID-A`).
- The SQL server holding the SYSPRO 8 Deployment database is on a separate server and not on `Machine-A`.

A full clone is made of `Machine-A` and placed onto a second machine, which is renamed to `Machine-B`.

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The **SYSPRO Deployment Service** then checks for a machine name change when it starts up. In this case, it finds the machine name change from `Machine-A` to `Machine-B` and begins the machine rename process:

- A new `MachineID` is generated for `Machine-B`.
- All of the **SYSPRO Installer** properties are replaced with `Machine-B`, including the new `MachineID` and Deployment Group (`GroupID-B`).
- The application tries to update the SYSPRO 8 Deployment database:

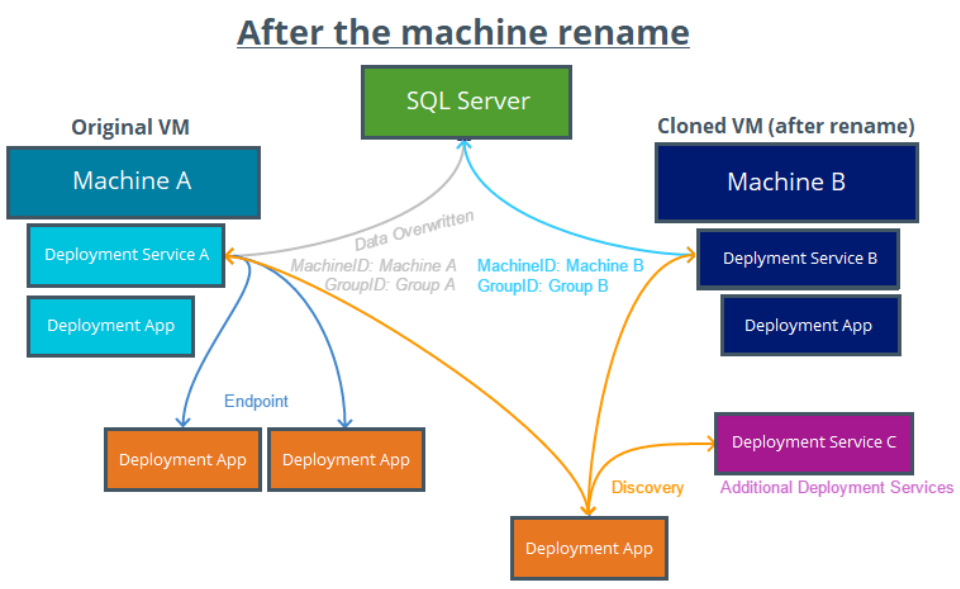
  SQL statements are issued to all of the required tables in the database, replacing all `MachineID` entries (previously `Machine-A`) with `Machine-B` details.

  > This is where the data corruption can occur.

This now means that the SYSPRO 8 Deployment database no longer has any data for `Machine-A` (including the `GroupID-A` which would have been replaced as `GroupID-B`), and results in multiple endpoints for the **SYSPRO Deployment Service** on the network:

One at `Endpoint/Machine-A` and one at `Endpoint/Machine-B`.

Any new machines setup on the network using discovery will now use whichever endpoint is found first, resulting in unpredictable behavior in the **SYSPRO Installer Application**.



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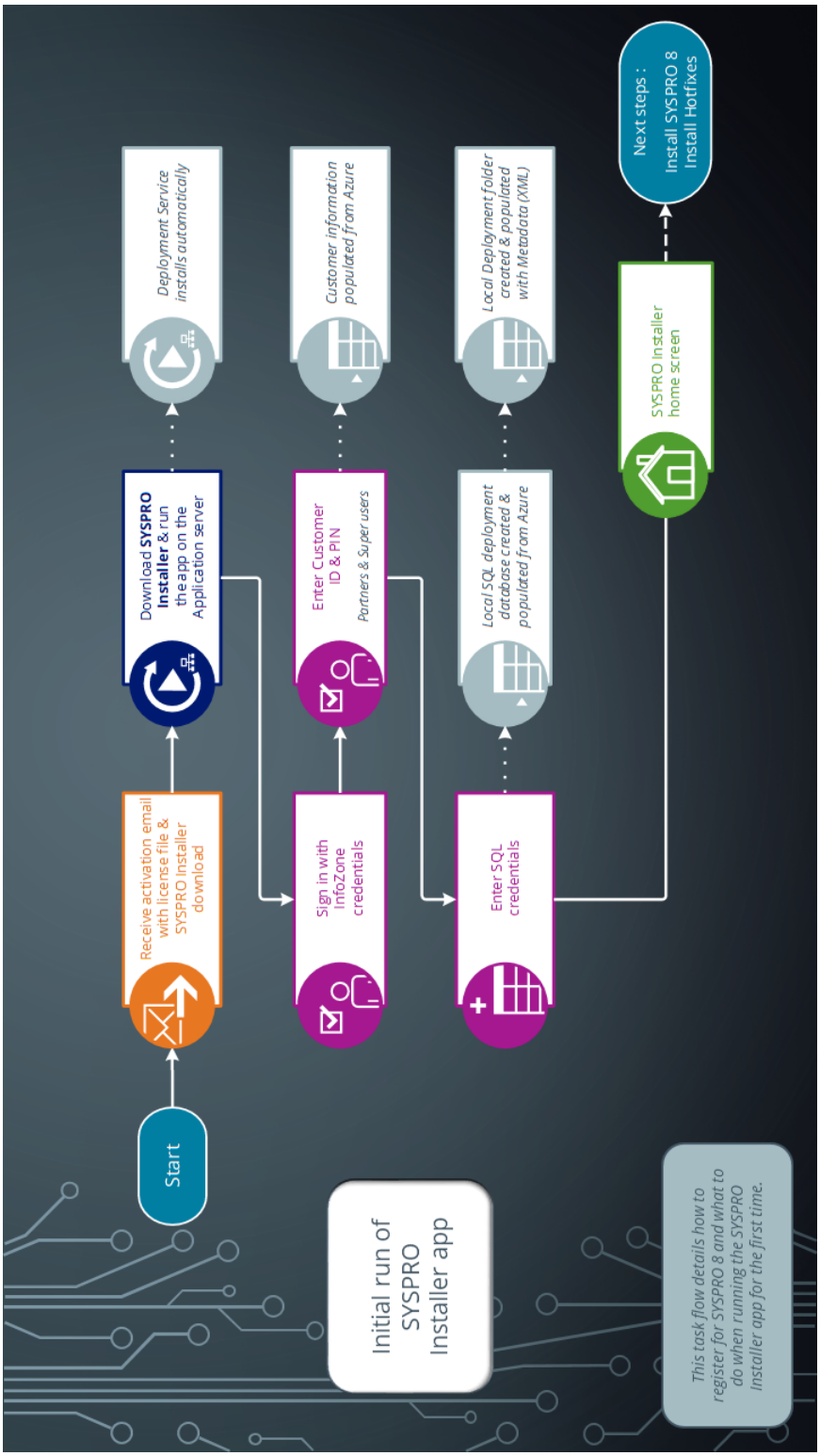
Using

Running the app for the first time



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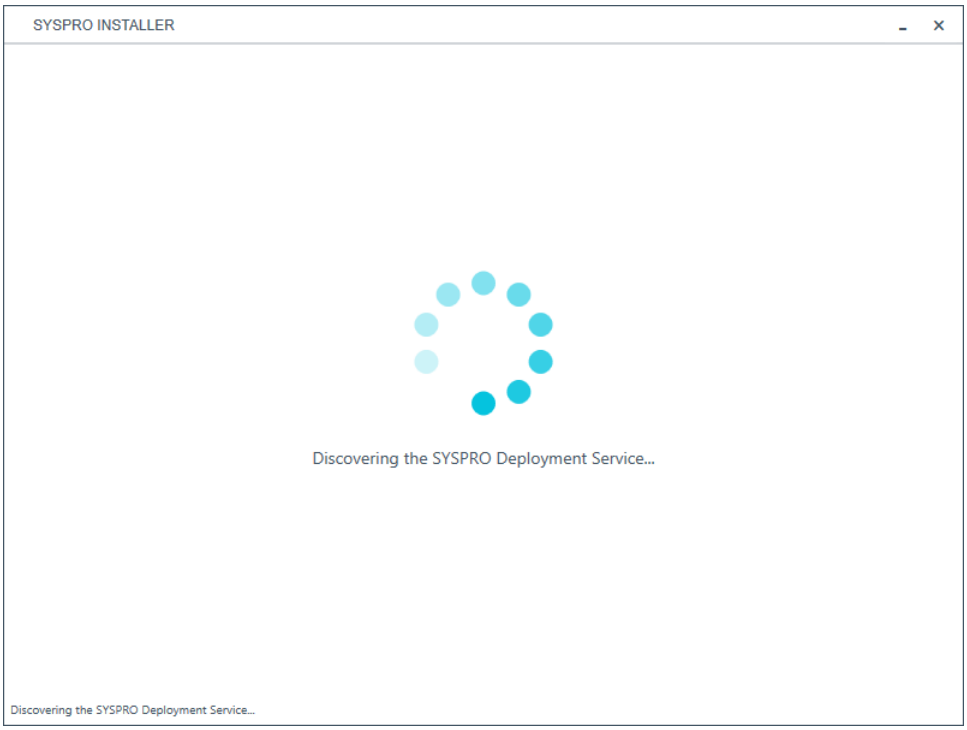
Ensure to run the **SYSPRO Installer Application** on the SYSPRO application server.

1. Application Start-up



When you launch the **SYSPRO Installer**, it checks your registry to detect if there is a saved **endpoint address** for the **SYSPRO Deployment Service**:

- If the application finds an address entry in your registry, it uses this to find the **SYSPRO Deployment Service** at that address.
- If a registry entry is not found, the application performs discovery for the **SYSPRO Deployment Service**.

  If the service is found, the application writes this address to your registry and continues.

  This *discovery phase* is not performed when using the support version of the application (**SYSPRO Installer Support**). Instead, you are taken directly to the **Endpoint Address** screen.

- If the **SYSPRO Deployment Service** is not discovered:

  1. The app checks whether the service has been installed on your machine.

     If the service is installed, and discovery failed, it could be that the service is not running.

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2. If the deployment service is not installed, a link is provided to allow you to download the service.

   The deployment service setup installation file is automatically downloaded from Azure and installed on your machine.

3. Once the deployment service is installed, the application verifies the connecting endpoint.

- Once the deployment service is discovered, it is silently installed in the background by default.

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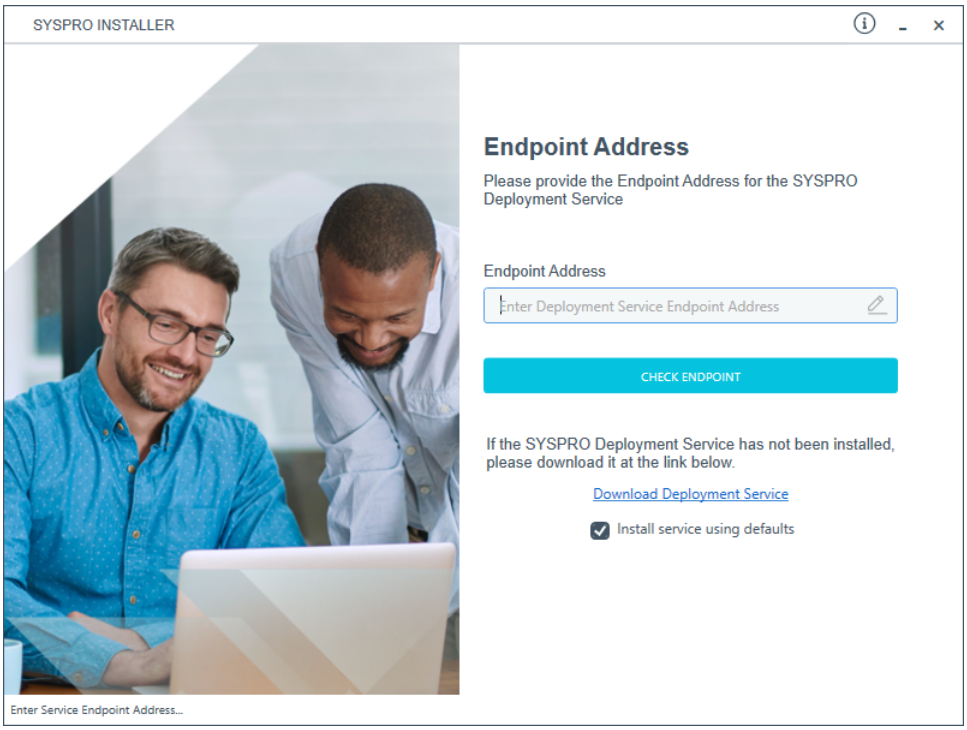
2. Endpoint Address



The **Endpoint Address** screen is only displayed if the **SYSPRO Deployment Service** has never been installed on your machine.

If no download link is displayed, then the service is installed, but may not be currently running.

Select the **Insert default Endpoint** icon inside the **Endpoint Address** text block to populate the block with the current machine DNS name and default Deployment Service SOAP Port.

You can use the **Check Endpoint** option to start discovery for the service again, if required, however this only works if the **Endpoint Address** text block is already populated. This is useful if your deployment service has been restarted.

When using the support version of the application, you will need to enter the endpoint address manually during start up. To locate this endpoint address, open the relevant configuration file and view the `baseAddress` entry:

```
C:\Program Files\SYSPRO\SYSPRO Deployment Support Service\SYSPRODeployServiceHost.exe
```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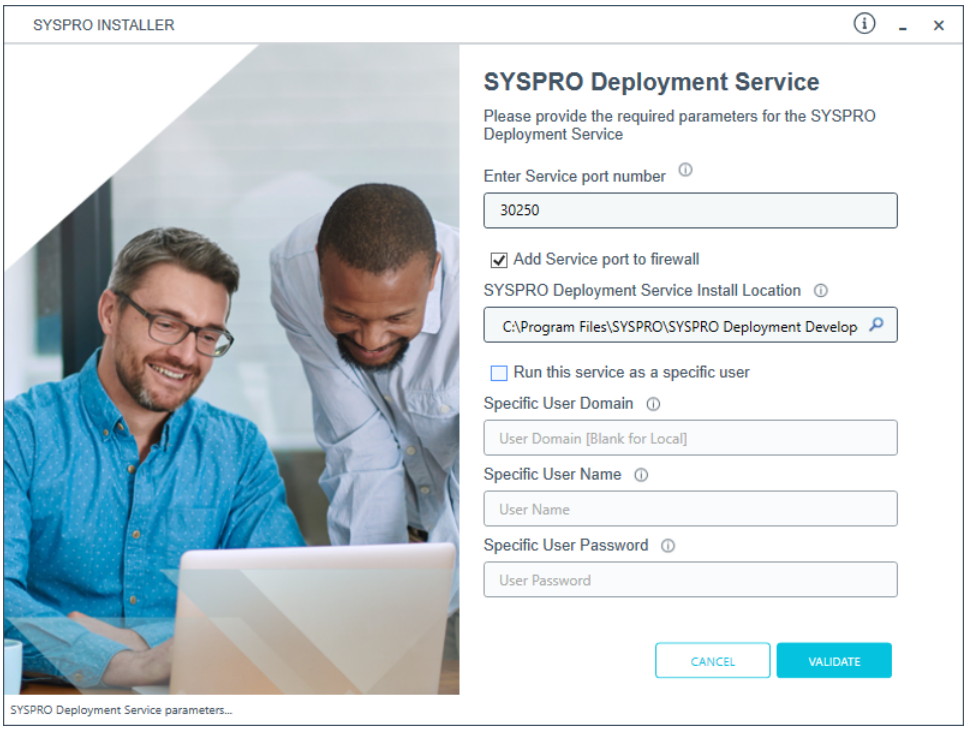
Install service using defaults option

The **Install service using defaults** option enables you to decide how to install the service.

This option is enabled by default and (if left enabled) results in the Deployment service being downloaded and installed silently to a default location on your `C:` drive.

If you disable this option, the Deployment service will download and you can select how and where you want to install the service.

When the option is disabled, the following screen will allow you to enter the installation parameters and domain credentials required to run the service:



You would typically disable this option in one of the following situations:

- You want to run the **SYSPRO Deployment Service** as a specific user.
- You want to change the installation options for the **SYSPRO Deployment Service**.

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3. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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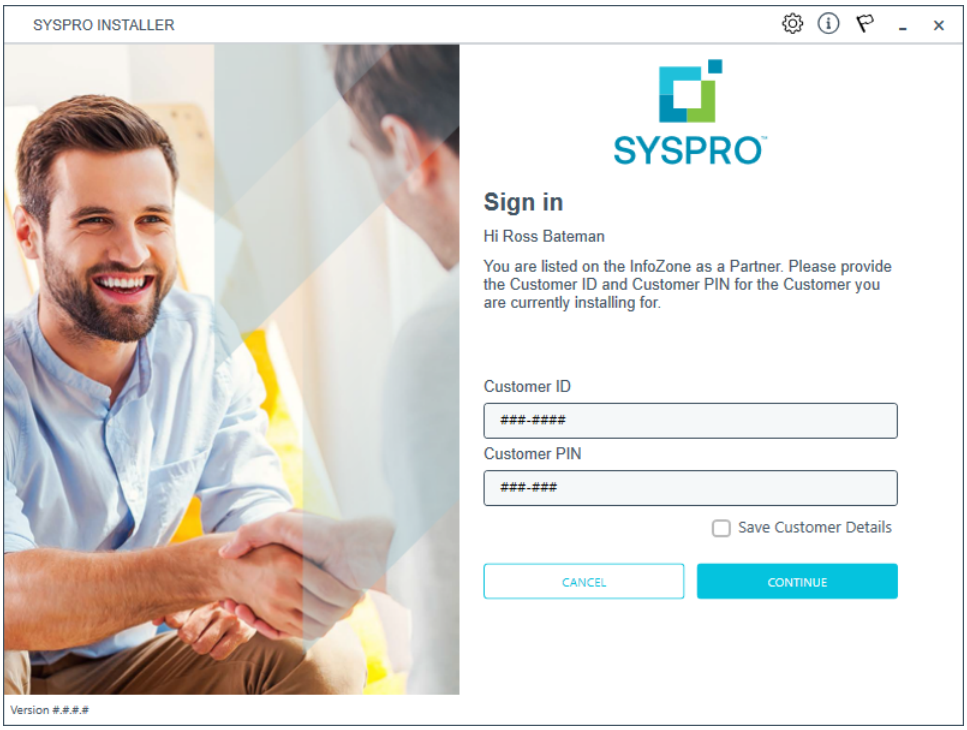
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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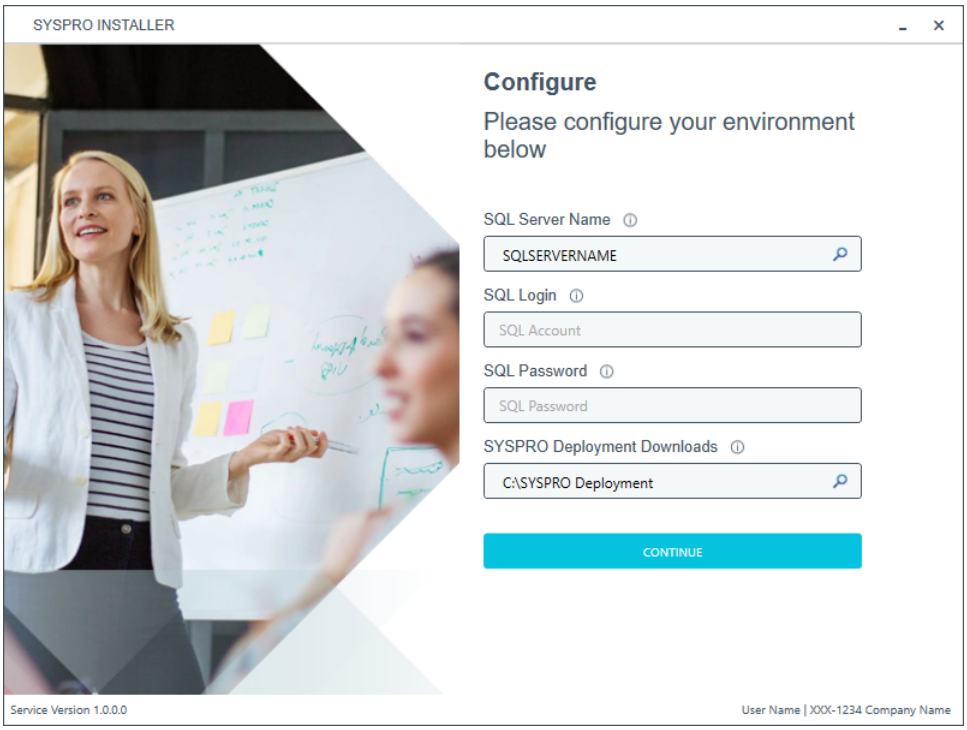
4. Configuration



The **Configure** screen is only displayed if this is a first time install.

The **SYSPRO Installer** application requires access to a *SQL Server Instance* on your network.

The application uses this SQL instance from now onwards to download and record your installation preferences and configuration; including information about your deployment groups, software component versions and installed hotfixes.

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Capturing requirements

You are required to set up your SQL authentication and the name of the SQL Server which will store the SYSPRO Deployment database.

Field	Description
SQL Server Name	This entry defaults to the DNS name of the current machine. If you are using **SQL Express**, ensure that you enter the correct and full instance name (e.g. `INSTANCENAME\SQLEXPRESS`). You can check this entry if you run **SQL Server Management Studio** and view the instance to which you are logging in.
SQL Login	Enter your SQL Server login credentials.
SQL Password	Enter your SQL Server password credentials.
SYSPRO Deployment Downloads	This folder is the physical location to which all software components and hotfixes are downloaded, and subsequently run from during each installation process. All downloads, being either the Parameter XML files or the actual install files are downloaded here and stored in the Release subfolder. The entry defaults to `C:\SYSPRO Deployment`, but can be changed if required. However, once the folder name is set during this stage of the app, please ensure that no changes are made to the folder name, location, contents or structure. Any subsequent change to the folder will result in checksum errors and the app not being able to download any files. A share is created for this folder that must be available to the network.

Background processes

At this point, the application checks Azure to determine which products are available. It then proceeds to configure an on-premise database and downloads the relevant XML definition files and runtime components (for later use during the install).

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Configuring & querying details in the app

Updating deployment service credentials

This task explains how to update your deployment service credentials in order to run the **SYSPRO Deployment Service** as a specific user.

1. Login

From the **Sign in** screen, select the config icon (⚙) located in the top right-hand corner.

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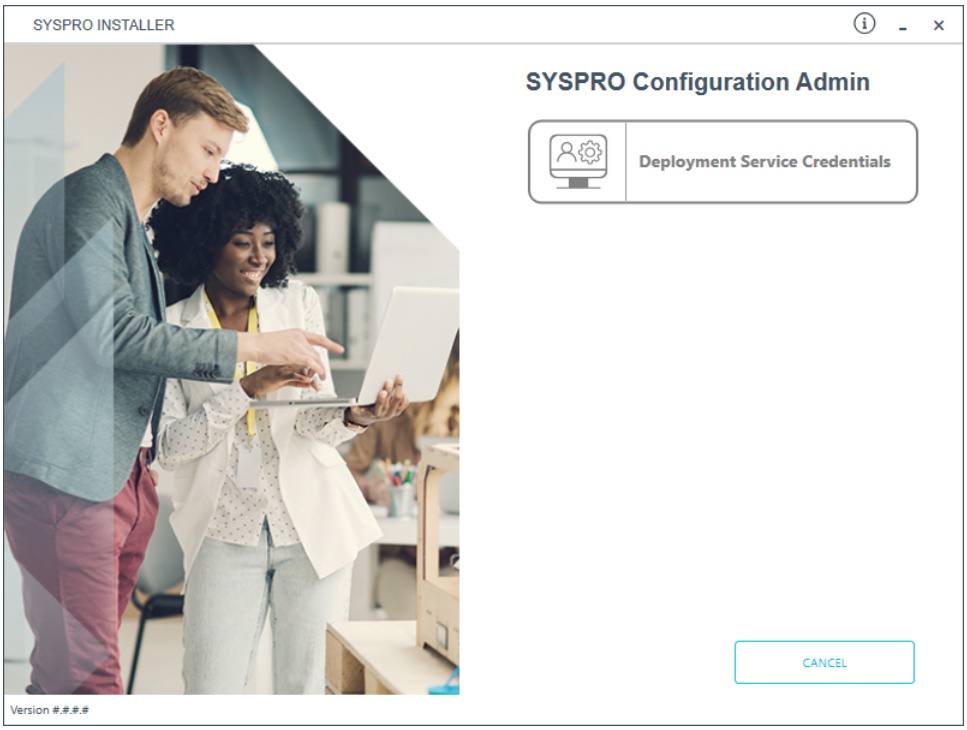
2. SYSPRO Configuration Admin



From the **SYSPRO Configuration Admin** screen, select the **Deployment Service Credentials** option, from where you can configure the service to use a named user.

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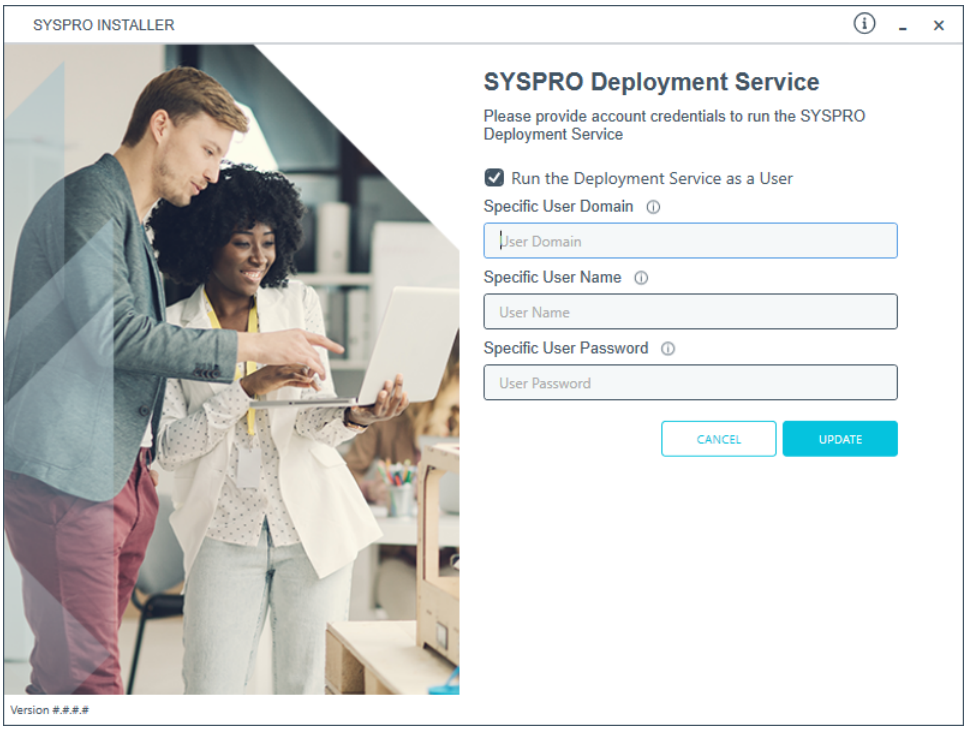
3. SYSPRO Deployment Service



From the **SYSPRO Deployment Service** screen you can action either of the following requirements:

- Select to run the **SYSPRO Deployment Service** as a specific user.
- Revert running the **SYSPRO Deployment Service** as a specific user.
- Update the password of the specific user that the **SYSPRO Deployment Service** is already running under.

The following describes the options and fields available on the page:

Field / Option	Description
Run the Deployment Service as a User	Indicate if you want to run the **SYSPRO Deployment Service** as a specific user.
Specific User Domain	Enter the user domain. If this field is left blank, the local system will be used.
Specific User Name	Enter the user name.
Specific User Password	Enter the user password.

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Updating SQL Server credentials

This task explains how to update your **Microsoft SQL Server** credentials that are used by the **SYSPRO Deployment Service**.

> This functionality is only available to SYSPRO support personnel, super users, SYSPRO administrators and SYSPRO partners.

1. Login

Log in to the application using your **InfoZone** credentials.

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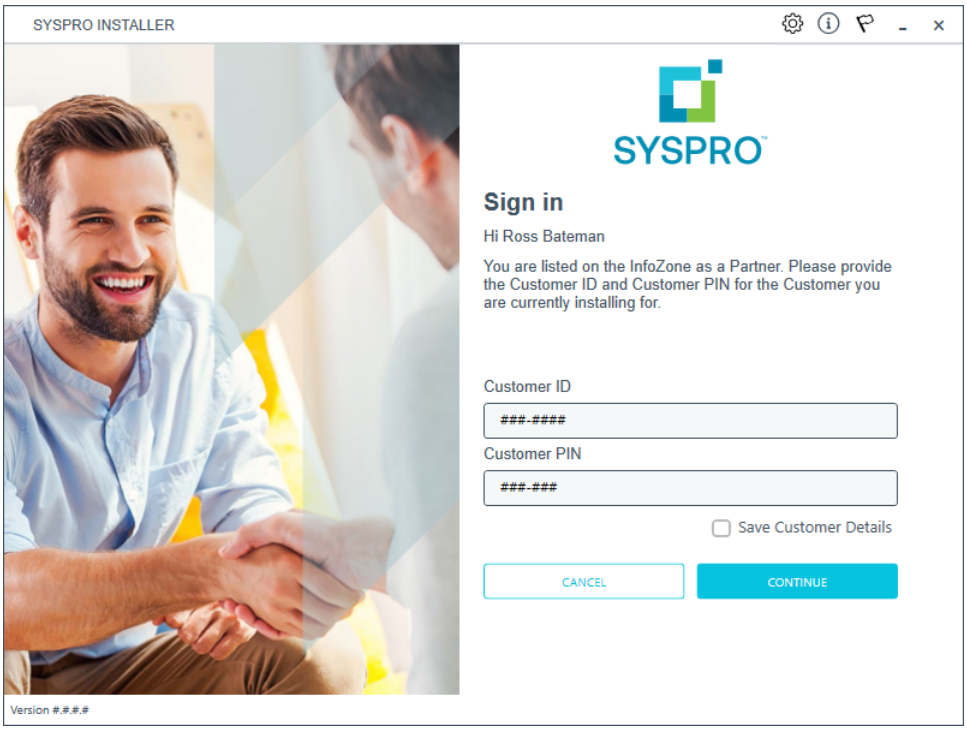
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

From the **Sign in** screen, select the config icon (⚙) located in the top right-hand corner.

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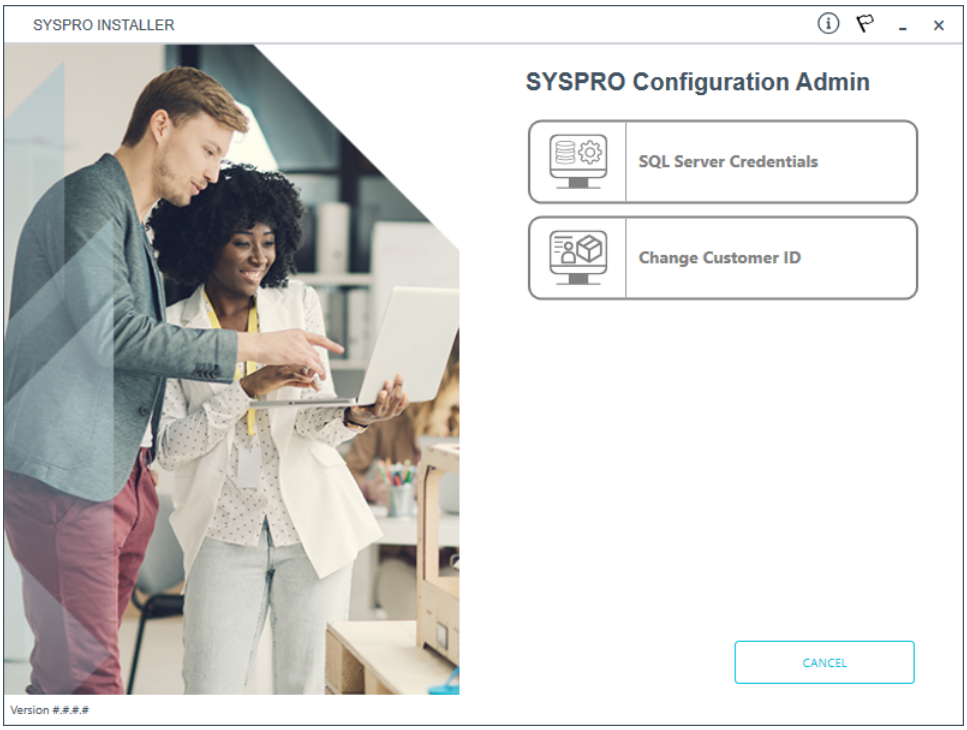
2. SYSPRO Configuration Admin



From the **SYSPRO Configuration Admin** screen, select the **SQL Server Credentials** option.

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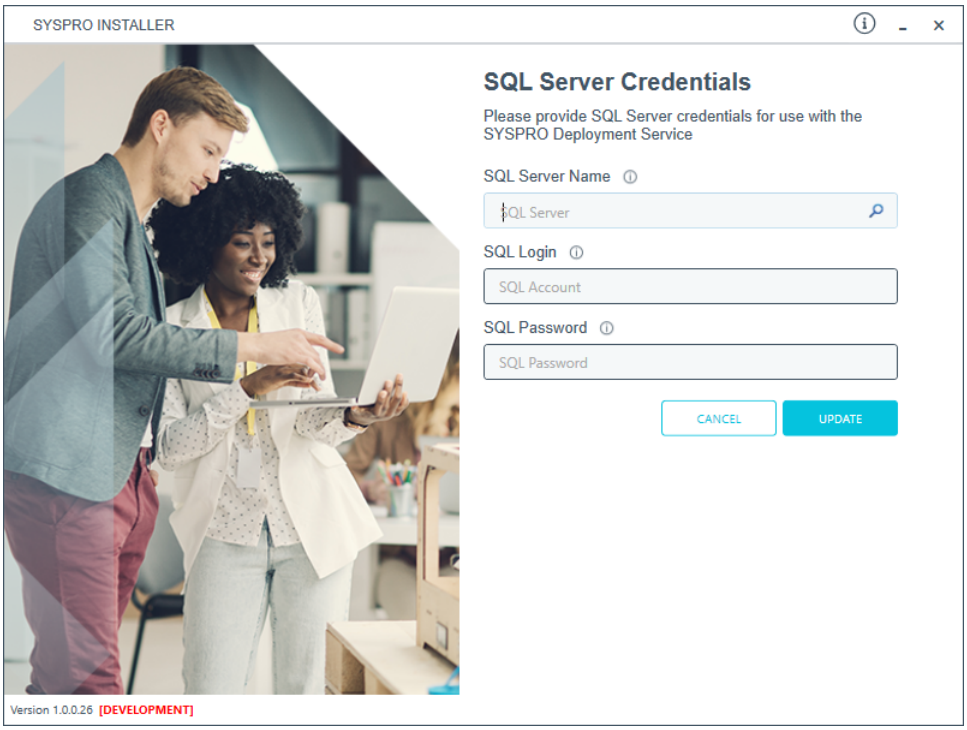
3. SQL Server Credentials



From the **SQL Server Credentials** screen you can reconfigure the SQL Server credentials used by the **SYSPRO Deployment Service**.

The following describes the fields available on the page:

Field	Description
SQL Server Name	This entry defaults to the DNS name of the current machine. If you are using **SQL Express**, ensure that you enter the correct and full instance name (e.g. `INSTANCENAME\SQLEXPRESS`). You can check this entry if you run **SQL Server Management Studio** and view the instance to which you are logging in.
SQL Login	Enter your SQL Server login credentials.
SQL Password	Enter your SQL Server password credentials.

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Changing your installed Customer ID

This task explains how to change the **Customer ID** that has been used for the install.

> This functionality is only available to SYSPRO support personnel, super users, SYSPRO administrators and SYSPRO partners.

For this type of change, we recommended that you run the app on the machine that the **SYSPRO Deployment Service** is currently running on.

If you have other machines on-site, you will have to run the **SYSPRO Installer Application** on those machines to change the registry entries.

1. Login

Log in to the application using your **InfoZone** credentials.

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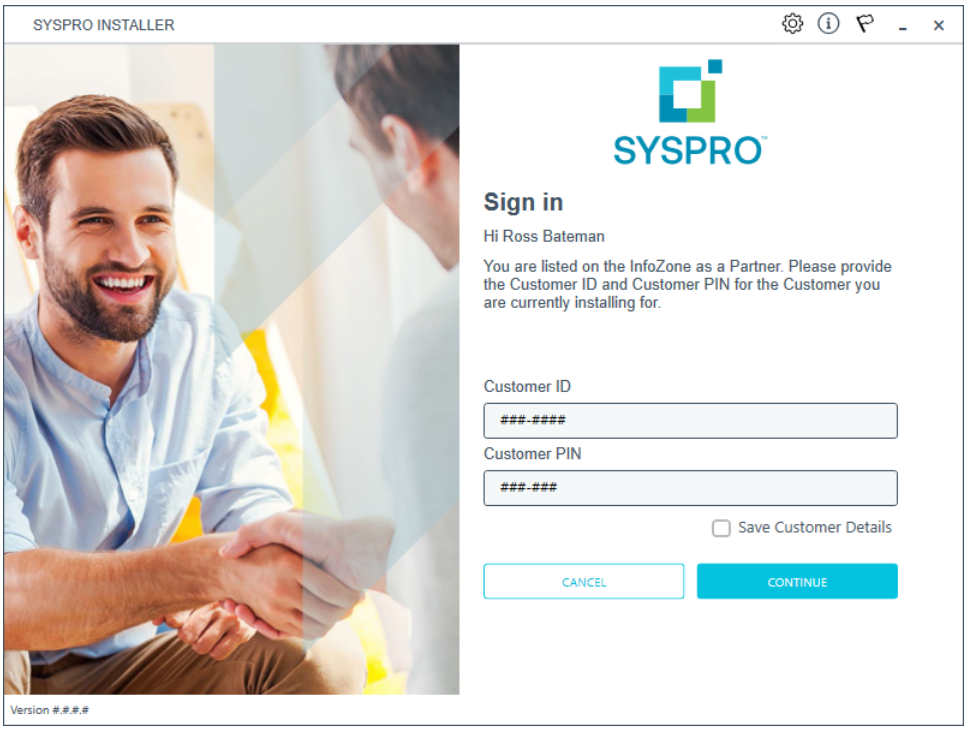
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

From the **Sign in** screen, select the config icon (⚙) located in the top right-hand corner.

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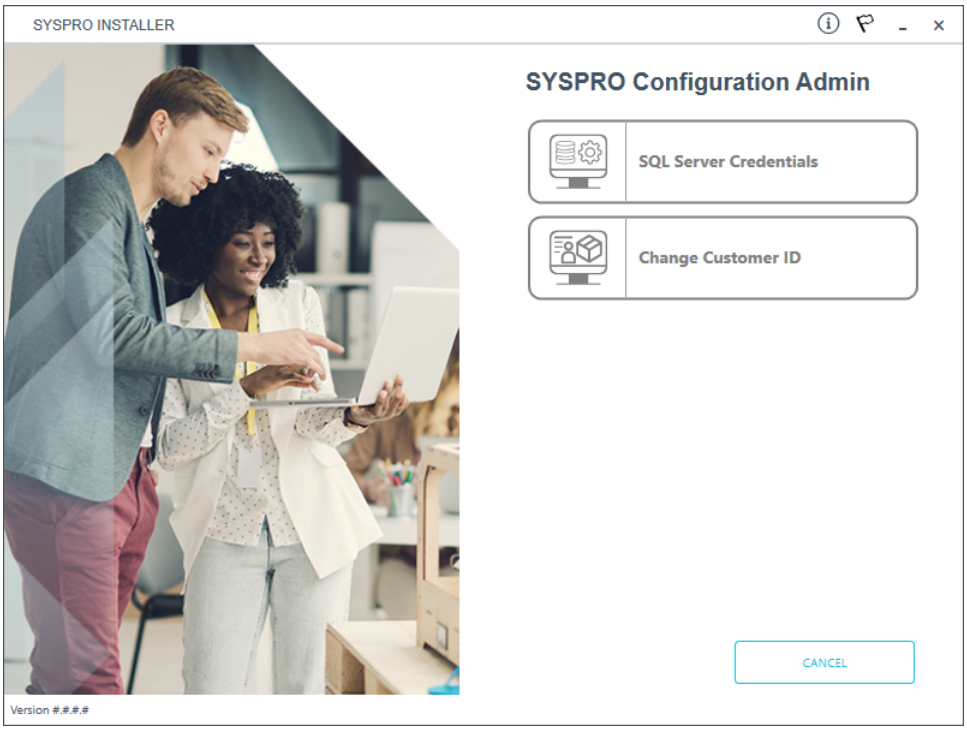
2. SYSPRO Configuration Admin



From the **SYSPRO Configuration Admin** screen, select the **Change Customer ID** option.

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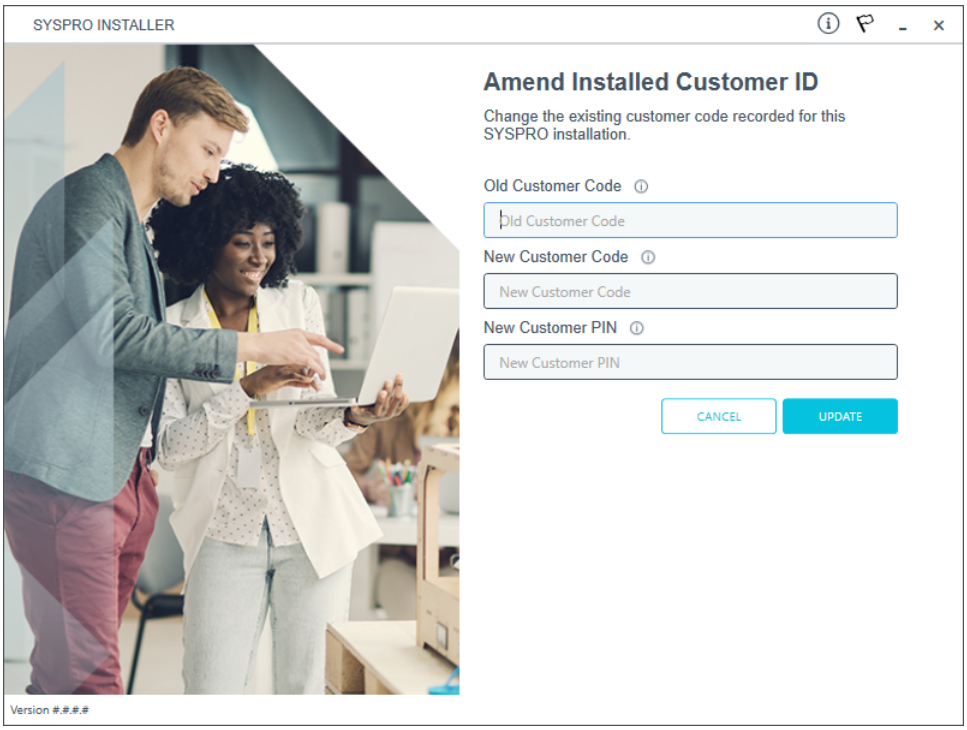
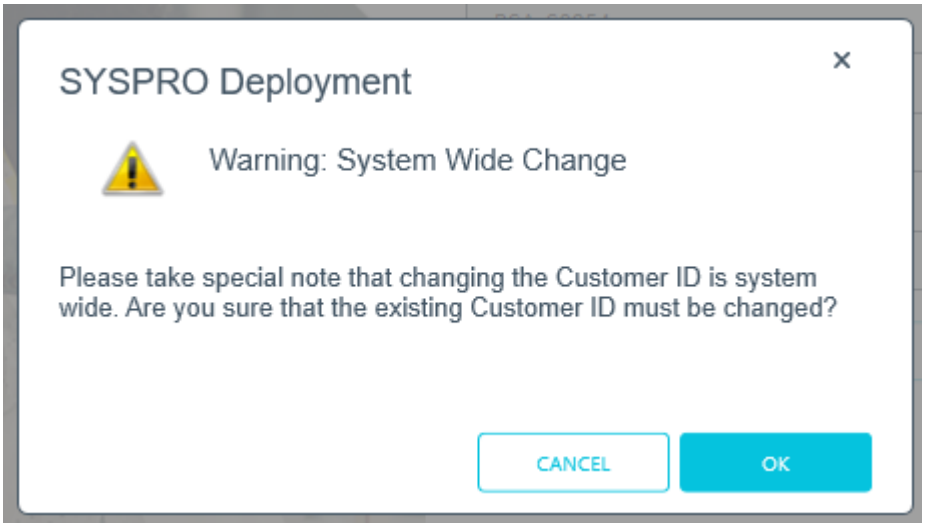
3. Amend Installed Customer ID



On the **Amend Installed Customer ID** screen, enter the following:

1. **Old Customer ID**
2. **New Customer ID**
3. **New Customer PIN**

Once you save your entries, a system message will ask you to confirm the change as it will be system-wide:



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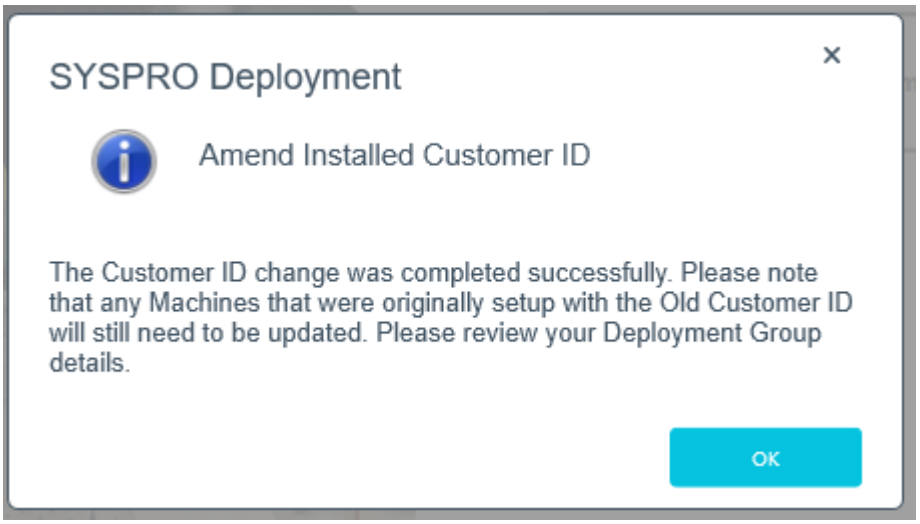
4. Change Confirmation



A confirmation message box will advise you to check your deployment groups and rename where necessary.

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Renaming your machine

If the **SYSPRO Installer Application** detects that the machine on which it is setup is renamed, it will attempt to self-heal with the following automatic process in order to update the deployment details:

This is useful in a support environment when a completely setup test machine is cloned in order to setup a live machine (on a separate network).

Ensure that you do not clone an entire virtual machine using this method, as it could lead to corruption of data on your initial VM.

1. When the **SYSPRO Deployment Service** starts up, it compares the current machine name with that of the computer name saved under the deployment app in the registry.

   If the machine names differ, a machine name reconfiguration process is automatically launched.

2. The system then makes the required changes to the relevant registry entries for the **SYSPRO Installer** Deployment and SYSPRO products.
3. Once the registry changes are complete, the system then makes the required changes to the SYSPRO product configuration files.
4. Once the configuration file changes are complete, the system then makes the required changes to the deployment database.
5. Once the deployment database changes are complete, the system then makes the required additional SYSPRO changes in the `IMPACT.INI` file:

   The `SQLSTD` entry is changed to be `[RESET]`, so when you next login to SYSPRO, you are prompted to update the SQL Server credentials for your SYSPRO installation.

6. Once all configuration changes have concluded, your machine is rebooted for the changes to take effect.

   Your machine *has* to reboot for the changes to take affect so please cater for this accordingly.

   All changes made are logged to the `SYSPROUtilityLog_YYYYMMDD.txt` file that is saved to the `/SYSPRO Deployment/Logs` or `/Local Media/Logs` folder.

7. After rebooting and the **SYSPRO Installer Application** is launched, the app checks to ensure that the rename process has completed. It then displays a window with

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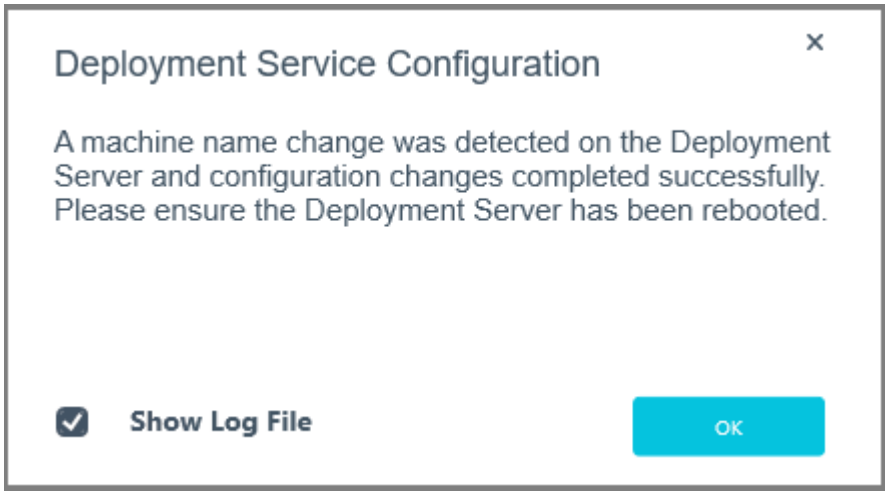
feedback on the process.



You can choose to view the log files created by selecting the **Show Log File** checkbox.

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Querying machine details by deployment group

This task explains how to view the machines that form part of a deployment group, as well as which products and hotfixes are installed on each machine.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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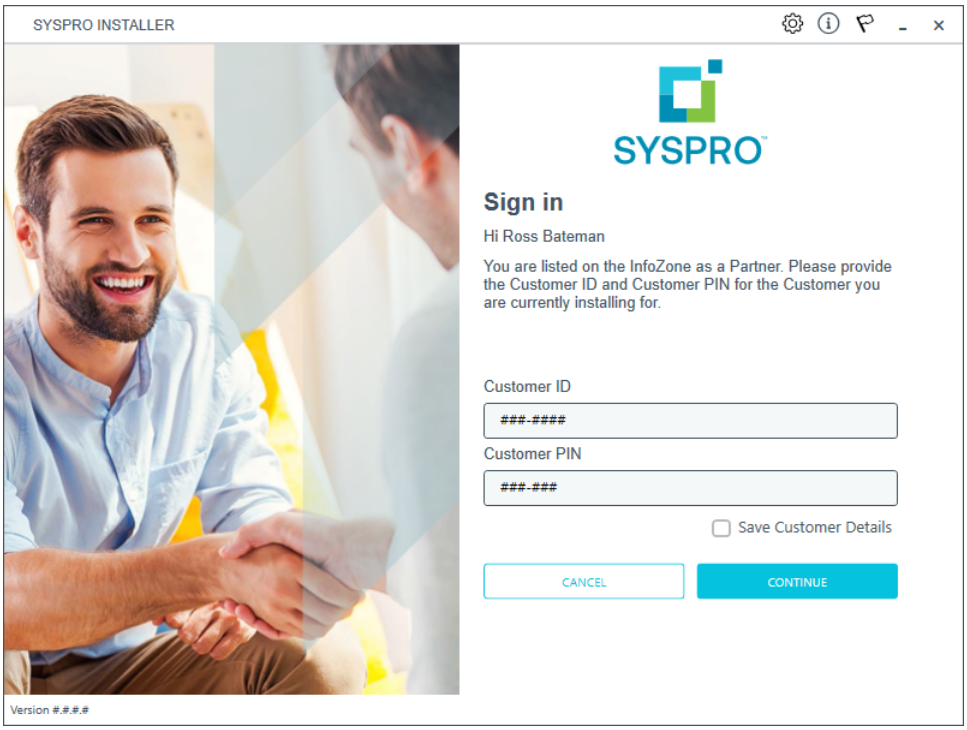
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer Application** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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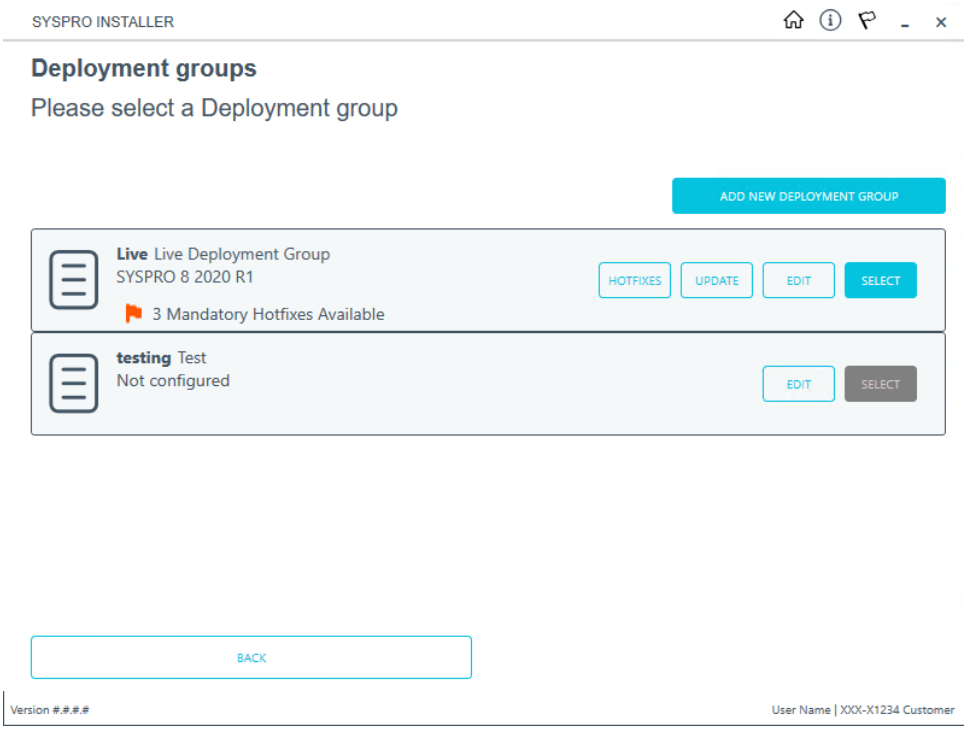
3. Deployment Groups



From the **Deployment Groups** screen, select the **Edit** function against the deployment group you want to query.

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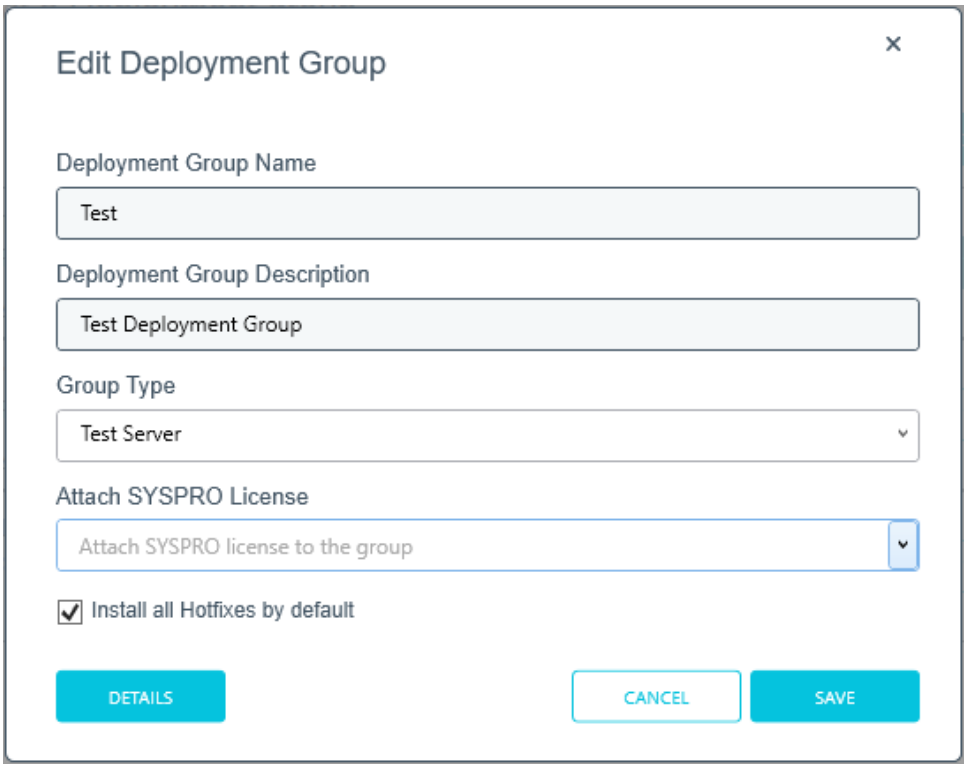
4. Edit Deployment Group



From the **Edit Deployment Groups** screen, select the **Details** function.

> The **Details** function is only available if the deployment group has already been configured.

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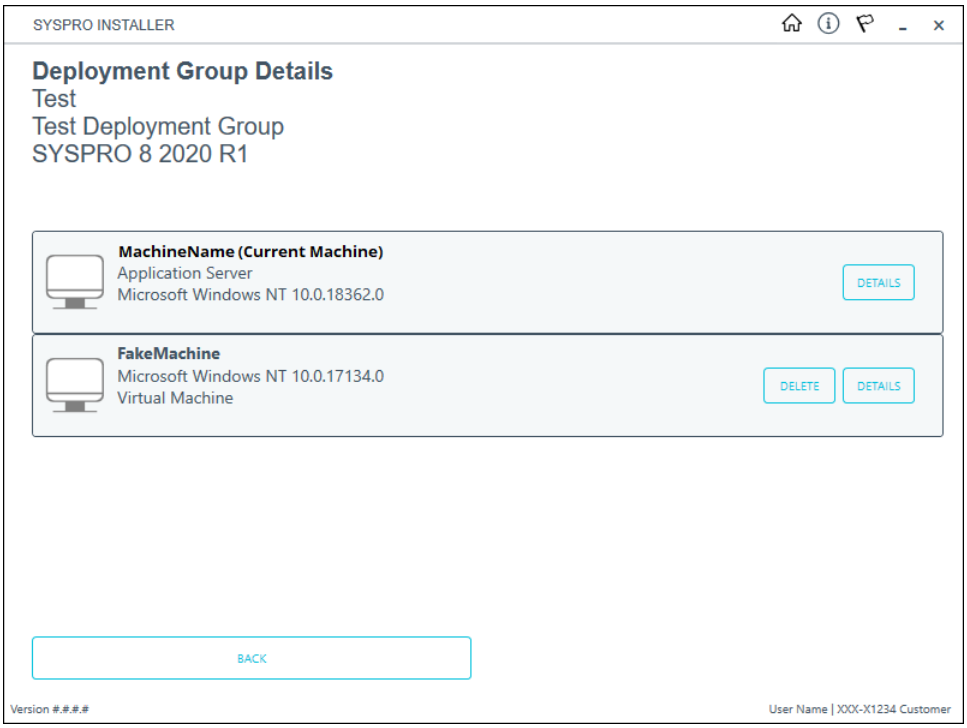
5. Deployment Group Details



The **Deployment Groups Details** screen provides a list of all machines that form part of the selected deployment group.

Select the **Details** function against the machine you want to query to view all products and hotfixes currently installed.

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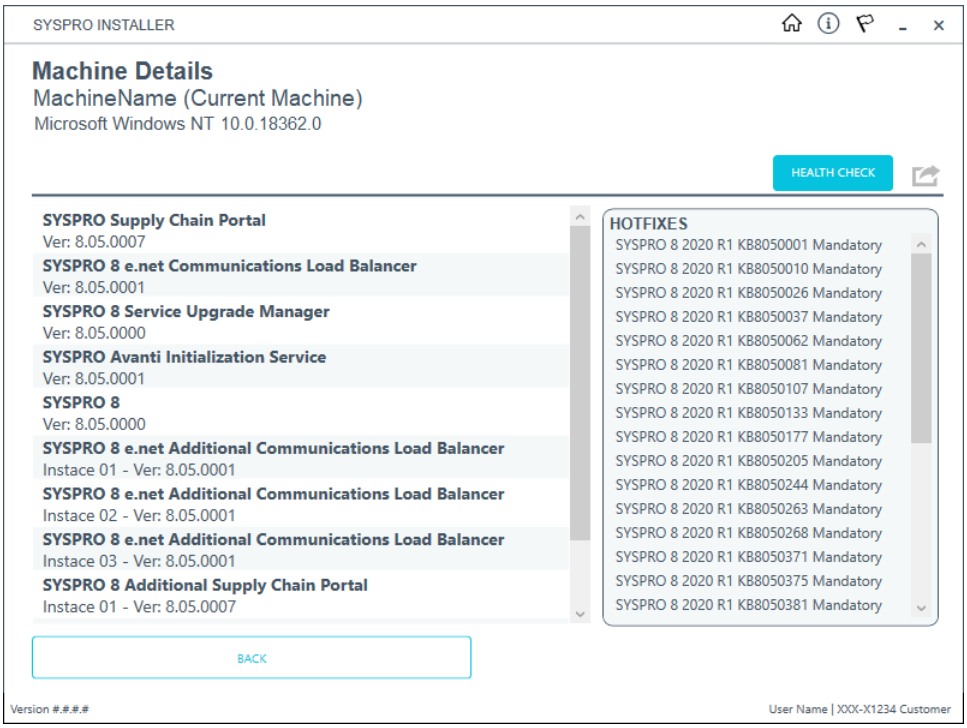
6. Machine Details



From the **Machine Details** screen, you can export a text file of the products and hotfixes currently installed on the machine by using the **Export** function ( ).

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Deleting a machine from a deployment group

This task explains how to remove (i.e. delete) a machine assigned to a deployment group. This is useful if you previously configured a VM or test machine for testing purposes and no longer need the machine to be part of the deployment group.

Removing a machine from a deployment group is permanent and deleted machines can't be recovered by the **SYSPRO Installer Application**. Therefore, we recommend that you create a backup your deployment database before deleting any machines.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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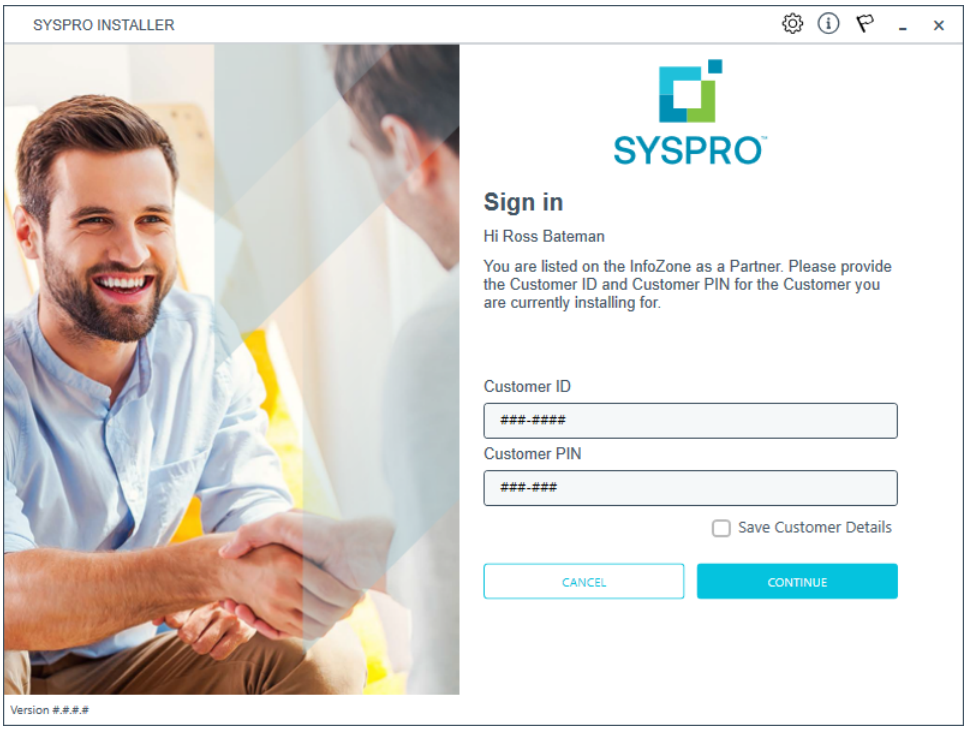
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer Application** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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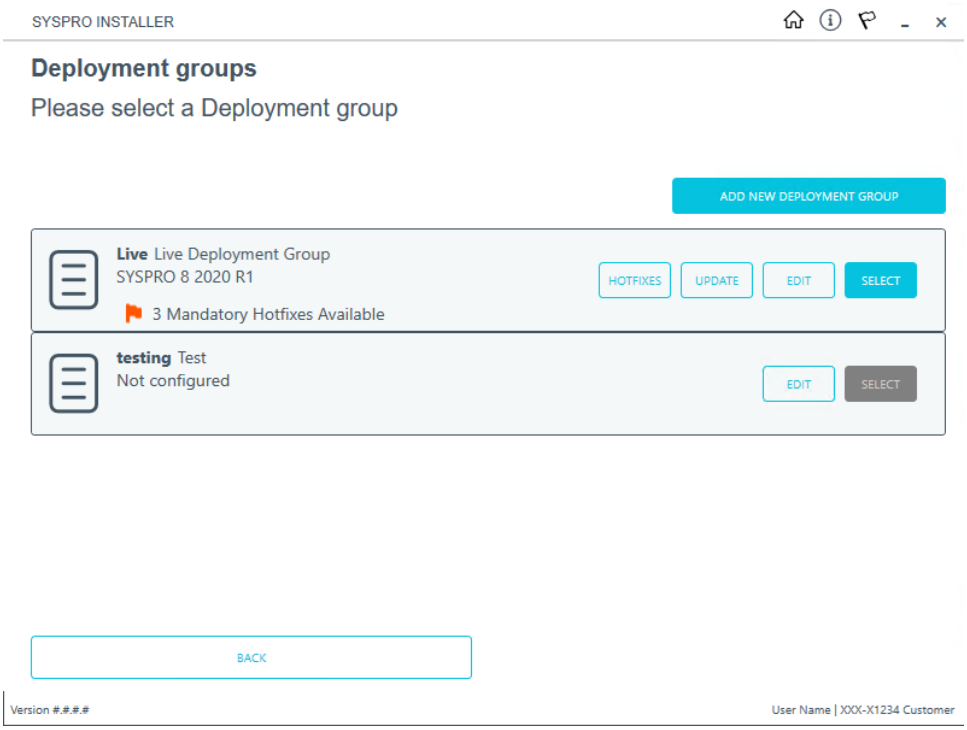
3. Deployment Groups



From the **Deployment Groups** screen, select the **Edit** function against the deployment group you want to remove a machine from.

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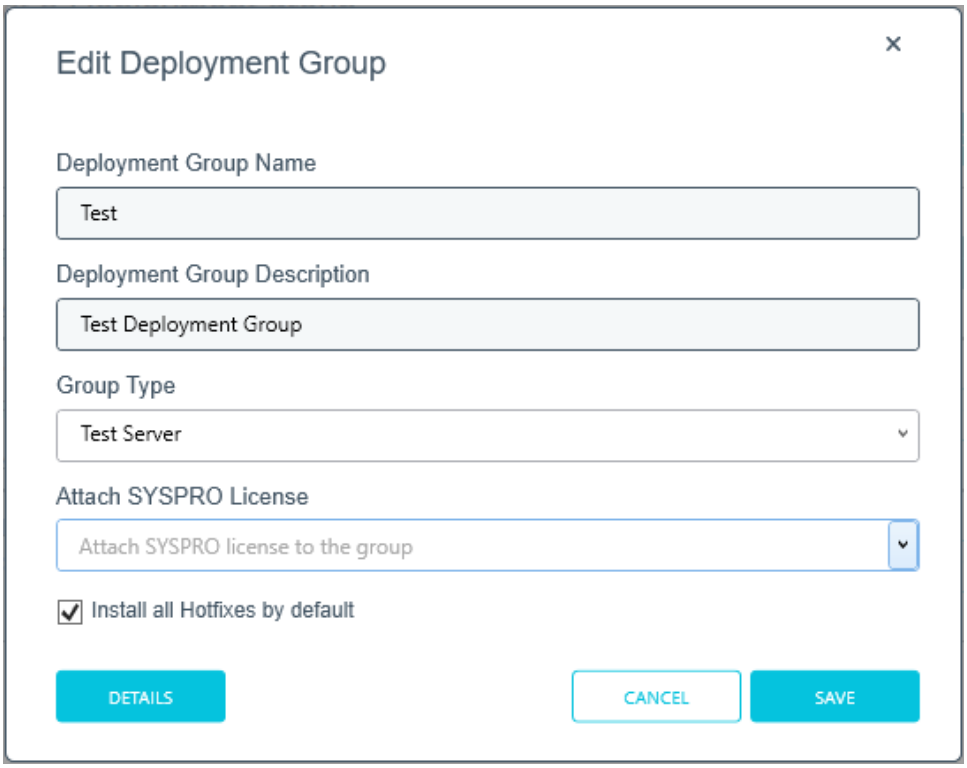
4. Edit Deployment Group



From the **Edit Deployment Groups** screen, select the **Details** function.

> The **Details** function is only available if the deployment group has already been configured.

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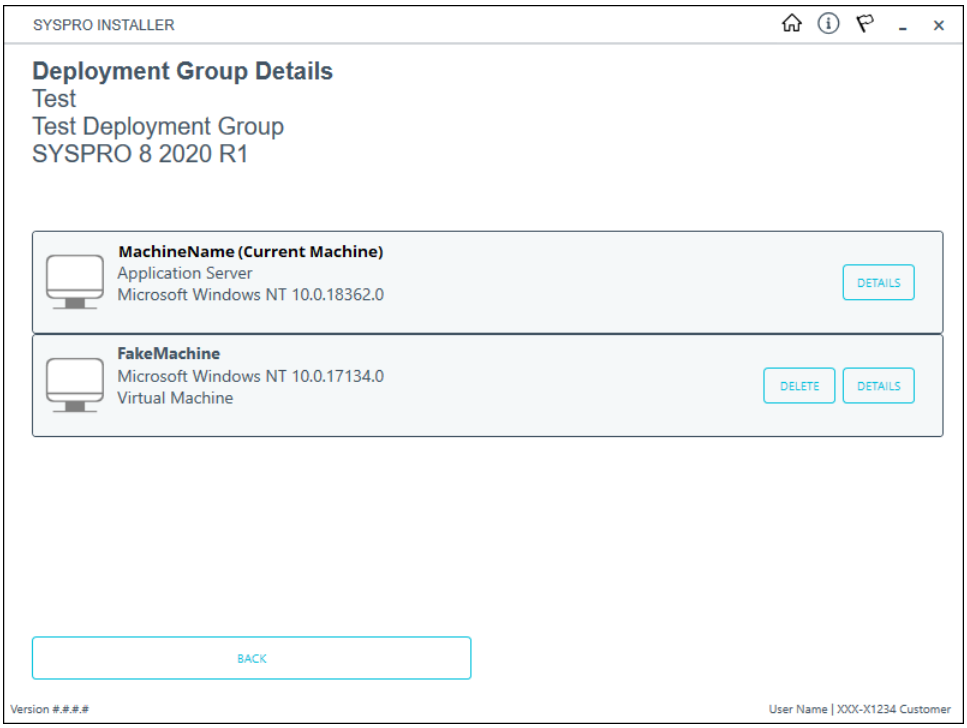
5. Deployment Group Details



The **Deployment Groups Details** screen provides a list of all machines that form part of the selected deployment group.

Select the **Delete** function against the machine that you want to remove.

You can't delete the current machine (which is always first in the list).

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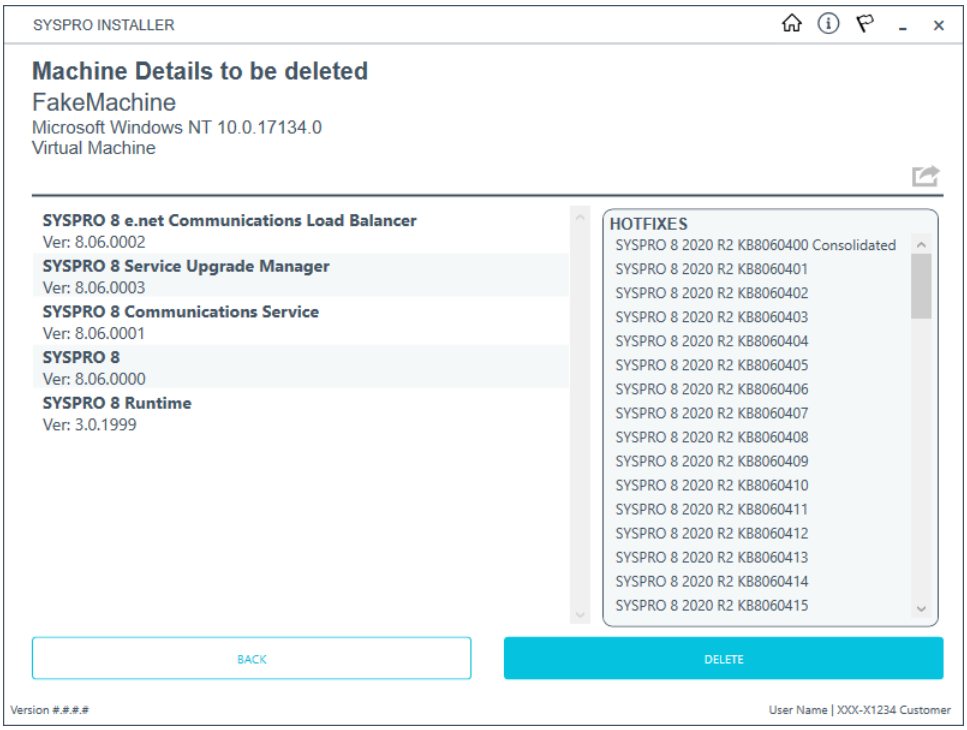
6. Machine Details to be deleted

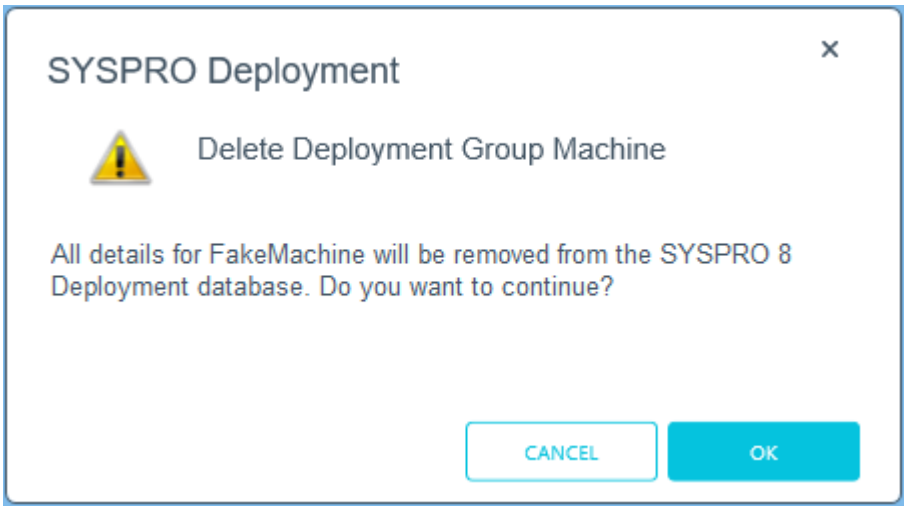


The **Machine Details to be deleted** screen displays information about the machine selected for deletion, as well as details of the products and hotfixes installed on the machine.

> You can export a text file of the products and hotfixes currently installed on the machine by using the **Export** function ( ).

Once you are ready to proceed, select the **Delete** button.

The following message is displayed, allowing you to confirm the machine deletion:



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Select **OK** to proceed.

An informational message is displayed once the machine has been deleted from the SYSPRO 8 Deployment database.

The following tables within the deployment database are updated:

- CustomerAdditionalInstalledServices
- CustomerHotfixes
- CustomerInstalls
- CustomerMachineNames
- DeletedCustomerAdditionalInstalledServices
- DeletedCustomerHotfixes
- DeletedCustomerInstalls

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Deployment group health check

This task explains how to run a health check on the deployment database and installed products, to determine the validity of the installed SYSPRO products.

Considerations:

- The health check process can only be performed on the current machine.
- Currently, the health check does not cover **Crystal** products.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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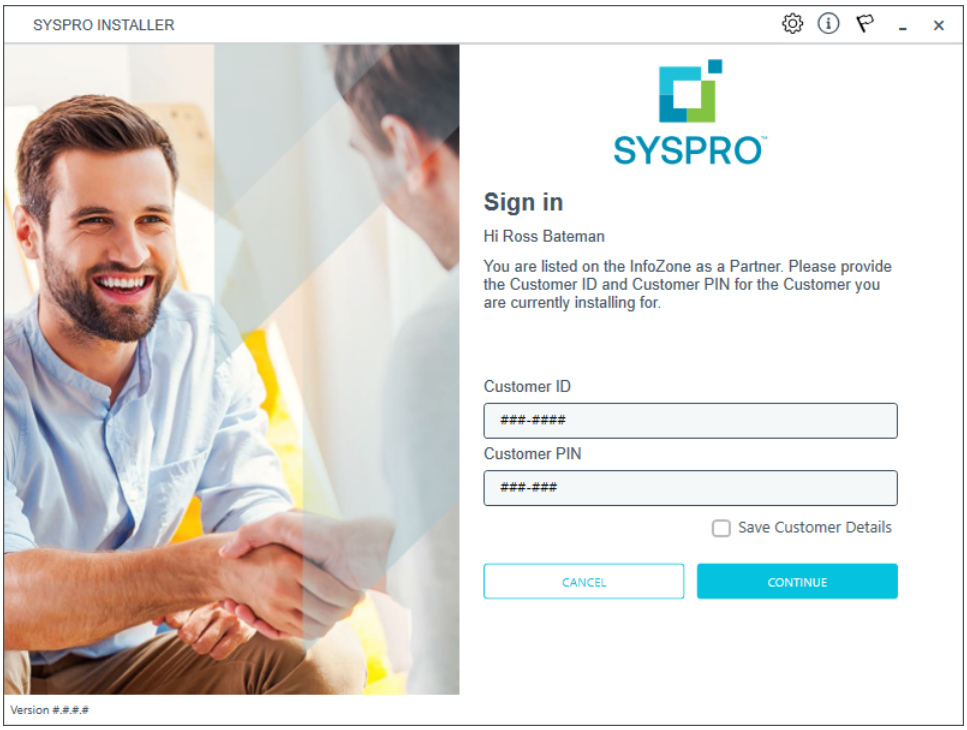
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer Application** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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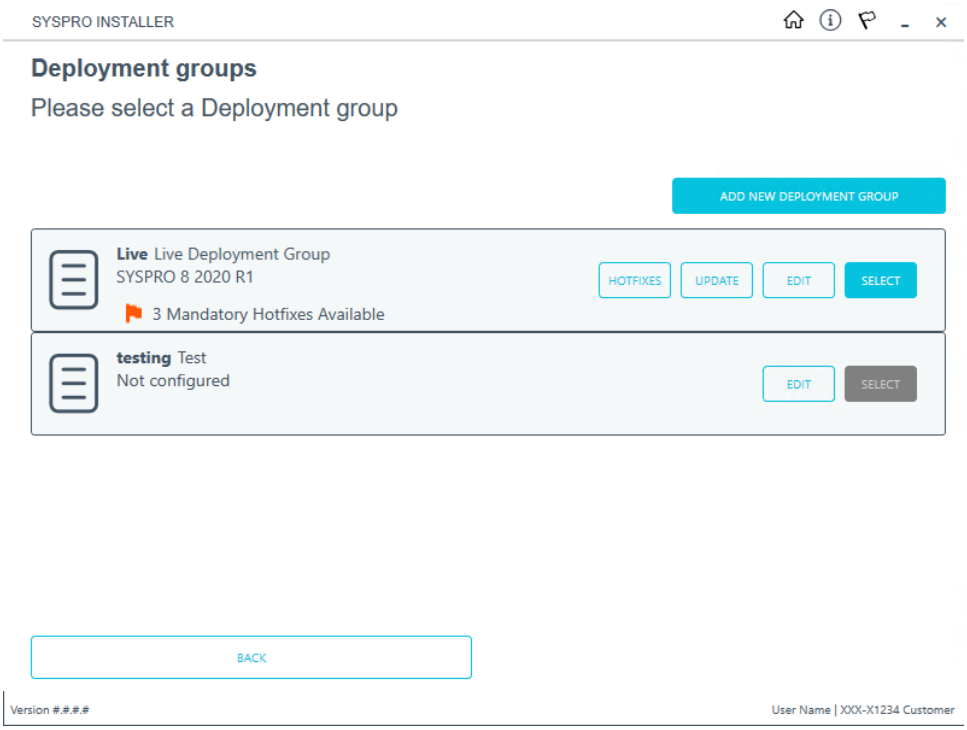
3. Deployment Groups



From the **Deployment Groups** screen, select the **Edit** function against the deployment group that you want to run the health check against.

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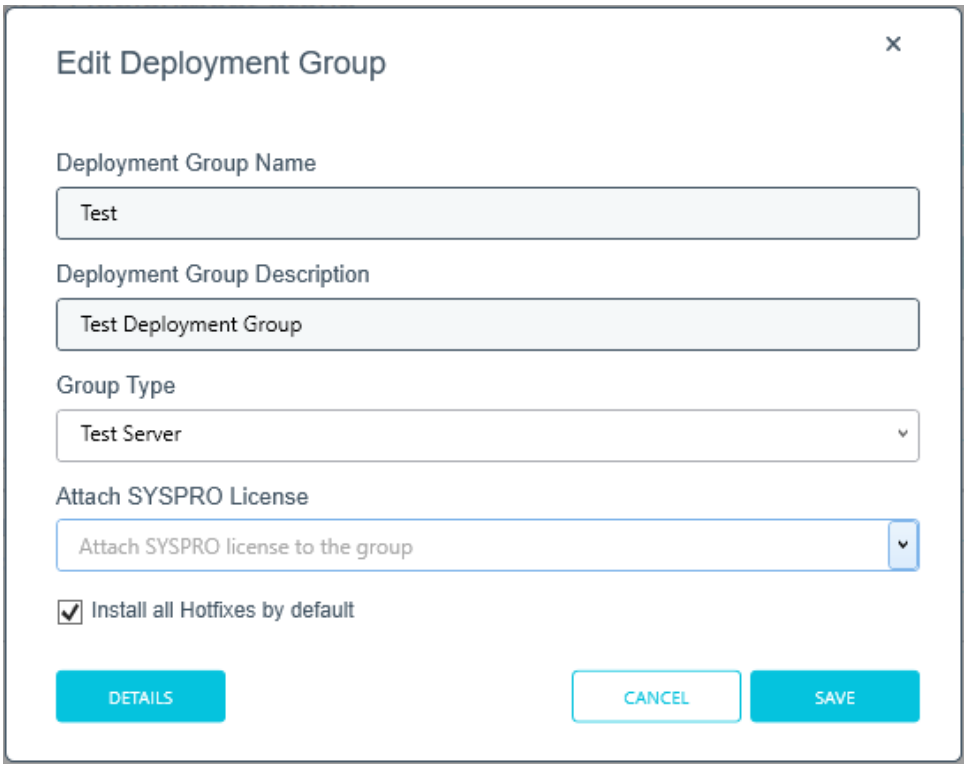
4. Edit Deployment Group



From the **Edit Deployment Groups** screen, select the **Details** function.

> The **Details** function is only available if the deployment group has already been configured.

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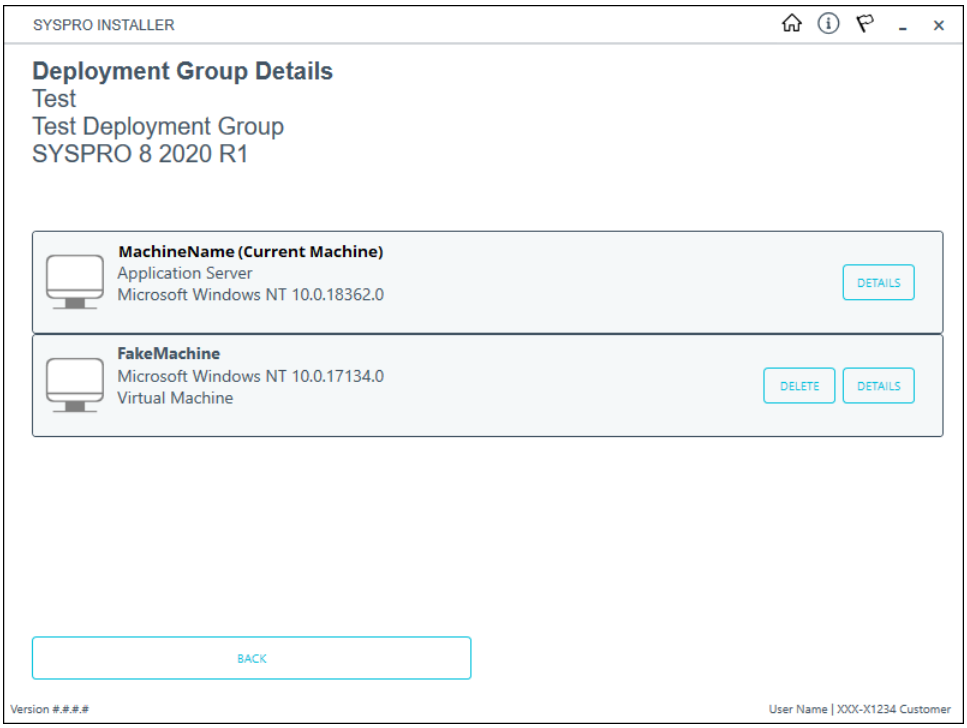
5. Deployment Group Details



The **Deployment Groups Details** screen provides a list of all machines that form part of the selected deployment group.

Select the **Details** function against the current machine (i.e. `(Current Machine)` is displayed next to the machine name).

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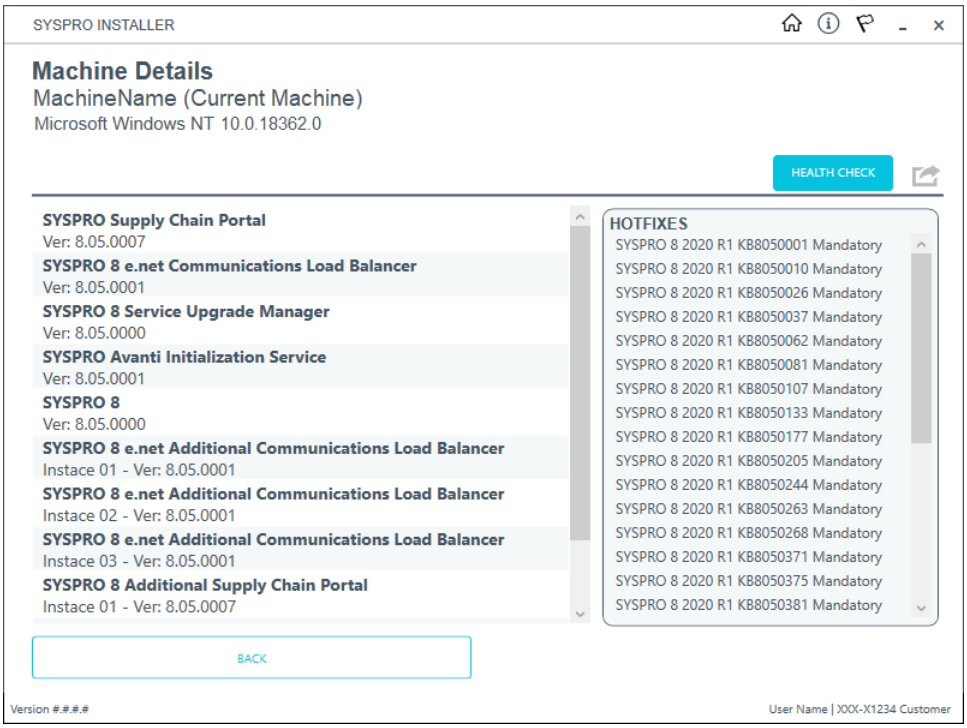
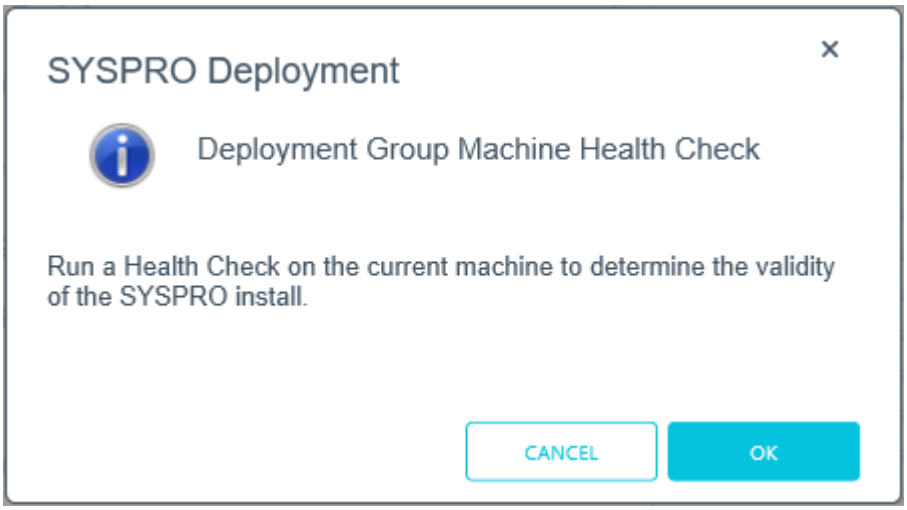
6. Machine Details



The **Machine Details** screen lists all products and hotfixes currently installed on the machine.

Select the **Health Check** function. The following confirmation message is displayed:



Select **OK** to proceed.

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Health Check process

1. SYSPRO products:
    a. A list of installed products is retrieved from the database.
    b. A list of all products available for the release is retrieved from the database.
    c. The products that are installed on the machine are validated against the database's list of installed products.
    d. The version listed in the database is verified against the version installed on the machine.

    Possible outcomes:

    - All products installed correctly
    - Product present in the database but not installed on the machine
    - Version installed lower than the version registered in the database
    - Version installed higher than the version registered in the database

    e. If an installed SYSPRO product wasn't discovered during the above checks, the system checks if any products from the release are installed on the machine.

    Possible outcome:

    - The product is installed but not listed in the database

    f. The system checks if the SYSPRO Runtime is installed on the machine.

    > No Runtime details are saved to the deployment database.

    Possible outcomes:

    - Runtime installed and patched for developer
    - Runtime installed and patched for user
    - Runtime installed but not patched
    - SYSPRO Application Server installed but the Runtime is not installed

2. Hotfixes:
    a. A list of installed hotfixes is retrieved from the database.
    b. A list of hotfixes available for the Release is retrieved from the database.
    c. A list of hotfixes that have been withdrawn is retrieved from the database.
    d. A list of hotfixes that are installed on the machine is retrieved.

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e. The system checks if the hotfixes listed in the deployment database are installed on the machine.

   Possible outcomes:

   - All hotfixes installed correctly
   - A hotfix listed as installed in the database is not listed as installed on the machine

f. The system checks if any hotfixes are listed as installed on the machine but are not listed in the database.

   Possible outcome:

   - Hotfix installed but not listed in the database

g. The system checks if any withdrawn hotfixes are still installed on the machine.

   Possible outcome:

   - Withdrawn hotfix still installed on the machine

3. Additional Load Balancer Service:

   This only applies if the **SYSPRO 8 e.net Communications Load Balancer** was detected during the prior checks and there is one or more **Additional Load Balancer Service** installed.

   a. A list of installed Additional Load Balancer Services is retrieved from the database.

   b. A list of Additional Load Balancer Services available for the release is retrieved from the database.

   c. The Additional Load Balancer Services installed on the machine are validated against the database's list of installed Additional Load Balancer Services.

   d. The version listed in the database is verified against the version installed on the machine.

      Possible outcomes:

      - The Additional Load Balancer Service is listed in the database but not installed on the machine
      - The installed Additional Load Balancer Service version is higher than the version registered in the database
      - The installed Additional Load Balancer Service version is lower than the version registered in the database

4. SYSPRO Supply Chain Portal:

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This only applies if the **SYSPRO Supply Chain Portal** was detected during the prior checks.

a. A list of installed Additional Supply Chain Portal Services is retrieved from the database.
b. A list of Additional Supply Chain Portal Services that can be installed for this Release is retrieved from the database.
c. The Additional Supply Chain Portal Services installed on the machine are validated against the database's list of installed Additional Supply Chain Portal Services.
d. The version listed in the database is verified against the version installed on the machine.

   Possible outcomes:

   - The Additional Supply Chain Portal Service is listed in the database but not installed on the machine
   - The installed Additional Supply Chain Portal Service version is higher than the version registered in the database
   - The installed Additional Supply Chain Portal Service version is lower than the version registered in the database

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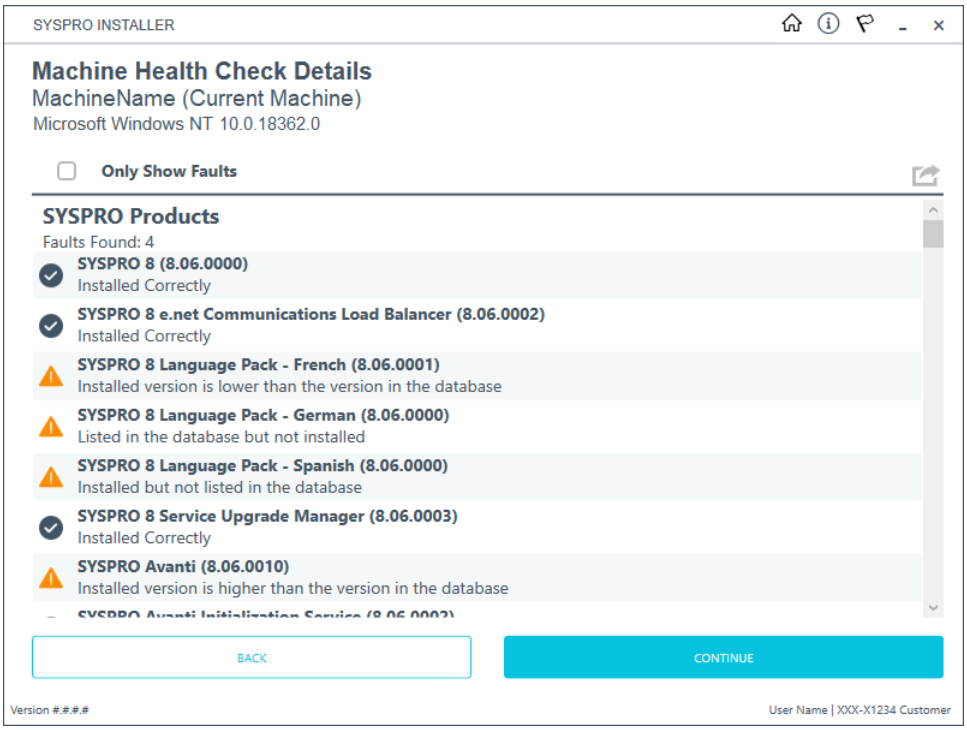
7. Machine Health Check Details



Once the health check process has completed, the **Machine Health Check Details** screen displays the results and any faults discovered.

> Enable the **Only Show Faults** option if you only want to see the faults found.
>
> This option is only available if there are faults to report on.

Select the **Continue** button to proceed to the recommended changes.

Alternatively, you can export the health check report by using the **Export** function ( ). The exported report includes the following:

- Details about the machine
- The number of faults found
- The nature of the faults discovered
- Recommended solutions

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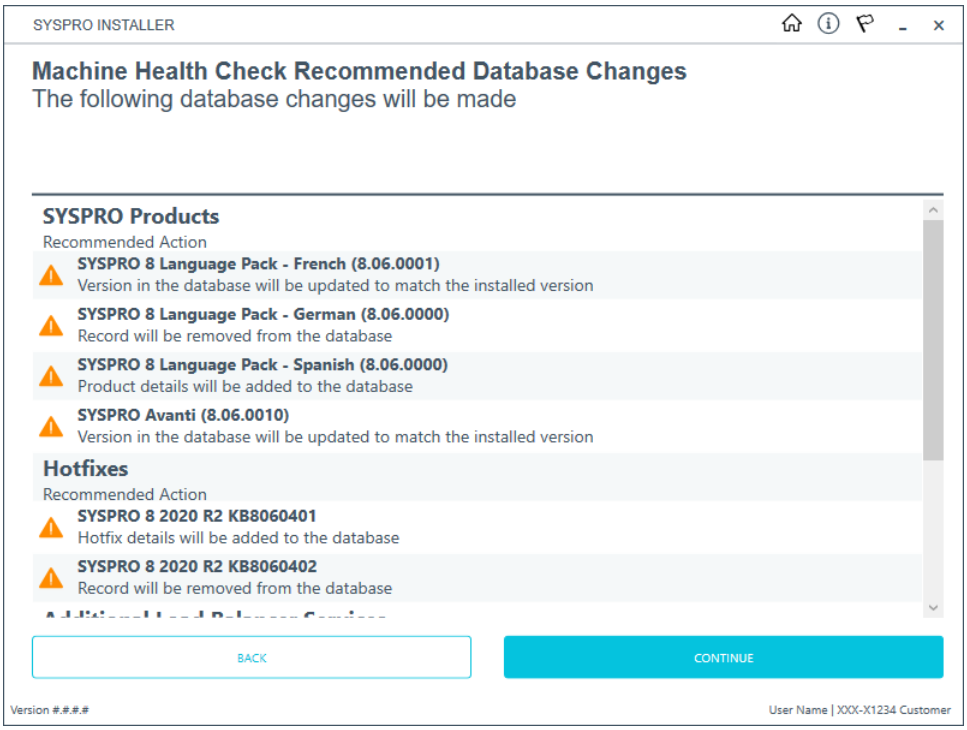
8. Machine Health Check Recommended Database Changes



This screen is only displayed if any of the faults found can be resolved within the deployment database.

The **Machine Health Check Recommended Database Changes** screen indicates the recommended actions within the deployment database to resolve the applicable faults found.

These actions are handled by the system once you select the **Continue** button.

The tables in the deployment database which may be affected by these actions are:

- CustomerInstalls
- CustomerHotfixes
- CustomerAdditionalInstalledServices

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Possible actions

The possible actions for faults found that the system can automatically resolve in the deployment database include:

Fault	Action
SYSPRO Products	
Products installed on the machine but not listed in the database.	The entry will be added to the database.
Product listed in the database but not installed on the machine.	The entry in the database will be removed.
The version in the database is higher or lower than the installed product.	The entry in the database will be updated to match the installed version.
Hotfixes	
Hotfix listed in the database but not installed on the machine.	The entry in the database will be removed.
Additional services	
Product listed in the database but not installed on the machine.	The entry in the database will be removed.
Version in the database is higher or lower than the installed product.	The entry in the database will be updated to match the installed version.

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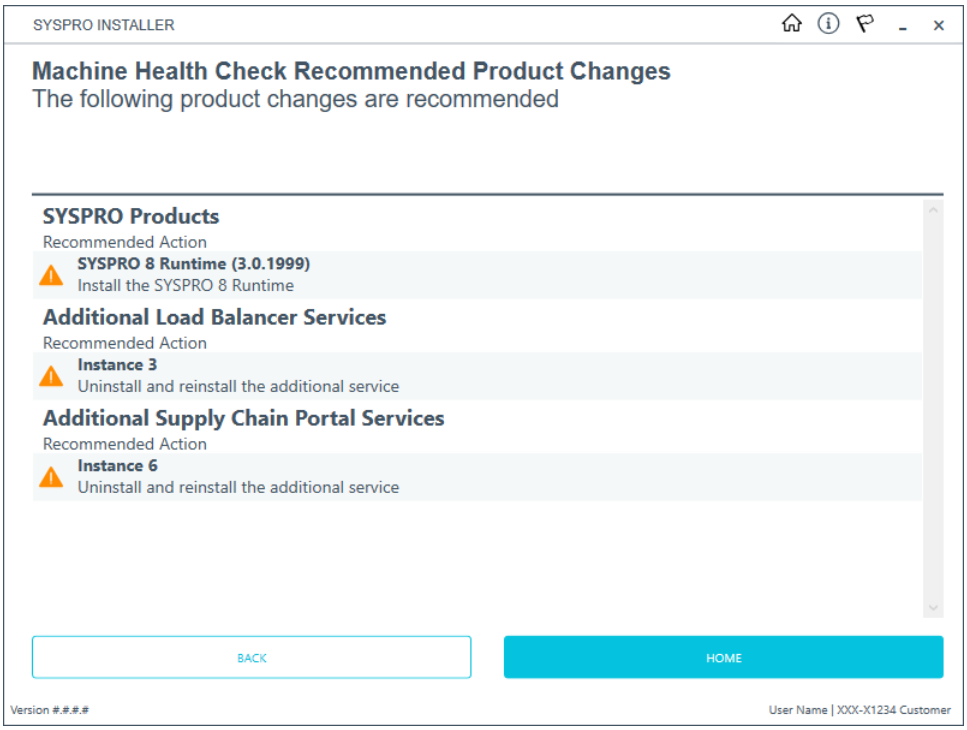
9. Machine Health Check Recommended Product Changes



The **Machine Health Check Recommended Product Changes** screen is displayed if the health check discovered any faults which the system can't automatically correct within the deployment database.

Recommended actions are provided to assist you in resolving these faults.

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Possible actions

The possible actions for faults found that you need to resolve manually include:

Fault	Recommended Action
SYSPRO Products	
The system detected a depreciated product or a product that should not be installed.	Uninstall the product. You can then choose to reinstall the product that suits your requirements.
Hotfixes	
The system detected a Withdrawn Hotfix.	Uninstall the hotfix. You can then choose to reinstall the hotfixes that suit your requirements.
Additional services	
The system detected an additional service that is not listed in the database or that should not be installed.	Uninstall the additional service. You can then choose to reinstall the additional service that suits your requirements.

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Installing software

Product File Downloads

We recommend that you run this process overnight due to the amount of time that the download process can take.

The **Utilities** panel enables you to download all products files (including hotfixes, SYSPRO Reporting Services, etc.) to your local SYSPRO Deployment folder.

The download process occurs in the background, which means that you can continue using the **SYSPRO Installer Application**, or simply close the app and leave the download to continue overnight.

This is useful as it ensures that you have all the required installation files before proceeding with an install.

In addition, SYSPRO partners can use this feature to download product files and copy them to a storage device in order to save on download time when performing an install off-site, particularly at a customer site with unstable internet connectivity.

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1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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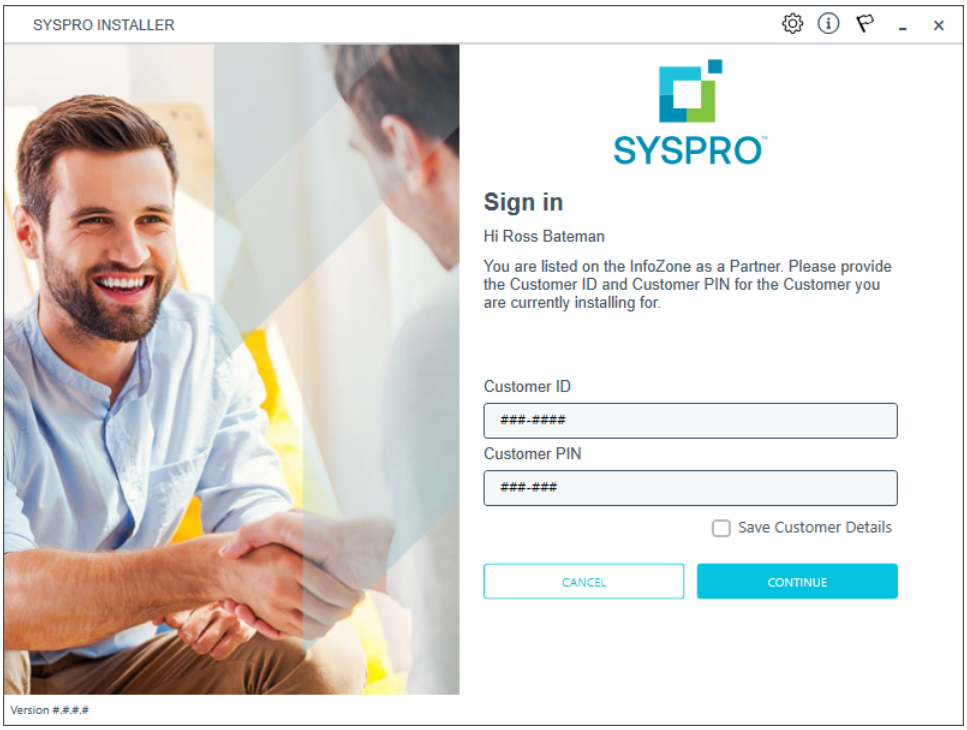
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Utilities** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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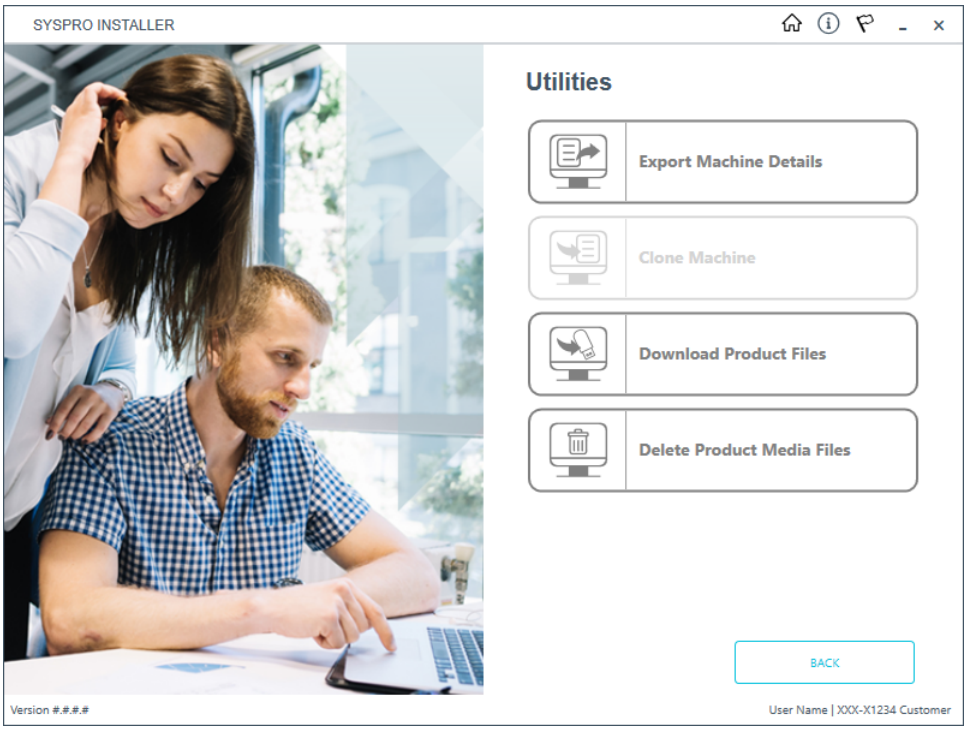
3. Utilities



From the **Utilities** screen, select the **Download Product Files** option.

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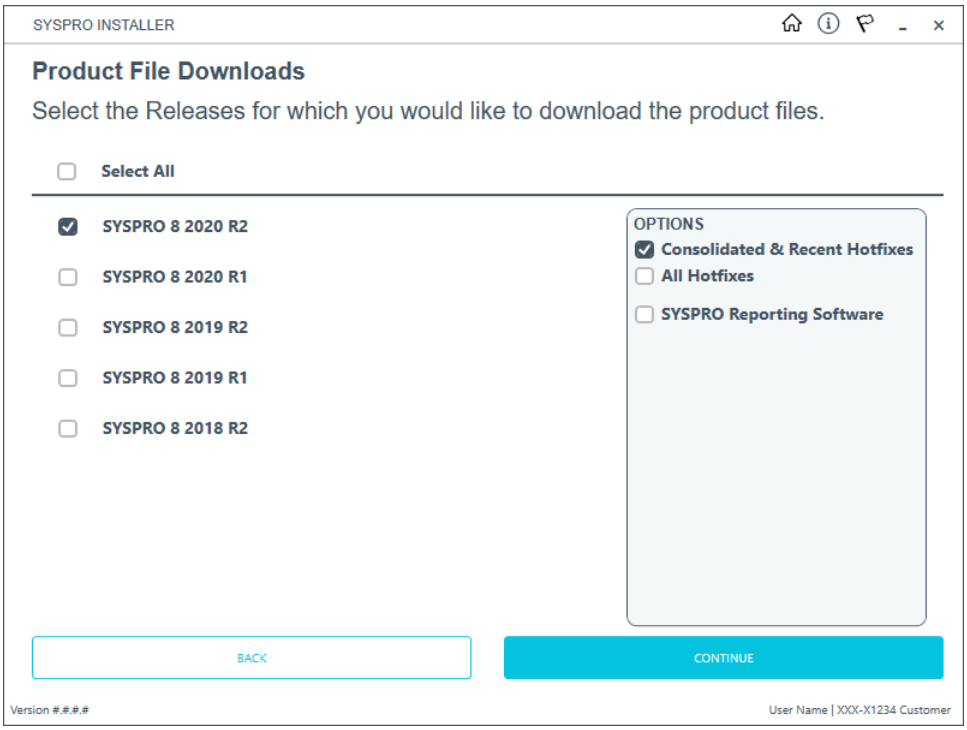
4. Product file download selection



From the **Product File Downloads** screen, proceed as follows:

1. Select the release for which you want to download product files.
2. Optionally select to download the following from the **Options** panel:
   - The latest Consolidated Hotfix and all hotfixes post the consolidated hotfix
   - All hotfixes
   - SYSPRO Reporting Services installation files (this includes both SAP Crystal Reports 2013 and SAP Crystal Reports 2016 software)

   > All Mandatory Hotfixes are always downloaded, no matter what option you select.

3. Select **Continue** to proceed.

   The app then validates the selected products to download and calculates the estimated download time.

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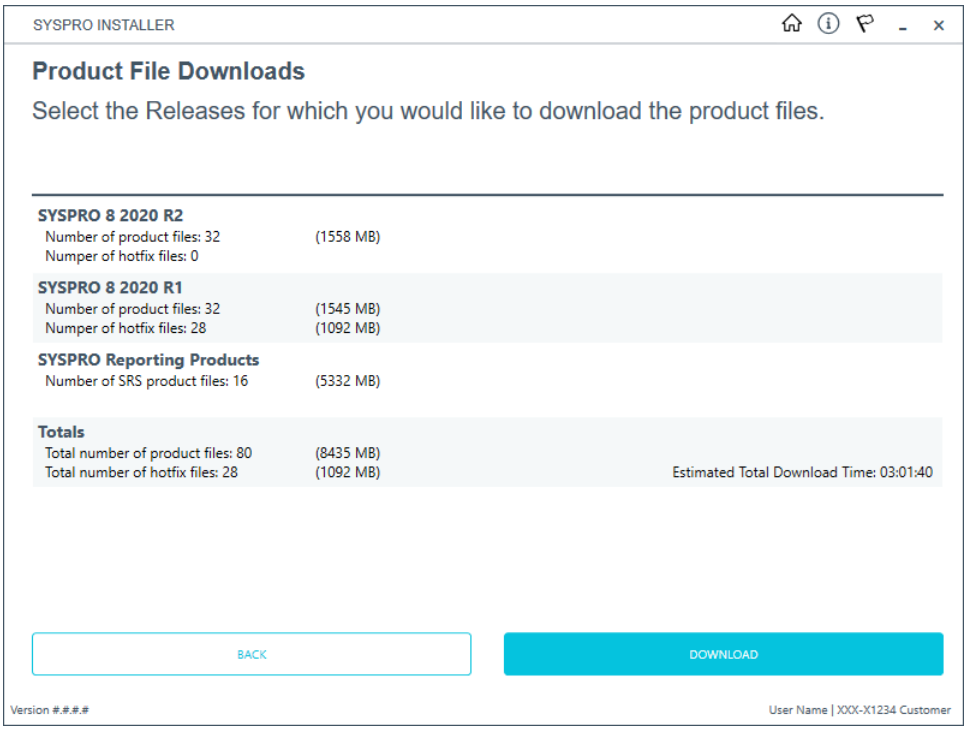
5. Product file download confirmation



Once the validation completes, a confirmation screen is displayed which summarizes the following:

- Releases selected for download
- Number and size of product files to download
- Number and size of hotfix files to download
- Number and size of SYSPRO Reporting Services files to download (if selected on the previous screen)
- Total number and size of files to download
- Estimated download time (dependent on internet speeds and available bandwidth)

Select the **Download** option to proceed.

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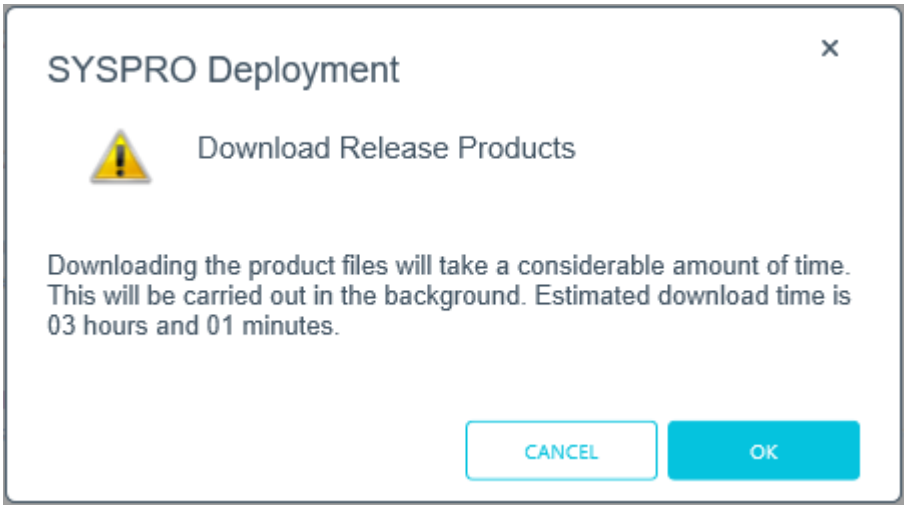
An informational message is then displayed that indicates how long the download will take:



The calculated download time does not take into consideration any files that may already exist in your local SYSPRO Deployment folder. Therefore, if you already have some of these files downloaded, the actual download time is much quicker.

Select **OK** to proceed with the download.

You are then returned to the **Utilities** screen.

All product files are downloaded to your local SYSPRO Deployment folder and then check-summed to ensure the correct files are on disk.

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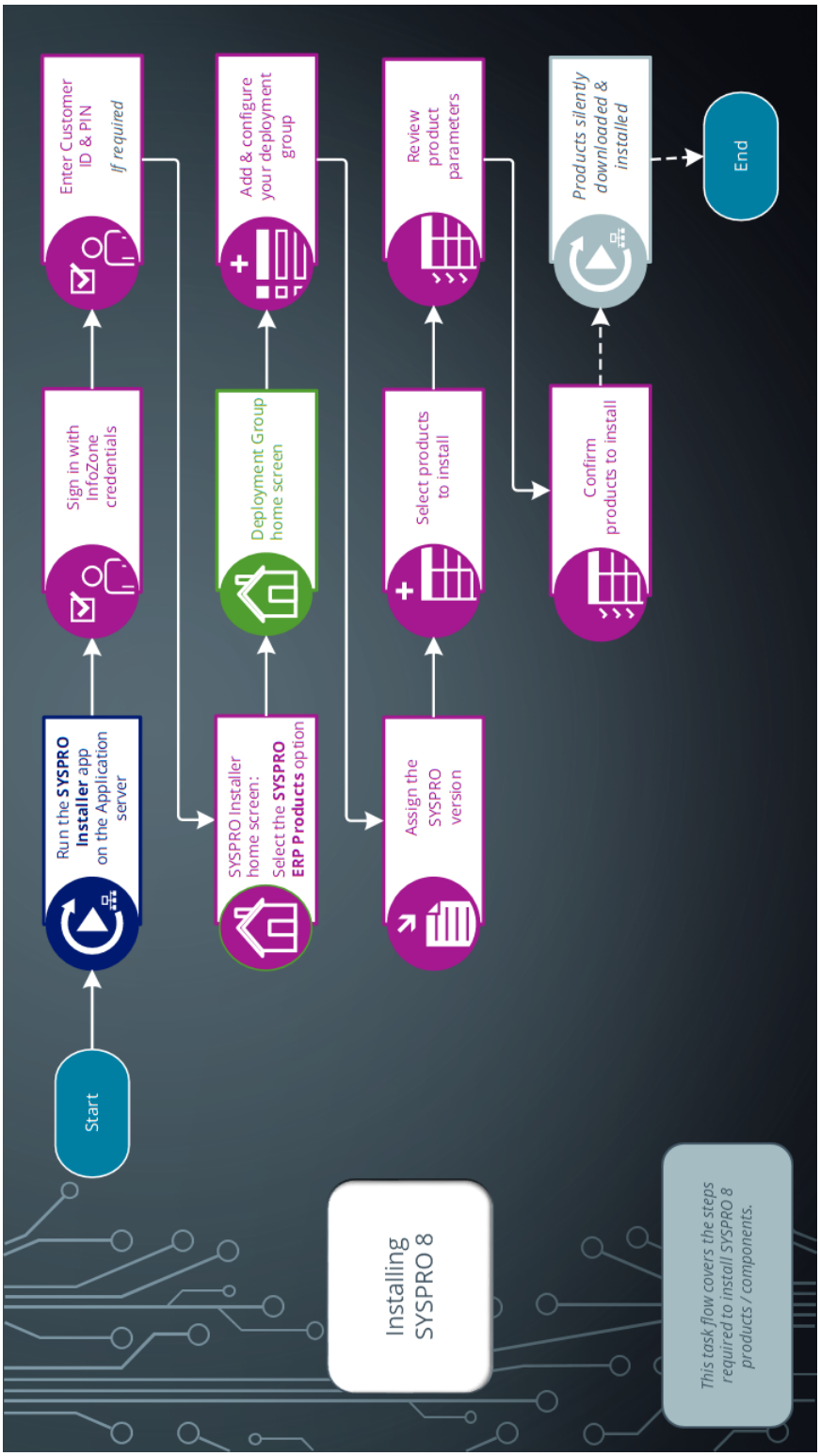
Installing SYSPRO ERP Software



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1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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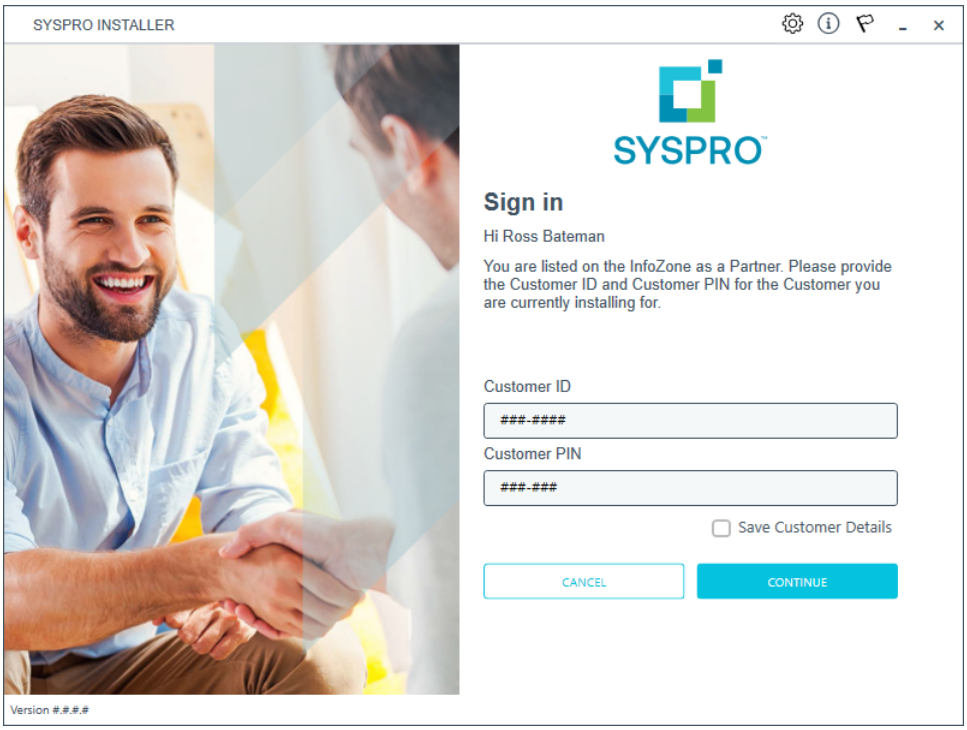
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer Application** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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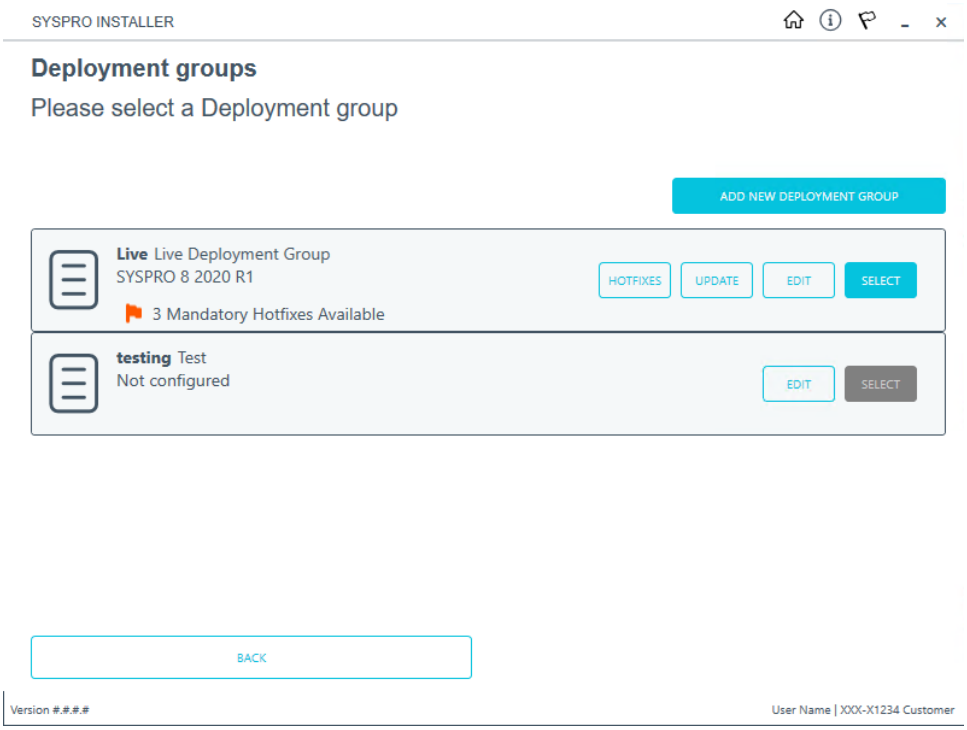
3. Deployment Groups

When working with the **SYSPRO Installer** application you will perform all installations against one of your deployment groups. A deployment group is a name that describes an installation instance of SYSPRO.

You can only have one deployment group per machine.

Deployment Groups home screen



The **Deployment Groups** screen contains two default groups which are configured for a new install. You can, however, select to create a new group (**Add New Deployment Group** button) or edit one of the existing ones (**Edit** button).

You can also refresh the **Deployment Groups** screen by pressing **F5** inside the application.

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Add deployment group

Field	Description and considerations
Deployment Group Name	Enter a unique name for the group.
Deployment Group Description	Enter a description of the group.
Group Type	▪ Test Server ▪ Live Server ▪ Disaster Recovery Server ▪ Standalone System ▪ Client System
Attach SYSPRO License	This feature is still in development and will be released shortly.
Install all Hotfixes by default	Enable this option to ensure that *all* available hotfixes are installed when installing ***SYSPRO 8*** for the first time, or when upgrading to a new release. This option is enabled by default. If you disable this option, **Mandatory Hotfixes** are still installed when installing ***SYSPRO 8*** for the first time, or when updating to a new release.

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Edit deployment group

Field	Description and considerations
Deployment Group Name	Enter a unique name for the group.
Deployment Group Description	Enter a description of the group.
Group Type	▪ Test Server ▪ Live Server ▪ Disaster Recovery Server ▪ Standalone System ▪ Client System
Attach SYSPRO License	*This function is not yet available.*
Install all Hotfixes by default	Enable this option to ensure that *all* available hotfixes are installed when installing ***SYSPRO 8*** for the first time, or when upgrading to a new release. This option is enabled by default. If you disable this option, **Mandatory Hotfixes** are still installed when installing ***SYSPRO 8*** for the first time, or when updating to a new release.
Delete	Delete the selected deployment group. The application requires at least 1 deployment group to exist. Therefore, if this is the only group existing on your system, you can't delete it. This function is only available if the deployment group has not yet been configured.

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Field	Description and considerations
Details	This displays the **Deployment Group Details** screen from where you can view the machines that form part of the selected deployment group, as well as which products and hotfixes are installed on each machine. You can export a text file of the products and hotfixes installed on a machine by using the **Export** function ( ) on the **Deployment Group Details** screen. This function is only available if the deployment group has already been configured.

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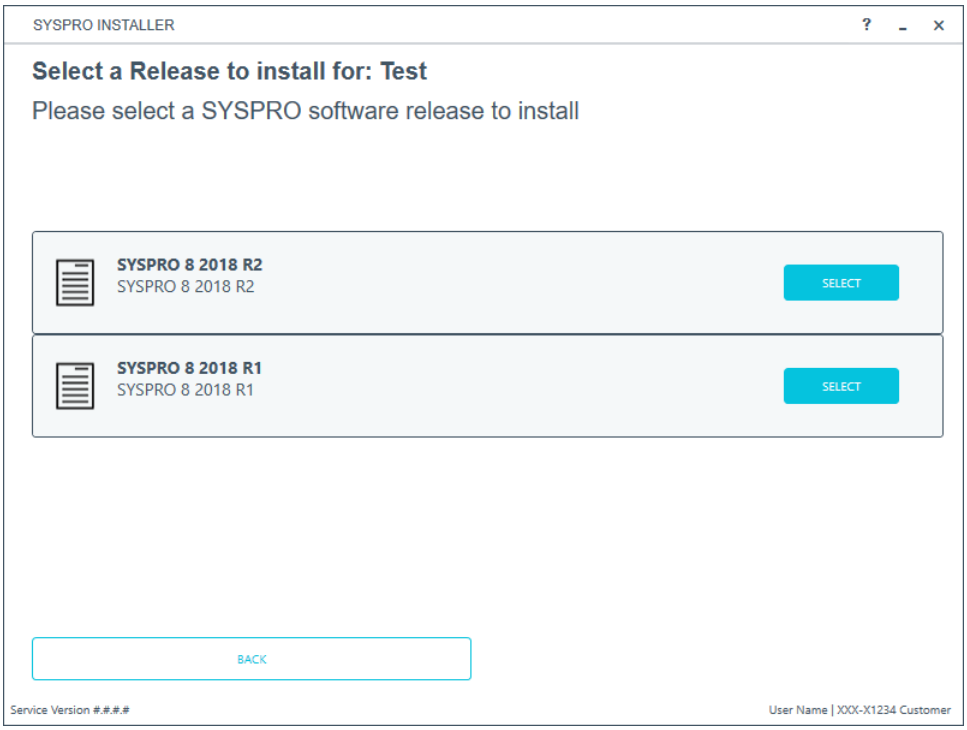
4. Release Selection



Pressing the **Select** option on the **Deployment Groups** screen allows you to select the release applicable for install for that deployment group.

We recommend that you install the most recent software release, but you may select any suitable version.

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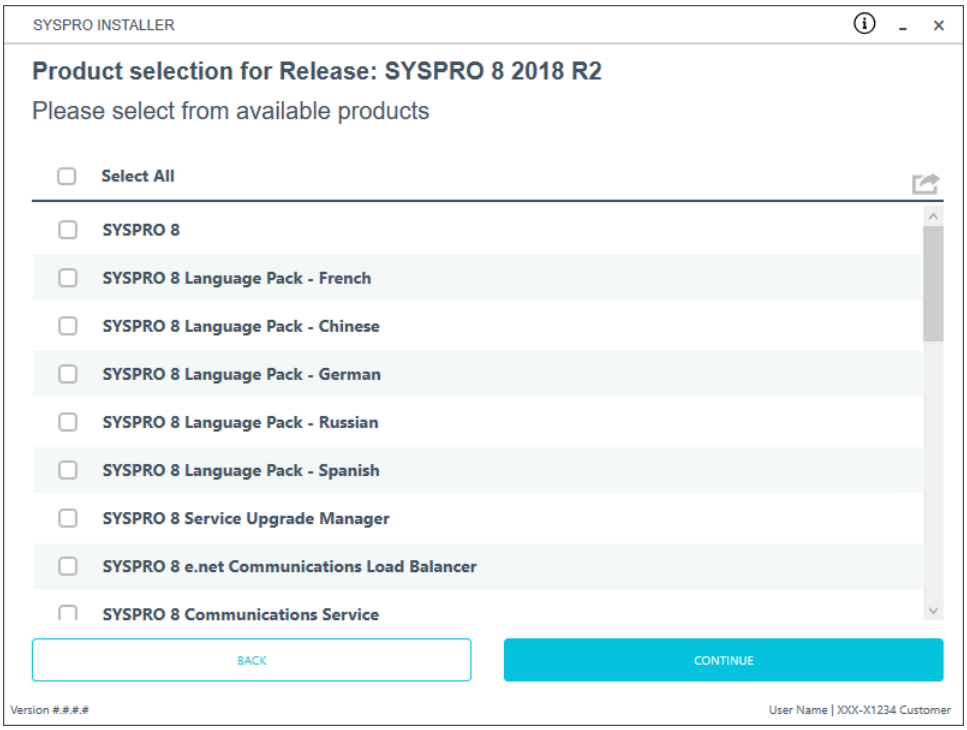
5. Product Selection



All products that are available for installation are displayed on the **Product Selection** screen. The choices displayed here may vary depending on the SYSPRO Release that you have selected for the current deployment group.

Products that have already been installed on your machine are displayed at the bottom of the list.

If you select a product that requires another product(s) to be installed as a prerequisite, those products are automatically added to the installation list, in the correct sequence.

> **FOR EXAMPLE:**
>
> The **SYSPRO 8 Communications Service** requires the **SYSPRO 8 Service Upgrade Manager**. Therefore both products are added to the list in the correct install sequence.

Enable the relevant products according to your installation requirements and select the **Continue** button.

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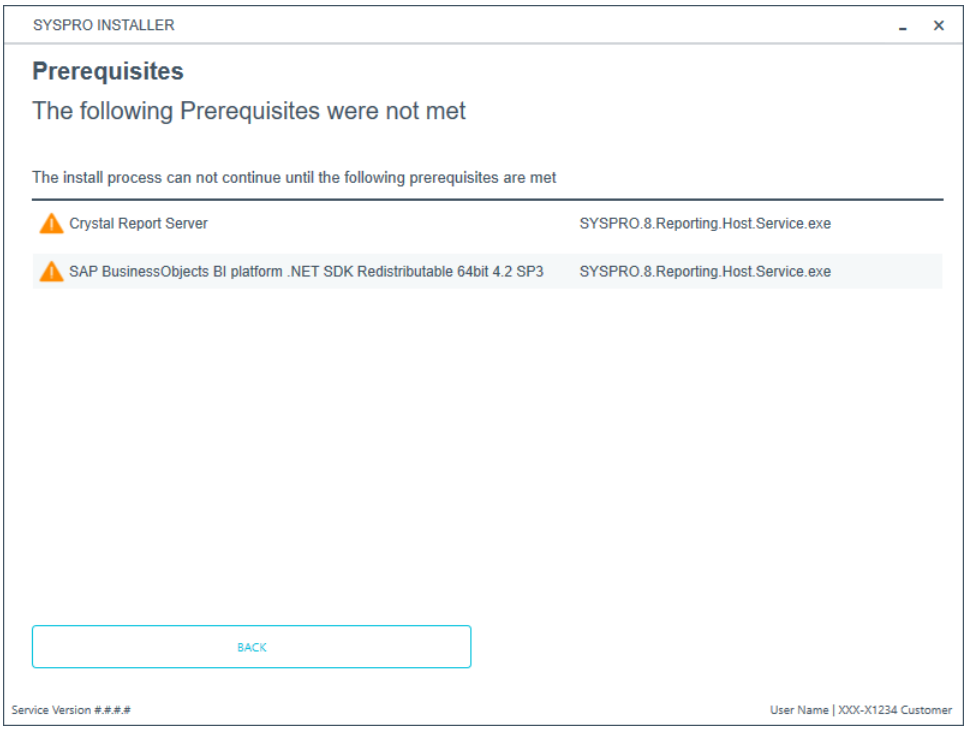
6. Prerequisites



The **SYSPRO Installer** verifies your system against all prerequisites required for the products you select to install. Should any product fail a prerequisite check at this stage, the **Prerequisites** screen is displayed.

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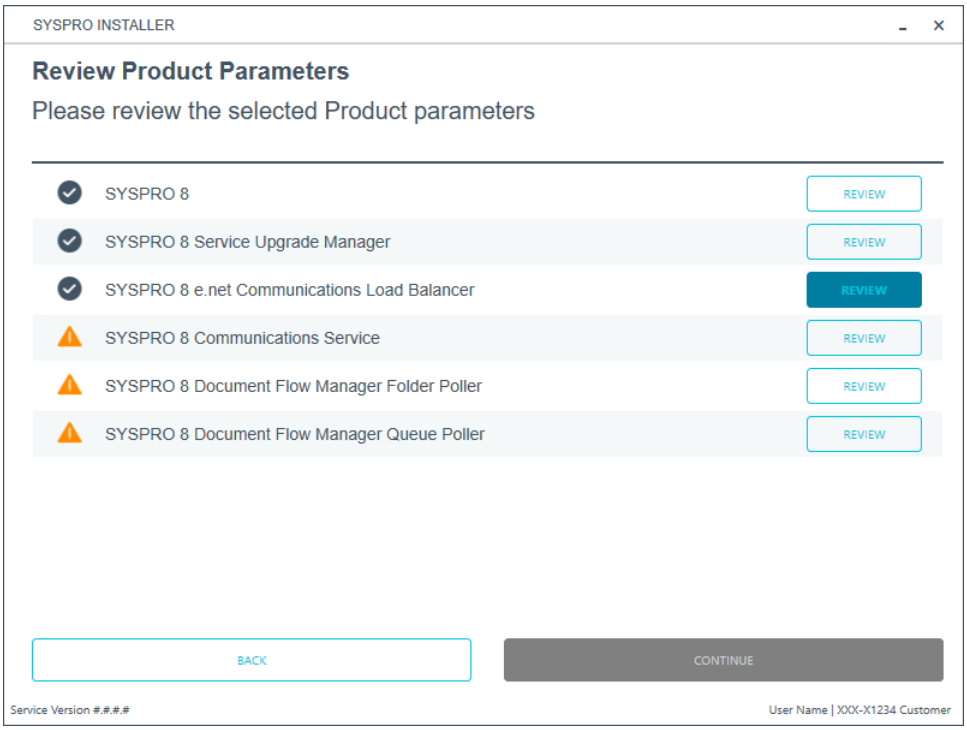
7. Review Product Parameters



The **Review Product Parameters** screen allows you to review all parameters required for each product selected for install.

> To view information about product specific parameters, please see the **Referencing** section: **Product parameter details**.

You cannot continue until all product parameters have been validated.

Click the **Review** button against each product that indicates a warning icon. This will display a parameters screen prompting you to verify and/or change various properties, before validating the entries.

> SYSPRO provides a default port number range (`30101` - `30300`) for your convenience, however these defaults may be changed and then validated.

Once validated, the warning icon changes to a confirmation tick, indicating that you can proceed to the next product's parameters.

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8. SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the install.

Select the **Printable Version** option to view a PDF version of the EULA in your default PDF software.

9. Products Ready to Install

A summary of all products to be installed is displayed for you to review.

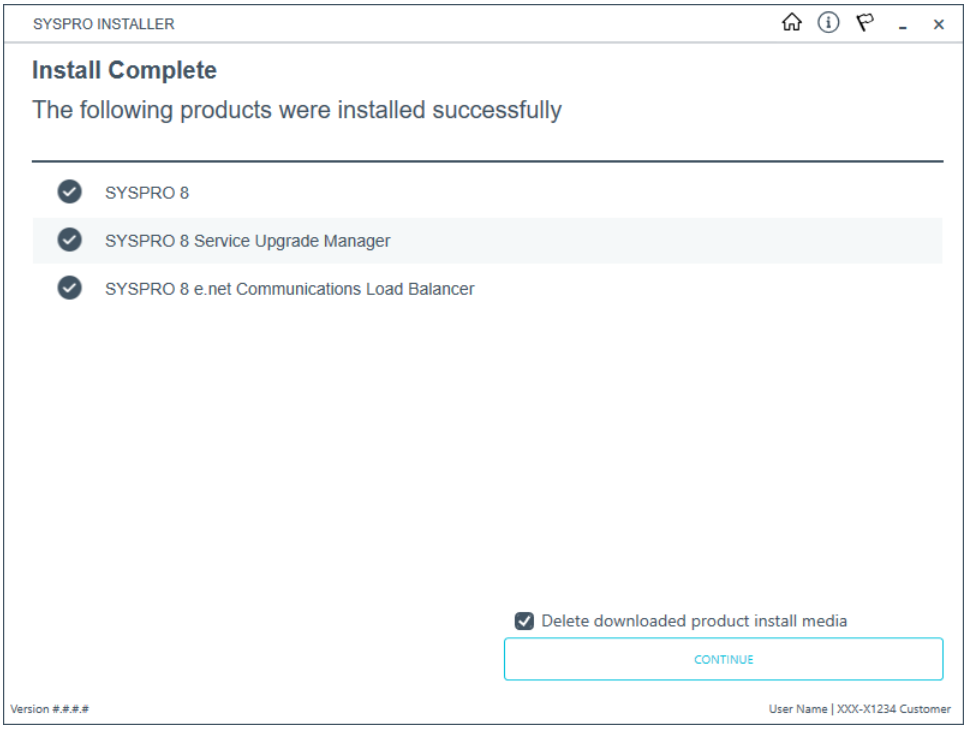
If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **SYSPRO Deployment Downloads** folder.

Ensure that you copy your files to the correct location.

Once you are satisfied with the list, continue by selecting the **Begin Install** button. Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

10. Install Complete



The **Install Complete** screen is displayed with a summary of all products installed.

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Optional Delete Product Media Files

To delete the product media files that were downloaded for your install, proceed as follows:

1. Enable the **Delete downloaded product install media** option and select **Continue**.

   A confirmation screen is then displayed which lists the product media files to be deleted.

2. Review the items for deletion on the **Delete Product Install Media** screen and select **Continue** to proceed with the deletion process.

   The app returns a confirmation page once the deletion process has completed, which indicates the files that were deleted.

This doesn't apply to SYSPRO Additional Software (i.e. SYSPRO Reporting Software, Additional services and SYSPRO Point of Sale).

To view an audit trail of all deleted files including date and operator details, access the log file saved to the release or SYSPRO Additional Software folder of your local SYSPRO Deployment folder.

> **FOR EXAMPLE:**
>
> File name `DeletedMediaFiles_20201207143907.txt`

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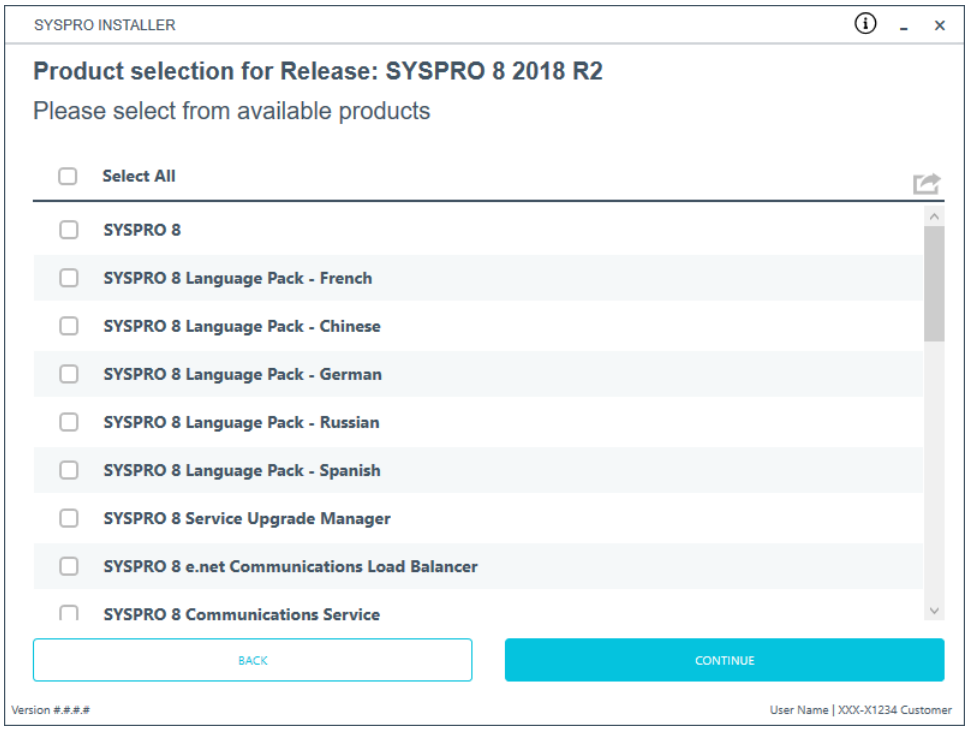
Exporting for SYSPRO ERP software deployment

Prerequisites

- Configured deployment Group
- Access to the SYSPRO Deployment Service (which must be installed on the same network)
- Access to the shared Deployment folder (which must be running)

Process

1. Run the **SYSPRO Installer Application** and login as normal.
2. From the **SYSPRO Installer** home screen, select the **SYSPRO ERP Software** option.
3. Once on the **Deployment Groups** home page, select the applicable deployment group.
4. From the **Product Selection** screen, select the **Export** button ( ) to switch to export mode.



Select the **Export** button again to exit export mode,

5. From the **Product export selection** screen, select the products you want to export.

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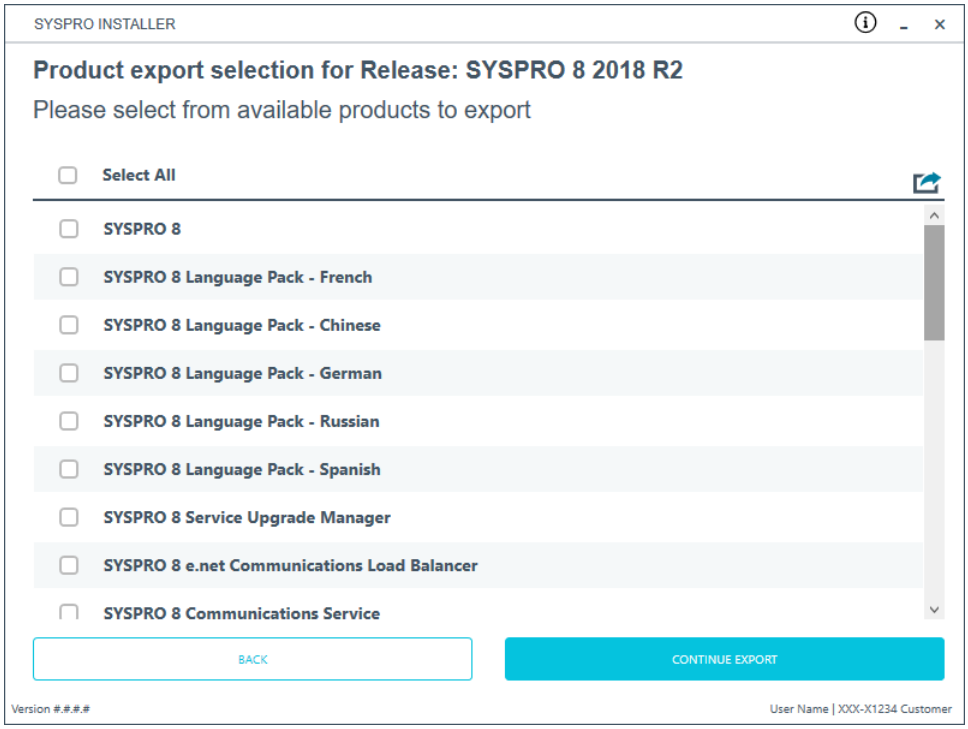
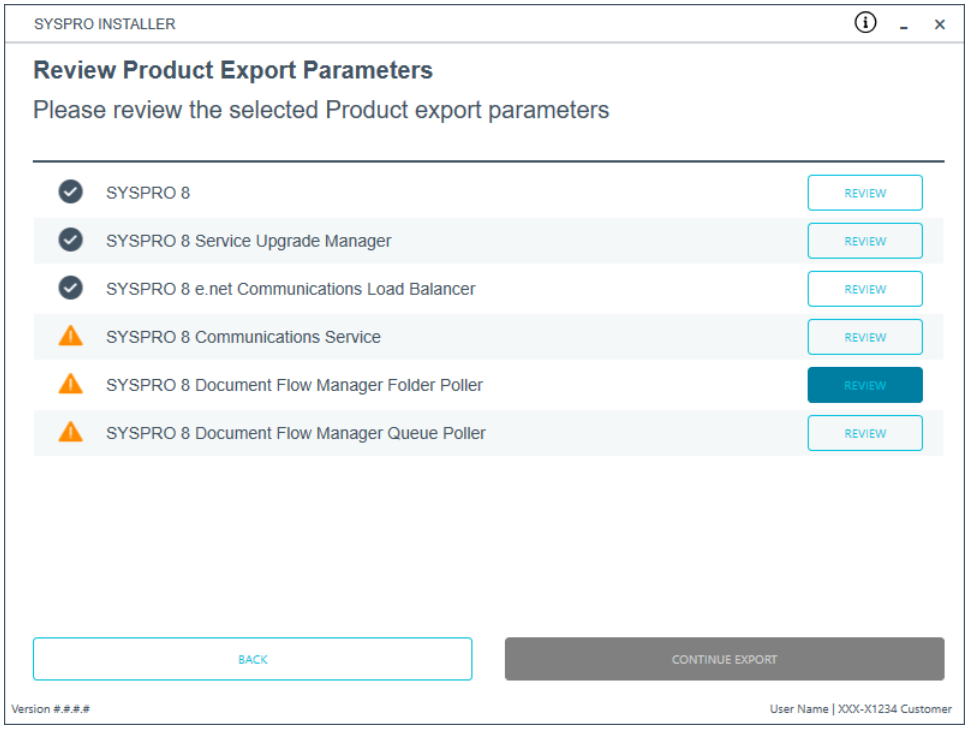


6. Select **Continue Export**.
7. Review any required parameters on the **Review Product Export Parameters** screen.



8. Select **Continue Export**.

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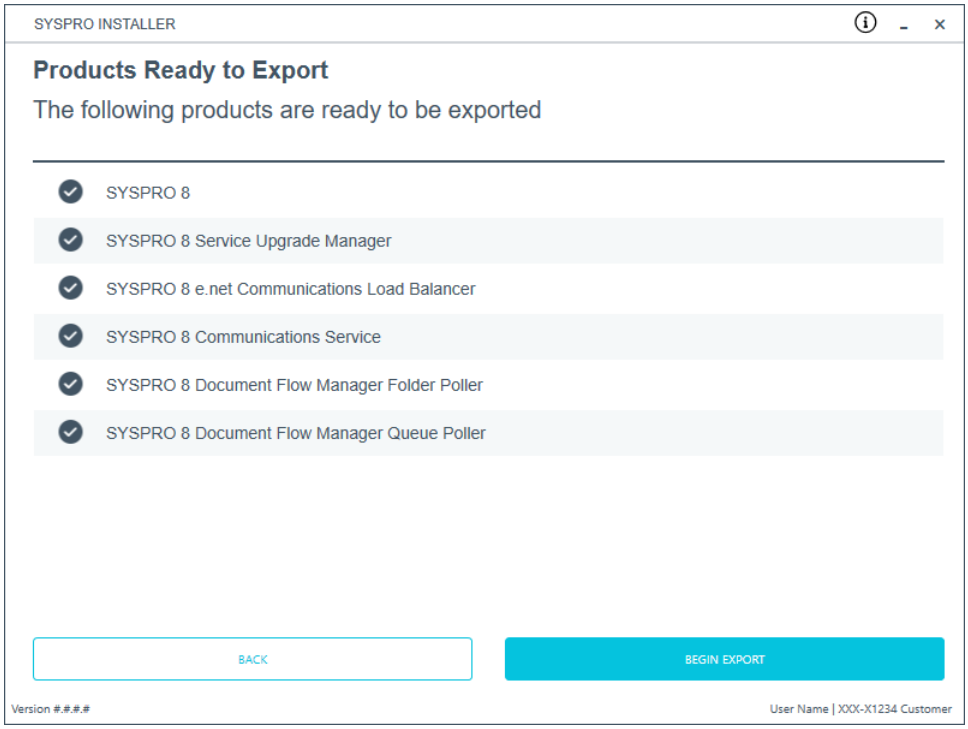
9. From the **Products Ready to Export** screen, select **Begin Export** to start the export.



The app then downloads the required files (if these do not already exist in your `SYSPRO Deployment Downloads` shared folder) and writes the export file.

This file is named `SYSPRODeploymentProductExport_####-##-##.bat` with the current date and saved to a new folder called `Exports` in the `SYSPRO Deployment Downloads` shared folder.

Considerations:

- The file contains details to install the SYSPRO 8 Runtime and Runtime patch but these lines are commented out and you have to decide whether to uncomment the lines to install them.
- Ensure that all machines to be installed using this file have the correct prerequisites installed.
- This `.bat` file must always be run with elevated permissions.

Once the export is complete, a message is displayed indicating the path to the export file, as well as the option to open the file using your default text editor.

10. Select **Skip** to return to the **Deployment Groups** home screen.

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1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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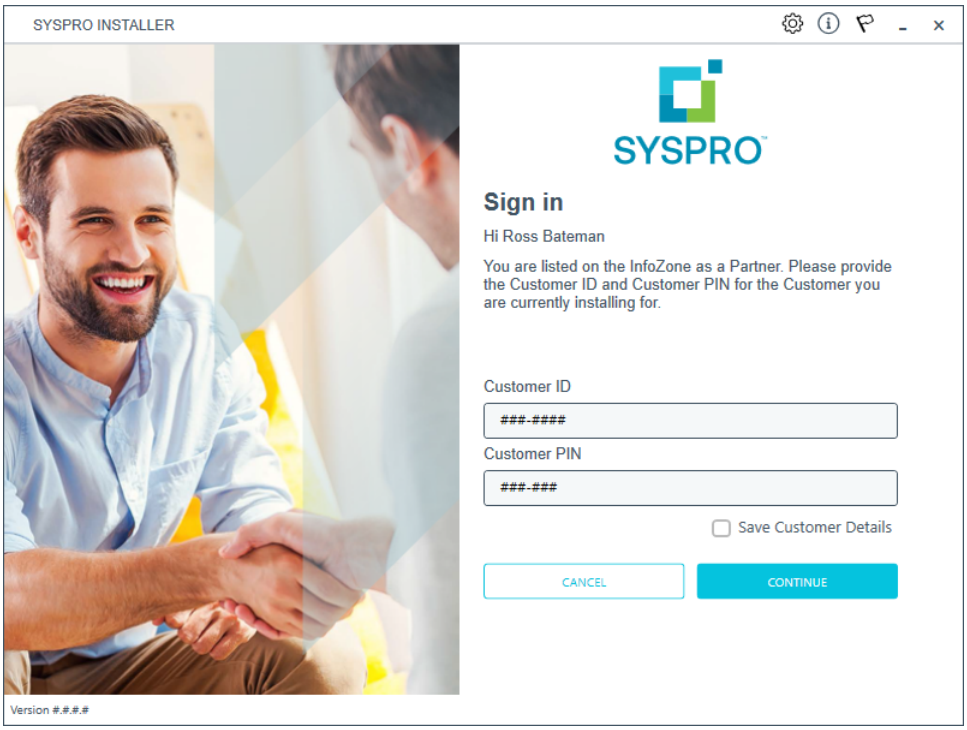
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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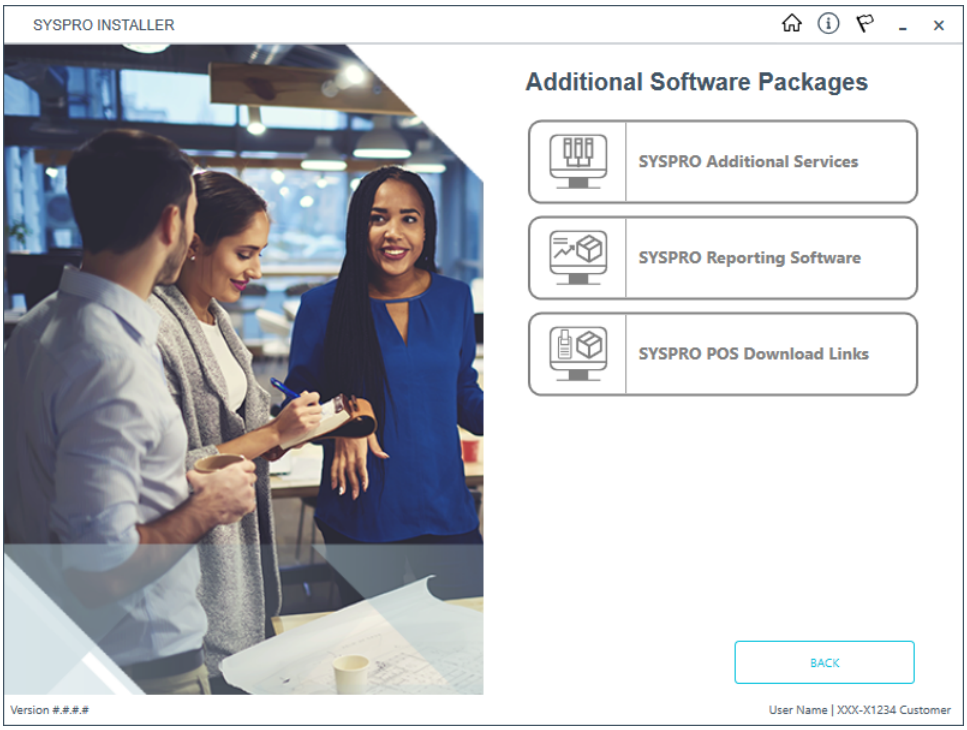
3. Additional Software Packages



The **Additional Software Packages** screen provides you with a list of additional software available to install from the **SYSPRO Installer** application.

The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Most products include an associated Sequence File XML that is downloaded from Azure when required.

Currently, the following products are available:

- **SYSPRO Additional Services**
- **SYSPRO Reporting Software**
- **SYSPRO POS Download Links**

This list will be expanded over time.

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Select the **SYSPRO Reporting Software** option.

Anyone wanting to use ***SYSPRO Reporting Services*** server-side reporting from ***SYSPRO 8 2020 R2*** onwards must have **SAP Crystal Reports 2016** installed, due to **SAP** advising the upcoming end-of-life support for **SAP Crystal Reports 2013**.

Therefore, when you select this option, the app performs a check to determine which version of software is already installed (if any) and depending on the results, provides you with the relevant uninstall and install options.

From ***SYSPRO 8 2020 R2*** onwards, all SYSPRO products for server-side reporting are not backwards compatible with **SAP Crystal Reports 2013**, therefore you need to first update the software to **SAP Crystal Reports 2016**.

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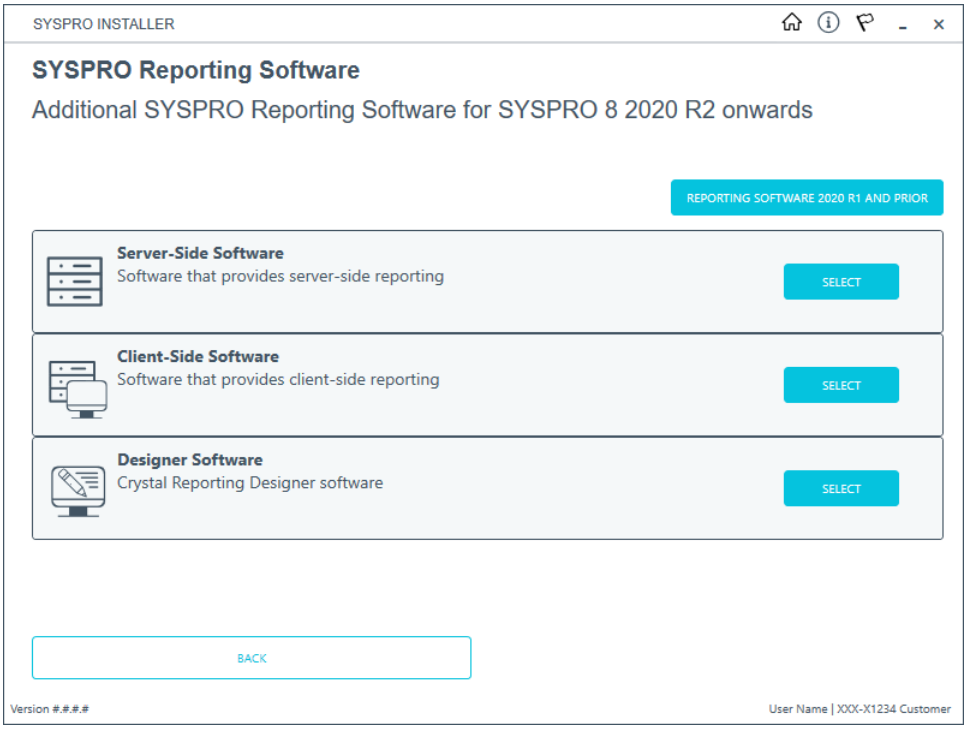
4. SYSPRO Reporting Software

When this page loads, the app verifies that it has access to the required folders and xml files. If these are not available, the service creates the folder structure and retrieves the xml files from Azure.

These files are then verified using a CHECKSUM. If the verification fails, you will be unable to continue and logged out.



The **SYSPRO Reporting Software - Additional SYSPRO Reporting Software for SYSPRO 8 2020 R2 onwards** screen displays all components available for installation.

1. Select the software you wish to install.

   The app then checks your local machine to verify if any of the software components are already installed. If it finds any existing components, these will reflect as installed and not relevant for installing through the application.

2. Review the products to be installed and select the **Continue** button.

If you have *any* **SAP Crystal Reports 2013** software installed, the app provides you with an **Uninstall Prev** option, as *all* prior versions need to be uninstalled before attempting to install any of the latest versions.

Select one of the **Uninstall Prev** options to proceed with uninstalling *all* **SAP Crystal Reports 2013** software.

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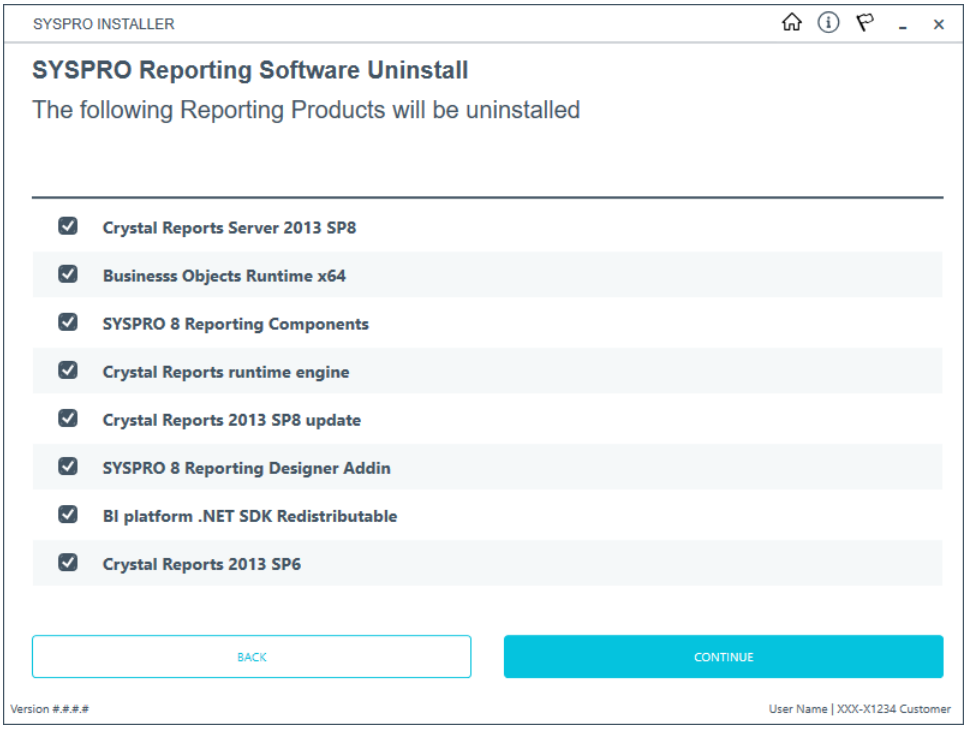
SYSPRO Reporting Software Uninstall



Once you select the **Uninstall Prev** option, the **SYSPRO Reporting Software Uninstall** screen displays all previous versions of software that need to be uninstalled.

> This uninstall process does not uninstall **Java** as the same version is used by both **SAP Crystal Reports 2013** and **SAP Crystal Reports 2016**.

1. Review the list of products to be uninstalled and select **Continue** to proceed.
2. The app then proceeds with the uninstall process (which may take some time) and provides an informational message (`Uninstall Successful`) once complete, as well as a list of all software that was uninstalled.

   Select the **Continue** button to return to the **SYSPRO Reporting Software** screen.

We recommend that you reboot the machine at this stage, before attempting to install any new software.

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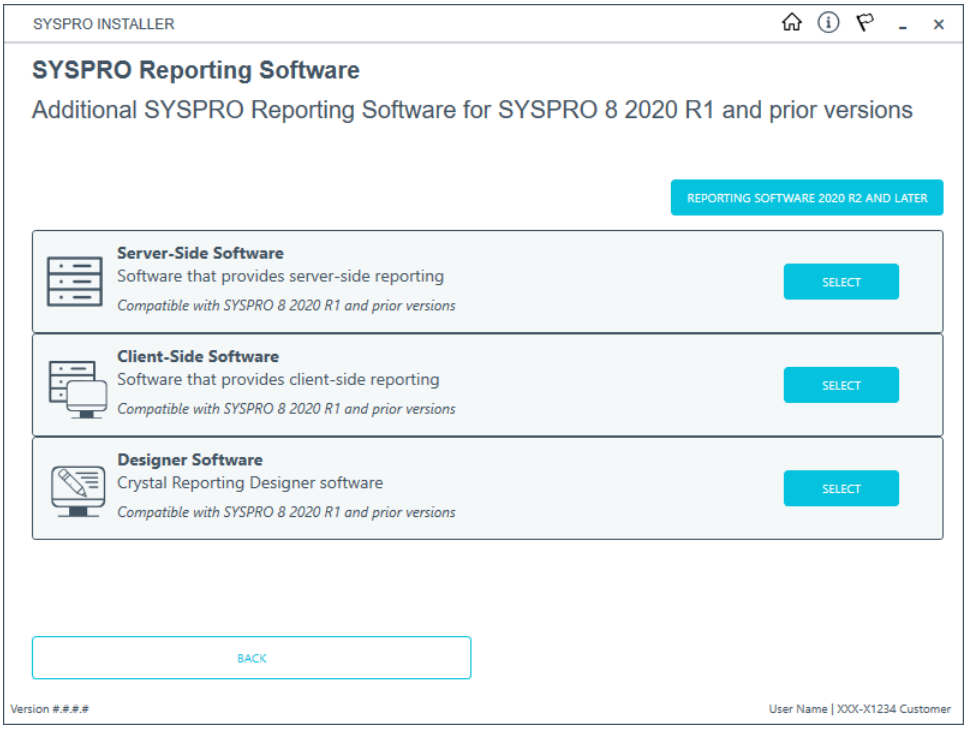
Reporting Software for SYSPRO 8 2020 R1 and prior versions

If you are not yet using ***SYSPRO 8 2020 R2*** and you want to install a previous version of the SYSPRO Reporting software that uses **SAP Crystal Reports 2013**, select the **Reporting Software 2020 R1 and prior** button.

The **SYSPRO Reporting Software - Additional SYSPRO Reporting Software for SYSPRO 8 2020 R1 and prior versions** screen is displayed.



All components available for ***SYSPRO 8 2020 R1*** and prior versions are displayed.

1. Select the software you wish to install.

   The app then checks your local machine to verify if any of the software components are already installed. If it finds any existing components, these will reflect as installed and not relevant for installing through the application.

2. Review the products to be installed and select the **Continue** button.

If a **Downgrade Required** notice is displayed and you are unable to select the software, this means that you already have **SAP Crystal Reports 2016** installed for one or more of the products.

You will therefore need to uninstall that software manually before being able to use the **SYSPRO Installer Application** to install **SAP Crystal Reports 2013**.

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5. SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the install.

Select the **Printable Version** option to view a PDF version of the EULA in your default PDF software.

6. Products Ready to Install

A summary of all products to be installed is displayed for you to review.

Once you are satisfied with the list, continue by selecting the **Begin Install** button.

Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

The install for the **Server Side Software** and **Designer Software** components may take some time due to the software being stored in `ZIP` files. Therefore the install process may take longer than other components.

7. Install Complete

Once complete, the **Install Complete** screen is displayed with a summary of all products installed.

Select the **Home** button to return to the **Additional Software Packages** screen.

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Exporting for SYSPRO Additional software deployment

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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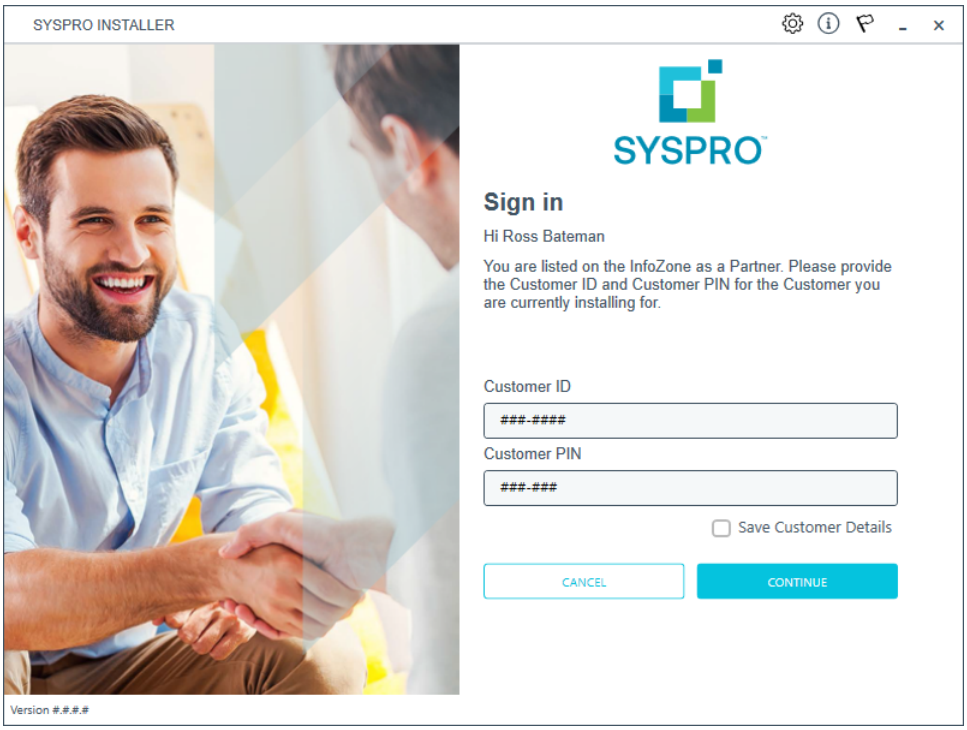
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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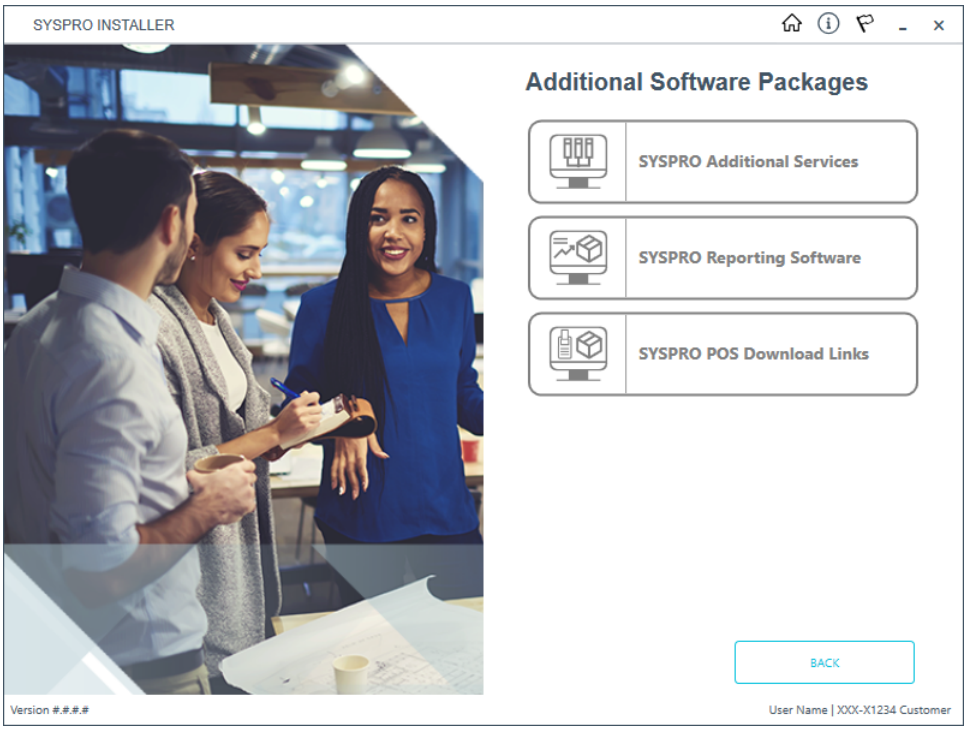
3. Additional Software Packages



The **Additional Software Packages** screen provides you with a list of additional software available to install or export from the **SYSPRO Installer** application.

Select the **SYSPRO Reporting Software** option.

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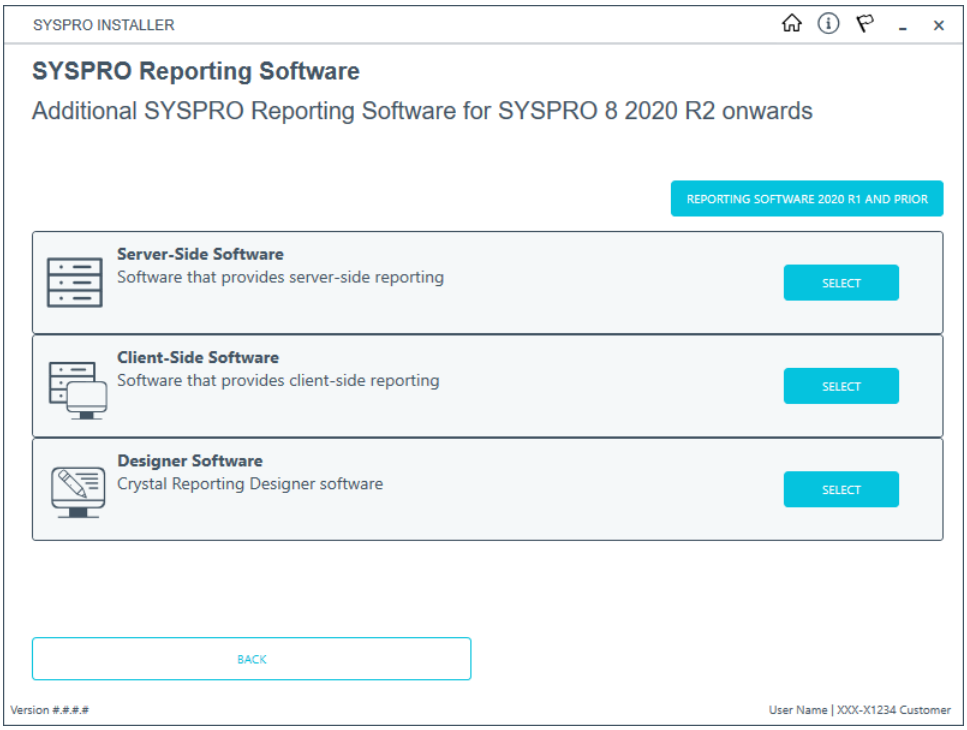
4. SYSPRO Reporting Software



From the **SYSPRO Reporting Software** screen, select the software that you want to export.

> The export function is not available for the **Designer Software**.

For the rest of this task, the **Client-side Software** will be used as the example.

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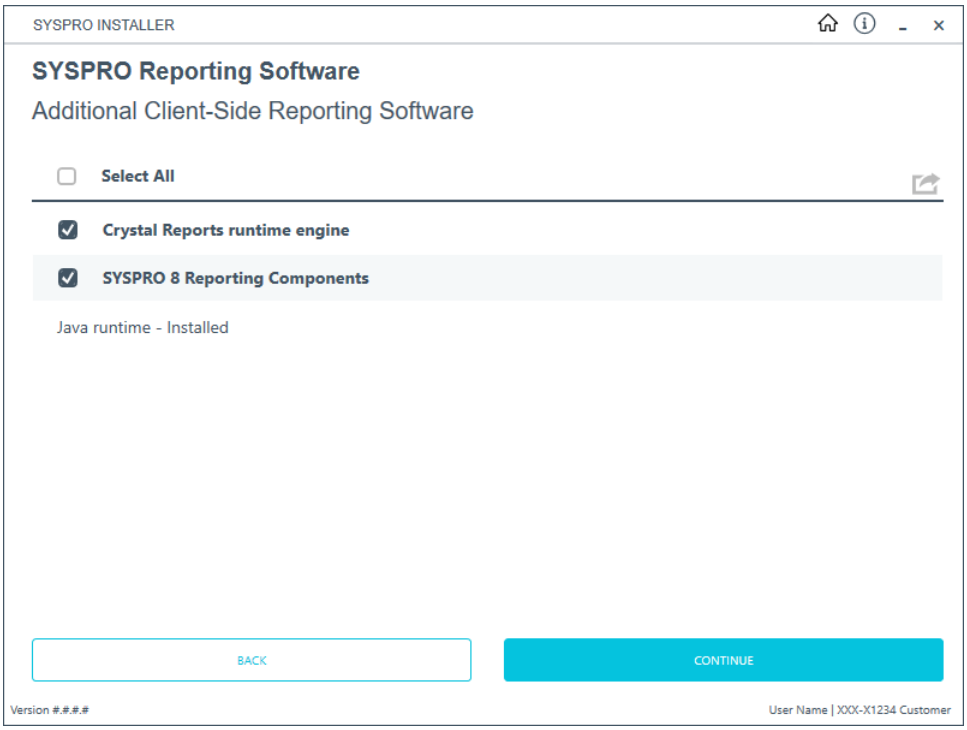
5. Additional Software



1. From the **Additional Client-Side Reporting Software** screen, select the **Export** button ( ) to switch to export mode.

   To exit export mode, simply select the **Export** button again.

2. Select the products you want to export.
3. Select **Continue Export**.

6. SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the export.

Select the **Printable Version** option to view a PDF version of the EULA in your default PDF software.

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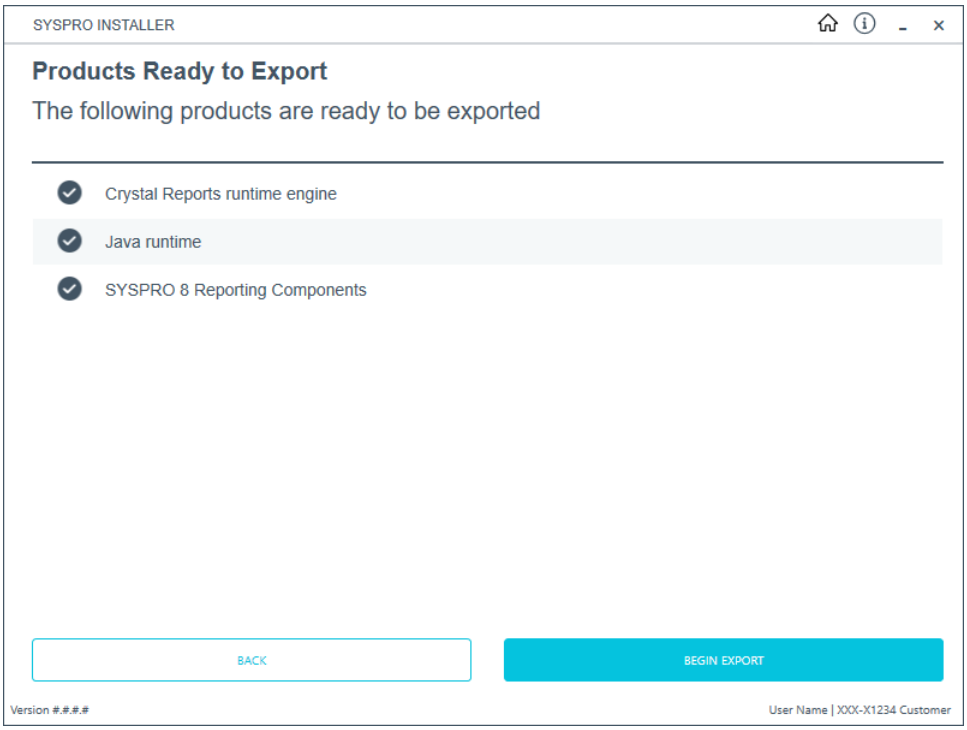
7. Products Ready to Export



From the **Products Ready to Export** screen, select **Begin Export** to start the export.

The app then downloads the required files (if these do not already exist in your `SYSPRO Deployment Downloads` shared folder) and writes the export file.

Once the export is complete, a message is displayed indicating the path to the export file, as well as the option to open the file using your default text editor.

Product	Export File Name
SYSPRO ERP Products	`SYSPRODeploymentProductExport_YYYY-MM-DD.bat`
Reporting Server-Side	`SYSPRODeploymentReportingServerSideProductExport_YYYY-MM-DD.bat`
Reporting Client-Side	`SYSPRODeploymentReportingClientSideProductExport_YYYY-MM-DD.bat`

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Installing SYSPRO Additional Services

This task explains how to add multiple instances of certain services.

Currently, the following services are supported as multiple instance installs:

- Additional Load Balancer Service

  Considerations:

  - This service can only be installed on the SYSPRO application server.
  - You cannot install additional instances of a service if the original **SYSPRO 8 e.net Communications Load Balancer** service is not installed.
  - A maximum of 10 instances of an additional service can be installed.
  - There is no product XML file for this type of product.

- Additional Supply Chain Portal Service

  Considerations:

  - This service does *not* have to be installed on the SYSPRO application server.
  - You cannot install additional instances of a service if the original **SYSPRO Supply Chain Portal** service is not installed.
  - A maximum of 10 instances of an additional service can be installed per machine.
  - You can install additional instances of this service multiple times per deployment group.
  - There is no product XML file for this type of product.

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1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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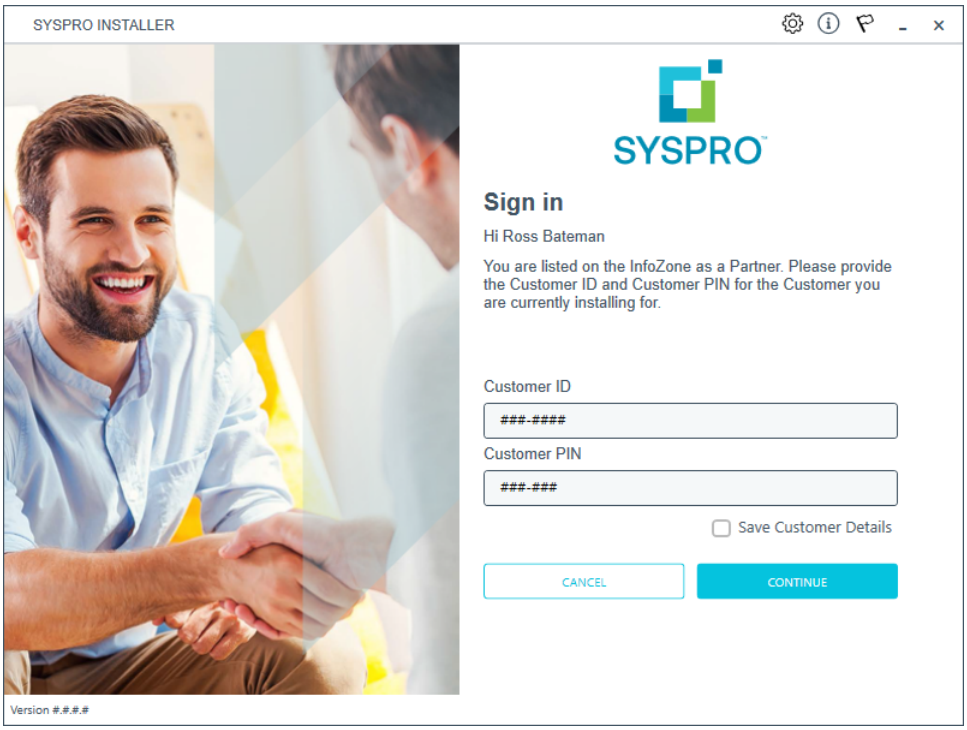
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.

You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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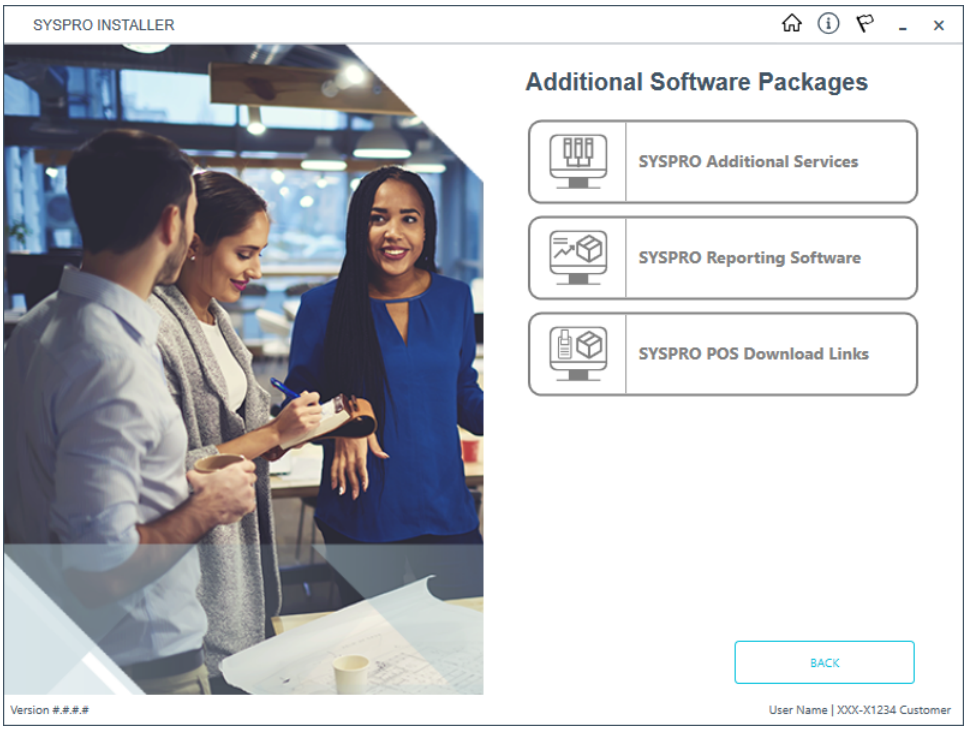
3. Additional Software Packages



The **Additional Software Packages** screen provides you with a list of additional software available to install from the **SYSPRO Installer** application.

The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Most products include an associated Sequence File XML that is downloaded from Azure when required.

Currently, the following products are available:

- **SYSPRO Additional Services**
- **SYSPRO Reporting Software**
- **SYSPRO POS Download Links**

This list will be expanded over time.

Select the **SYSPRO Additional Services** option.

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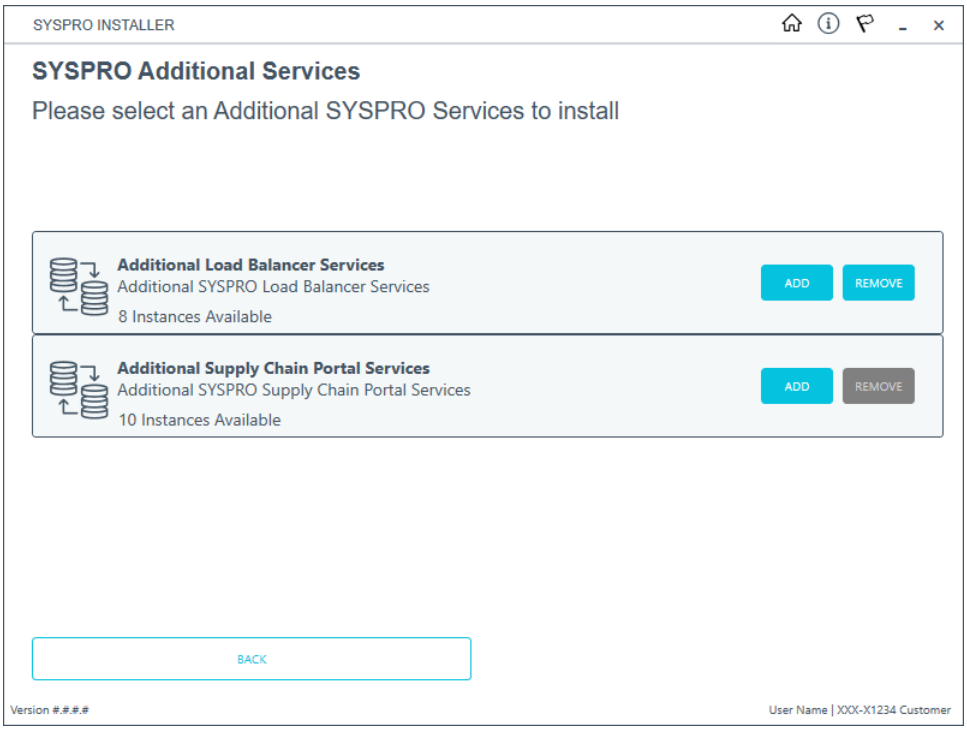
4. SYSPRO Additional Services



The **SYSPRO Additional Services** screen displays all additional services available to install.

As only 10 additional instances are allowed, the app checks to see how many have already been installed and displays this information below the service description.

- You can only add a new instance if there are available instances to add.
- If no additional instances of a service are available, a message is displayed and the **Add** button is disabled.
- The **Remove** button is only available if there are instances available to uninstall.

To install an additional service instance, select the **Add** button at the applicable service.

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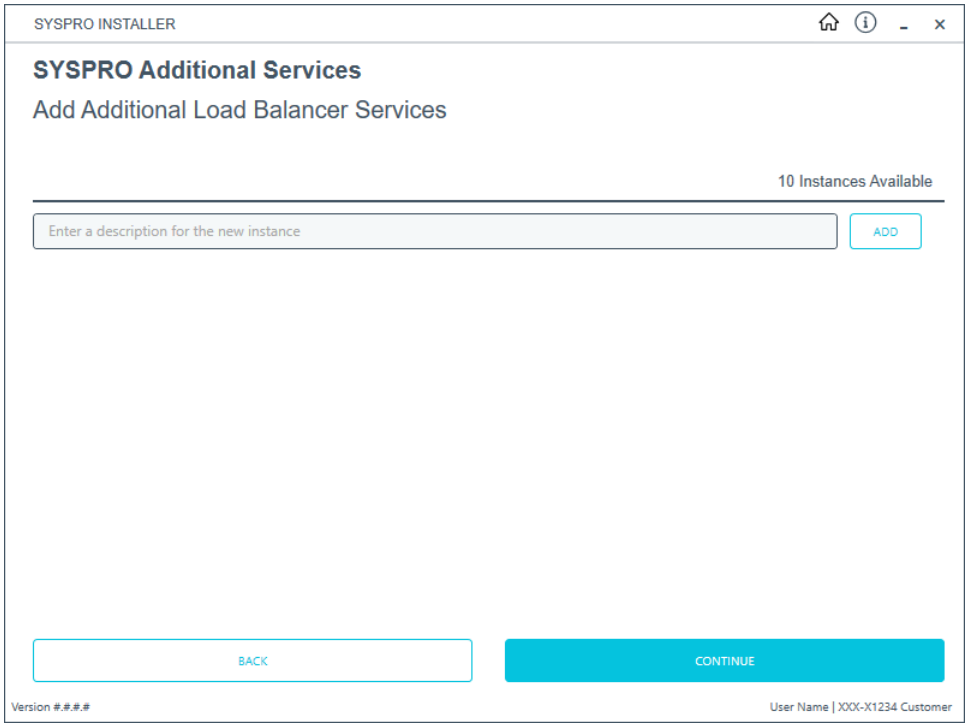
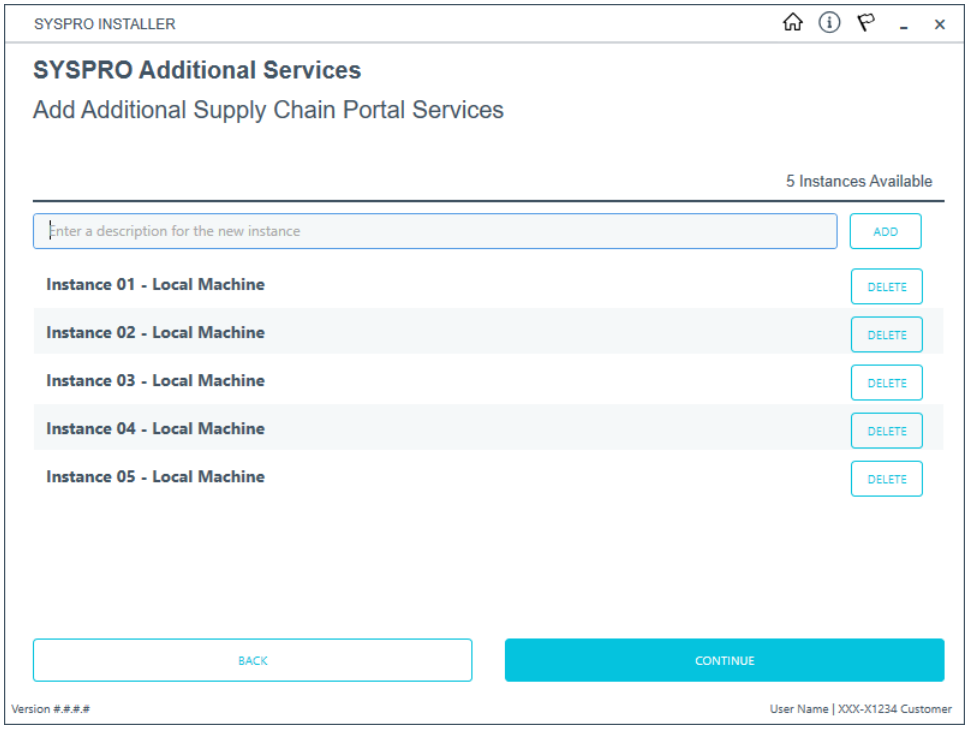
5. Add Additional Services

- Additional Load Balancer Service



- Additional Supply Chain Portal Service



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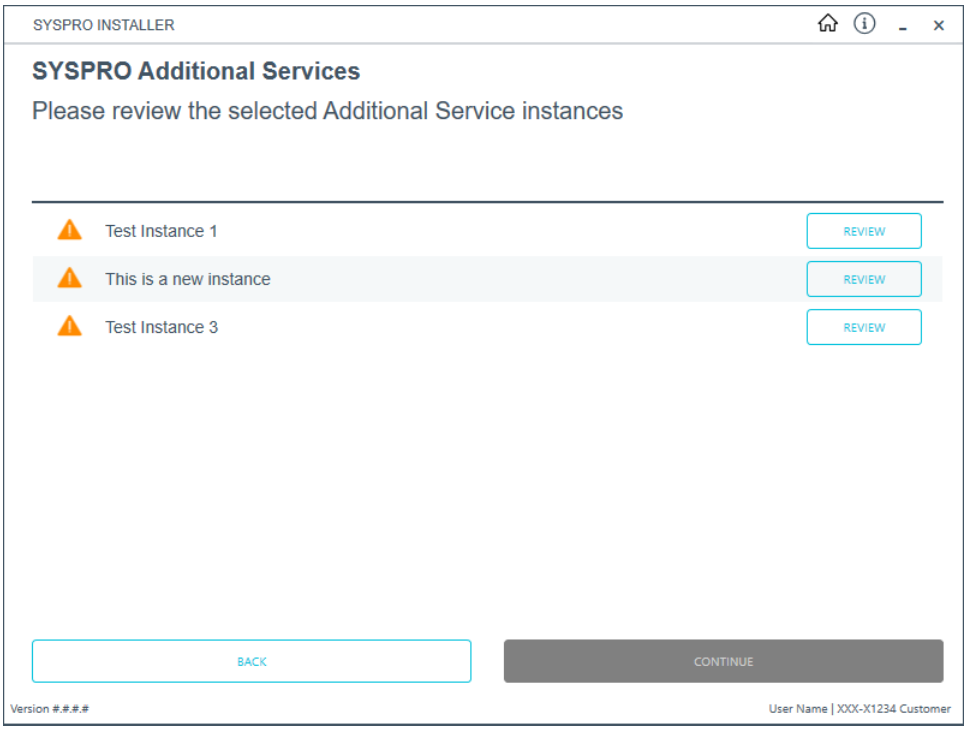
Enter a unique description for the instance in the description text box. Once the instance is installed, this is the description listed against the service.

On this screen you can indicate up to 10 instances of the service to be added.

> At this stage, using the **DELETE** button removes the indicated line and the **Instances Available** count is updated.

Select the **Continue** button to proceed.

6. Review parameters



Select the **Review** button to enter or review the parameters for each service instance selected to install.

Each instance's parameters must be reviewed and validated in order to proceed.

- Additional Load Balancer Service

  If this is the first instance being installed, the **Destination Folder** parameter is required. For additional instances, this field is automatically populated based on the product already installed.

- Additional Supply Chain Portal Service

  For each instance, the **Website to use for application** and **SYSPRO Company** parameters are automatically populated with a basic default by SYSPRO. If you require different entries, please change these fields accordingly.

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Select the **Validate** button to proceed.

Once all instances have been validated, select the **Continue** button to proceed with the installation process.

7. SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the install.

Select the **Printable Version** option to view a PDF version of the EULA in your default PDF software.

8. Additional Instances Ready to Install

A summary of all additional services to be installed is displayed for you to review.

Once you are satisfied with the list, proceed by selecting the **Continue** button.

At this stage, the additional service is downloaded to the current release folder on the local share.

This is a single file as there is no need for one per each of the listed instances.

9. Install Complete

Once complete, the **Install Complete** screen is displayed with a summary of all additional service instances installed.

Select the **Home** button to return to the **Additional Software Packages** screen.

Once the install is complete, you are able to view how the instances are listed in the Registry key for the additional service.

Each one gets its own entry under the relevant product key.

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Installing SYSPRO Point of Sale

Currently, the components for installing ***SYSPRO Point of Sale*** are available as part of an ISO image and launched via an Autorun, however overtime this install will be incorporated into the standard way of installing SYSPRO software through the **SYSPRO Installer Application**.

In the meantime, this task explains how to download the ***SYSPRO Point of Sale*** installation autorun files.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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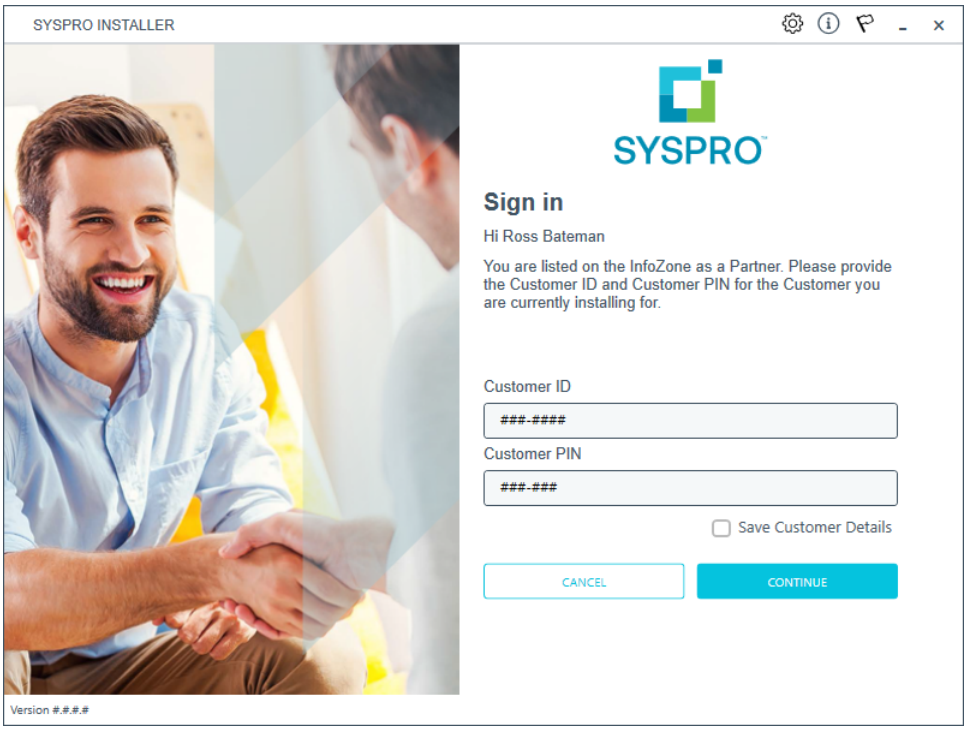
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.

You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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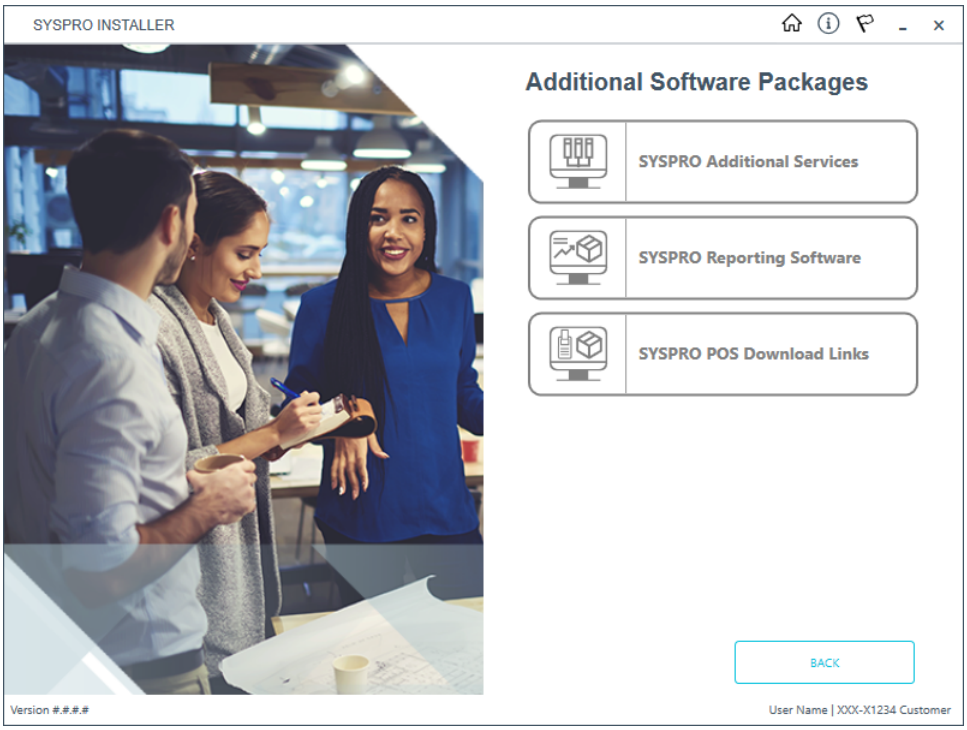
3. Additional Software Packages



The **Additional Software Packages** screen provides you with a list of additional software available to install from the **SYSPRO Installer** application.

The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Most products include an associated Sequence File XML that is downloaded from Azure when required.

Currently, the following products are available:

- **SYSPRO Additional Services**
- **SYSPRO Reporting Software**
- **SYSPRO POS Download Links**

This list will be expanded over time.

Select the **SYSPRO POS Download Links** option.

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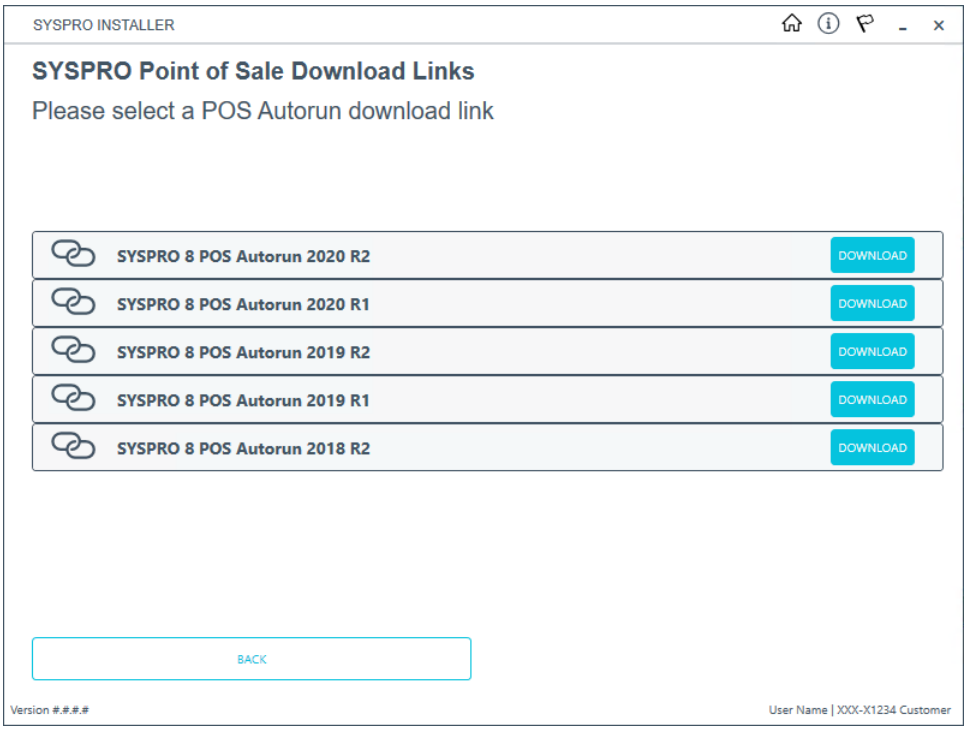
4. SYSPRO Point of Sale Download Links



Select the **Download** button from the applicable version that you want to install. The application then downloads the Autorun ISO to your local Deployment Share folder.

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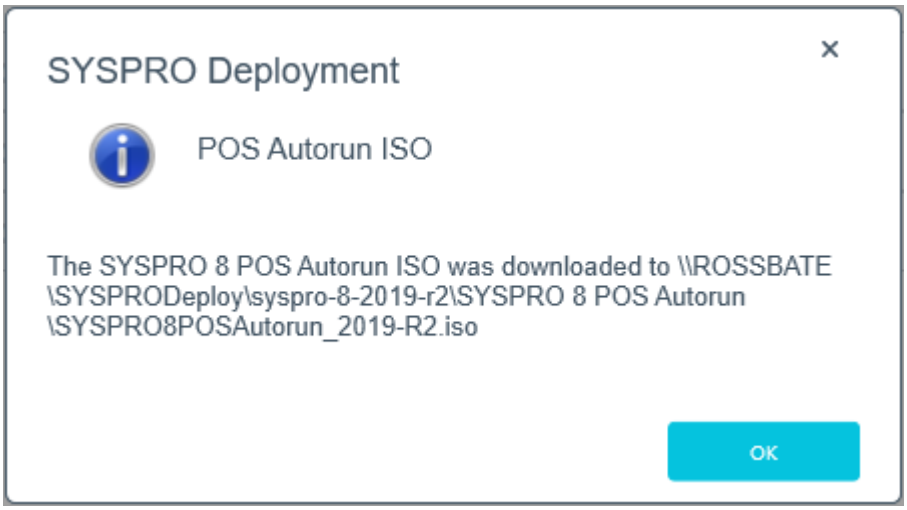
5. Complete



Once the download has completed, a message is displayed confirming the folder location.

The following components are included:

Online Installation

Component	2020 R1 onwards	2019 R2	2019 R1	2018 R2
Microsoft .NET Framework 4.5	√	√	√	√
SYSPRO 8 Avanti Initialization Service	√	√		
SYSPRO 8 Point of Sale e.net Communication Service	√	√	√	√
SYSPRO Point of Sale Online	√	√	√	√
SYSPRO 8 Point of Sale Services	√	√	√	√

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Offline Installation

Component	2020 R1 onwards	2019 R2	2019 R1	2018 R2
Microsoft .NET Framework 4.5	√	√	√	√
SYSPRO 8 Runtime	√	√	√	
SYSPRO 8 Avanti Initialization Service	√	√		
SYSPRO 8 Point of Sale Offline Foundation	√	√	√	√
SYSPRO 8 Point of Sale e.net Communication Service	√	√	√	√
SYSPRO 8 Point of Sale	√	√	√	√
SYSPRO 8 Point of Sale Services	√	√	√	√

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SYSPRO Hotfixes
Installing SYSPRO Hotfixes

Ensure to run the **SYSPRO Installer Application** on the SYSPRO application server before attempting to install hotfixes.

When installing hotfixes, the app will stop the following SYSPRO Services in order to prevent any possible problems arising:

- SYSPRO 8 e.net Communications Load Balancer

  This includes any additional SYSPRO 8 e.net Communications Load Balancer services installed.
- SYSPRO 8 Communications Service
- SYSPRO 8 Avanti Initialization Service

Once the hotfixes are installed, the app will try to start the services again.

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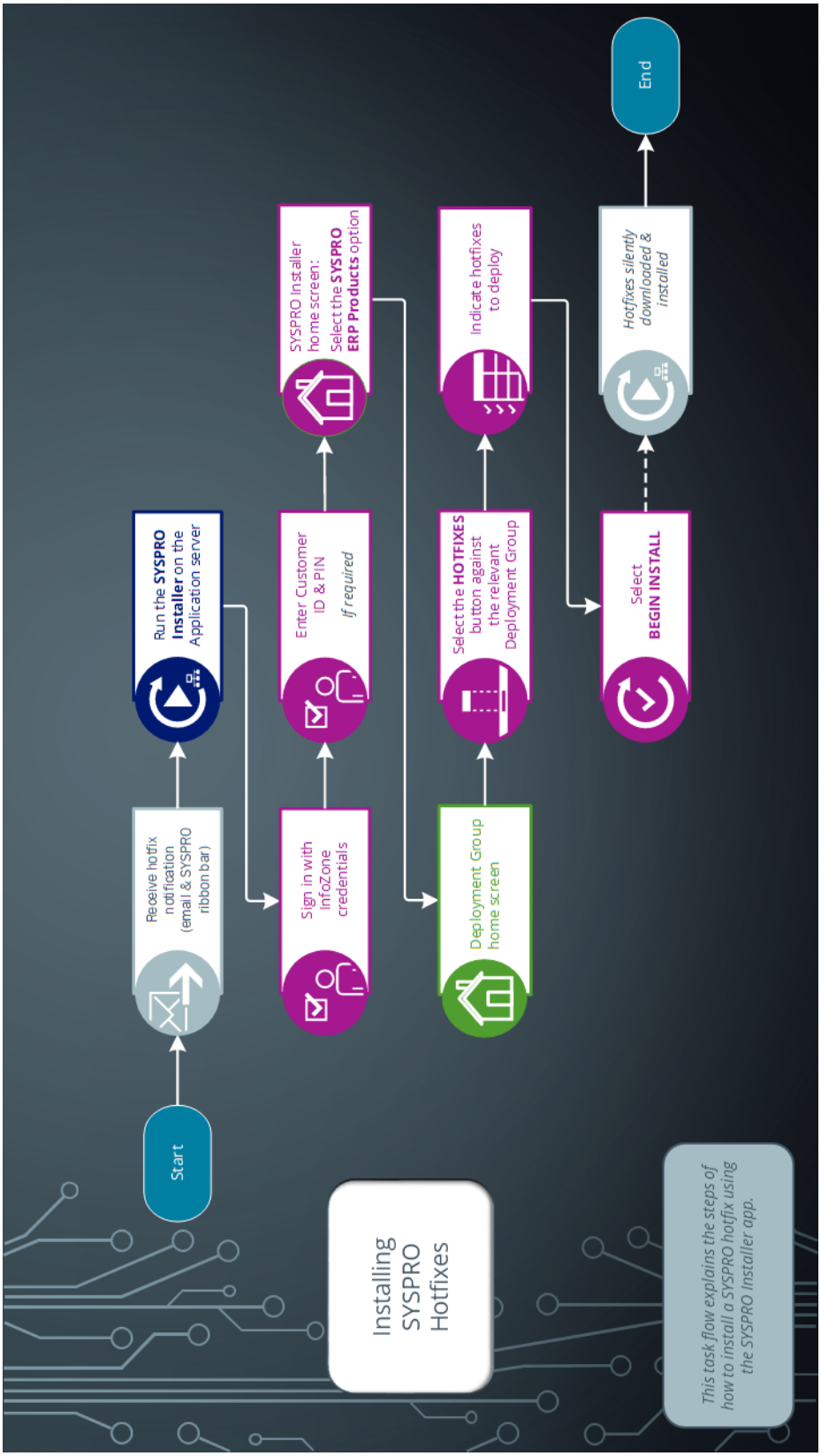

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1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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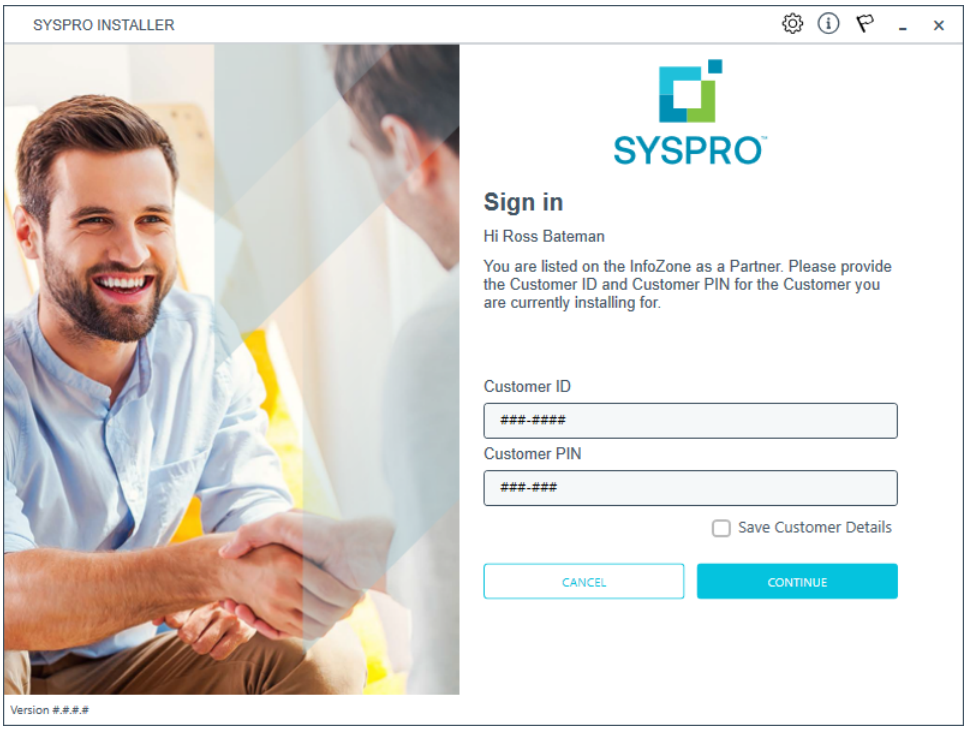
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon from the toolbar at the top of each screen.

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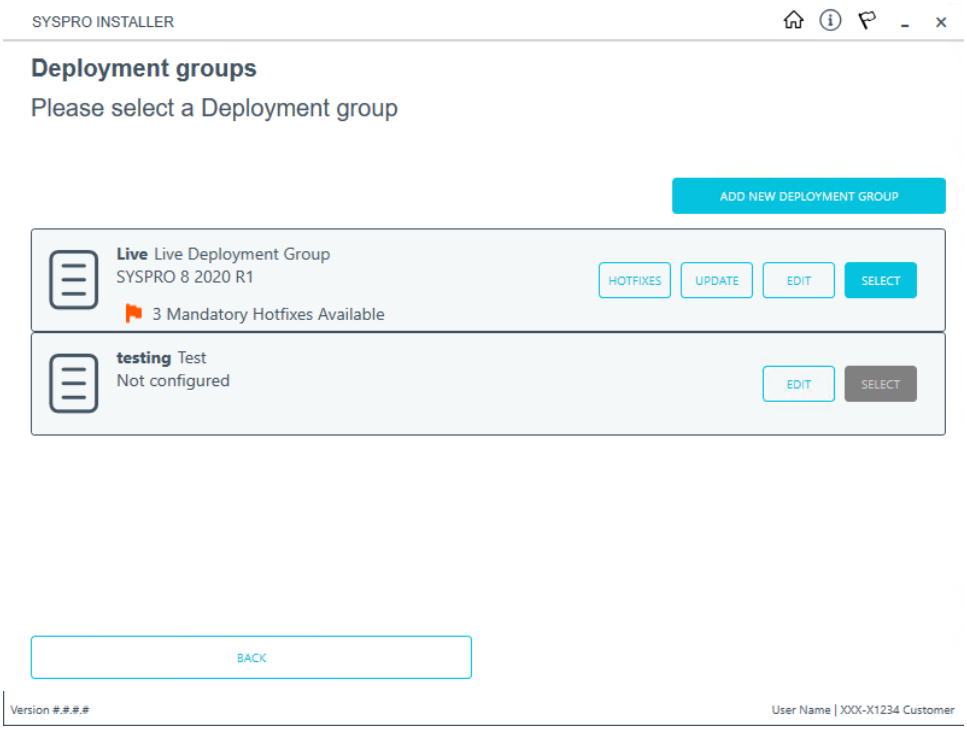
3. Deployment Groups



From the **Deployment Groups** page, establish whether any hotfixes are available for your deployment group.

Select the **Hotfixes** button against the relevant deployment group.

You can also refresh the **Deployment Groups** screen by pressing **F5** inside the application.

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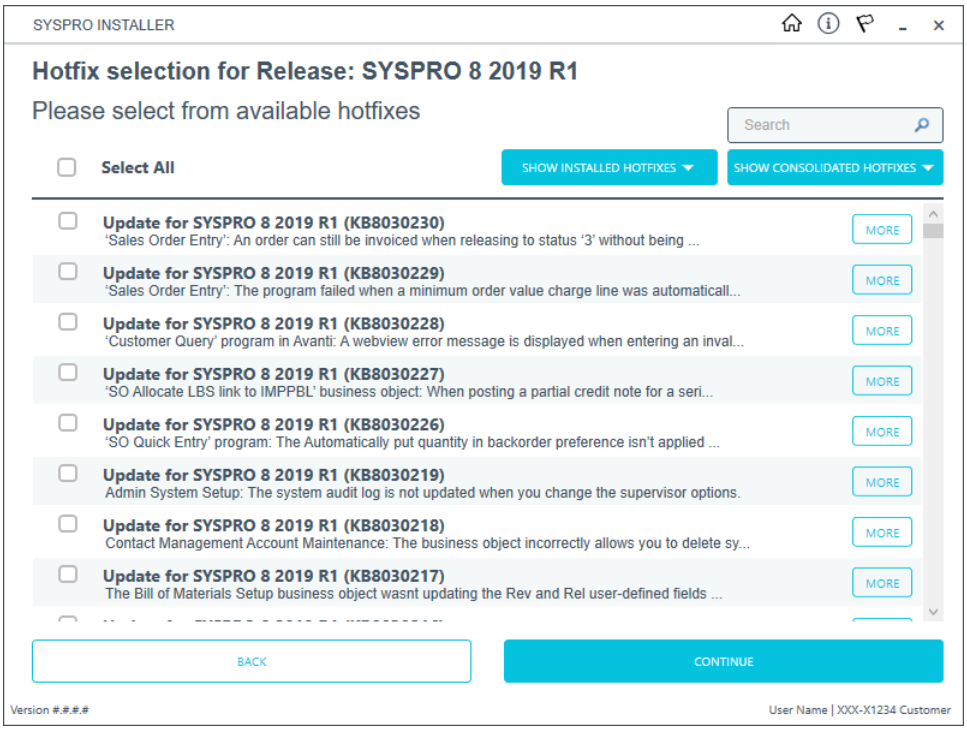
4. Hotfix Selection



From the **Hotfix Selection** screen you can select the hotfixes that you want to deploy.

> Use the **More** button to view additional information on each hotfix before selecting it for installation.

Additional options available:

- Use the **Show Consolidated Hotfixes** button to filter the list to only display consolidated hotfixes.

  > If there are no consolidated hotfixes available, then this button is not available.

  When selecting to filter on consolidated hotfixes, the **Search** box is disabled. If you wish to return to the complete hotfix list, simply select the **Show All Hotfixes** button.

- Use the **Show Installed Hotfixes** button to view all hotfixes installed for the deployment group.

Once you have indicated the hotfixes that you require deployed, select the **Continue** button.

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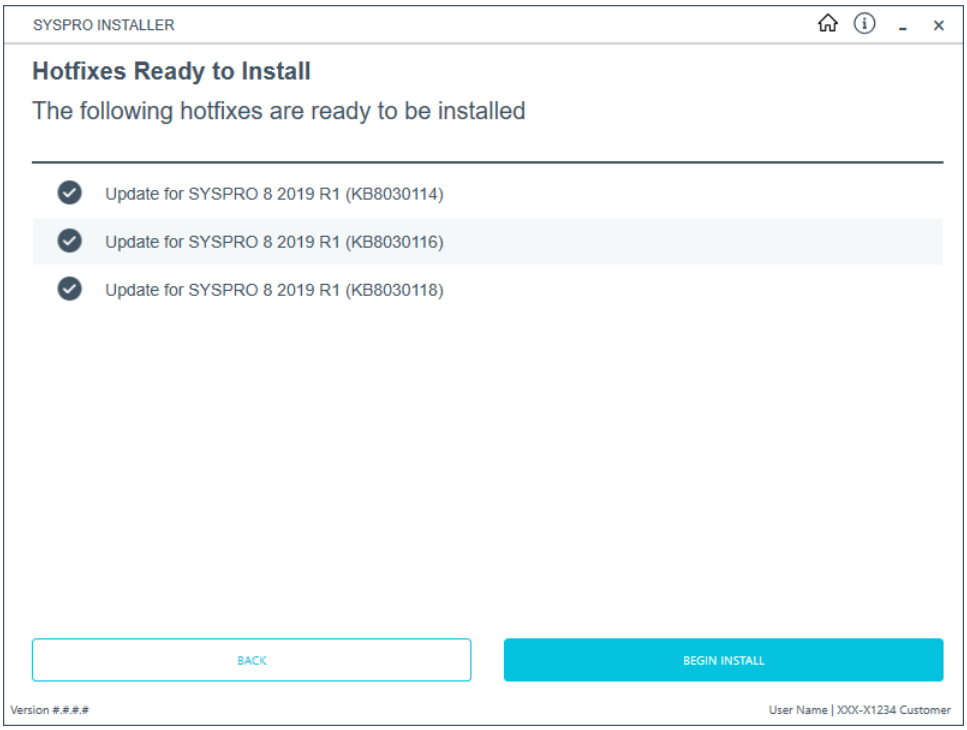
5. Hotfixes Ready to Install



Once you have confirmed your hotfix selection, the **Hotfixes Ready to Install** screen is displayed.

Select **Continue** to deploy the chosen hotfixes.

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Delete Product Media Files

The **Utilities** panel enables you to delete downloaded media files, such as product and hotfix files.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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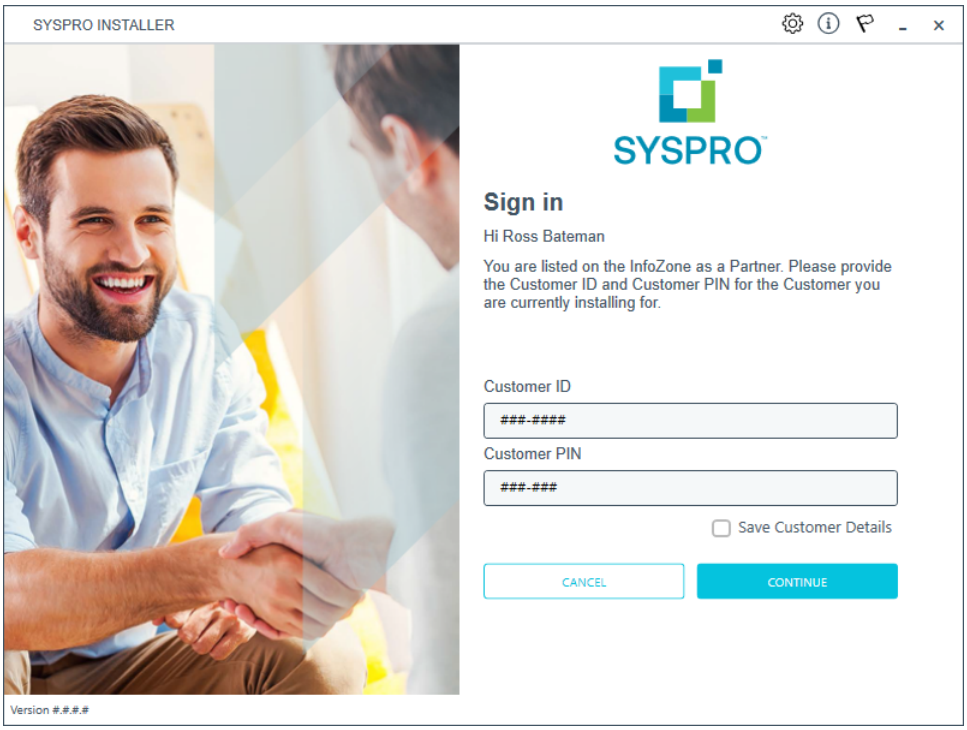
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Utilities** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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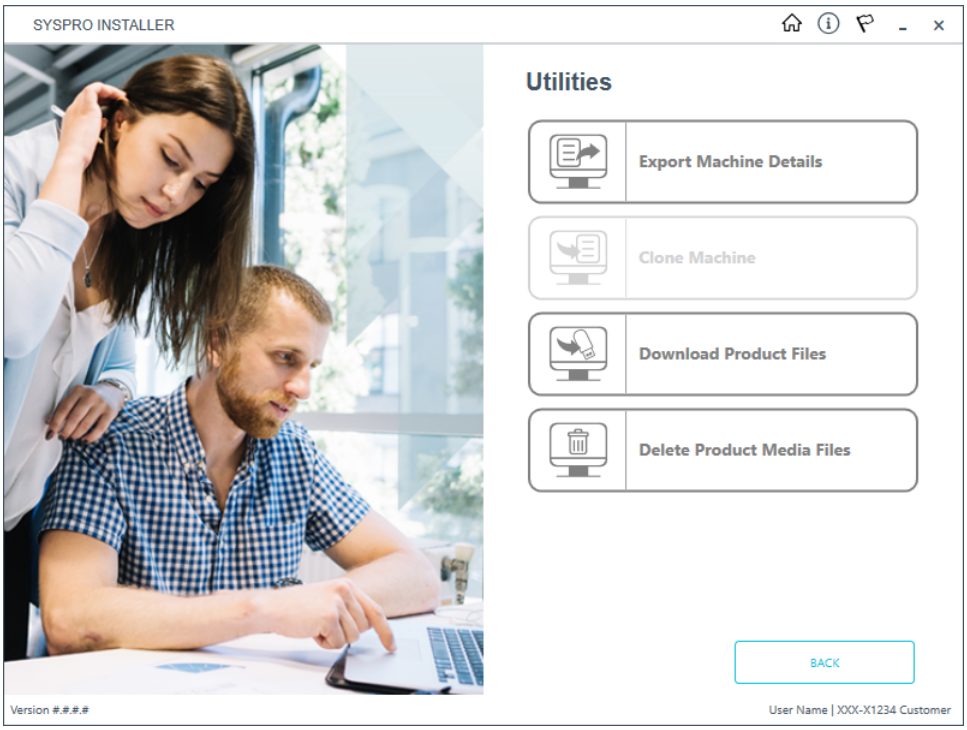
3. Utilities



From the **Utilities** screen, select the **Delete Product Media Files** option.

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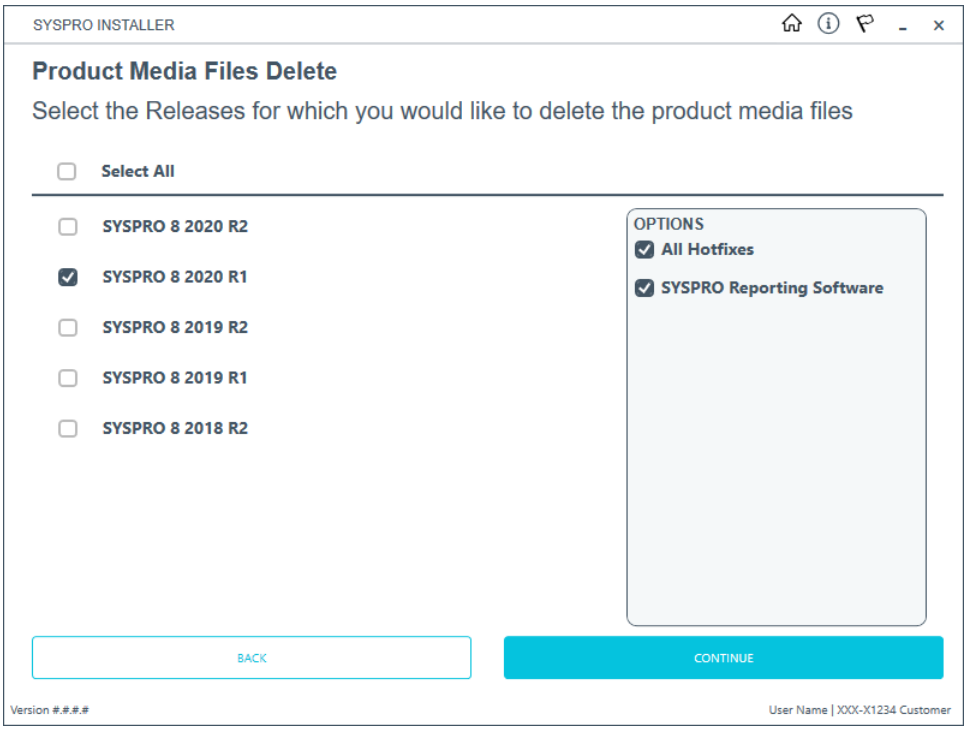
4. Product Media Files Delete



From the **Product Media Files Delete** screen, indicate the releases for which you want to delete the product media files.

In addition, indicate if you want to delete hotfixes and SYSPRO Reporting Software for the selected release(s), by enabling or disabling the applicable items in the **Options** pane.

Once you have made your selections, select **Continue**.

A confirmation screen is then displayed which lists the product media files to be deleted. You can either select **Back** to edit your selection of files, or **Delete** to proceed with the deletion process.

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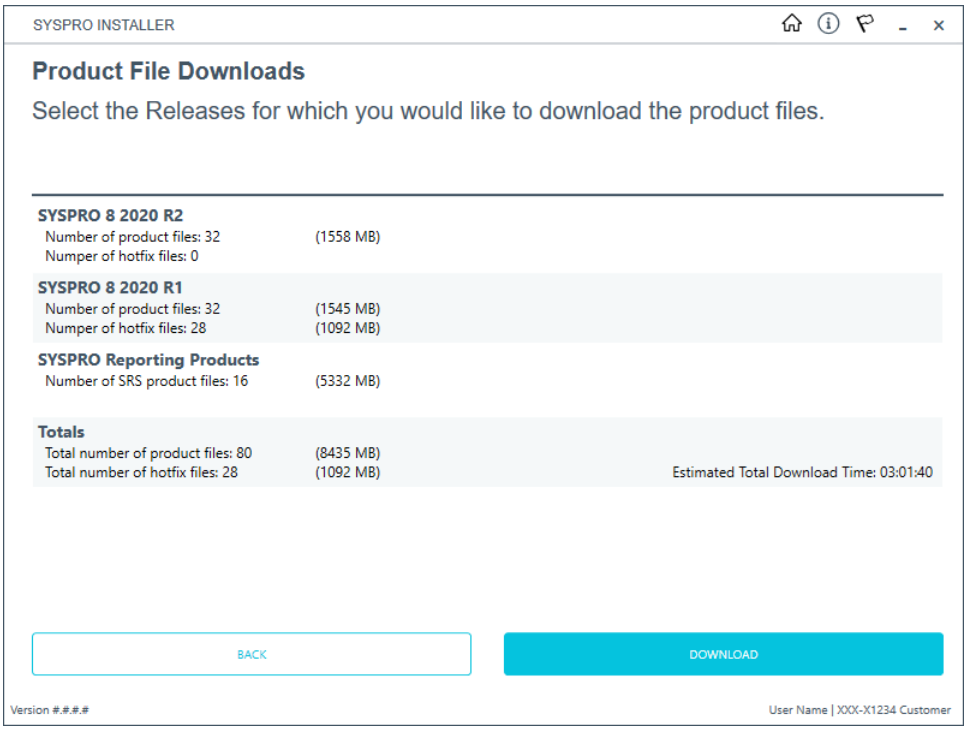
5. Confirmation



The app returns a confirmation page once the deletion process has completed, which indicates the files that were deleted.

The **SYSPRO 8 Client** media file is never deleted.

To view an audit trail of all deleted files including date and operator details, access the log file saved to the release or SYSPRO Additional Software folder of your local SYSPRO Deployment folder.

> **FOR EXAMPLE:**
>
> File name `DeletedMediaFiles_20201207143907.txt`

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Updating software

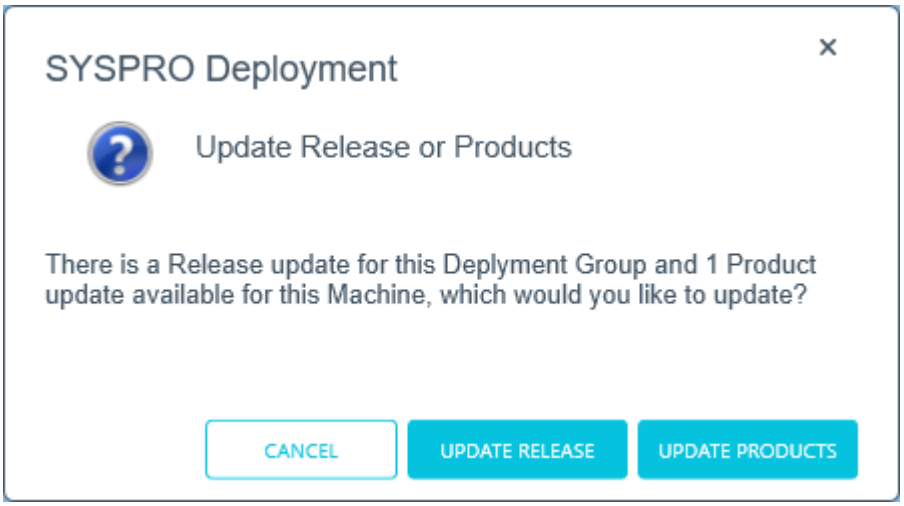
The **SYSPRO Installer Application** is used to update the software from one release to another, as well as to update specific products.

Therefore, if there is an existing and configured deployment group on the current machine, the application verifies if either of the following are available:

- Later software release
- Product updates

If either are applicable, an **Update** button is displayed on the deployment group screen against the relevant group.

If *both* are applicable, the **Update** button is displayed, but when selected the app prompts you to indicate which update you want to proceed with:



The **Update Products** option is for a new version of a SYSPRO service, whereas the **Update Release** option is for a later software release. Therefore, If you choose to update the release, everything you have installed is updated to the latest version. However, if you only want to update the product file and not the release, you would then use the **Update Products** option.

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Updating to a new release

Ensure to run the **SYSPRO Installer Application** on the SYSPRO application server.

To update to a new release, you should apply the following steps for each of your deployment groups:

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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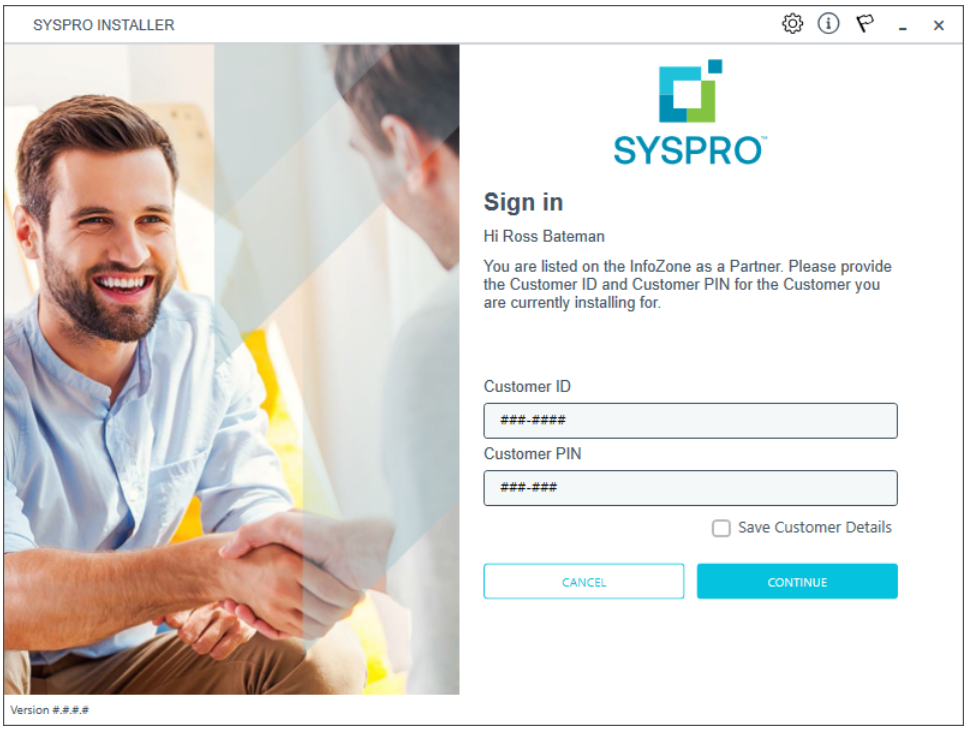
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer Application** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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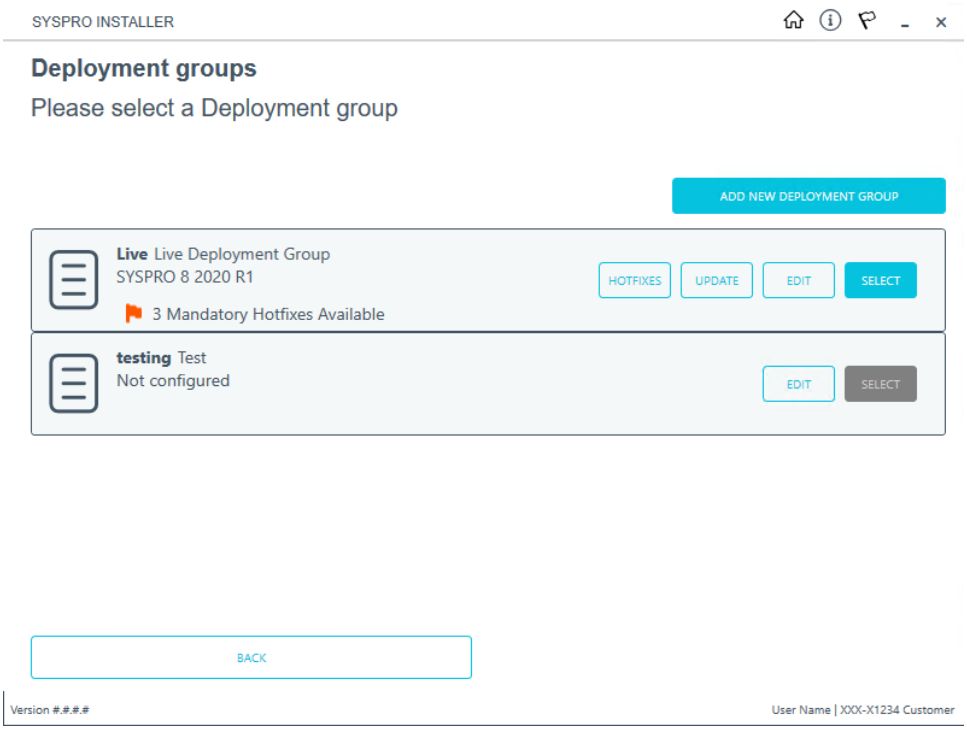
3. Deployment Groups



From the **Deployment Groups** home screen, identify the deployment group that you want to update and select the **Update** button.

When you select the **Update** button, a text file is output to the SYSPRO Deployment Downloads share folder (named `SYSPRO_Deployment_Release_Update.txt`) which provides details about the machines belonging to the deployment group, as well as the software installed on each of those machines.

If the current deployment group has installs on multiple machines, then all machines in the group will need to have the software updated in order to complete the update process.

The deployment group will remain listed as `Update in progress` until such time as all machines in the group have been updated.

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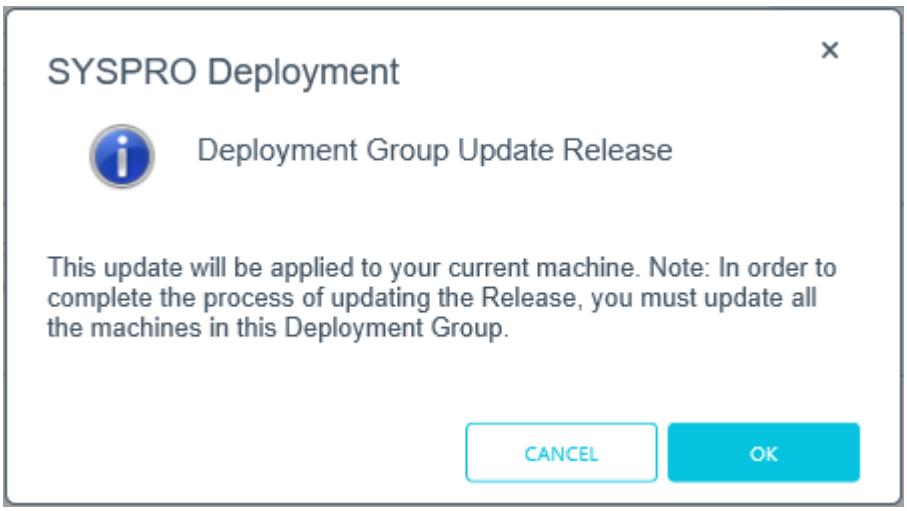
An informational message is then displayed confirming that you want to start the update process:



Select **OK** to continue.

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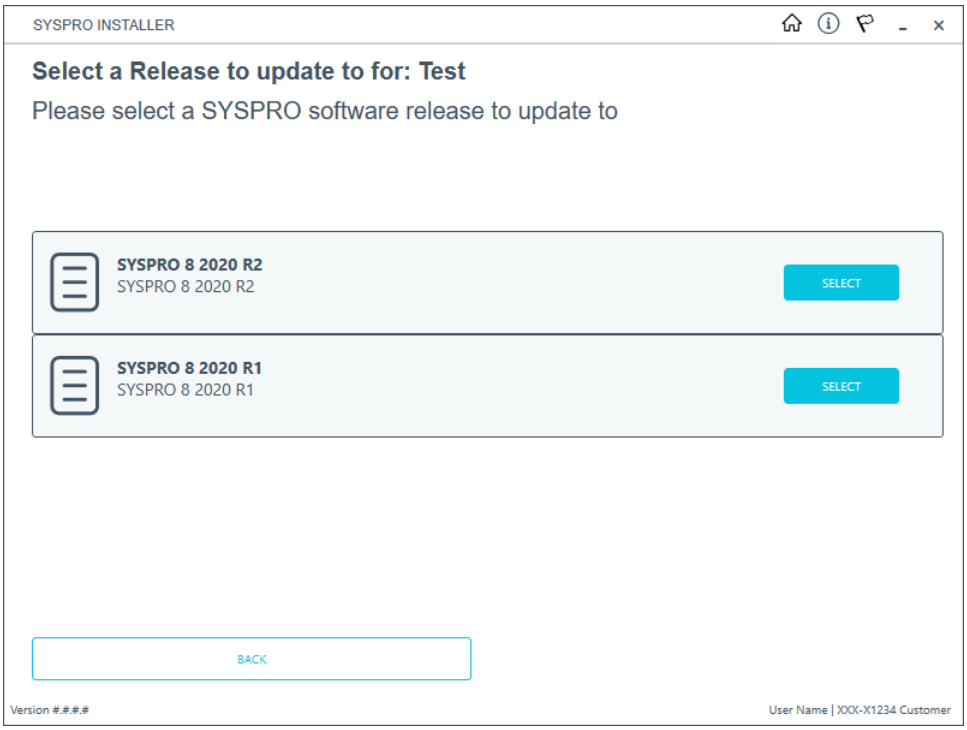
4. Select Release



From the **Select a Release to update for: xxxx** screen, select the latest or relevant release that you want to update to.

When selecting SYSPRO 8 2020 R2 or later versions:

If you have any **SAP Crystal Reports 2013** software installed, a warning message is displayed informing you that older versions of the SYSPRO Reporting products are installed:

From ***SYSPRO 8 2020 R2*** onwards, all SYSPRO products for server-side reporting are not backwards compatible with **SAP Crystal Reports 2013**, therefore you need to first update the software to **SAP Crystal Reports 2016**.

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Selecting **OK** takes you to the **SYSPRO Reporting Software** screen, from where you can install the latest software. Alternatively, selecting **Cancel** returns you to the **Deployment Groups** screen.

If the application is unable to detect your version of **SAP Crystal Reports** software, a similar warning message is displayed that advises older versions of the SYSPRO Reporting products *may* be installed and should be updated before proceeding:

However, since the application is unaware of what software you have installed, you need to ensure that you have the latest **SAP Crystal Reports** software installed before proceeding. Therefore, selecting **OK** on this message returns you to the **Deployment Groups** screen.

Once this is complete, you can proceed with the update to ***SYSPRO 8 2020 R2*** or later.

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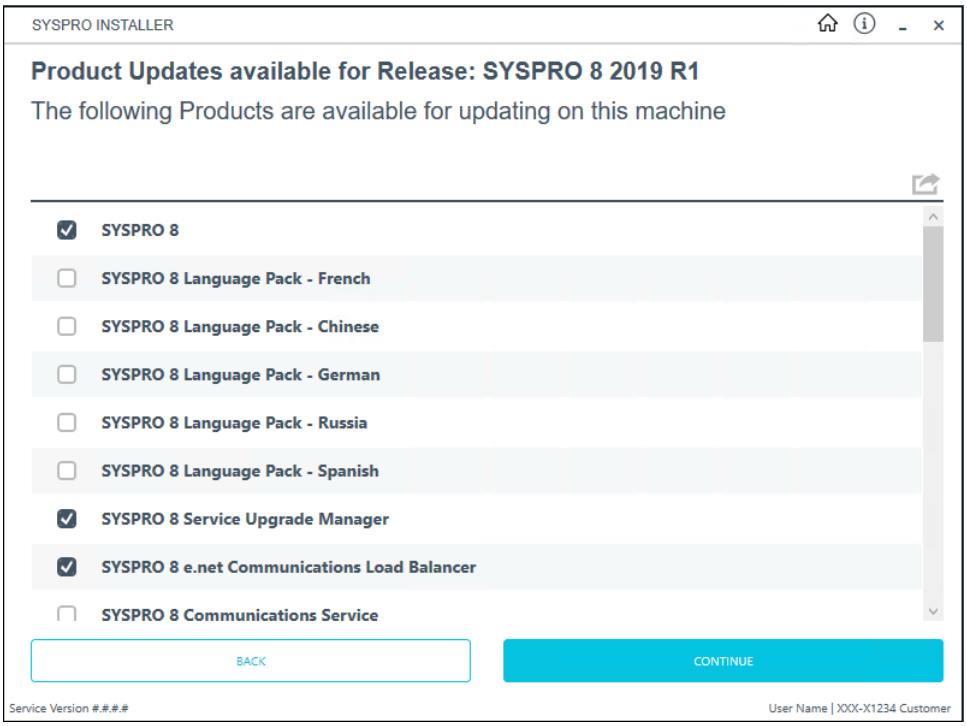
5. Product Updates



The **Product Updates available for Release** screen displays a list of products to be updated for the selected release.

This defaults to showing all the existing products.

Select the products you want to update for the new release, followed by the **Continue** option.

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6. SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the install.

Select the **Printable Version** option to view a PDF version of the EULA in your default PDF software.

7. Products Ready to Install

A summary of all products to be installed is displayed for you to review.

If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **SYSPRO Deployment Downloads** folder.

Ensure that you copy your files to the correct location.

Once you are satisfied with the list, continue by selecting the **Begin Install** button. Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

8. Completion

Upon completion of the update, identify whether you have additional servers as part of your deployment group.

If there are additional servers to update, then when you run the **SYSPRO Installer Application** it will show that the update is in progress.

FOR EXAMPLE:

1. Run the **SYSPRO Installer Application** on the relevant server.
2. Against the deployment group, click **Select**.
3. Continue with the installation steps and start the update process.

   In most cases the updates will be relatively quick.

   Upon completion of updating all servers in the deployment group, the release version of the deployment group will reflect as the new release version.

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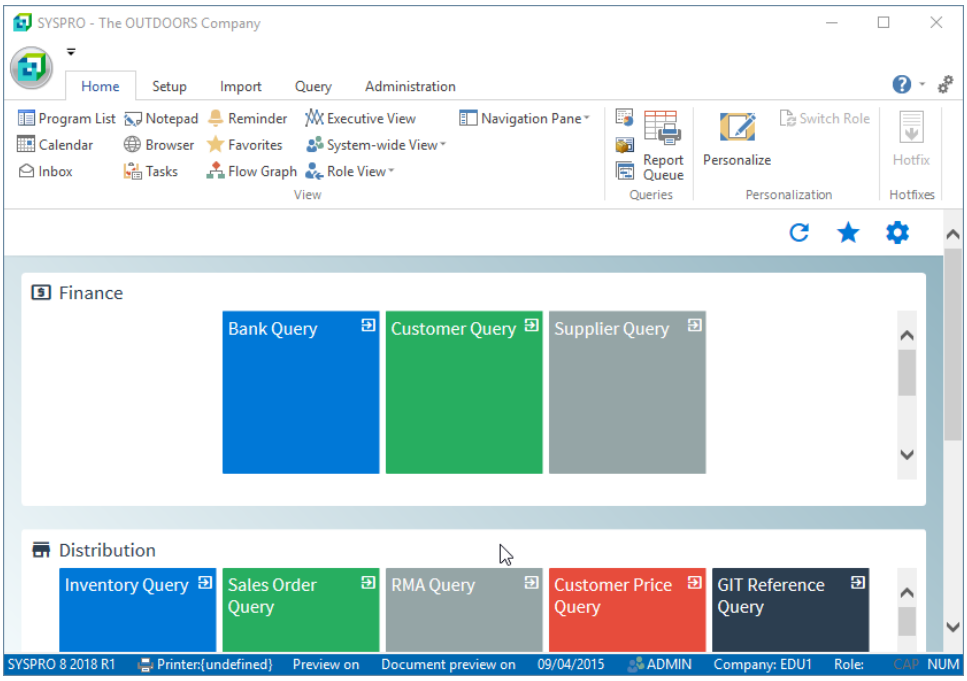
9. Login to SYSPRO



Login to ***SYSPRO 8*** as an Administrator.

A minor database update will be performed to your system-wide tables and to each company-specific table.

> You can see the version of SYSPRO that you are using in the bottom left of the main menu.

You are now ready to start using ***SYSPRO 8***.

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Updating Products

The following steps explain how to update your specific product or service:

> Ensure to run the **SYSPRO Installer Application** on every machine that has SYSPRO products installed, in order to update each machine.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

> Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

> If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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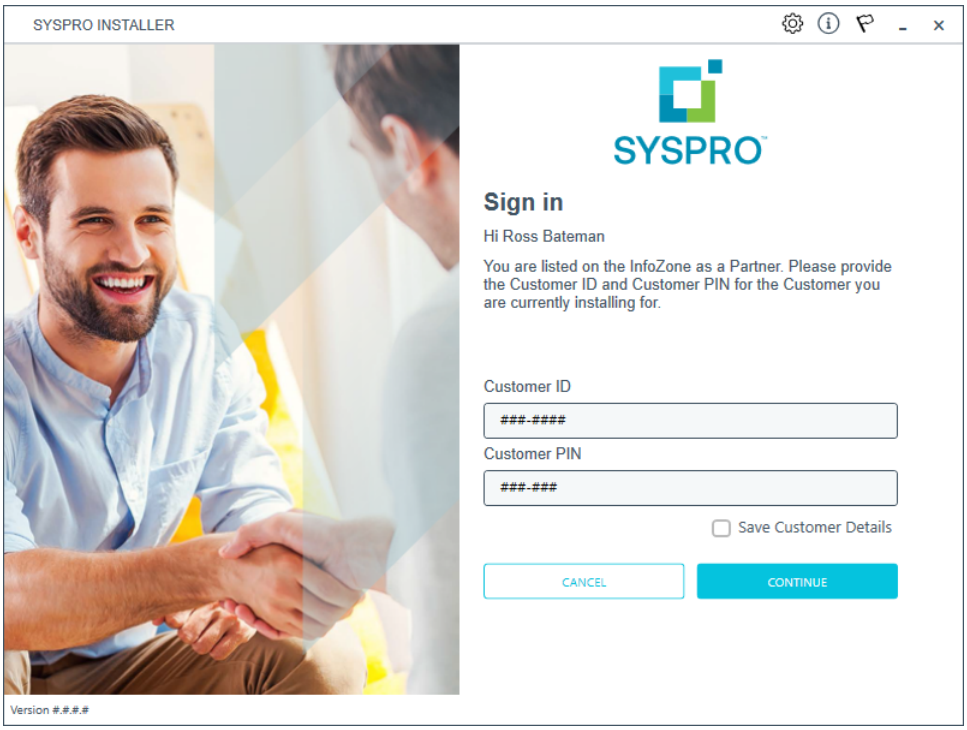
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer Application** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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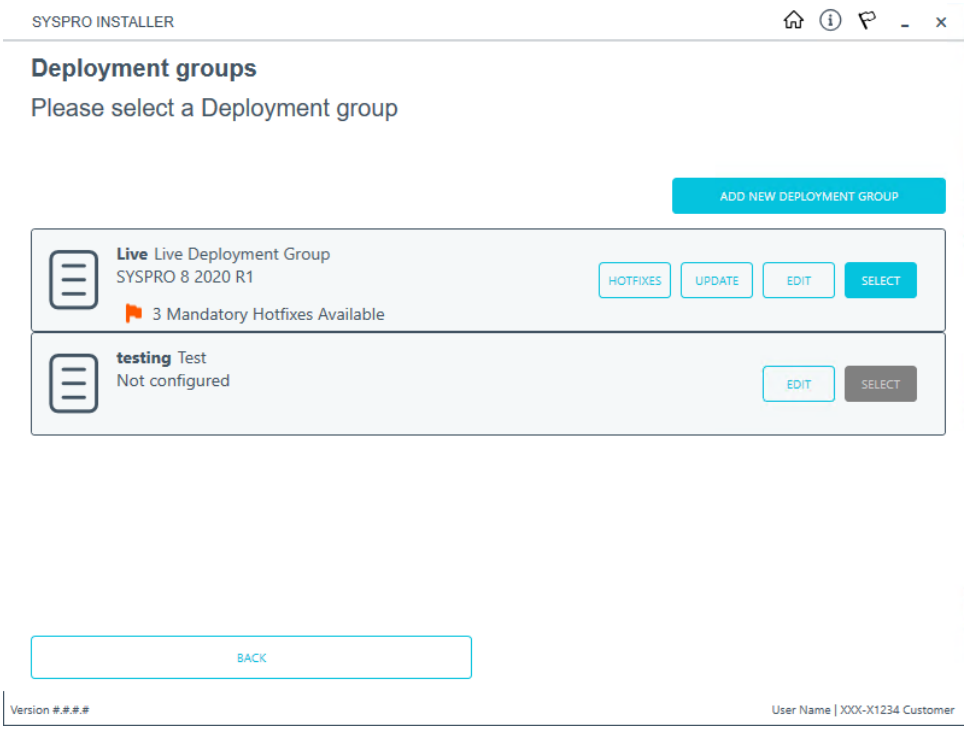
3. Deployment Groups



From the **Deployment Groups** home screen, identify the deployment group that you want to update a product or service against and select the **Update** button.

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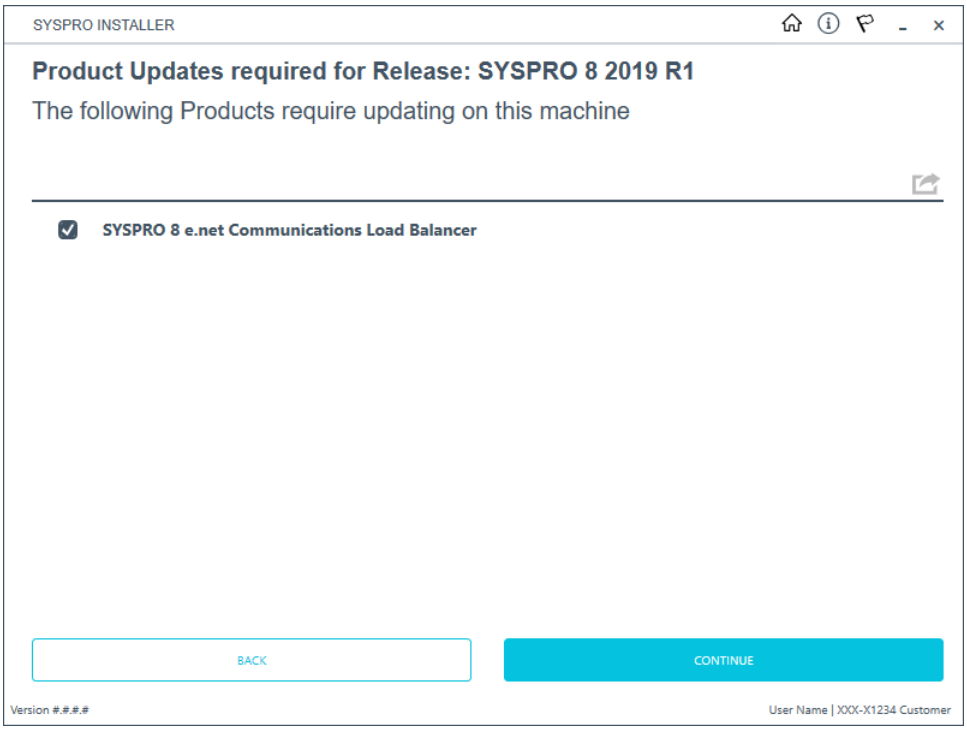
4. Product Updates



The **Product Updates required for Release** screen displays a list of products available to be updated for the current release.

Select the products you want to update for this machine, followed by the **Continue** option.

> The **Review Product Parameters** screen is then displayed, however the products don't require further validation since they were already installed. Simply select **Continue** to proceed.

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5. SYSPRO License Agreement

Read and accept the license terms and conditions before continuing with the install.

Select the **Printable Version** option to view a PDF version of the EULA in your default PDF software.

6. Products Ready to Install

A summary of all products to be installed is displayed for you to review.

If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **SYSPRO Deployment Downloads** folder.

Ensure that you copy your files to the correct location.

Once you are satisfied with the list, continue by selecting the **Begin Install** button. Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

7. Completion

Upon completion of the update, identify whether you have additional machines as part of your deployment group.

If there are additional machines to update, then when you run the **SYSPRO Installer Application** it will show that the update is in progress.

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Cloning software

The **Utilities** panel enables you to export a machine or deployment group's details in order to clone the machine / deployment group.

This is useful in a scenario where you have a created and configured a test machine that has been approved and now needs to be replicated on a live machine.

This functionality requires 2 steps:

1. **Export Machine Details**

   During the export process, the following files are created:

   - A text file that you can use as a record of what is installed for a given deployment group / machine.

     You can then use this to run a comparison against 2 different configurations, using a program such as **WinMerge**.

   - A JSON file that can be used to create a clone of the deployment group / machine.

2. **Clone Machine**

   There are two different methods for creating a clone:

   - On the same network.

     The **SYSPRO Installer** app is used to select a configured deployment group and the machine that has the install on it.

   - On a different network.

     The JSON export file is used to create the clone.

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Considerations

- You must have access to the deployment group and machine that you want to export details for (i.e. you must be on the same network).
- You can run the app from any machine that has access to the **SYSPRO Deployment Service** in order to use the export function.
- This functionality is based on a deployment group per machine basis, therefore you can only export or clone the details of a single deployment group on a single machine.
- No parameters are exported or used in the cloned machine, as all parameters need to be validated on the new machine.
- No Additional Load Balancer services are installed during the cloning process.
- You can't export or clone a machine that has an installed Hotfix that has been withdrawn.
- If you uninstall a **Consolidated Hotfix** (that was part of a clone) after performing an export, ensure that you immediately install any outstanding **Mandatory Hotfixes**.

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Export Machine Details

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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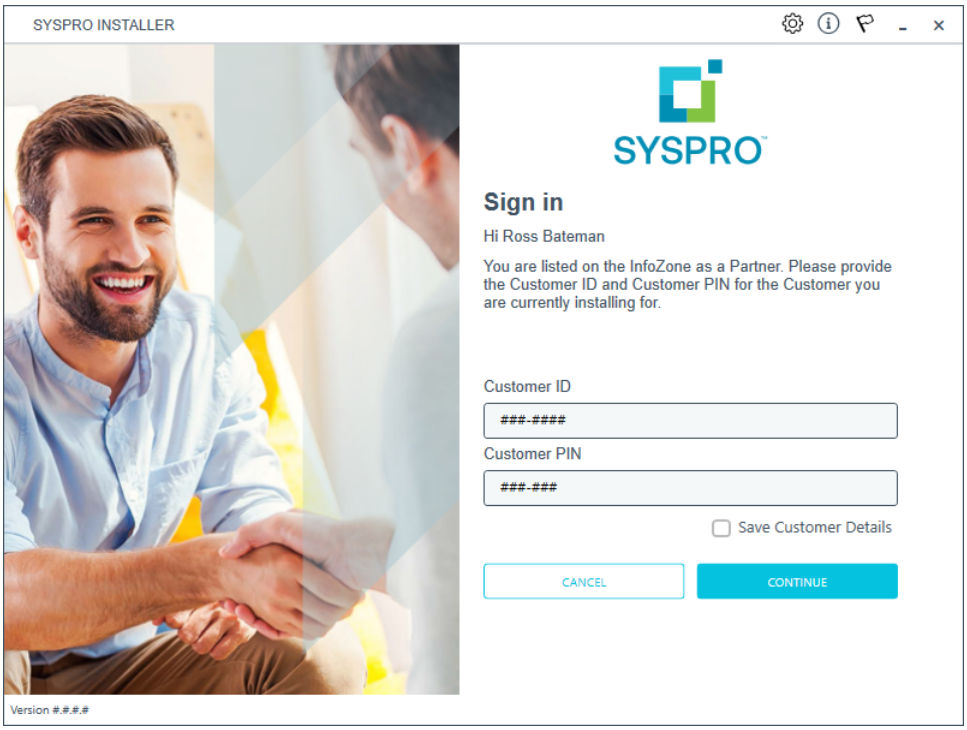
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Utilities** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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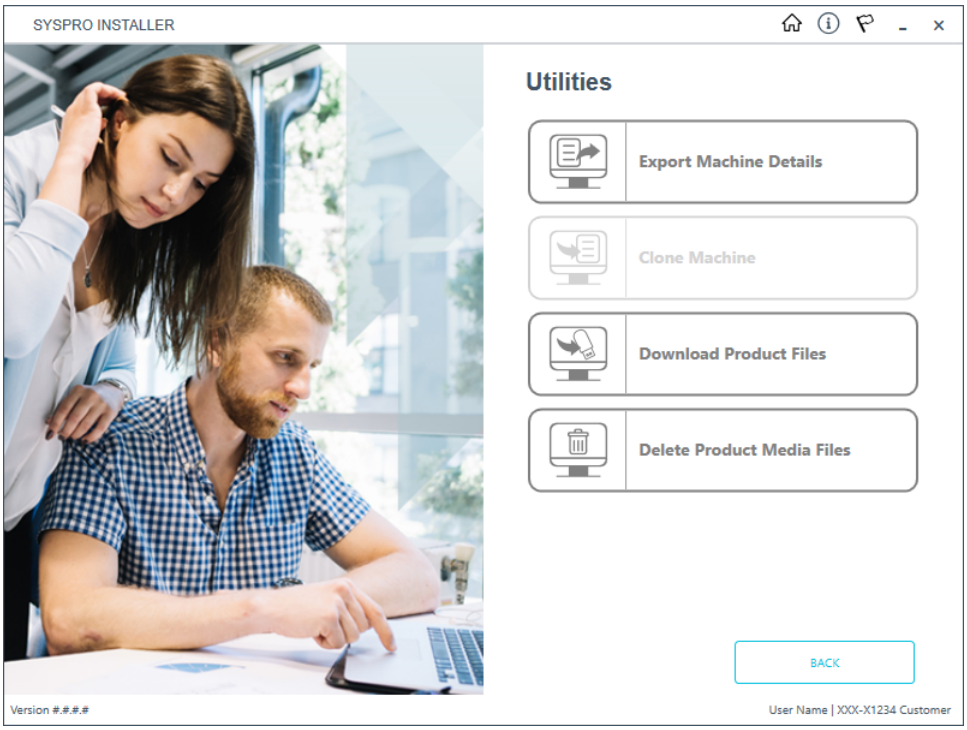
3. Utilities



From the **Utilities** screen, select the **Export Machine Details** option.

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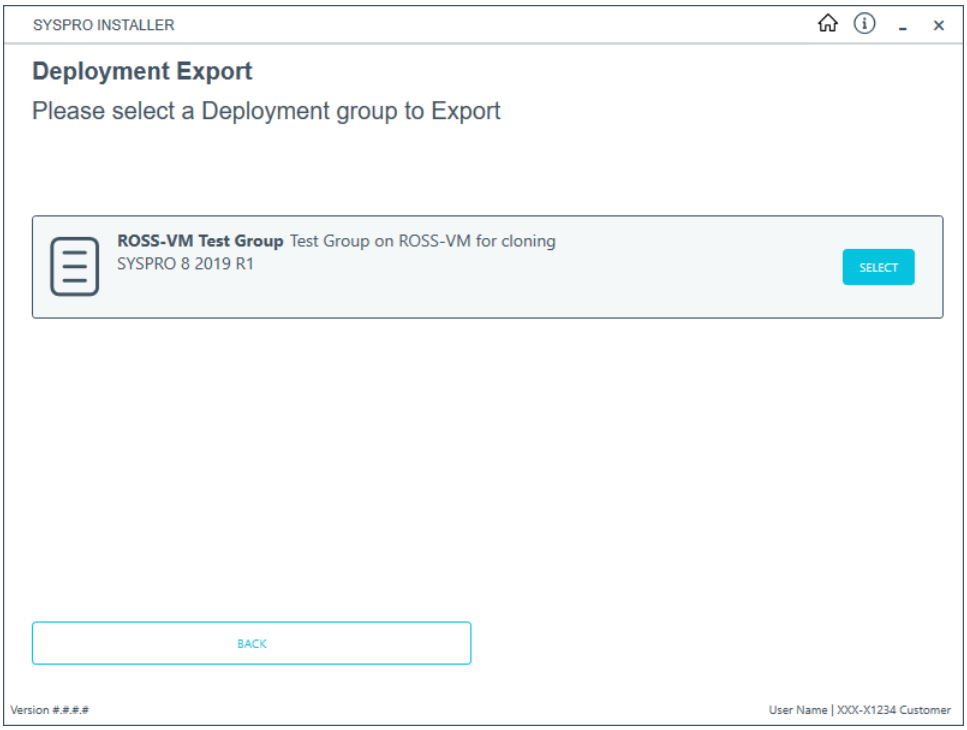
4. Deployment Export



From the **Deployment Export** screen, select the deployment group for which you want to export details.

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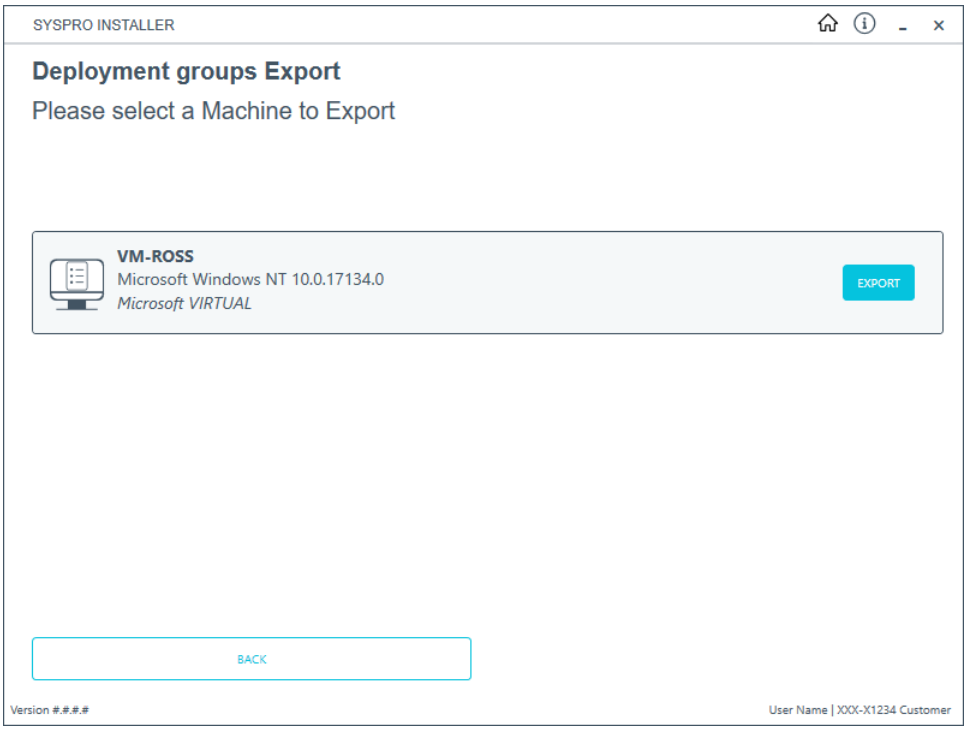
5. Deployment Groups Export



The **Deployment groups Export** screen lists all machines that any part of the selected deployment group is installed on.

Identify the machine that you want to export details from and select the **Export** button.

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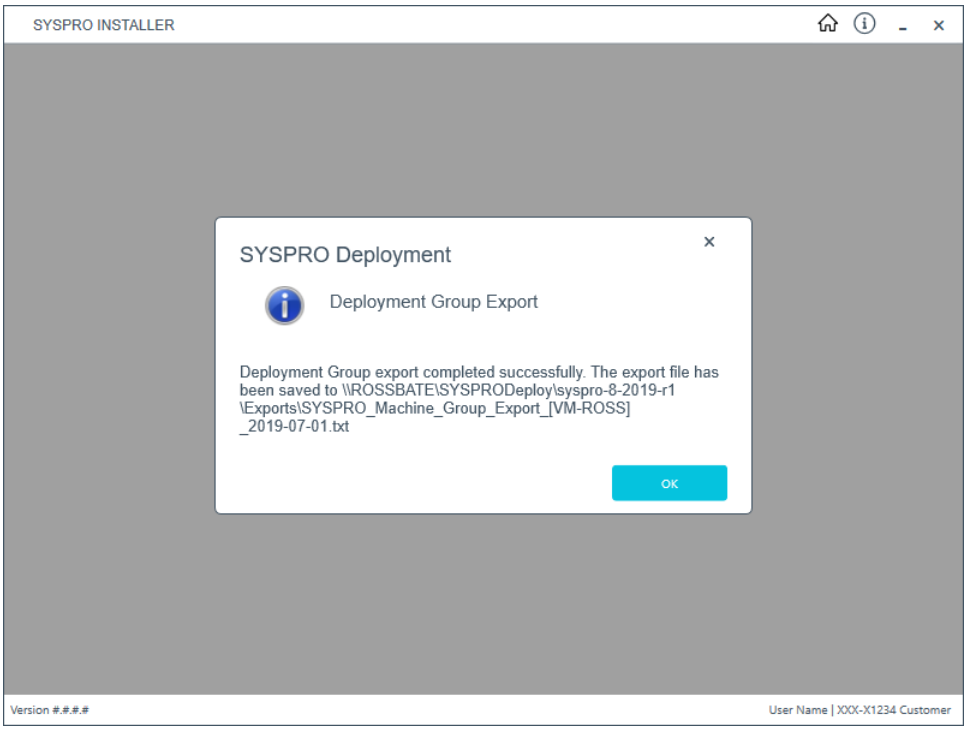
6. Deployment Group Export Successful



The export is carried out and the `txt` and `JSON` files created are saved to the **SYSPRO Deployment Downloads** share folder.

A message is displayed providing you with the path to the saved files.

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Clone Machine - Same network

Ensure to run the **SYSPRO Installer** app on the machine that you want the clone to be installed on.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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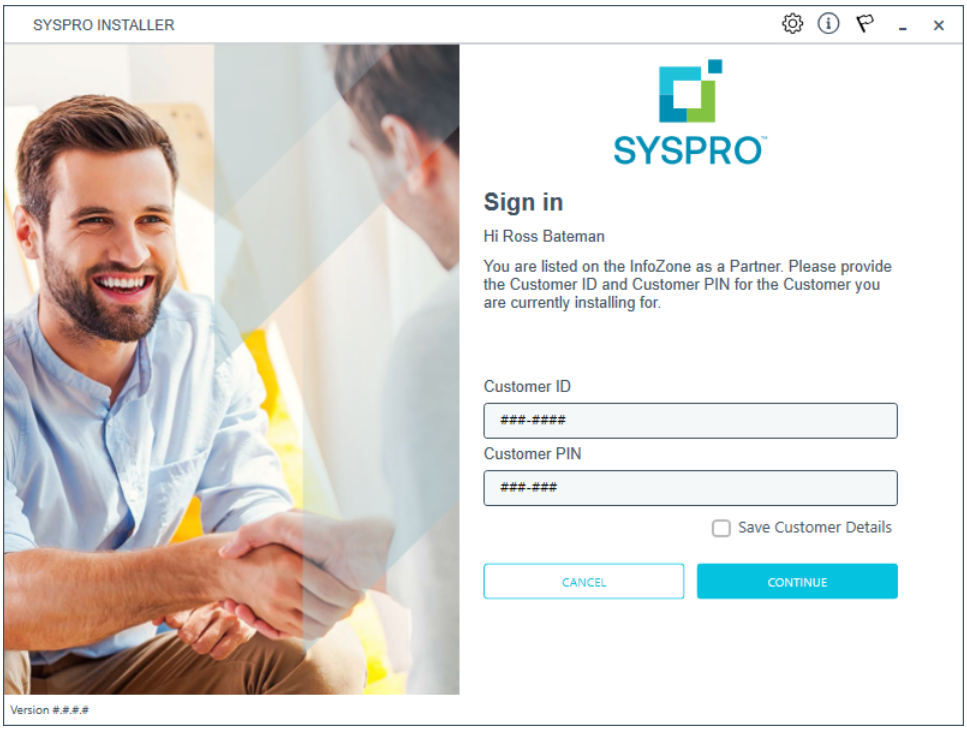
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Utilities** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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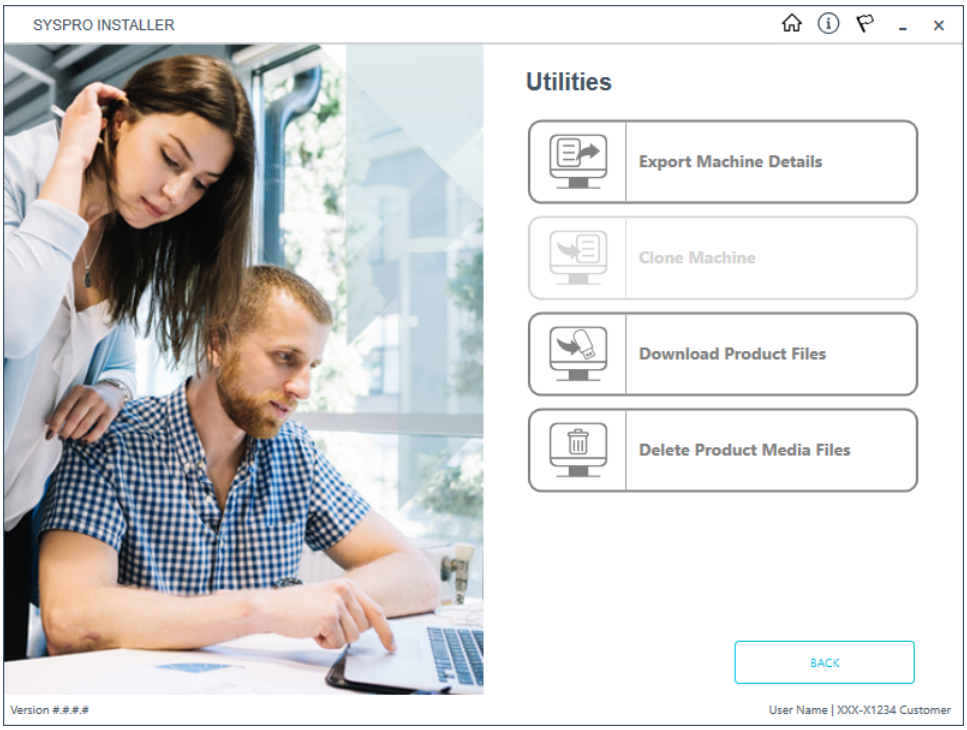
3. Utilities



From the **Utilities** screen, select the **Clone Machine** option.

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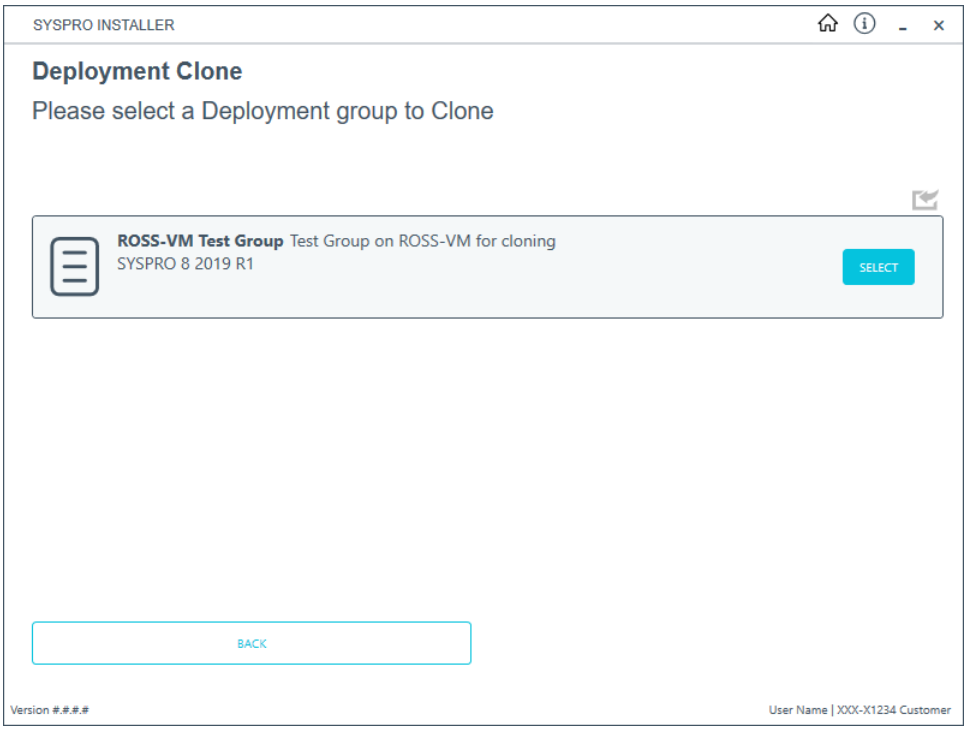
4. Deployment Clone



From the **Deployment Clone** screen, select the deployment group that you would like to use for the clone.

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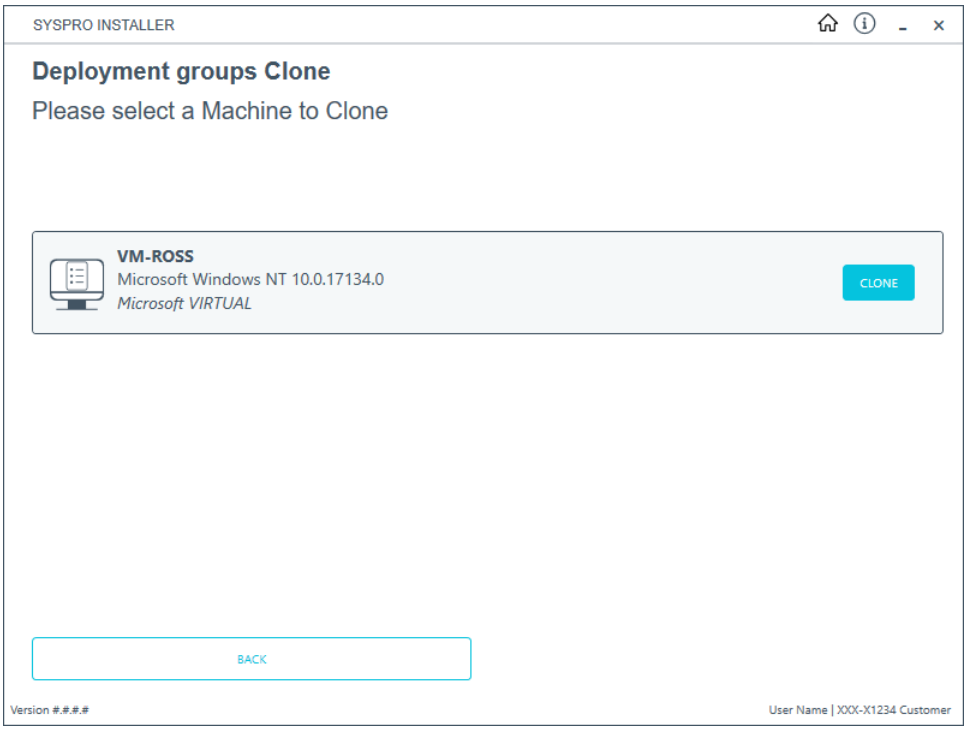
5. Deployment Groups Clone



From the **Deployment groups Clone** screen, select the **Clone** button at the machine you would like to clone.

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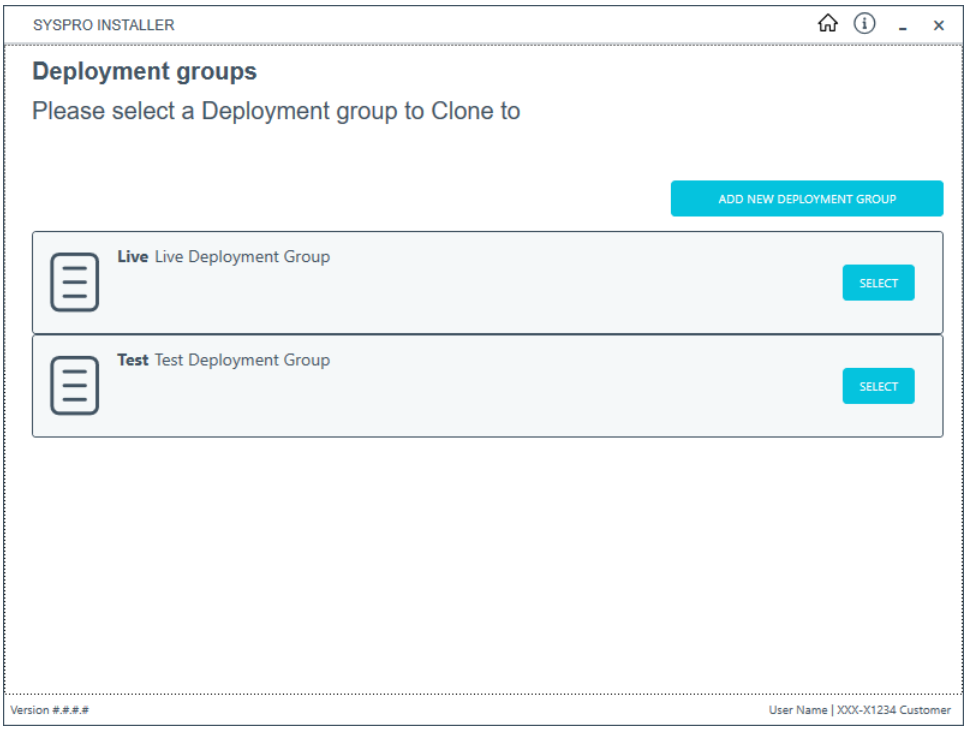
6. Deployment Groups



From the **Deployment groups** screen, select the deployment group that you want to clone into.

If no deployment groups are available, you are prompted to add a new deployment group.

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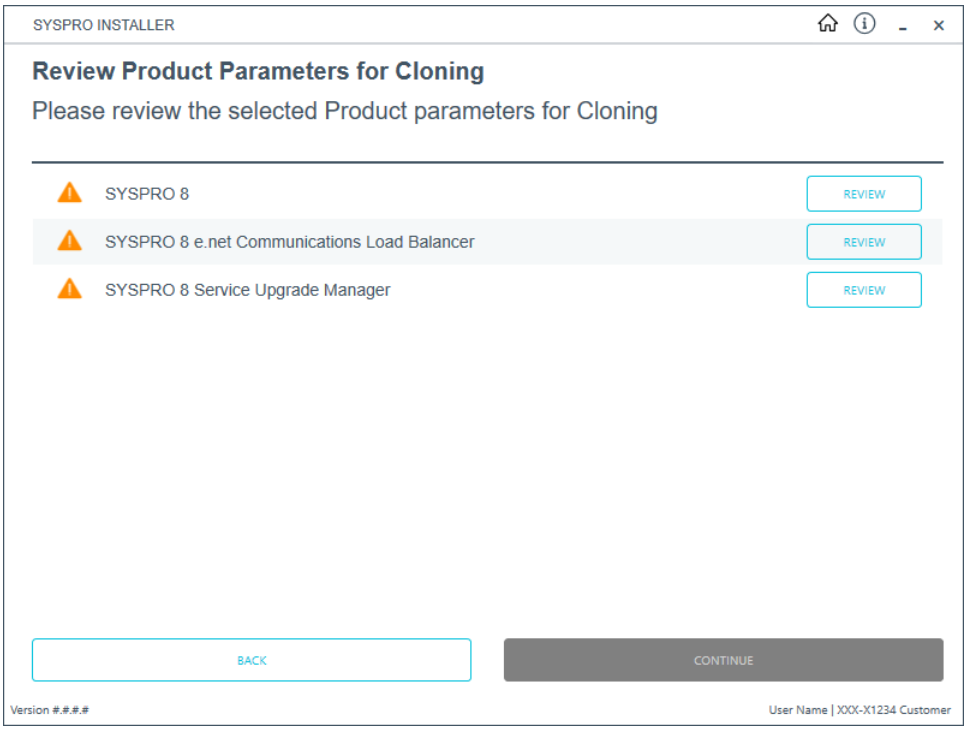
7. Review Product Parameters for Cloning



The app creates a list of products to install and passes these through the standard install process.

> If there is a prerequisite for another SYSPRO product, and the required product is not selected for installing, the app will display the list of missing products and discontinue the clone process.

The app also installs the hotfixes listed for the export, exactly as they were on the deployment group that was exported.

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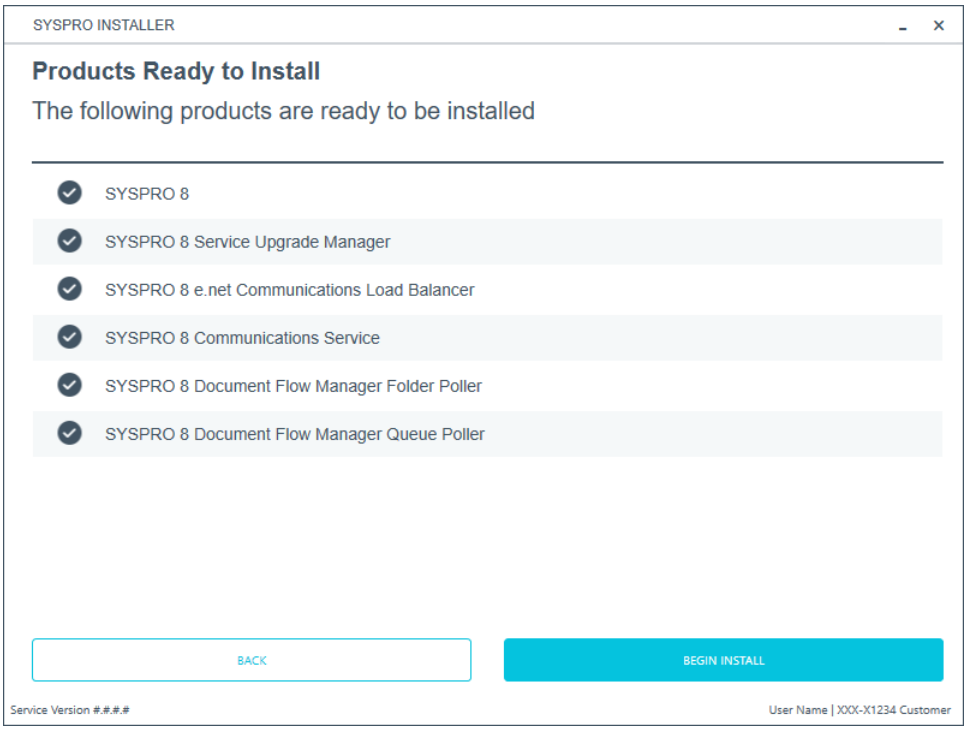
8. Products Ready to Install



A summary of all products to be installed is displayed for you to review.

> If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **SYSPRO Deployment Downloads** folder.
>
> Ensure that you copy your files to the correct location.

Once you are satisfied with the list, continue by selecting the **Begin Install** button. Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

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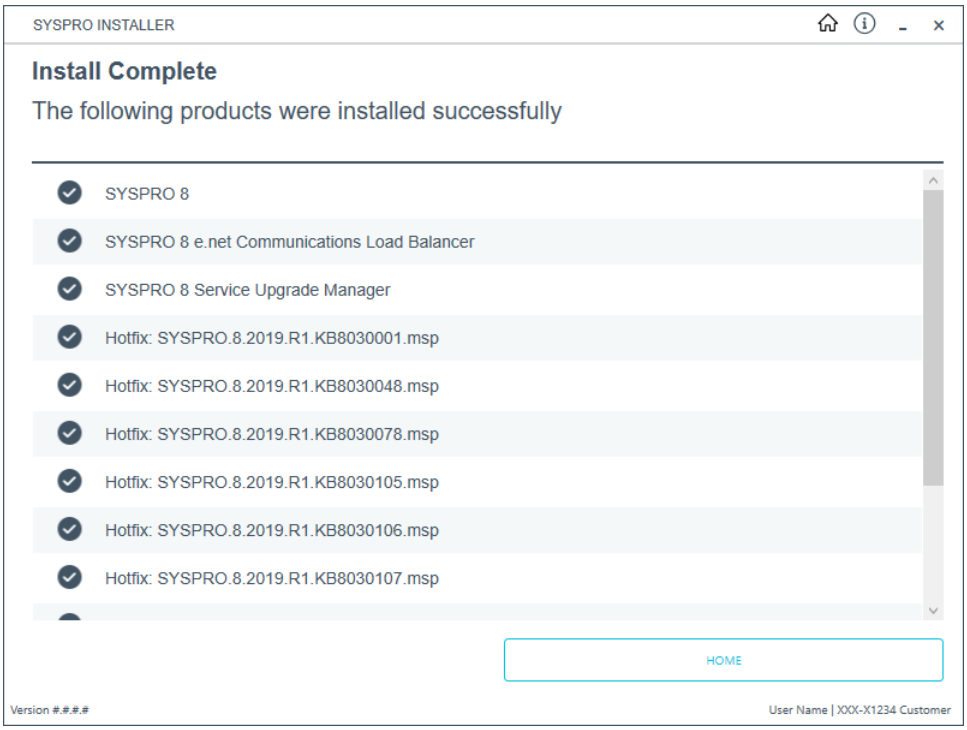
9. Install Complete



Once complete, the **Install Complete** screen is displayed with a summary of all products and hotfixes installed for the clone.

Select the **Home** button to return to the **Utilities** screen.

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Clone Machine - Different network

Ensure to run the **SYSPRO Installer** app on the machine that you want the clone to be installed on.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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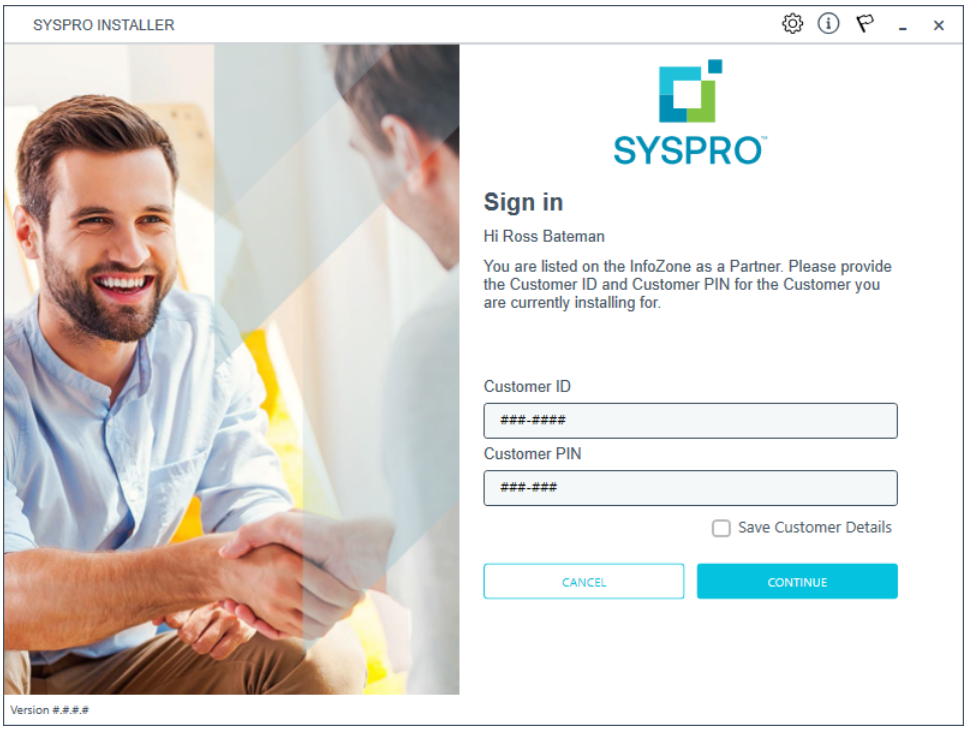
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Utilities** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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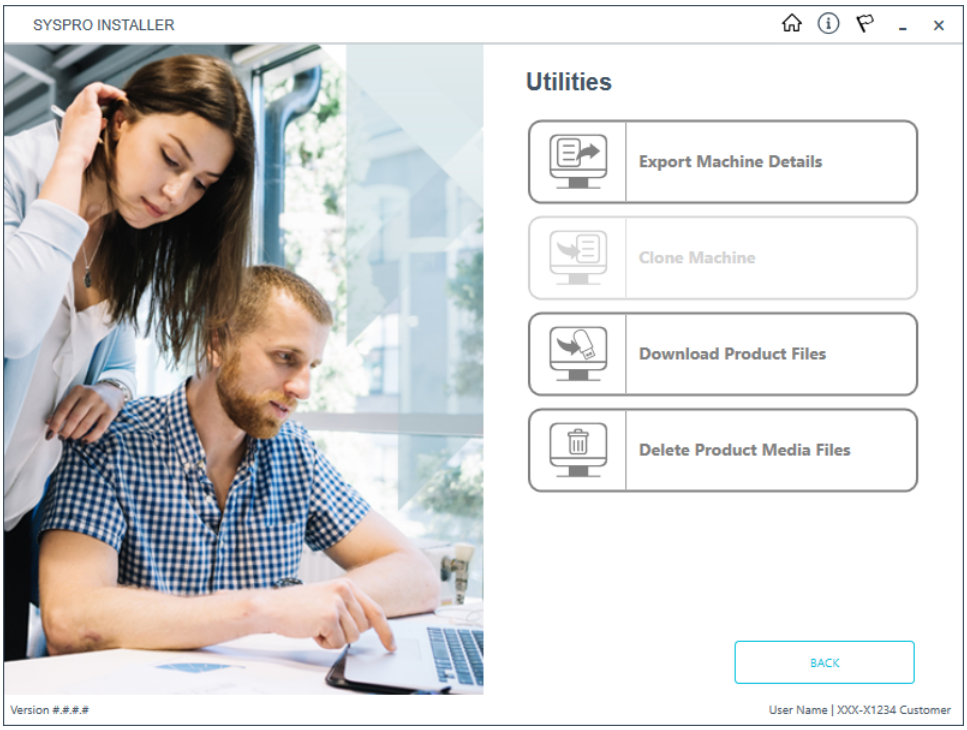
3. Utilities



From the **Utilities** screen, select the **Clone Machine** option.

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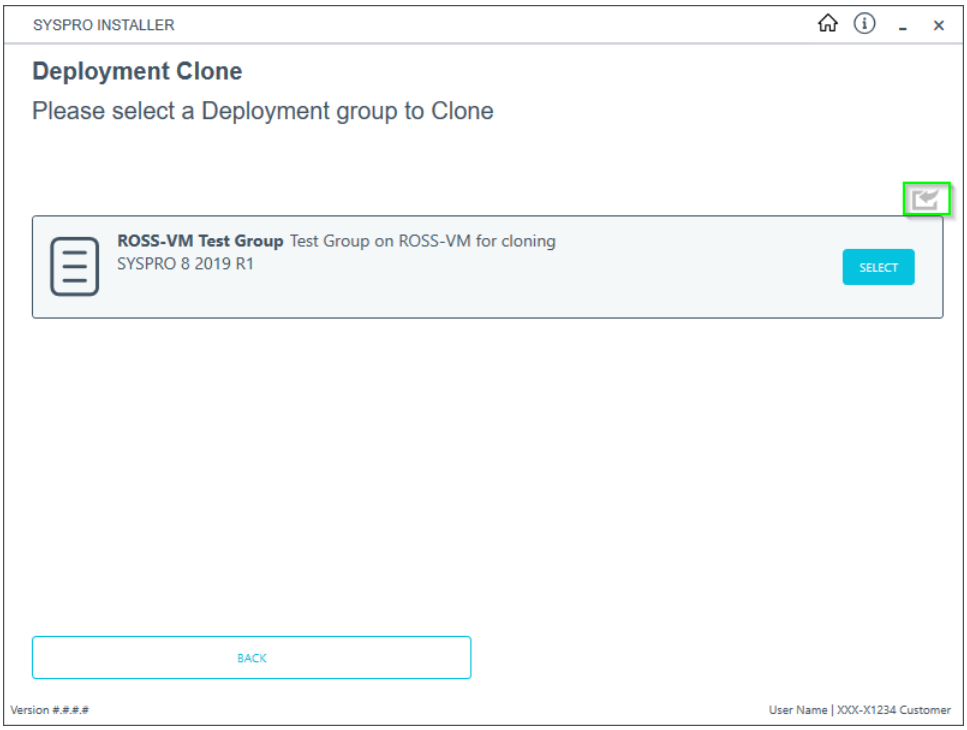
4. Deployment Clone



From the **Deployment Clone** screen, select the import button ( ).

This opens the **Windows File Browser** dialog box, and displays the **SYSPRO Deployment Downloads** folder.

Navigate to the folder that contains the JSON export file that you want to use for the clone (usually in the **Exports** folder located under the relevant release folder).

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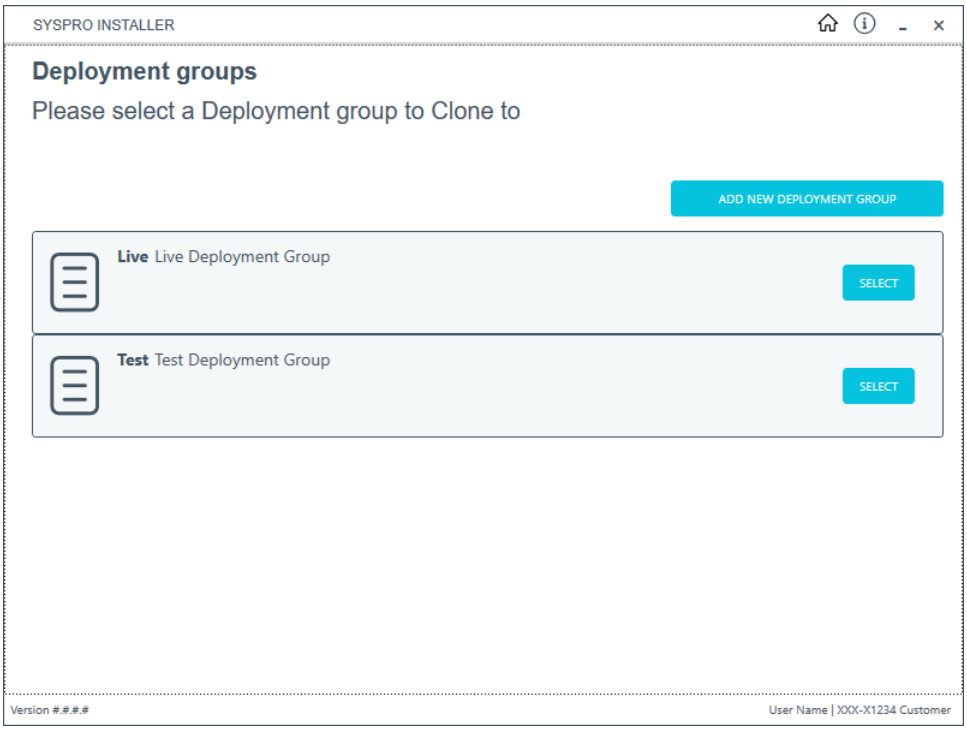
5. Deployment Groups



From the **Deployment groups** screen, select the deployment group that you want to clone into.

If no deployment groups are available, you are prompted to add a new deployment group.

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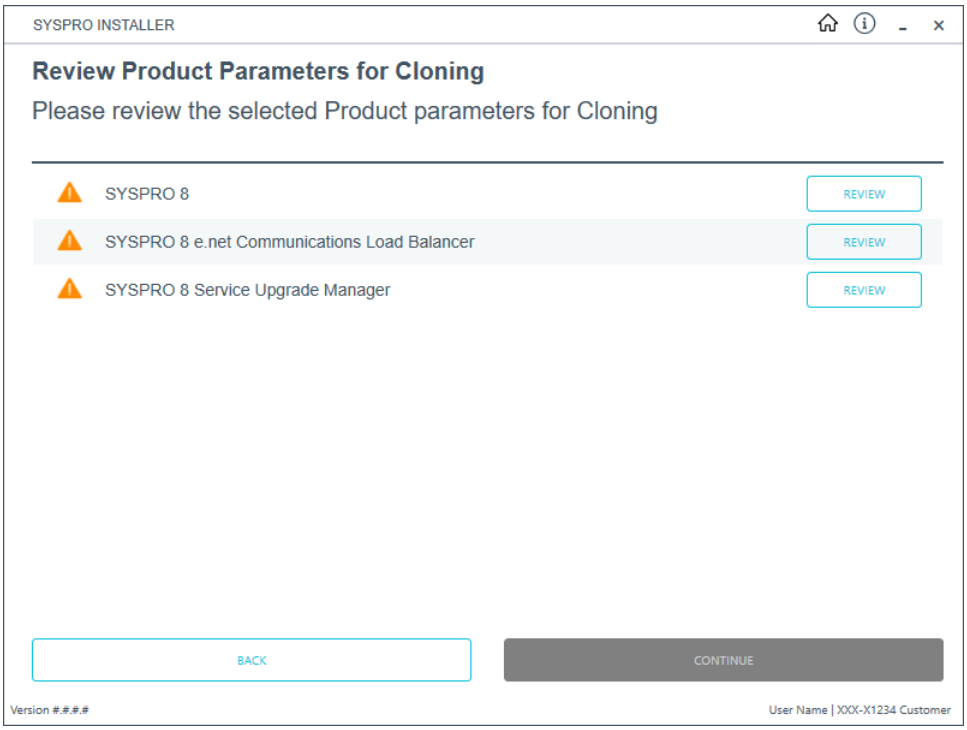
6. Review Product Parameters for Cloning



The app creates a list of products to install and passes these through the standard install process.

> If there is a prerequisite for another SYSPRO product, and the required product is not selected for installing, the app will display the list of missing products and discontinue the clone process.

The app also installs the hotfixes listed for the export, exactly as they were on the deployment group that was exported.

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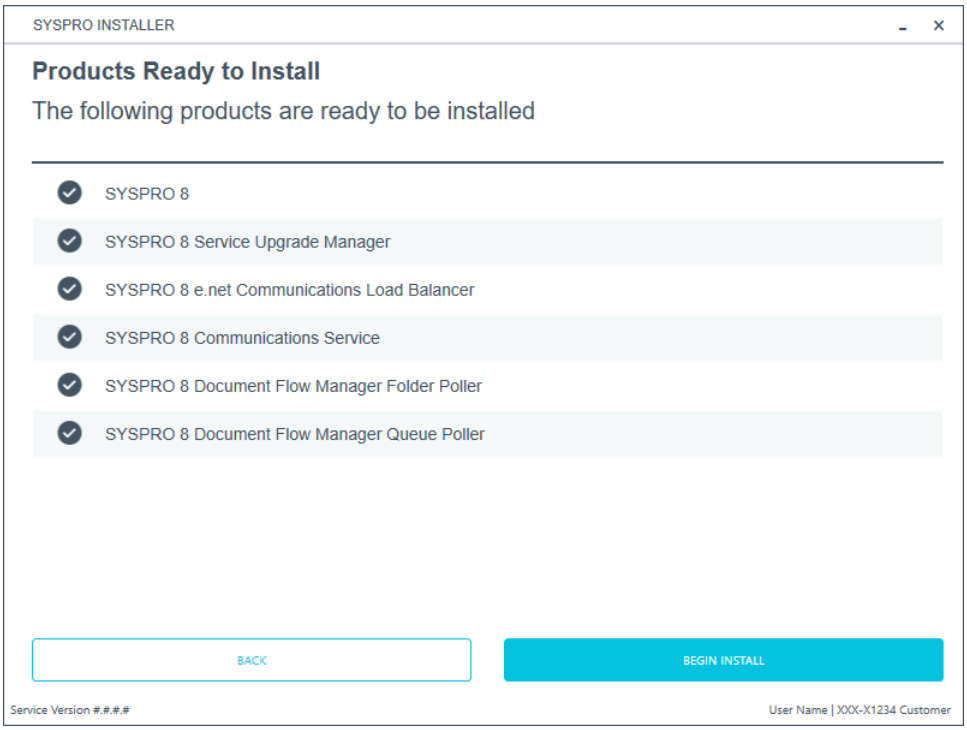
7. Products Ready to Install



A summary of all products to be installed is displayed for you to review.

> If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **SYSPRO Deployment Downloads** folder.
>
> Ensure that you copy your files to the correct location.

Once you are satisfied with the list, continue by selecting the **Begin Install** button. Once you select the **Begin Install** button, the *silent* download of install files and installation of all selected products commences.

The appropriate status information is shown during the installation process.

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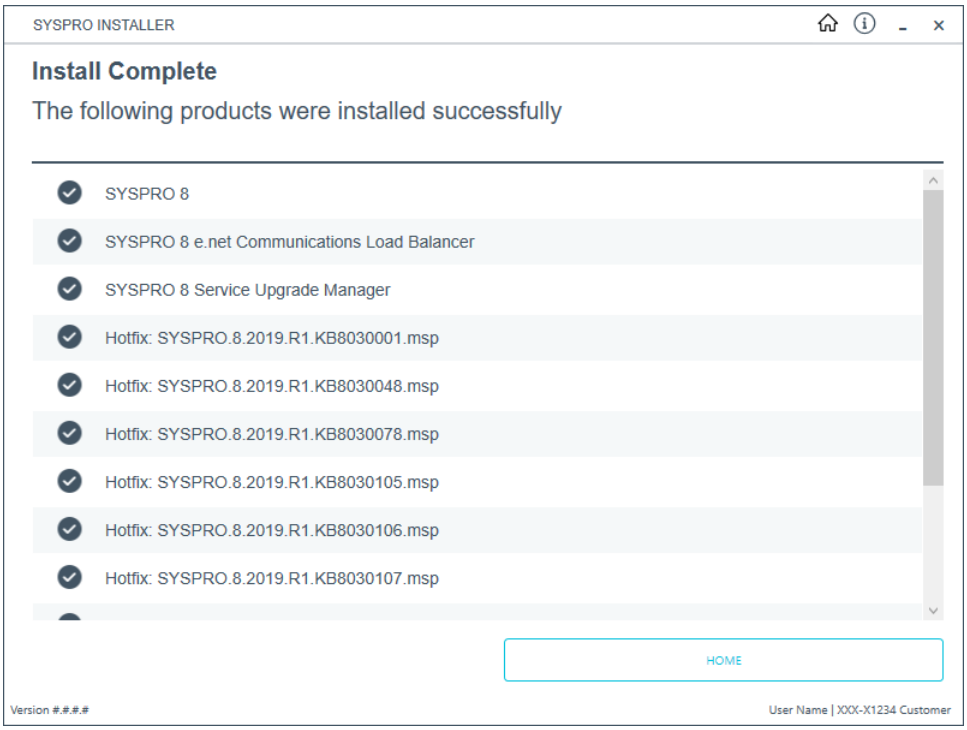
8. Install Complete



Once complete, the **Install Complete** screen is displayed with a summary of all products and hotfixes installed for the clone.

Select the **Home** button to return to the **Utilities** screen.

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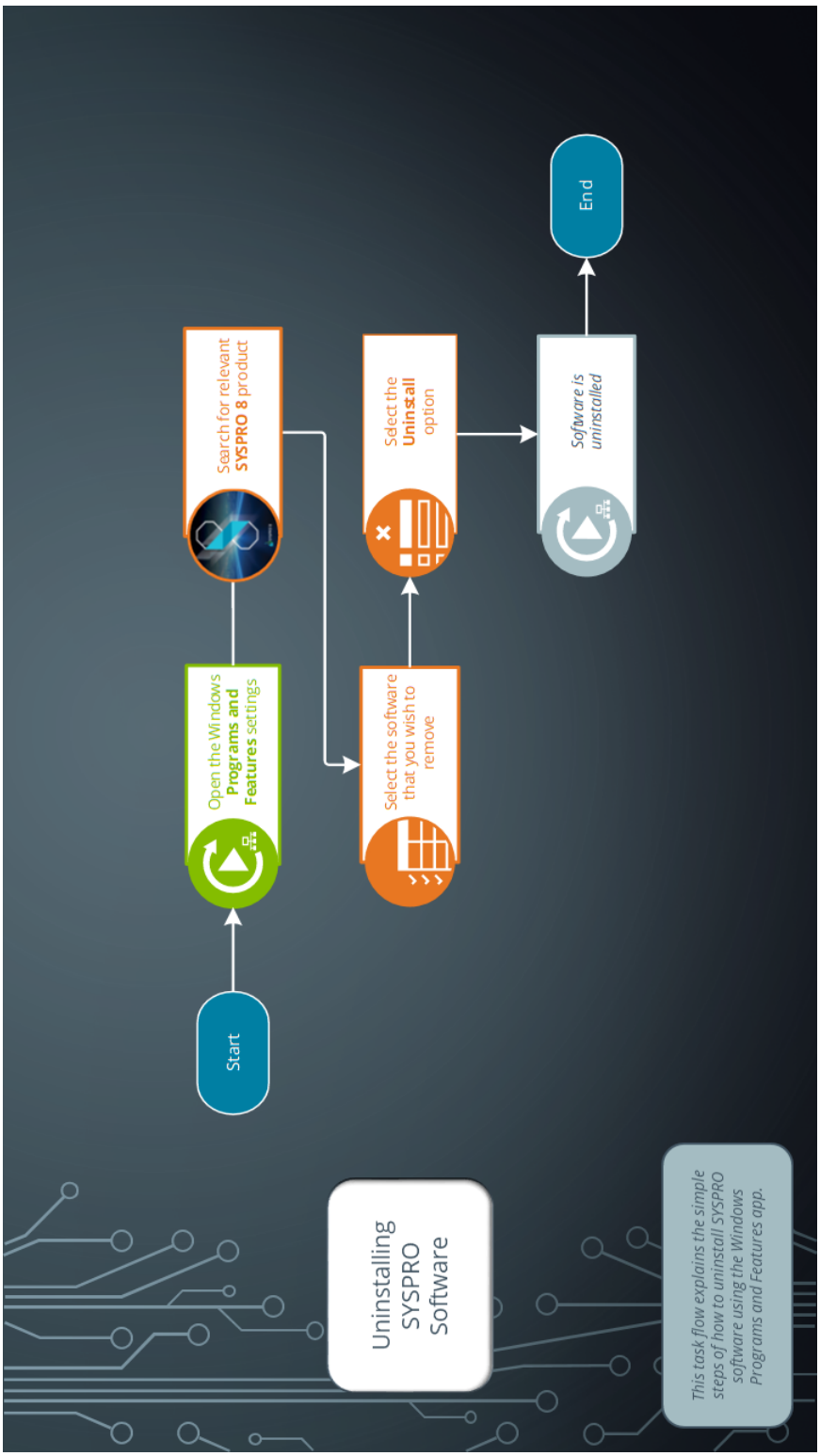
Uninstalling software

Uninstalling SYSPRO ERP Software



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Uninstalling SYSPRO Reporting Software

This task explains how to uninstall **SAP Crystal Reports 2013** software using the **SYSPRO Installer Application**:

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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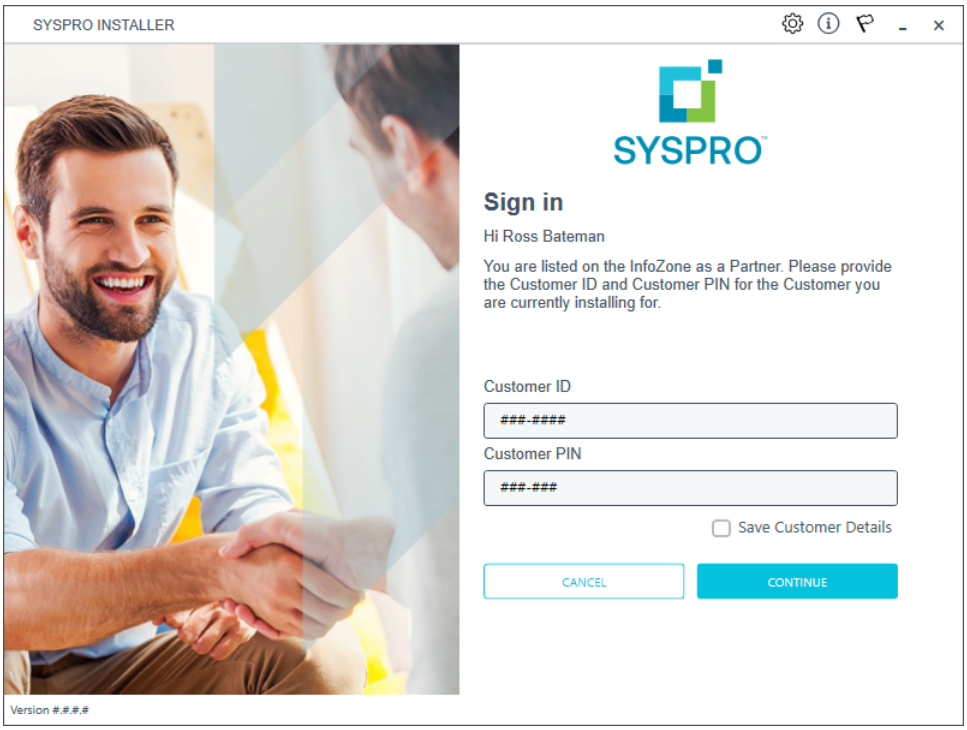
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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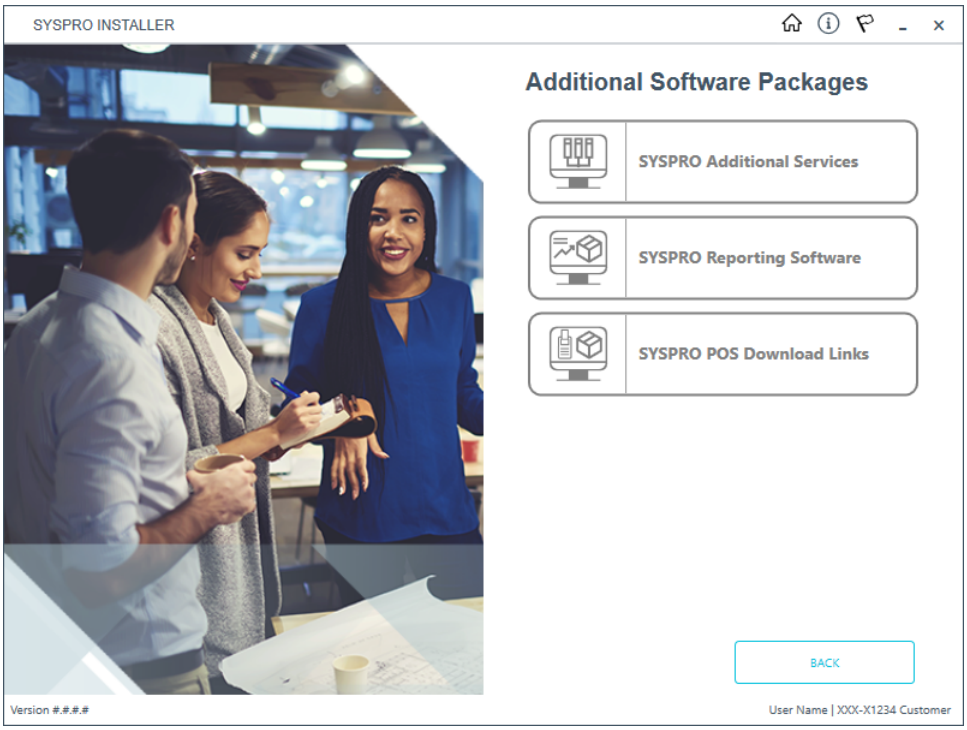
3. Additional Software Packages



The **Additional Software Packages** screen provides you with a list of additional software available to install from the **SYSPRO Installer** application.

The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Most products include an associated Sequence File XML that is downloaded from Azure when required.

Currently, the following products are available:

- **SYSPRO Additional Services**
- **SYSPRO Reporting Software**
- **SYSPRO POS Download Links**

This list will be expanded over time.

Select the **SYSPRO Reporting Software** option.

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4. SYSPRO Reporting Software

When this page loads, the app verifies that it has access to the required folders and xml files. If these are not available, the service creates the folder structure and retrieves the xml files from Azure.

These files are then verified using a CHECKSUM. If the verification fails, you will be unable to continue and logged out.

The **SYSPRO Reporting Software - Additional SYSPRO Reporting Software for SYSPRO 8 2020 R2 onwards** screen displays all components available and if it detects any **SAP Crystal Reports 2013** software installed, the app provides you with an uninstall option.

Select the **Uninstall Prev** option against one of the items listed.

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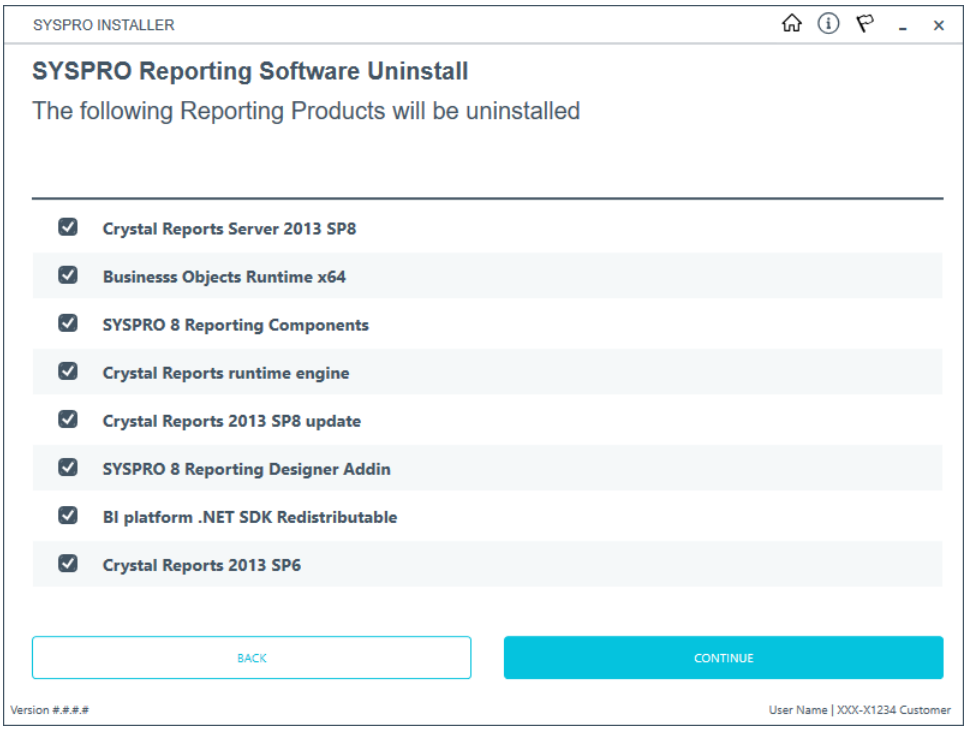
5. SYSPRO Reporting Software Uninstall



Once you select the **Uninstall Prev** option, the **SYSPRO Reporting Software Uninstall** screen displays all previous versions of software to be uninstalled.

> This uninstall process does not uninstall **Java** as the same version is used by both **SAP Crystal Reports 2013** and **SAP Crystal Reports 2016**.

Review the list of products to be uninstalled and select **Continue** to proceed.

The app then proceeds with the uninstall process (which may take some time) and provides an informational message (`Uninstall Successful`) once complete, as well as a list of all software that was uninstalled.

> We recommend that you reboot the machine before attempting to install any new software.

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Uninstalling SYSPRO Hotfixes

When uninstalling hotfixes, you can either do this through the **SYSPRO Installer Application**, or **Windows**.

If you uninstall a **Consolidated Hotfix**, ensure that you immediately install any outstanding **Mandatory Hotfixes** to avoid possible problems in SYSPRO.

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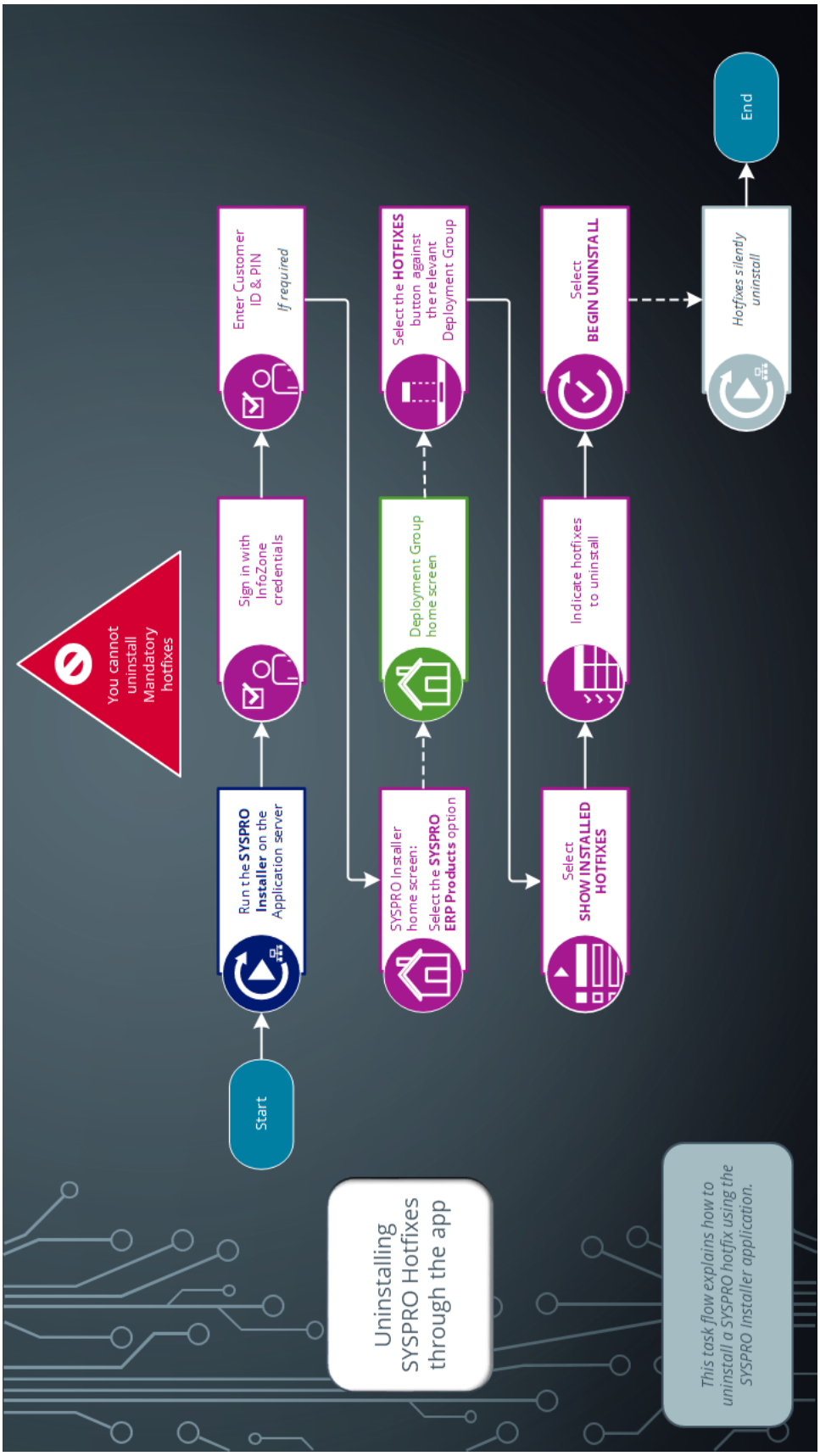
Uninstalling hotfixes through the app



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Ensure to run the **SYSPRO Installer Application** on the SYSPRO application server before attempting to uninstall a hotfix.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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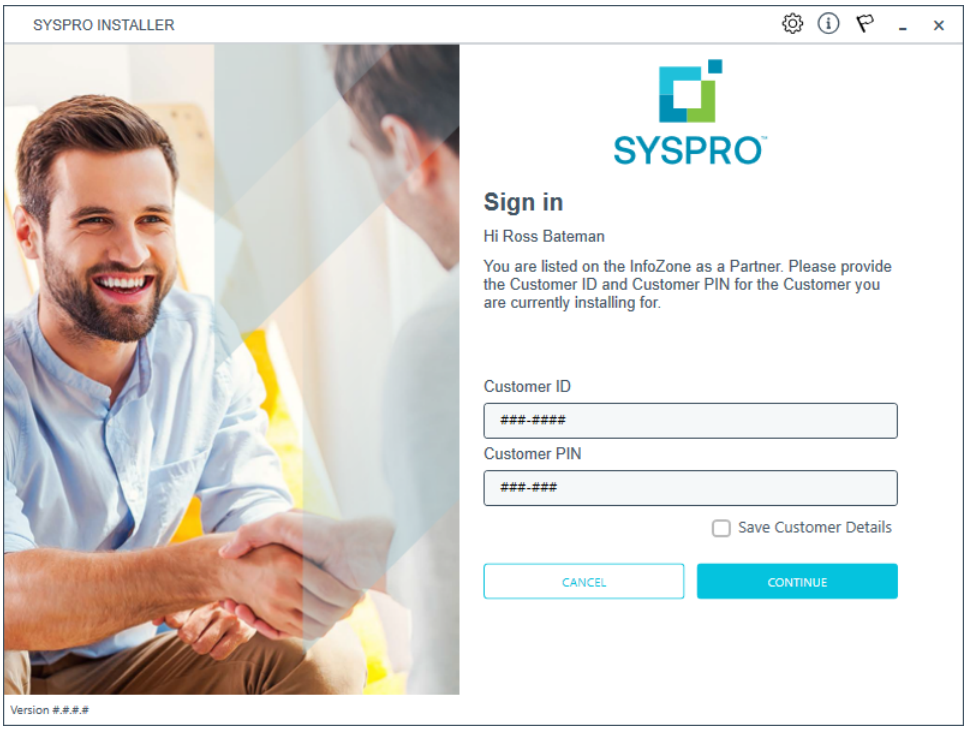
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon from the toolbar at the top of each screen.

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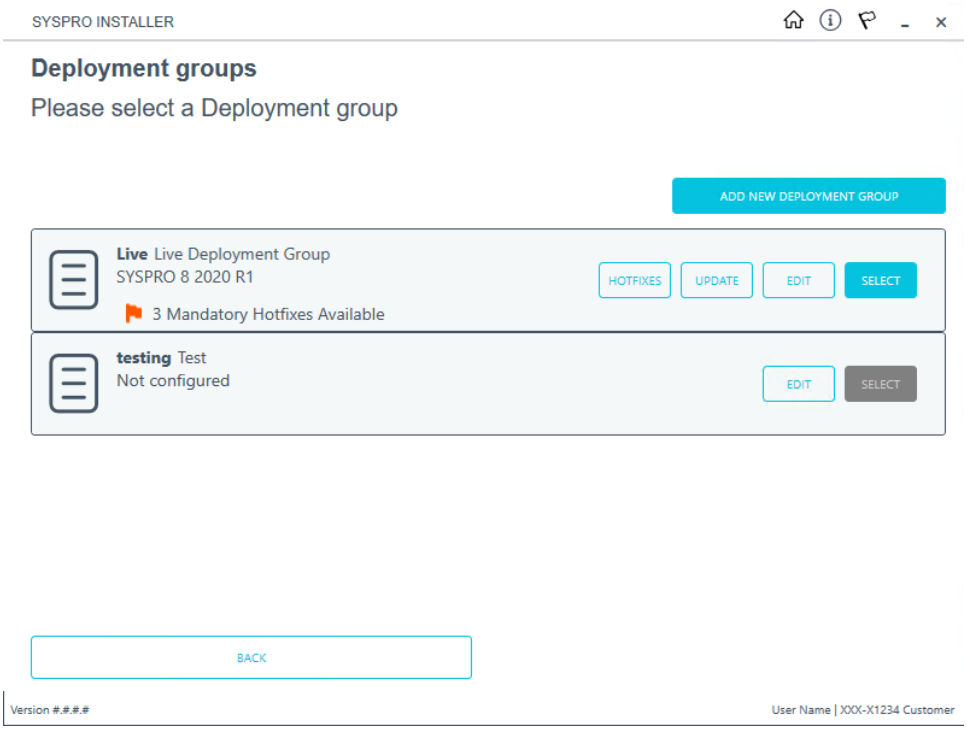
3. Deployment Groups



From the **Deployment Groups** page, select the **Hotfixes** button against the relevant deployment group.

You can also refresh the **Deployment Groups** screen by pressing **F5** inside the application.

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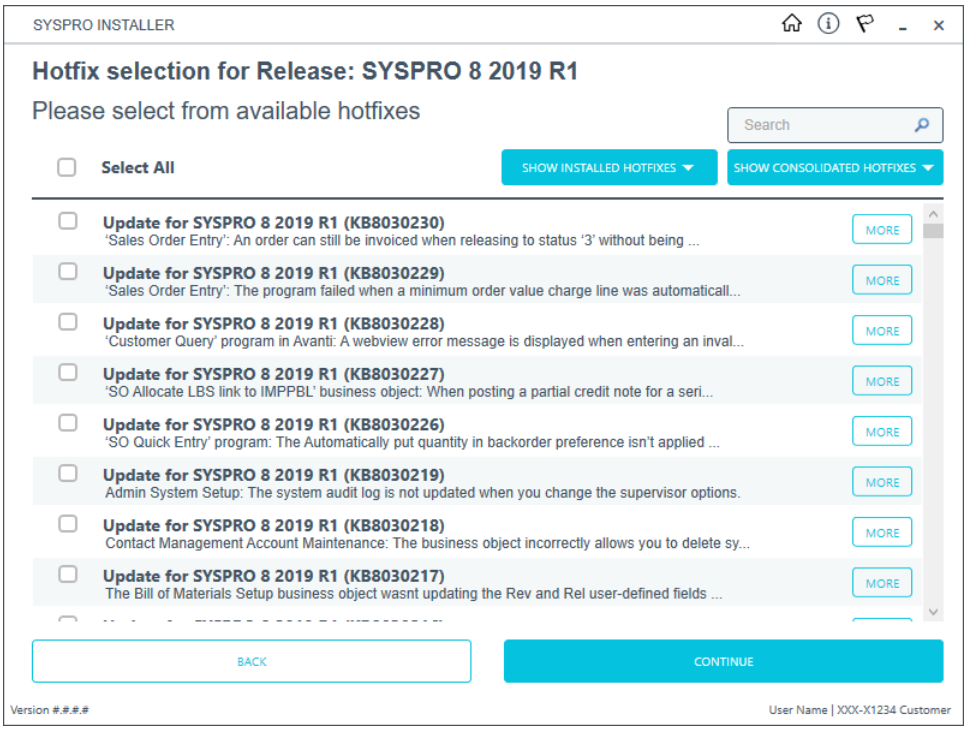
4. Hotfix Selection



From the **Hotfix Selection** screen, select the **Show Installed Hotfixes** button to view all hotfixes installed for the deployment group.

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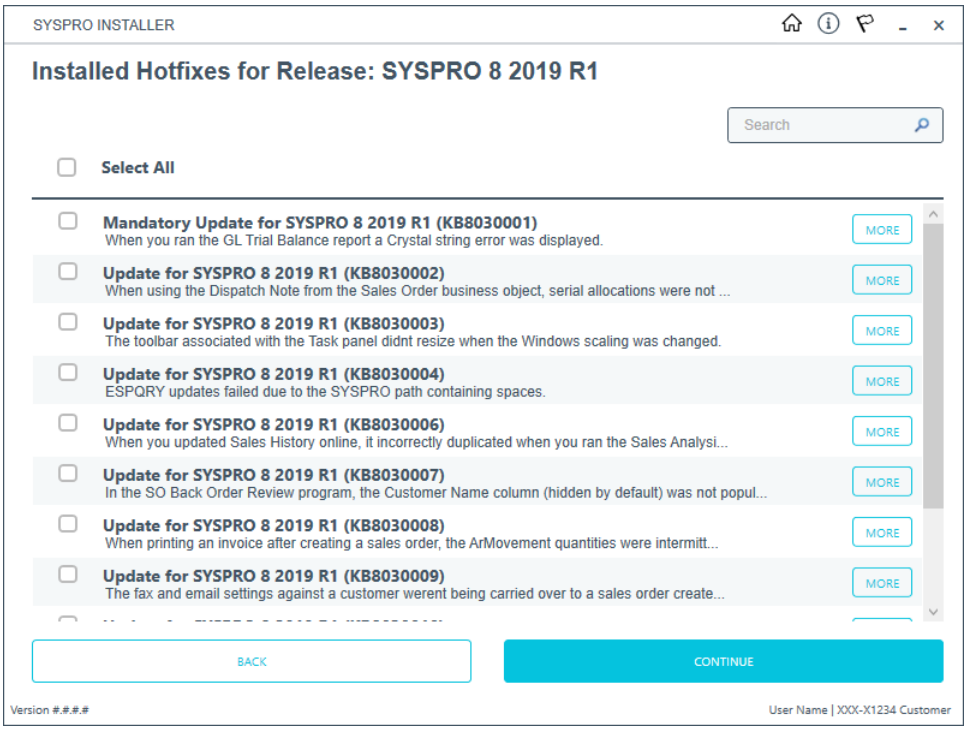
5. Installed Hotfixes



The **Installed Hotfixes** screen displays a list of all hotfixes installed for the deployment group. Alternatively use the **Search** box to search for a specific hotfix.

To find out more information about each hotfix that is installed, read the synopsis or select the **More** button to view additional information.

Identify which hotfix you want to uninstall and select the checkbox next to that hotfix.

Once you have indicated the hotfixes that you want to uninstall, select the **Continue** button.

You cannot uninstall a Mandatory Hotfix.

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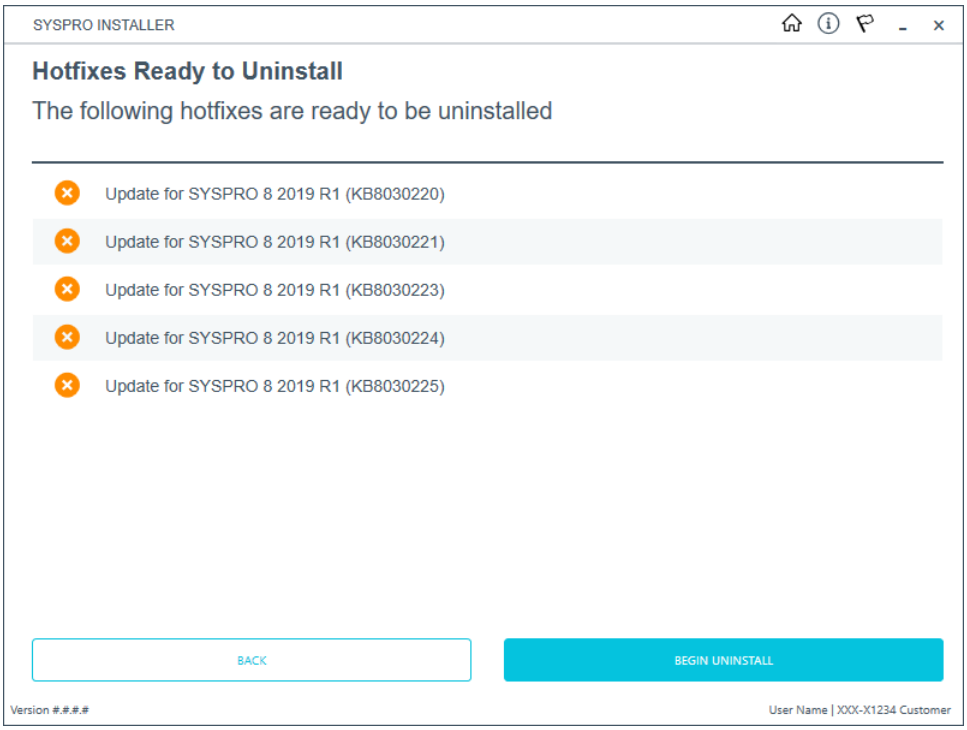
6. Hotfixes Ready to Uninstall



Once you have confirmed your hotfix selection, the **Hotfixes Ready to Uninstall** screen is displayed.

Select the **Begin Uninstall** option to uninstall the selected hotfixes.

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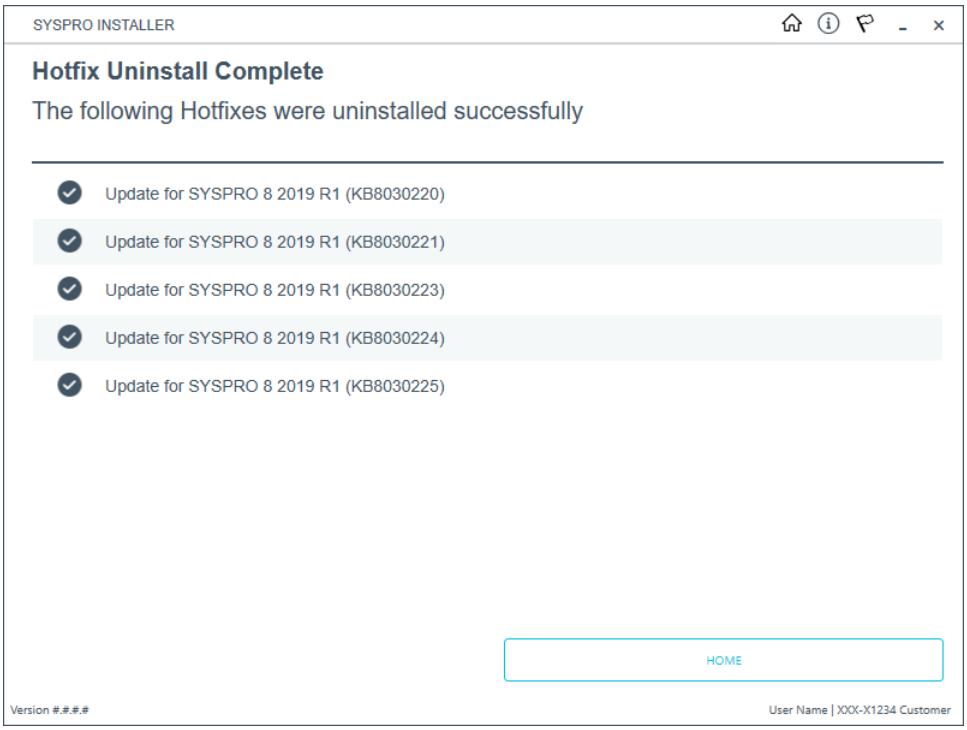
7. Hotfix Uninstall Complete



Once the hotfixes have uninstalled successfully, the **Hotfix Uninstall Complete** screen is displayed.

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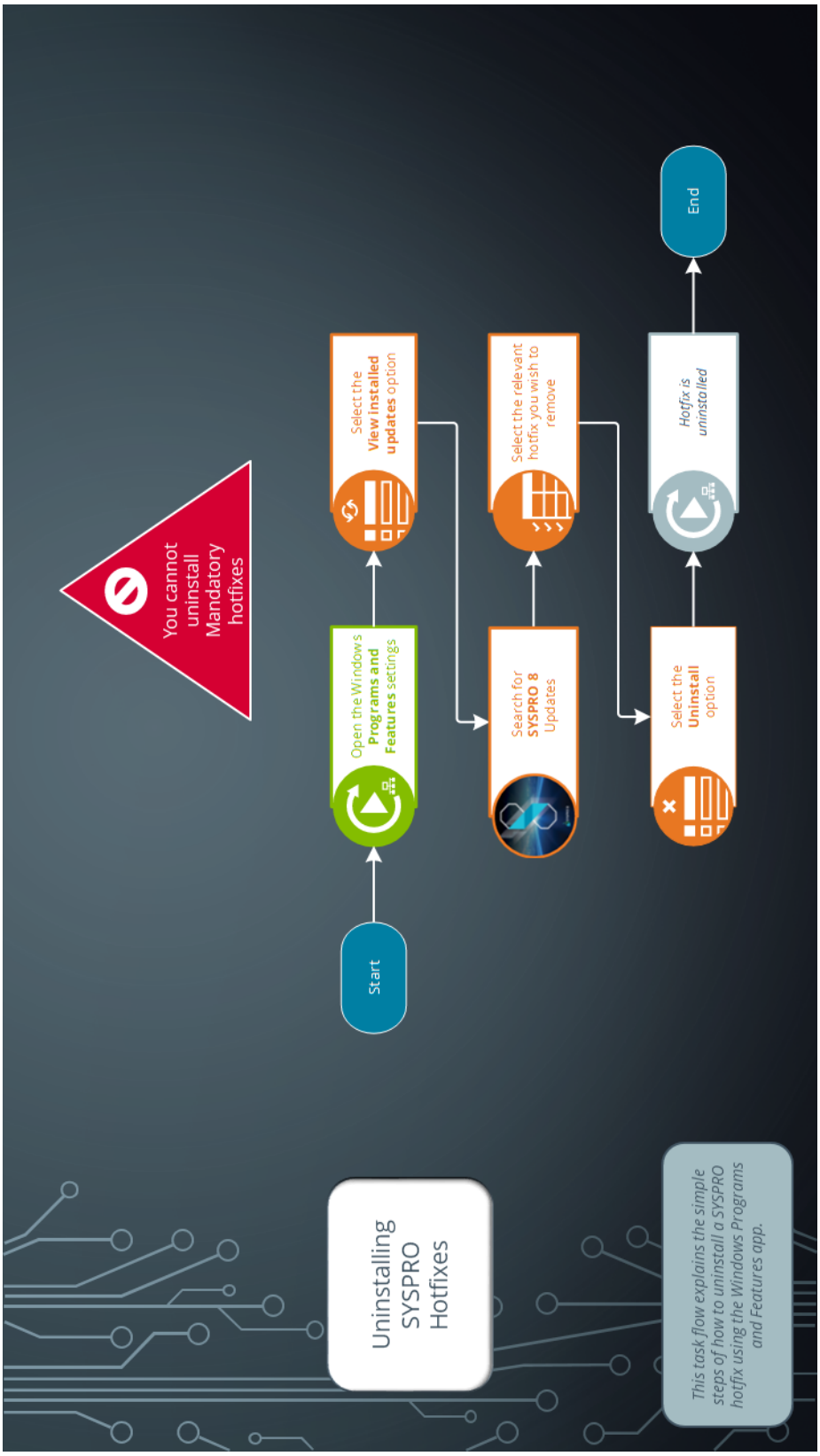
Uninstalling hotfixes through Windows



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Uninstalling Additional Service Instances

This task explains how to uninstall or remove an additional service instance.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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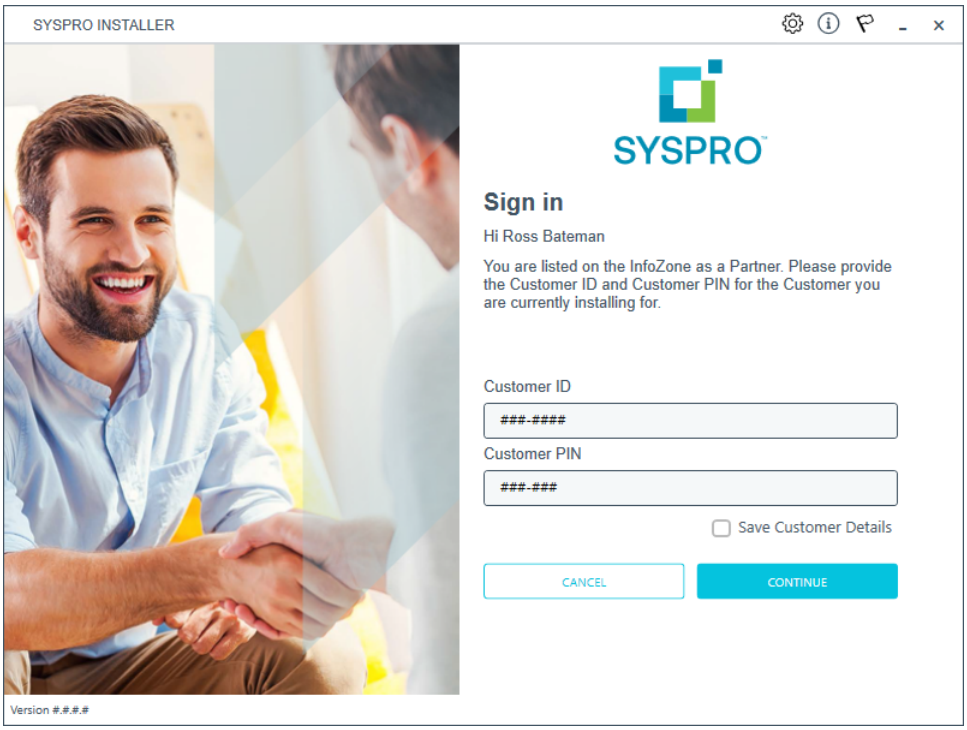
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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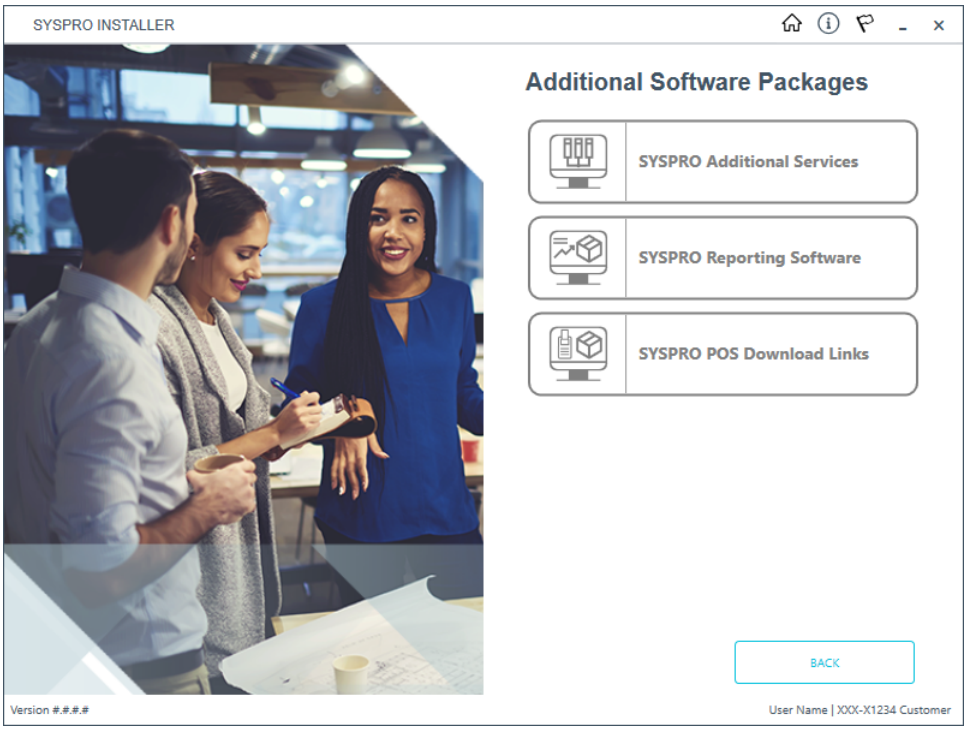
3. Additional Software Packages



The **Additional Software Packages** screen provides you with a list of additional software available to install from the **SYSPRO Installer** application.

The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Most products include an associated Sequence File XML that is downloaded from Azure when required.

Currently, the following products are available:

- **SYSPRO Additional Services**
- **SYSPRO Reporting Software**
- **SYSPRO POS Download Links**

This list will be expanded over time.

Select the **SYSPRO Additional Services** option.

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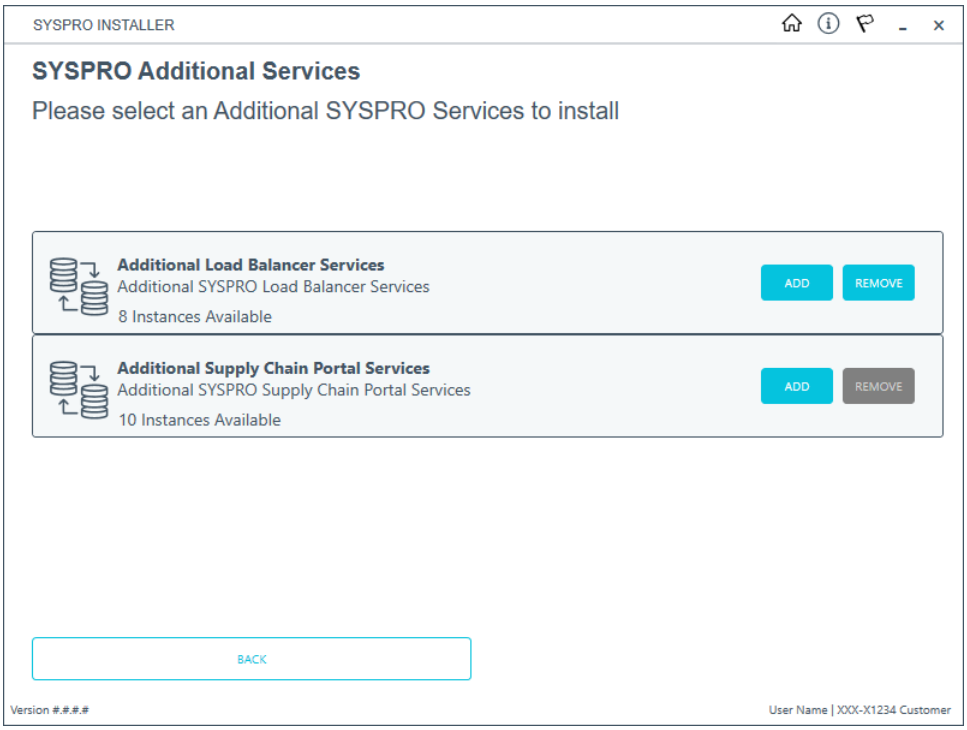
4. SYSPRO Additional Services



The **SYSPRO Additional Services** screen displays all additional services available to install or remove.

To uninstall an additional service instance, select the **Remove** button.

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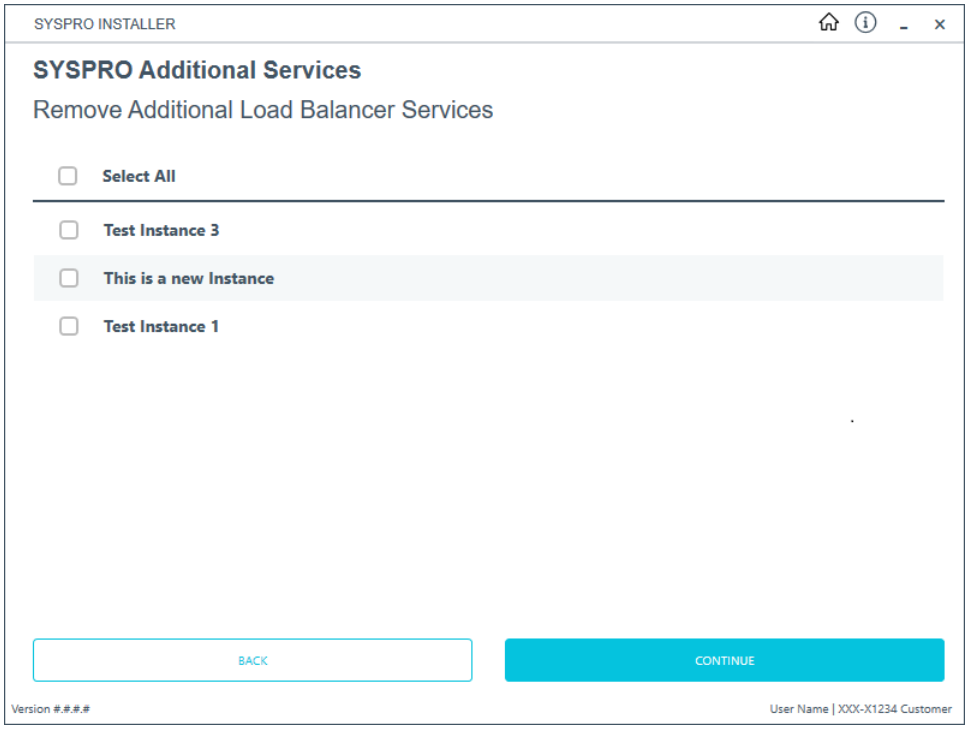
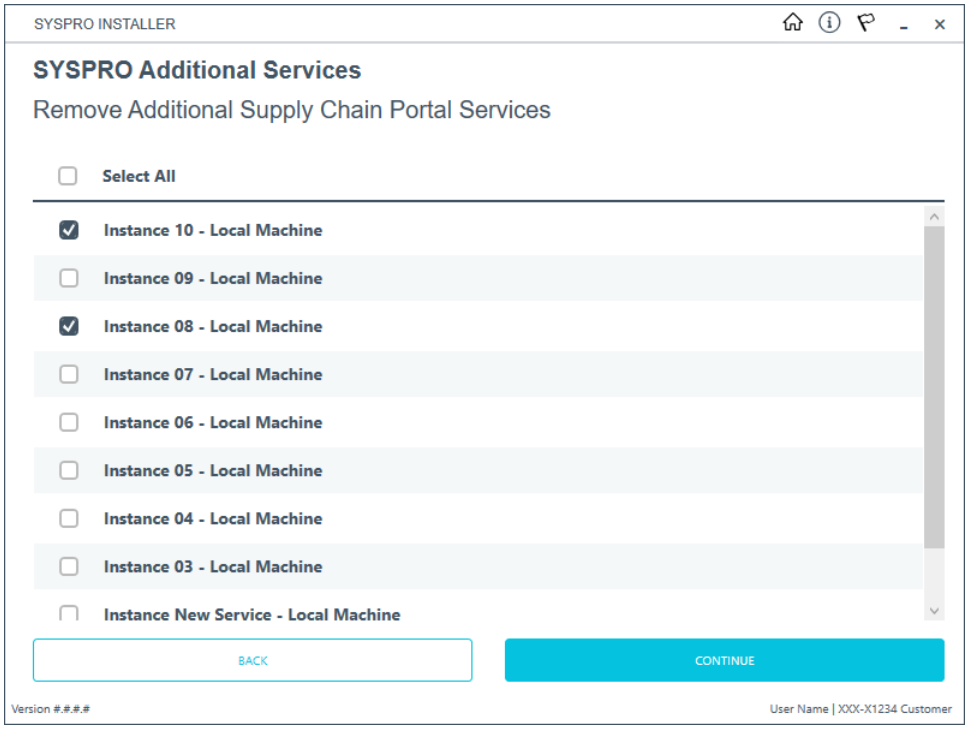
5. Remove Additional Services

- Additional Load Balancer Service



- Additional Supply Chain Portal Service



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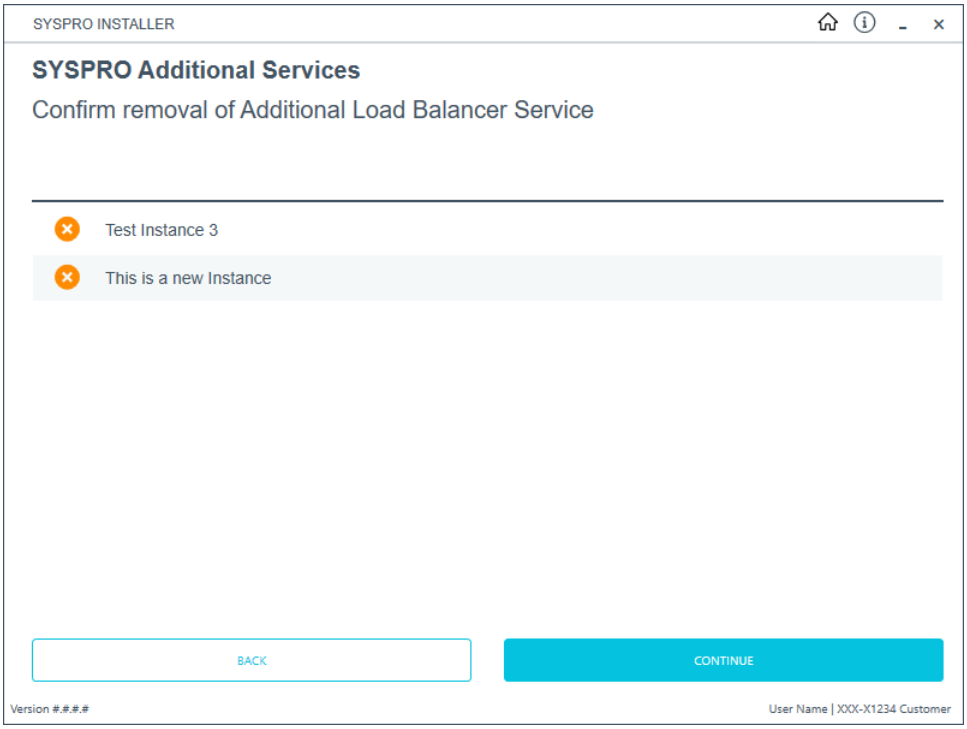
From the **Remove Additional Services** screen, select which instances that you want to uninstall.

Select the **Continue** button to proceed.

6. Confirm removal



Confirm that you want to continue with the uninstall process.

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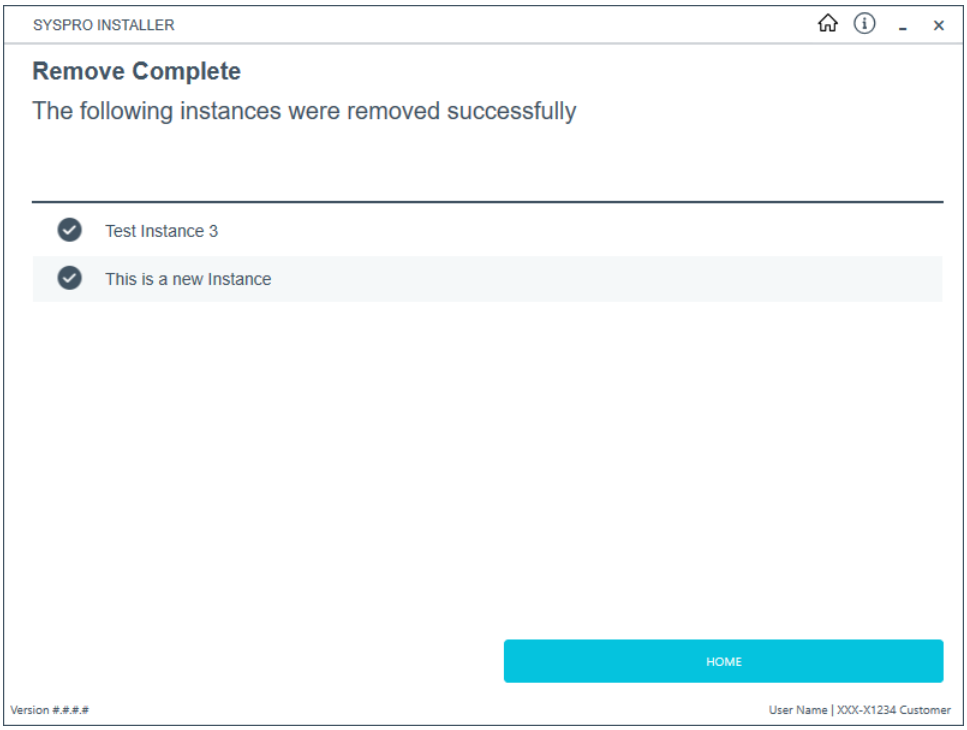
7. Removal Complete



Once complete, the **Remove Complete** screen is displayed with a summary of all additional service instances uninstalled.

Select the **Home** button to return to the **Additional Software Packages** screen.

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Managing hotfix notifications

The **Administration** panel enables you to manage hotfix notifications:

- **Manage This Sites Notifications**

  This section enables you to manage which users (who have worked on your companies deployment group) will be allowed to receive notifications when one is sent out for your Customer Code.

  This section works similarly to how the **Hotfix Notification Maintenance** program works within ***SYSPRO 8***.

- **Manage My Notifications**

  This section provides you with the ability to select or deselect the customers that you would like to receive notifications for.

- **Manage Hotfix Summary Email**

  This section enables you to opt into receiving an email with a summary of the recently released hotfixes and to indicate whether the email should be sent on a weekly or monthly basis.

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Manage This Sites Notifications

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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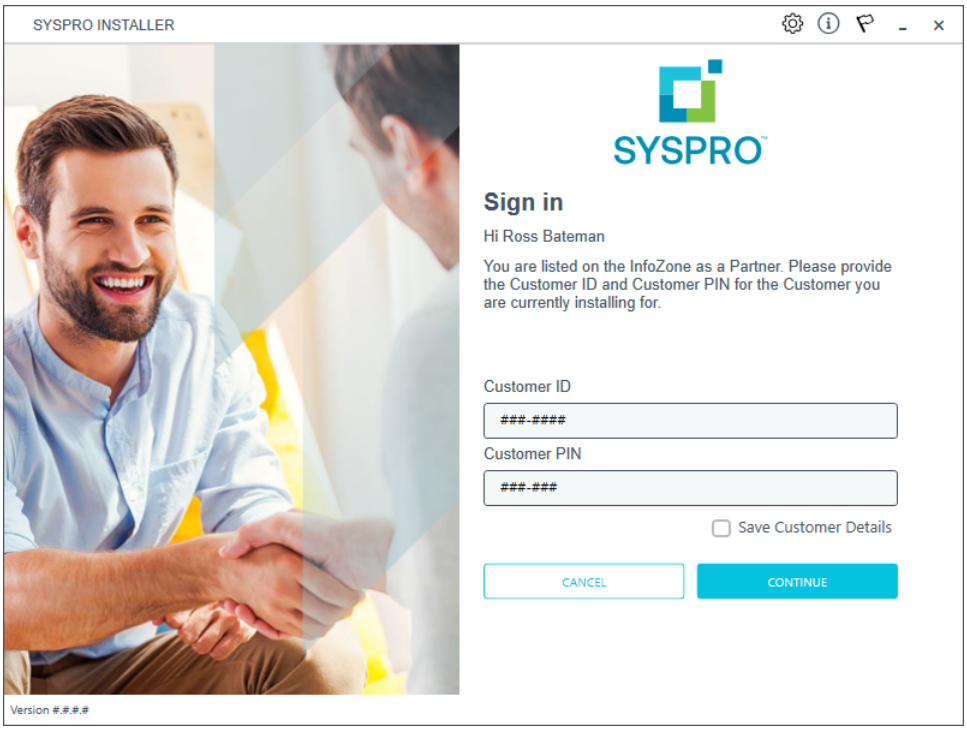
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Administration** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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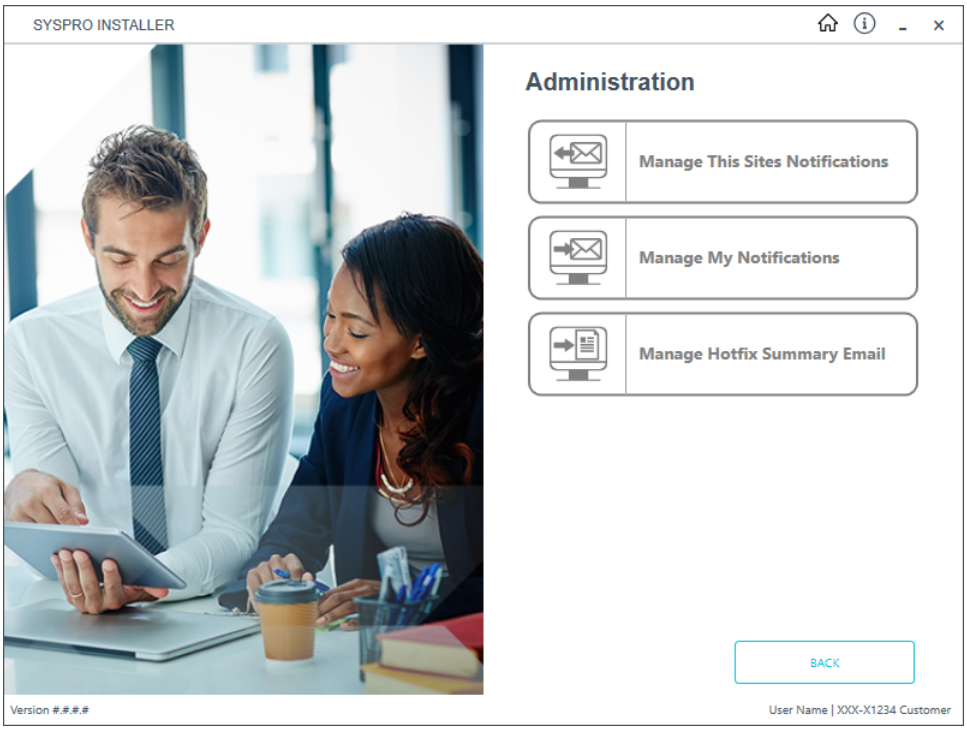
3. Administration screen



From the **Administration** screen, select the **Manage This Sites Notifications** option.

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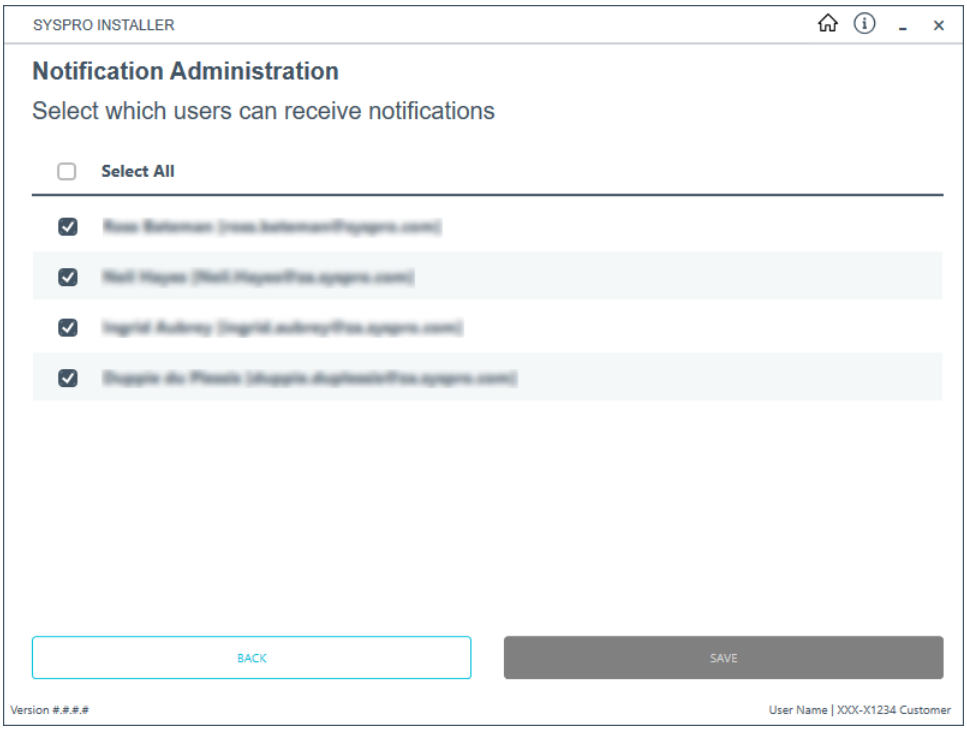
4. Notification Administration



From the **Notification Administration** screen, you can see all of the users that are enabled to receive notifications when they are sent out.

1. Enable or disable the users as you require.
2. Select the **SAVE** button.

   A toast notification will display if the save is successful.

   > These details are saved to the local `CustomerContacts` table and will be pushed to Azure on the Service push (by default every 6 hours).

The settings chosen here take precedence over the user's settings.

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Manage My Notifications

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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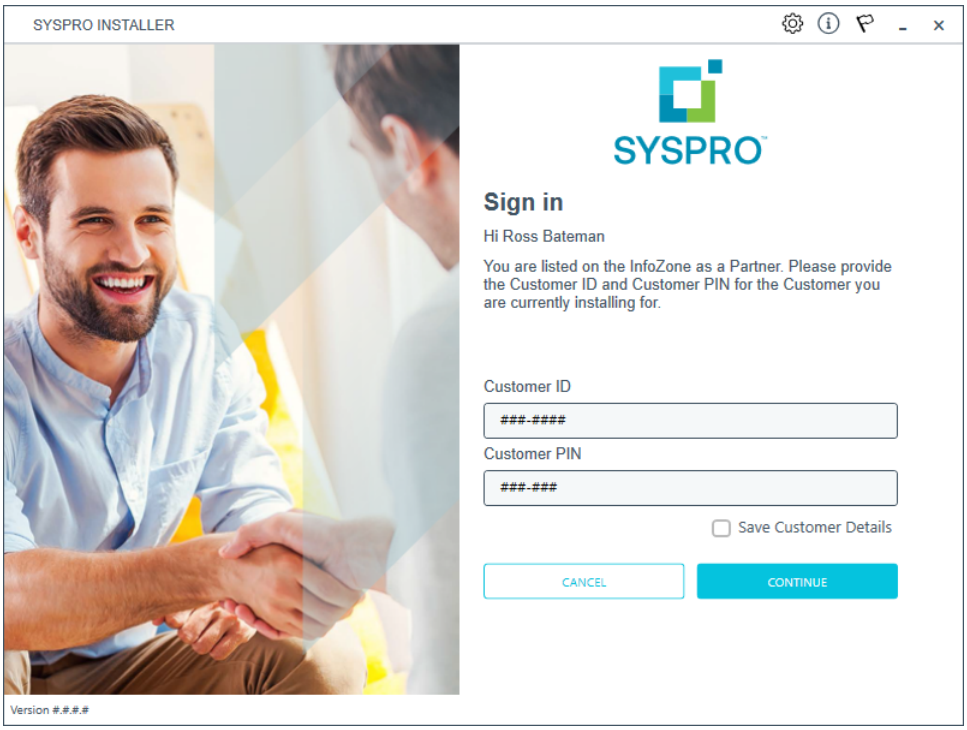
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Administration** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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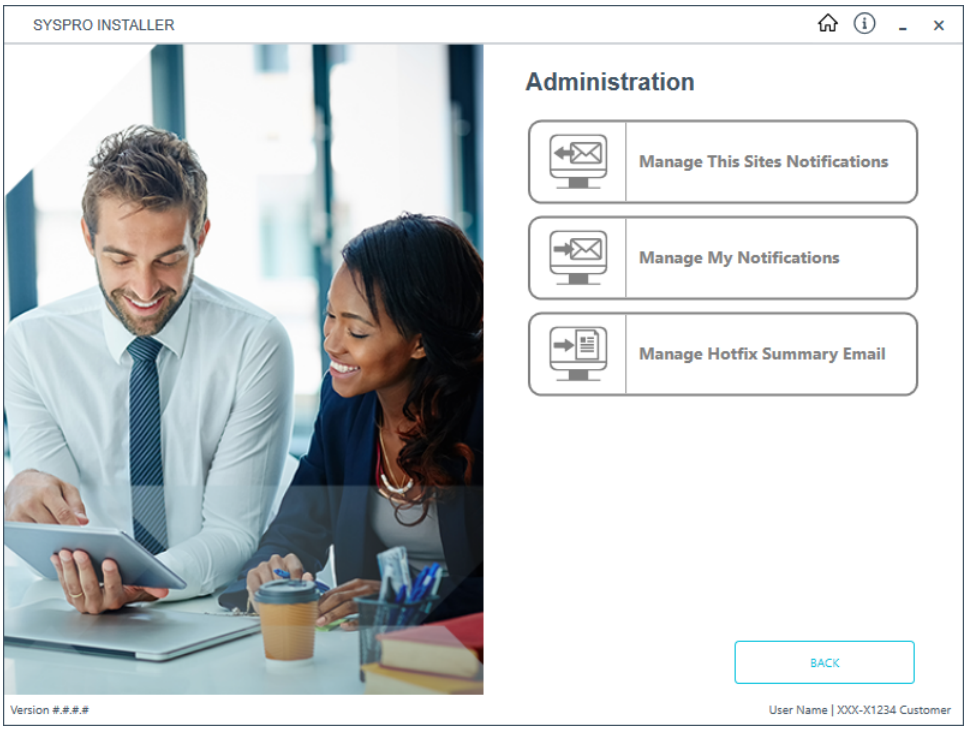
3. Administration screen



From the **Administration** screen, select the **Manage My Notifications** option.

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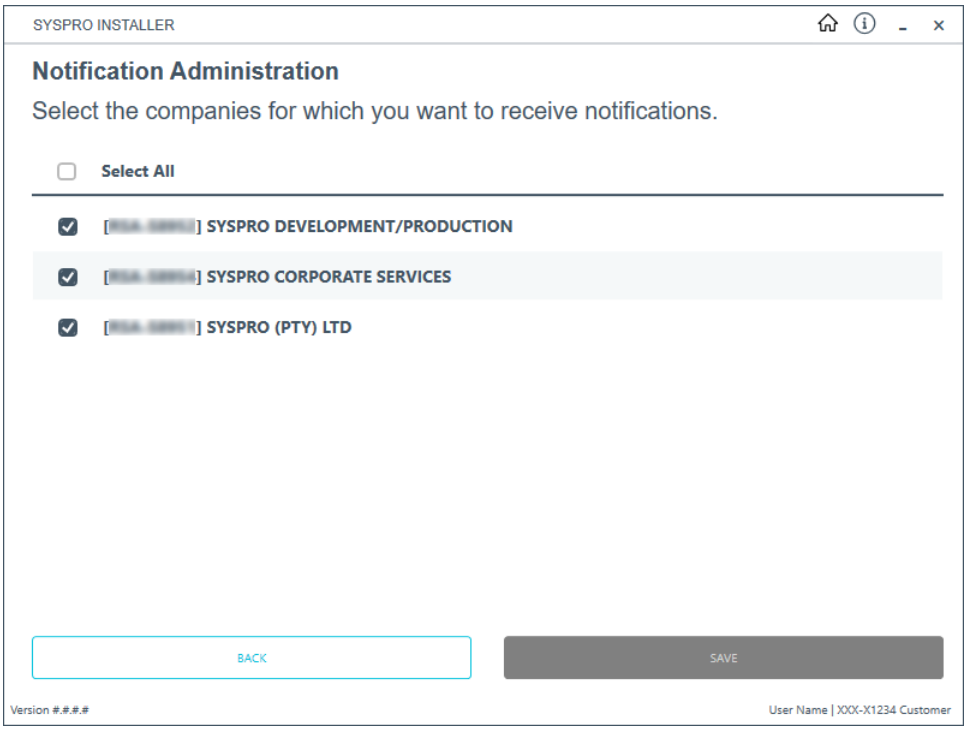
4. Notification Administration



The data displayed here is affected by the Notification flag set by the Client.

If you have chosen not to allow a user to receive notifications for their company, that setting will have preference over this list.

1. From the **Notification Administration** screen, select which companies you want to receive notifications for.
2. Select the **SAVE** button.

   A toast notification will display if the save is successful.

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Manage Hotfix Summary Email

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

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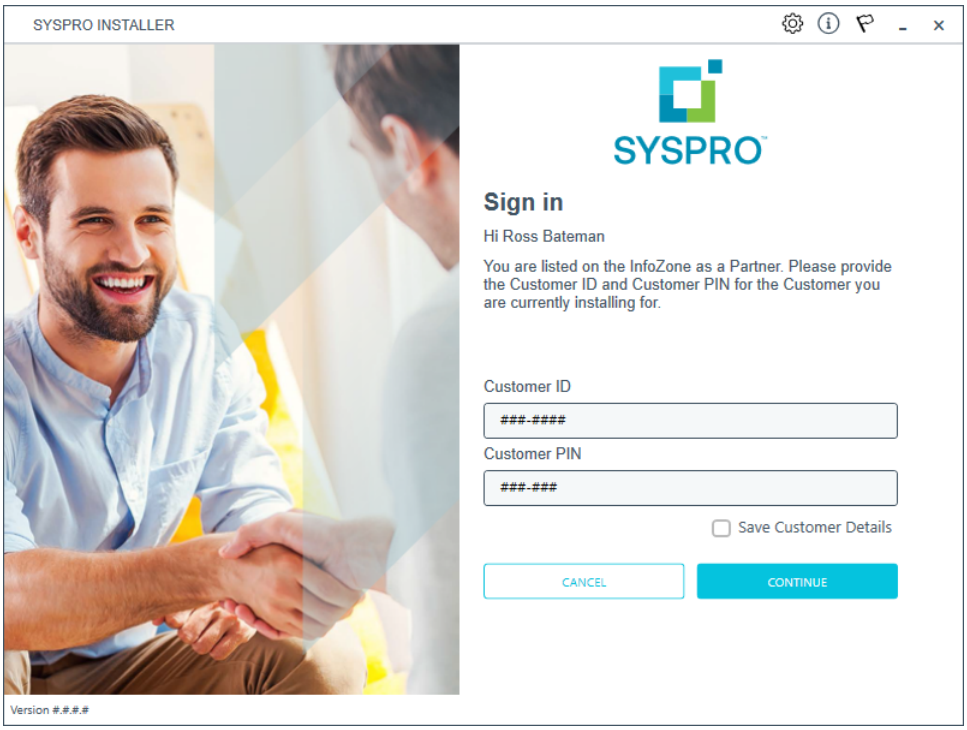
Partners and Super-users



Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your ***SYSPRO 8*** license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

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2. Home screen

From the **SYSPRO Installer** home screen, select the **Administration** option.

> You can navigate back to this home page from any point in the app by selecting the home icon (⌂) from the toolbar at the top of each screen.

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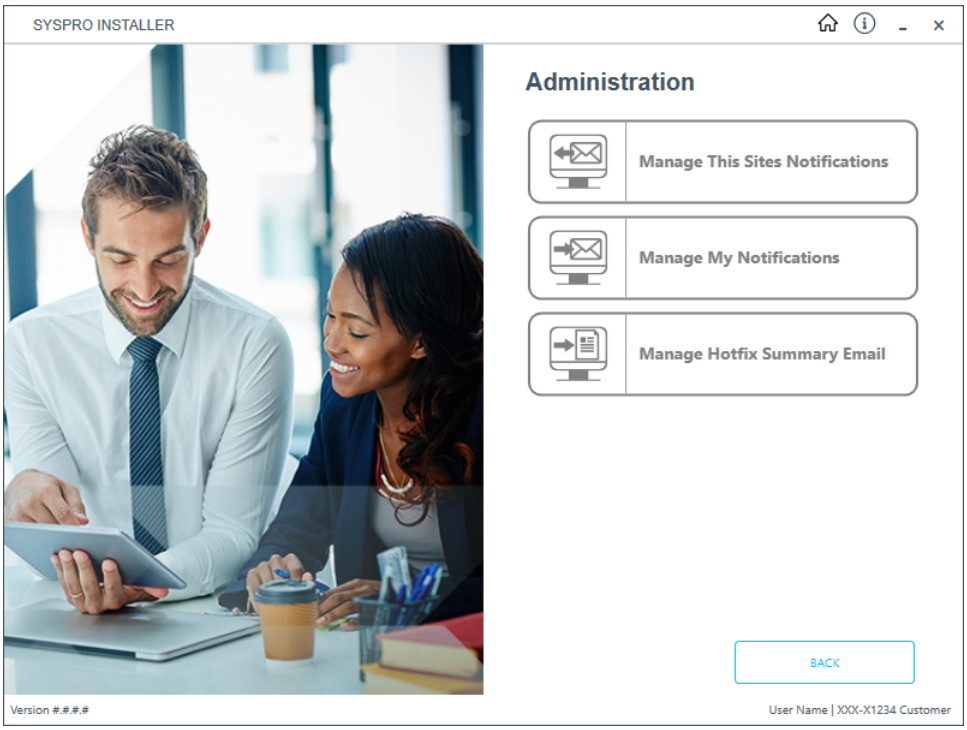
3. Administration screen



From the **Administration** screen, select the **Manage Hotfix Summary Email** option.

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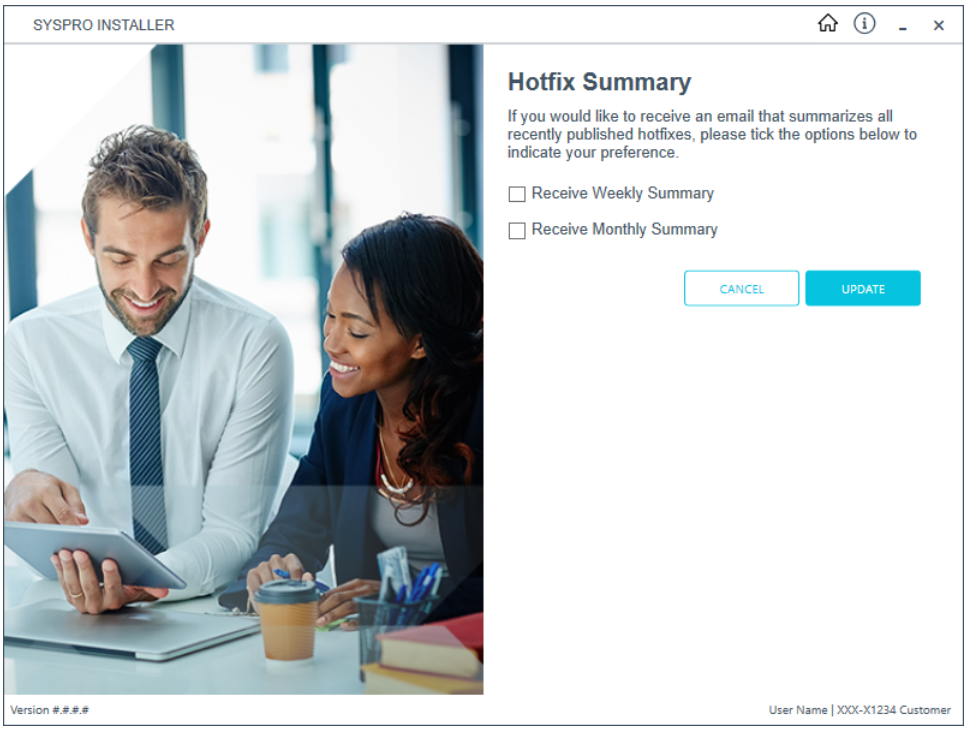
4. Hotfix Summary



From the **Hotfix Summary** screen, indicate your preference on how often you wish to receive the Hotfix Summary Email: Weekly or Monthly.

If you do not wish to receive the email, simply ensure that both check-boxes are disabled.

Once you are satisfied with your selection, select the **Update** button to confirm.

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Hints and Tips

- To view a quick summary of the new functionality added to the latest version of the app, login to validate your access and select the **What's New** flag ( ) from the top right-hand corner.
- From ***SYSPRO 8*** you can repair or uninstall components using **Windows Programs and Features**.

  You cannot uninstall mandatory hotfixes.

- You can view details of the endpoint to which the app is connected by hovering over the endpoint type (bottom right hand corner of every screen).

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Where to from here?

First time installation

- Review the **Post Installation** checklist.
- Review the **Hotfix** topic.

Upgrading from SYSPRO 7 Update 1

- Convert your ***SYSPRO 7 Update 1*** data using the **Data Conversion** program.
- Review the **Post Installation** checklist.
- Review the **Hotfix** topic.

SYSPRO Hotfixes

A hotfix is the minimum software required to provide a solution for a specific problem experienced by one or more customers. These can also include any relevant dependencies.

SYSPRO provides hotfixes as a way of deploying software updates during the release of ***SYSPRO 8***.

Types of hotfixes available include:

- **Mandatory Hotfix**
- **Optional/Customer-specific Hotfix**
- **Consolidated Hotfix**
- **Diagnostic Hotfix**
- **Restricted Hotfix**
- **Withdrawn Hotfix**

Please refer to the **SYSPRO Hotfixes** reference guide for a detailed explanation.

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Referencing

SYSPRO ERP Software

Product list

The following lists all possible additional products that may be available for you to install:

This list is subject to change as additional products are subsequently released.

Server Side

- SYSPRO 8 Active Directory Sync Service
- SYSPRO 8 Analytics
- SYSPRO Avanti
- SYSPRO 8 Avanti Initialization Service
- SYSPRO 8 Bot Service
- SYSPRO 8 Communications Service
- SYSPRO 8 Document Flow Manager Folder Poller
- SYSPRO 8 Document Flow Manager Queue Poller
- SYSPRO 8 e.net Communications Load Balancer
- SYSPRO 8 e.net Diagnostics
- SYSPRO 8 Espresso
- SYSPRO 8 Espresso Notification Service
- SYSPRO 8 Harmony API Service
- SYSPRO 8 Harmony Service
- SYSPRO 8 Language Packs (French, Chinese, German, Russian, Spanish)
- SYSPRO 8 Machine Learning
- SYSPRO 8 Product Configurator
- SYSPRO 8 Reporting Host Service
- SYSPRO 8 Rules Data Service
- SYSPRO 8 Rules Engine Service
- SYSPRO 8 Runtime
- SYSPRO 8 Server

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- SYSPRO 8 Service Upgrade Manager
- SYSPRO Supply Chain Portal
- SYSPRO 8 Web Service
- SYSPRO 8 Workflow Service

Client side

- SYSPRO 8 Client
- SYSPRO 8 Office Integration
- SYSPRO 8 Runtime

Additional software packages

The following lists all possible additional SYSPRO products that may be available for you to select from the **Additional Software Packages** section of the app:

This list is subject to change as additional products are subsequently released.

SYSPRO Additional Services

- Additional Load Balancer Service
- Additional Supply Chain Portal Service

SYSPRO Reporting Software

SYSPRO 8 2020 R2 and onwards:

- Server-side reporting software:
  - Crystal Reports Server 2016 SP8
  - Business Objects Runtime 2016 x64
- Client-side reporting software:
  - Business Objects Runtime 2016 x86
  - Java runtime
  - SYSPRO 8 Reporting Components
- Designer software:
  - Crystal Reports 2016 SP8
  - SYSPRO 8 Reporting Designer Addin

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SYSPRO 8 2020 R1 and prior versions:

- Server-Side Software:
  - Crystal Reports Server 2013 SP8
  - Business Objects Runtime x64
- Client-Side Software:
  - Crystal Reports runtime engine
  - Java runtime
  - SYSPRO 8 Reporting Components
- Designer Software:
  - Crystal Reports 2013 SP6
  - Crystal Reports 2013 SP8 update
  - BI Platform .NET SDK Redistributable
  - SYSPRO 8 Reporting Designer Addin

SYSPRO POS Download Links

- SYSPRO 8 POS Autorun 2020 R2
- SYSPRO 8 POS Autorun 2020 R1
- SYSPRO 8 POS Autorun 2019 R2
- SYSPRO 8 POS Autorun 2019 R1
- SYSPRO 8 POS Autorun 2018 R2

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SYSPRO product prerequisites

The **SYSPRO Installer** verifies your system against all prerequisites required for the products you select to install. Should any product fail a prerequisite check at this stage, the **Prerequisites** screen is displayed.

The following indicates the prerequisites per product:

Product	Prerequisites
SYSPRO 8 Active Directory Sync Service	The **SYSPRO 8 Active Directory Sync Service** must be run as a named user that has `READ` permission to access **Microsoft Active Directory (AD)**. ▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Analytics	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 A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***. 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 A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO Avanti	We recommend that you use **Windows Server 2019** (or higher) when running ***SYSPRO Avanti***. ▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Server ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***. ▪ SYSPRO 8 Avanti Initialization Service connection ▪ Internet Information Services (IIS) 7.0 Core Web Engine Feature ▪ Internet Information Services (IIS) 7.0 World Wide Web Publishing Feature ▪ Internet Information Services (IIS) WebSocket Protocol Feature
SYSPRO 8 Avanti Initialization Service	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 A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO 8 Bot Service	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***. ▪ Internet Information Services (IIS) 7.0 Core Web Engine Feature ▪ Internet Information Services (IIS) 7.0 World Wide Web Publishing Feature
SYSPRO 8 Client	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Runtime
SYSPRO 8 Communications Service	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 A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Document Flow Manager Folder Poller	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Document Flow Manager Queue Poller	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO 8 e.net Communications Load Balancer	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
Additional Load Balancer Service	This service must be installed on the same application server as the ***SYSPRO 8*** Server. ▪ SYSPRO 8 e.net Communications Load Balancer
SYSPRO 8 e.net Diagnostics	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Espresso	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***. ▪ SYSPRO 8 Espresso Notification Service ▪ Internet Information Services (IIS)
SYSPRO 8 Espresso Notification Service	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO 8 Harmony API Service	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***. ▪ 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 Harmony Service	▪ Microsoft .NET Framework 4.6 ▪ Microsoft SQL Server 2012 or higher ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Language packs	This applies to all language packs available from the **Product Selection** (French, Chinese, German, Russian, Spanish). ▪ SYSPRO 8 Server
SYSPRO 8 Machine Learning	This service can be installed on any server as long as the **SYSPRO 8 e.net Communications Load Balancer** endpoint is configured correctly in the service's configuration file. ▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO 8 Office Integration	▪ Microsoft .NET Framework 4.6 ▪ Microsoft Visual Studio 2010 Tools for Office ▪ SYSPRO 8 Server *or* SYSPRO 8 Client
SYSPRO Point of Sale	▪ Microsoft .NET Framework 4.5 ▪ SYSPRO 8 Avanti Initialization Service ▪ SYSPRO 8 Point of Sale e.net Communication Service ▪ SYSPRO 8 Point of Sale Services ▪ SYSPRO 8 Runtime ▪ Internet Information Services (IIS) WebSocket Protocol Feature
SYSPRO 8 Product Configurator	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***. ▪ Internet Information Server (IIS) 7.0
SYSPRO 8 Reporting Host Service	This service must be installed on the same application server as the ***SYSPRO 8*** Server. SYSPRO 8 2020 R2 and onwards: ▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Runtime ▪ SAP Crystal Reports Server 2016 SP8 ▪ SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP8 SYSPRO 8 2020 R1 and prior versions: ▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Runtime ▪ SAP Crystal Reports Server 2013 SP8 ▪ SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP3

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Product	Prerequisites
SYSPRO Reporting Software	SYSPRO 8 2020 R2 and onwards: ■ **Server Side Software**: ▫ SAP Crystal Reports Server 2016 SP8 ▫ SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP8 ■ **Client-Side Software**: ▫ Business Objects Runtime 2016 x86 ▫ SYSPRO 8 Reporting Components ■ **Designer Software**: ▫ Business Objects Runtime 2016 x86 ▫ SAP Crystal Reports 2016 SP8 ▫ SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP8 ▫ SYSPRO 8 Reporting Designer Addin SYSPRO 8 2020 R1 and prior versions: ■ **Server Side Software**: ▫ Crystal Reports Server 2013 SP8 ▫ Business Objects Runtime x64 ■ **Client-Side Software**: ▫ Crystal Reports Runtime engine ▫ SYSPRO 8 Reporting Components ■ **Designer Software**: ▫ Crystal Reports Runtime engine ▫ SAP Crystal Reports 2013 SP6 ▫ SAP Crystal Reports 2013 SP8 update ▫ BI platform .NET SDK Redistributable ▫ SYSPRO 8 Reporting Designer Addin
SYSPRO 8 Rules Data Service	■ Microsoft .NET Framework 4.6 ■ SYSPRO 8 Service Upgrade Manager ■ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO 8 Rules Engine Service	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Server	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Runtime ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.
SYSPRO 8 Service Upgrade Manager	▪ Microsoft .NET Framework 4.6
SYSPRO Supply Chain Portal	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 Avanti Initialization Service ▪ Internet Information Services (IIS) 7.0 Core Web Engine Feature ▪ Internet Information Services (IIS) 7.0 World Wide Web Publishing Feature
Additional Supply Chain Portal Service	▪ SYSPRO Supply Chain Portal
SYSPRO 8 Web Service	Web-based Applications are not installed on the SYSPRO Application Server. ▪ Microsoft .NET Framework 4.6 ▪ Internet Information Server (IIS) 7.0 ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product	Prerequisites
SYSPRO 8 Workflow Service	▪ Microsoft .NET Framework 4.6 ▪ SYSPRO 8 Service Upgrade Manager ▪ SYSPRO 8 e.net Communications Load Balancer A valid endpoint must be configured in the **Setup Options** program of ***SYSPRO 8***.

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Product parameter details

For your ease of reference, the following sections cover each product's parameters and their considerations:

SYSPRO 8 Active Directory Sync Service

Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Enter a SOAP port number	Default provided: `30245` Accept the default provided, or change manually to match your preference.
Add port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Please enter the DOMAIN account required for the service credentials	Enter details of the account domain that will host the **SYSPRO 8 Active Directory Sync Service**. If these details are invalid, the service will fail.

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Parameter	Description and considerations
Please enter the User Name required for the service credentials	Enter the username for the account that will host the **SYSPRO 8 Active Directory Sync Service**. If these details are invalid, the service will fail.
Please enter the Password for the entered user name required for the service credentials	Enter the password for the account that will host the **SYSPRO 8 Active Directory Sync Service**. If these details are invalid, the service will fail.
Security group suffix	Default provided: `SYSPRO.ERP` Enter the security group suffix if you require more identification than the default provides. **FOR EXAMPLE:** If you wanted to identify the security group further for an Accounts department, you could create the security group suffix as follows: `SYSPRO.ERP.ACC` This field can be left blank if required.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO Active Directory Sync Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Analytics

Parameter	Description and considerations
Admin Service Port	Default provided: `30200` Accept the default provided, or change manually to match your preference. This value must be different to the Business Service Port.
Add admin service port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Business Service Port	Default provided: `30201` Accept the default provided, or change manually to match your preference. This value must be different to the Administration Service Port.
Add business service port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Destination folder	Default provided: `C:\Program Files (x86)\SYSPRO\SYSPRO 8 Analytics` Accept the default provided, or change manually to match your preference.

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SYSPRO Avanti

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Enter a SOAP port number	Default provided: `30190` You can choose to accept the default provided, or manually change to that which you require.
SYSPRO Avanti Initialization Service Endpoint	Default provided: `net.tcp://localhost:30190/SYSPROInitializationService` Accept the default provided, or change manually to match your preference.

SYSPRO 8 Avanti Initialization Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Enter a SOAP port number	Default provided: `30190` You can choose to accept the default provided, or manually change to that which you require.
Add port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO Avanti Initialization Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Bot Service

Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
SYSPRO 8 Bot Id	Default provided: `SYSPRO Ken` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Client

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO Server HOST name	Enter the computer's host name for the server on which **SYSPRO 8 Server** is installed.
SYSPRO 8 Communications Port	Default provided: `30110` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: `C:\SYSPRO8Client` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Communications Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Enter a service name	Default provided: `SYSPRO 8 Communications` You can choose to accept the default provided, or manually change to that which you require.
Enter a service description	Default provided: `Service used for client-server communication of SYSPRO` Accept the default provided, or change manually to match your preference.

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Parameter	Description and considerations
Enter a port number	Default provided: `30110` Accept the default provided, or change manually to match your preference. The recommended range is `1024 - 49151`
Add port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Communications Service\30110` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Document Flow Manager Folder Poller

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Document Flow Manager Folder Poller` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Document Flow Manager Queue Poller

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Document Flow Manager Queue Poller` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 e.net Communications Load Balancer

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
Enter a SOAP port number	Default provided: `30140` Accept the default provided, or change manually to match your preference.
Add SOAP port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Enter a REST port number	Default provided: `31002` Accept the default provided, or change manually to match your preference.
Add REST port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Specify the number of load balancing processes	Default provided: `5` Accept the default provided, or change manually to match your preference.
Basic http port required	Enable this option to define a port for the Basic HTTP protocol.

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Parameter	Description and considerations
Enter a Basic port number	Default provided: `31003` Accept the default provided, or change manually to match your preference.
Ws http port required	Enable this option to define a port for the WS HTTP protocol.
Enter a Ws port number	Default provided: `31004` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: ▪ `C:\Program Files\SYSPRO\SYSPRO 8 e.net Communications Load Balancer` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 e.net Diagnostics

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 e.net Diagnostics` Accept the default provided, or change manually to match your preference.

SYSPRO 8 Espresso

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions`. This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions`.

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Parameter	Description and considerations
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
SYSPRO 8 Espresso Notification endpoint	Default provided: ▪ `net.tcp://localhost:30180/SYSPROEspressoNotificationService` Accept the default provided, or change manually to match your preference.
SYSPRO 8 Espresso File Service Port	Default provided: ▪ `30181` Accept the default provided, or change manually to match your preference.
Website external IP address	Default provided: ▪ `http://localhost` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: ▪ `C:\Program Files\SYSPRO\SYSPRO 8 Espresso File Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Espresso Notification Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Web Socket Server Address	Default provided: `http://localhost:8081/SYSPROEspresso` Accept the default provided, or change manually to match your preference.
Enter a SOAP port number	Default provided: `30180` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Harmony API Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Harmony Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Enter a port number	Default provided: `30141` You can choose to accept the default provided, or manually change to that which you require.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Harmony Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Machine Learning

Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Enter a REST port number	Default provided: `30238` Accept the default provided, or change manually to match your preference.
Add REST port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Enter a SOAP port number for the Reporting Host Service	Default provided: `30239` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Machine Learning` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Office Integration

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Office Integration` Accept the default provided, or change manually to match your preference.
Microsoft Office Integration Required?	Select this option to enable integration between SYSPRO and **Microsoft Outlook**.
Microsoft Word Integration Required?	Select this option to enable integration between SYSPRO and **Microsoft Word**.
Microsoft Excel Integration Required?	Select this option to enable integration between SYSPRO and **Microsoft Excel**.

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SYSPRO 8 Product Configurator

Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer SOAP Port Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
SYSPRO 8 e.net Communications Load Balancer REST Port Endpoint	Default provided: `http://localhost:31002/SYSPROWCFService` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Reporting Host Service

Field	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Enter a SOAP port number for the RAS Management Service	Default provided: `30150` Accept the default provided, or change manually to match your preference.
Enter a SOAP port number for the Reporting Host Service	Default provided: `20130` Accept the default provided, or change manually to match your preference.
Add SOAP port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.

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Field	Description and considerations
Enter a REST port number for the Reporting Host Service	Default provided: `20129` Accept the default provided, or change manually to match your preference.
Add REST port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Please enter the DOMAIN account required for the printing service credentials	Enter details of the account that will host the **SYSPRO 8 Reporting Host Service**. This account must have `Log on as a service` rights and be a member of the local administrators group of the machine on which the service is being installed. If these details are invalid, the service will fail.
Please enter the User Name required for the printing service credentials	Enter the user name for the account that will host the **SYSPRO 8 Reporting Host Service**. If these details are invalid, the service will fail. Ensure that the **User Name** entered has the correct **Windows** Local Security Policy permissions assigned before validating. This is achieved as follows: 1. Open the **Local Security Policy** program within **Windows**. 2. Expand the **Local Policies** folder and select **User Rights Assignment**. 3. Within the **Policy** column, right-click the **Log on as a service** policy and select **Properties**. 4. Select the **Add User or Group** option. 5. Add the User Name with its associated domain and select **OK**.

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Field	Description and considerations
Please enter the Password for the entered user name required for the printing service credentials	Enter the password for the account that will host the **SYSPRO 8 Reporting Host Service**. If these details are invalid, the service will fail.
The current user profile temp folder to use for creating reports	This field defaults to your default `temp` folder. **FOR EXAMPLE:** `C:\users\JohnDoe\AppData\Local\Temp` This folder is used to cache and print the SRS Reports. Once a report is cached and printed, it is then removed from the `temp` location. If this entry is invalid, the SRS reports won't be able to cache the reports which will result in errors.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Reporting Host Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Rules Data Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Rules Data Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Rules Engine Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Enter a port number	Default provided: `33334` Accept the default provided, or change manually to match your preference.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Rules Data Service` Accept the default provided, or change manually to match your preference.

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SYSPRO 8 Server

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Destination Folder	Default provided: `C:\SYSPRO` Accept the default provided, or change manually to match your preference.

SYSPRO 8 Service Upgrade Manager

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
Enter a port number	Default provided: `30140` Accept the default provided, or change manually to match your preference.
Add port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Service Upgrade Manager` Accept the default provided, or change manually to match your preference.

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SYSPRO Supply Chain Portal

Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO Avanti Initialization Service Endpoint	Default provided: `net.tcp://localhost:30190/SYSPROInitializationService` Accept the default provided, or change manually to match your preference.
SYSPRO Company	Enter the company ID.

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Additional Supply Chain Portal Service

Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO Avanti Initialization Service Endpoint	Default provided: `net.tcp://localhost:30190/SYSPROInitializationService` Accept the default provided, or change manually to match your preference.
Website to use for application	Indicate the website for the **SYSPRO Supply Chain Portal**.
SYSPRO Company	Indicate the SYSPRO company code of the applicable company for this service.

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SYSPRO 8 Web Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.

SYSPRO 8 Workflow Service

Parameter	Description and considerations
Do you want to upgrade the existing installation	This field is only applicable if you have ***SYSPRO 7 Update 1*** installed. Enabling this option upgrades your existing ***SYSPRO 7 Update 1*** service/product.

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Parameter	Description and considerations
SYSPRO 8 Application Server Instance	Default provided: `0` Accept the default provided, or change manually to match your preference. When ***SYSPRO 8*** is installed, an available `BaseDir` entry is created for ***SYSPRO 8***. This entry can be found under: ▪ `HKLM\SOFTWARE\SYSPRO\e.net solutions.` This is used by communication services, both client-server and e.net-related services, to target the ***SYSPRO 8*** files under the specified path in the `BaseDir` entry. For 32 bit applications, the `BaseDir` entry can be found under: ▪ `HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.`
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: `net.tcp://localhost:31001/SYSPROWCFService` Accept the default provided, or change manually to match your preference.
Enter a SOAP port number	Default provided: `30160` Accept the default provided, or change manually to match your preference.
Add SOAP port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Enter a REST port number	Default provided: `30161` Accept the default provided, or change manually to match your preference.
Add REST port to firewall	Best practice recommends that you enable this option to ensure that the port number is added to your firewall.
Destination Folder	Default provided: `C:\Program Files\SYSPRO\SYSPRO 8 Workflow Service` Accept the default provided, or change manually to match your preference.

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Supplementary Software via Autorun

The following components are available as part of an ISO image and launched via the relevant Autorun:

SYSPRO8Autorun

Available from:

https://syspro8install.azureedge.net/iso/SYSPRO8Autorun.iso

Client side

Product	Prerequisites
SYSPRO 8 Analytics Viewer	▪ Microsoft Core XML Services ▪ Microsoft SQL Server Analysis Server OLE DB providers for 2008, 2012, 2014, 2016, 2017

Server side

Product	Prerequisites
SYSPRO 8 Harmony API Service	▪ Microsoft .NET Core 1.1.0 Windows Server hosting

Manufacturing Operations Management (MOM)

Available from:

https://syspro8install.azureedge.net/mom/Manufacturing_Operations_Management.zip

Server Features

- Visual APS Server
- Manufacturing Operations Management Web Site
- Smart LYNQ Web Site

Client Features

- Visual APS Client

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