

# Reporting Software 2020 Upgrade

SYSPRO 8

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 **SYSPRO™**

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# Upgrading to SYSPRO Reporting Software 2020

This article explains the latest upgrade of the **SYSPRO Additional Reporting Software** to make use of **SAP Crystal Reports 2020**. It also provides details on the processes to follow when updating your reporting software.

## Overview

The **SYSPRO Reporting Services** architecture for printing and reporting (both client-side and server-side) has been upgraded to use **SAP Crystal Reports 2020**.

The advantages of this upgrade include:

- Faster installation time (depending on the hardware and software configuration).
- Reduced footprint on the reporting server installation (**SAP Crystal Reports Server 2020 SP2** is 64-bit).
- Faster start-up time for the Java server when using client-side reporting.
- Improved performance when previewing, printing and archiving documents (depending on the environment and hardware configuration).



Our internal testing has indicated an average of 50% reduction in processing time.

- Quicker processing times when previewing reports and documents using the native XML driver.
- Increased scalability lets you process reports with larger XML (depending on the complexity of the XML structure).

Because the 2013 and 2016 versions of **SAP Crystal Reports** have reached the end of their life cycles, the **SYSPRO Additional Reporting Software** is dependent on your version of SYSPRO 8:

- Additional Reporting Software 2013 (i.e. SAP Crystal Reports 2013):  
Applies to **SYSPRO 8 2020 R1** and prior versions.
- Additional Reporting Software 2016 (i.e. SAP Crystal Reports 2016):  
Applies to **SYSPRO 8 2020 R2**, **SYSPRO 8 2021 R1** and **SYSPRO 8 2021 R2**.
- Additional Reporting Software 2020 (i.e. SAP Crystal Reports 2020):  
Applies to **SYSPRO 8 2021 R2** and later versions.



# Prerequisites

## Technology Requirements

- Server Side Software:

- Microsoft .NET Framework 4.6
- SAP Crystal Reports Server 2020
- SYSPRO 8 Runtime
- SYSPRO 8 Reporting Host Service

- Client-Side Software:

Requirements to print SYSPRO reports using the SRS technology, via client-side:

- Microsoft .NET Framework 4.6
- SAP Crystal Reports Runtime Engine
- SYSPRO 8 Runtime
- SYSPRO 8 Reporting Components

- Designer Software:

Requirements to change the standard SYSPRO SRS reports or design your own reports / documents, via client-side:

- Microsoft .NET Framework 4.6
- SAP Crystal Reports Runtime Engine
- SYSPRO 8 Runtime
- SYSPRO 8 Reporting Components
- SAP Crystal Reports 2020 SP2
- BusinessObjects .NET SDK 64bit 4.3 SP2
- SYSPRO 8 Reporting Designer Addin



## Operating System Requirements

Only 64-bit operating systems are supported from **SYSPRO 8 2021 R2** onwards (particularly for the **SYSPRO 8 Reporting Host Service** and **Additional Reporting Software 2020**).

The following indicates the lowest OS supported for **SYSPRO 8 2021 R2** and later releases:

- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Windows 8.1
- Windows 10
- Windows 11

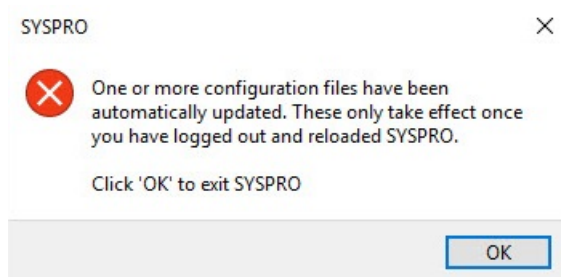
# Scenarios

## New SYSPRO Reporting Software install

If you are installing the Reporting Software for the first time, proceed as follows:

1. Ensure that you have **SYSPRO 8 2021 R2** or later installed.
2. Check the prerequisites required for **Additional Reporting Software 2020** and ensure your environment matches the requirements.
3. Install **Additional Reporting Software 2020** using the **SYSPRO Installer Application**.  
*See the **Install Process** explained in this article for detailed steps.*
4. Launch SYSPRO 8.

In a client-server environment, the configuration files related to the **Additional Reporting Software 2020** are self-healed to your `\Base` folder when you first log into SYSPRO after updating your reporting software. The following message is displayed:



Once you select **OK**, SYSPRO exits for the changes to take effect.



The configuration file update occurs regardless of whether you are upgrading your reporting software or installing for the first time. The reason for this is that the SYSPRO assemblies are compiled for an older version of the Crystal runtime, making it easier to handle the various reporting software available across multiple versions of SYSPRO.

5. Re-launch SYSPRO 8 and navigate to the **Setup Options** program. Ensure that the setup options within the following forms are configured appropriately for your environment:
  - Form: **Company General** (*Setup Options > Company > General*)  
Section: **EMAIL/SMTP SETTINGS**
  - Form: **Connectivity System Setup** (*Setup Options > System Setup > Connectivity*)  
Section: **EMAIL/SMTP SETTINGS**
  - Form: **SQL System Setup** (*Setup Options > System Setup > SQL*)



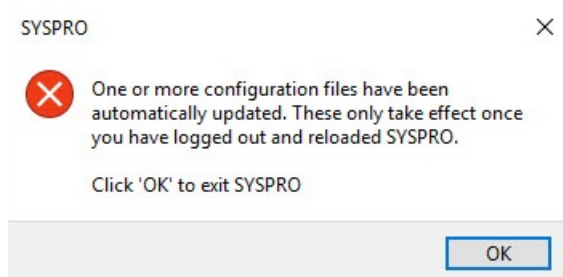
- Section: **SRS REPORTING DATABASE CONNECTION**
- Form: **Reporting System Setup** (*Setup Options > System Setup > Reporting*)  
Section: **REPORTING** and **SERVER-SIDE CONFIGURATION**

## Updating from Reporting Software 2013 or 2016 - Client-side

If you currently have the **Additional Reporting Software 2013** or **Additional Reporting Software 2016** installed client-side and want to update your software to use the 2020 version, proceed as follows:

1. Ensure that you have **SYSPRO 8 2021 R2** or later installed.
2. Uninstall your current version of reporting software using the **SYSPRO Installer Application**.  
*See the **Uninstall Process** explained in this article for detailed steps.*
3. Check the prerequisites required for **Additional Reporting Software 2020** and ensure your environment matches the requirements.
4. Install **Additional Reporting Software 2020** using the **SYSPRO Installer Application**.  
*See the **Install Process** explained in this article for detailed steps.*
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## Updating from Reporting Software 2013 or 2016 - Server-side

If you currently have the **Additional Reporting Software 2013** or **Additional Reporting Software 2016** installed server-side and want to update your software to use the 2020 version, proceed as follows:

1. Ensure that you have ***SYSPRO 8 2021 R2*** or later installed.
2. Uninstall your current version of reporting software using the **SYSPRO Installer Application**.  
*See the **Uninstall Process** explained in this article for detailed steps.*
3. Check the prerequisites required for **Additional Reporting Software 2020** and ensure your environment matches the requirements.
4. Install **Additional Reporting Software 2020** using the **SYSPRO Installer Application**.  
*See the **Install Process** explained in this article for detailed steps.*
5. Launch SYSPRO 8.

# Uninstall Process

If you have existing reporting software installed, the following indicates how to uninstall the older versions 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.

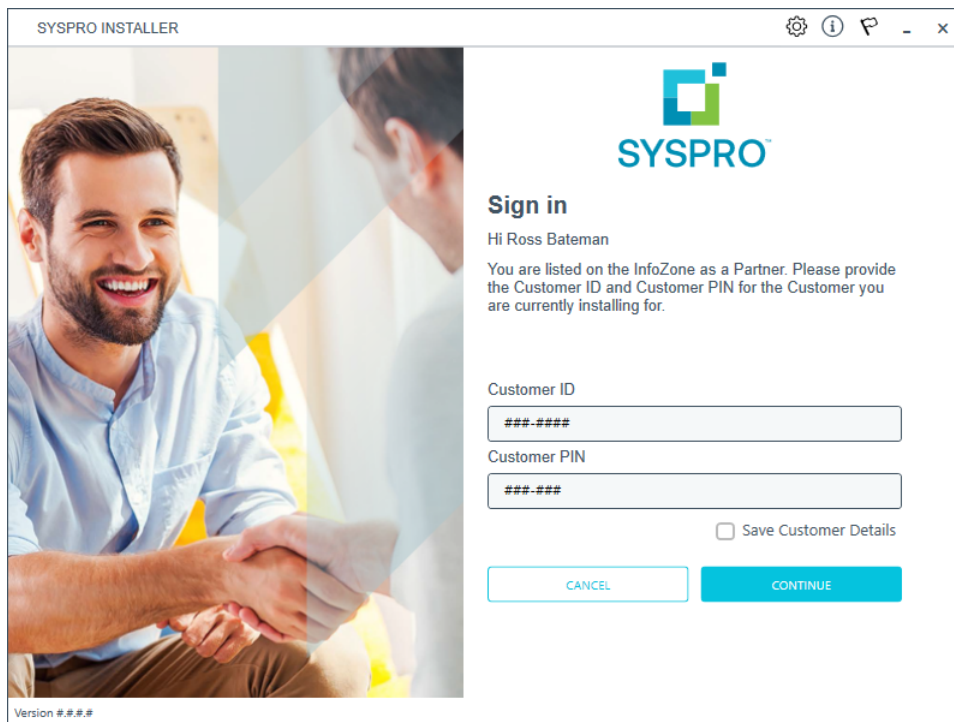


Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.



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.

## Partners and Super-users



SYSPRO INSTALLER

**SYSPRO**

**Sign in**

Hi Ross Bateman

You are listed on the InfoZone as a Partner. Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.

Customer ID  
###-###

Customer PIN  
###-###

Save Customer Details

CANCEL CONTINUE

Version ###-###

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.

## 2. Home screen

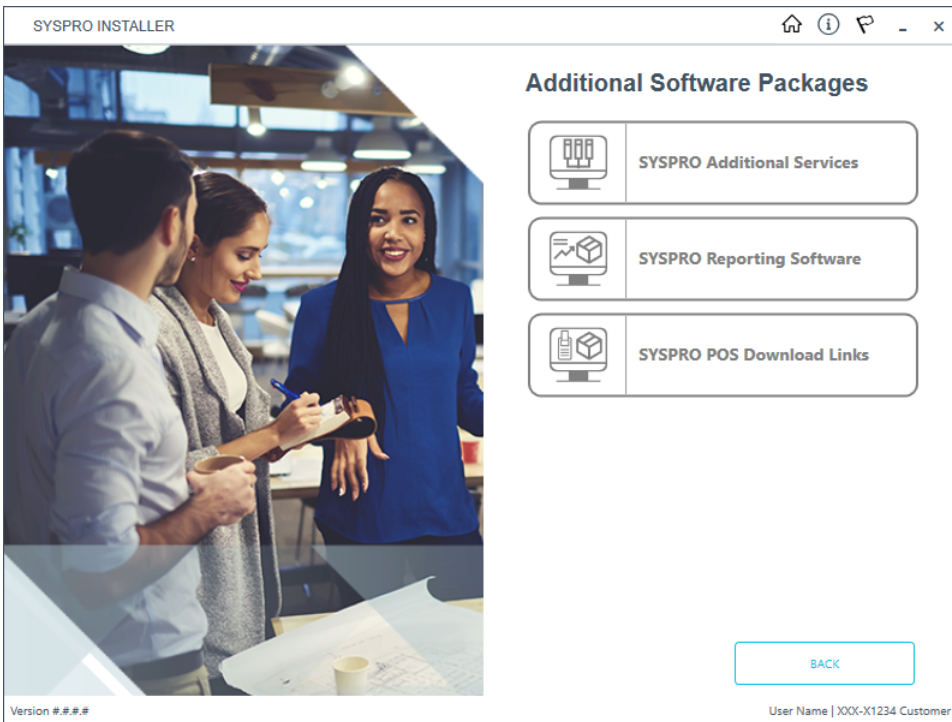


From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.



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.

### 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**

Select the **SYSPRO Reporting Software** option.

## 4. SYSPRO Reporting Software



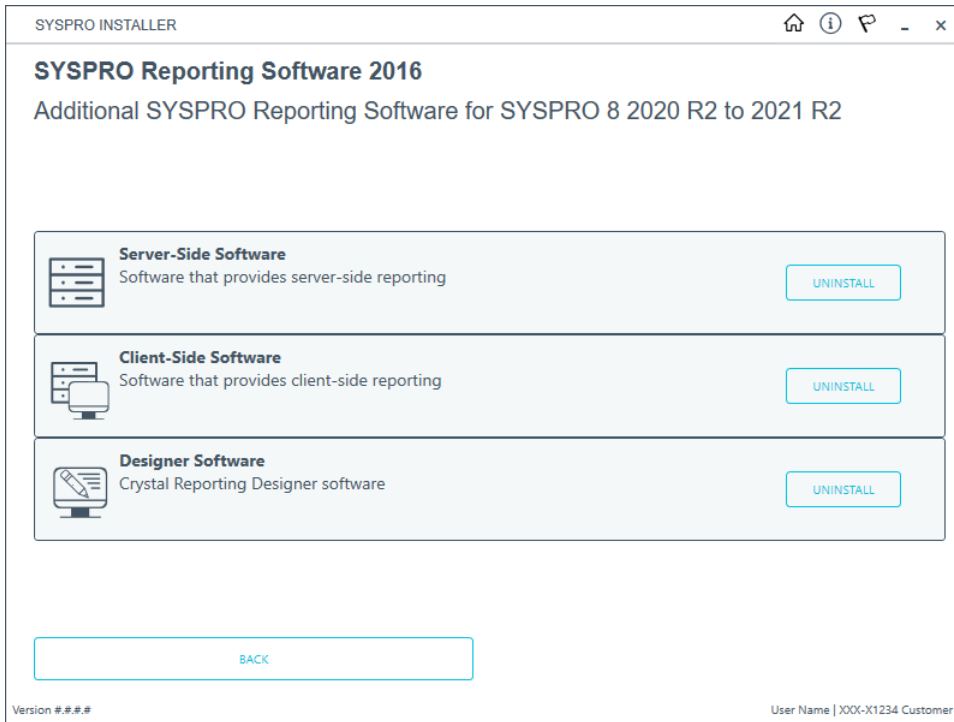
When this page loads, the app verifies that it has access to the required folders and xml files. If these are not available, the service creates the folder structure and retrieves the xml files from Azure. These files are then verified using a `CHECKSUM`. If the verification fails, you will be unable to continue and logged out.



From the **SYSPRO Reporting Software** screen, select the reporting software version currently installed.

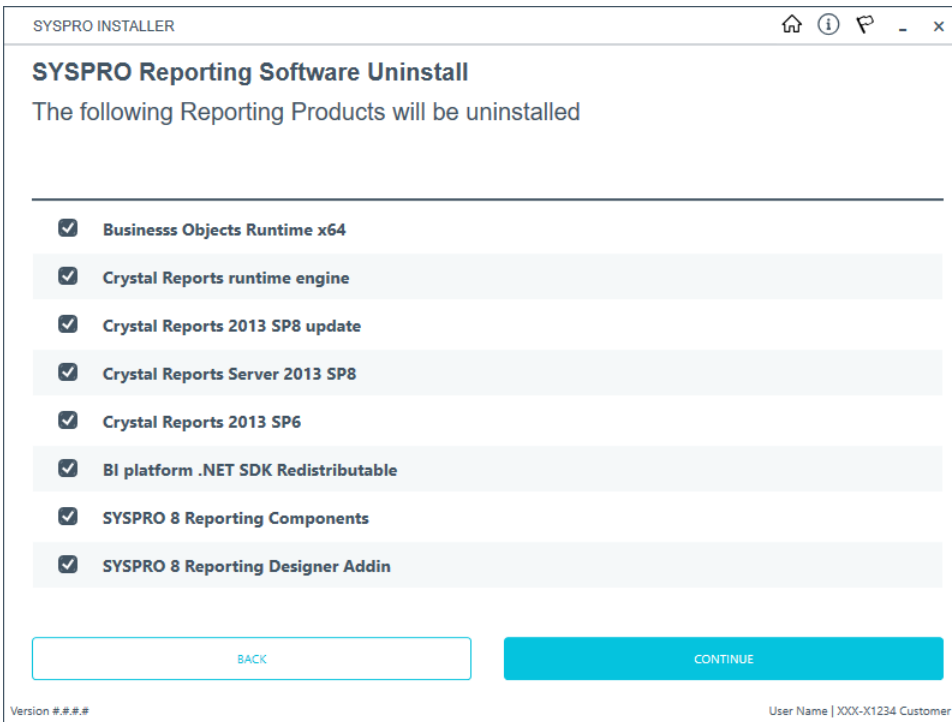


The remainder of this task uses **Additional Reporting Software 2016** as the example.



From the **SYSPRO Reporting Software xxxx** screen, select the **Uninstall** function against the software type that you want to remove.

## 5. SYSPRO Reporting Software Uninstall



The **SYSPRO Reporting Software Uninstall** screen displays all products that will be uninstalled.

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.



# Install Process

The following explains the steps to follow when updating to the latest reporting software version (i.e. **SYSPRO Additional Reporting Software 2020**) 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.

## Partners and Super-users

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**Sign in**

Hi Ross Bateman

You are listed on the InfoZone as a Partner. Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.

Customer ID  
###-###

Customer PIN  
###-###

Save Customer Details

CANCEL CONTINUE

Version ###.###

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.

## 2. Home screen

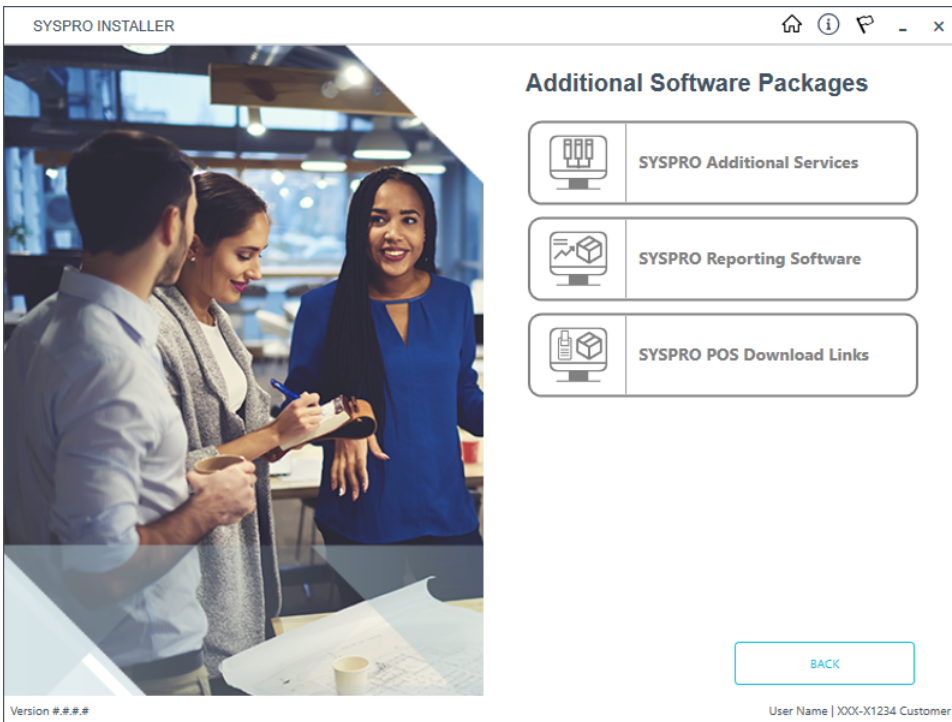


From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.



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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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**

Select the **SYSPRO Reporting Software** option.

## 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.



From the **SYSPRO Reporting Software** screen, select the **Additional Reporting Software 2020** option.

## 5. SYSPRO Reporting Software 2020



The **SYSPRO Reporting Software {version}** screen displays the various types of software available for the selected software version.

1. Select the type of software required:
  - Server-Side
  - Client-Side
  - Designer

The app then checks your local machine to verify if any of the software components are already installed.

Any existing components found will reflect as installed and not relevant for installing through the application.

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



## 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. The *silent* download of install files and installation of all selected products then commences.

The appropriate status information is shown during the installation process.



The install for the **Server-Side** and **Designer** components may take some time due to the software being stored in ZIP files. As such, the install process may take longer than other components.

## 8. 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.



## FAQs

### What configuration files are associated with SYSPRO Additional Reporting Software 2020?

The following `.config` files are related:

- SYSPROReportViewer2020.exe.config
- SYSPROReportingServices2020.exe.config
- SYSPRODocumentArchiving2020.exe.config
- SysproClient2020.exe.config
- Syspro2020.exe.config
- SRSServerThemeDesigner2020.exe.config

### How do I configure SYSPRO to use the Native XML driver?

Define the **REPORTING CONFIGURATION** setup option as **Client-side reporting using XML** (*Setup Options > System Setup > Reporting*).

### Can I configure SYSPRO to improve document printing performance even further?

Enable the **Optimize document printing by pre-loading the Crystal runtime as SYSPRO loads** option within the **Personalize** program for each operator that requires this (*SYSPRO Ribbon bar > Home > Personalization*).

This improves the performance of documents produced using SRS document printing, by pre-loading the SAP Crystal Reports Runtime Engine when SYSPRO loads.



You can only access this field when the **Optimize by pre-loading Crystal runtime** system-wide personalization option is defined as **Set at operator level (System-wide Personalization)**.

**FOR EXAMPLE:**

If the system-wide personalization option is set to **Optimize for all operators**, then the **Optimize document printing by pre-loading the Crystal runtime as SYSPRO loads** option in the **Personalize** program is disabled and ignored, regardless of its previous setting.



## What happens when I uninstall Additional Reporting Software?

When you select to uninstall any version of the Additional Reporting Software, the application uninstalls all **SAP Crystal** products installed. This ensures that the uninstall process is performed in the correct order and without any components incorrectly being left behind.



Use the **Windows Programs and Features** panel if you only want to uninstall certain components.

The following process occurs when uninstalling Additional Reporting Software using the **SYSPRO Installer Application**:

1. The following services are *stopped*:

- SYSPRO 8 Reporting Host Service
- SYSPRO 8 RAS Management Service
- SYSPRO 8 Report Print Service



i.e. BOEXI40CrystalReportApplicationServer(1)

- SYSPRO 8 Document Print Service



i.e. BOEXI40CrystalReportApplicationServer(2)

- All SRS RAS Server Services using a port number  $\geq 20150$



i.e. BOEXI40CrystalReportApplicationServer20150 and greater than 20150

2. The following services are *disabled*:

- SYSPRO 8 Reporting Host Service
- SYSPRO 8 RAS Management Service
- SYSPRO 8 Report Print Service
- SYSPRO 8 Document Print Service
- All SRS RAS Server Services using a port number  $\geq 20150$



i.e. BOEXI40CrystalReportApplicationServer20150 and greater than 20150

3. The following services are *deleted*:

- BOEXI40CrystalReportApplicationServer20150 and greater than 20150



i.e. All SRS RAS Server Services using a port number  $\geq$  20150

4. The following products are *uninstalled*:

**Additional Reporting Software 2020:**

- SYSPRO 8 Reporting Components
- SYSPRO 8 Reporting Designer Addin
- SAP Crystal Reports 2020 SP2
- BusinessObjects.NET SDK 64bit 4.3 SP2
- SAP Crystal Reports Server 2020
- SAP Crystal Reports runtime engine

**Additional Reporting Software 2016:**

- SYSPRO 8 Reporting Designer
- SYSPRO 8 Reporting Components
- SAP Crystal Reports 2016 SP8
- Business Objects Runtime x86
- SAP Crystal Reports Server 2016 SP8
- Business Objects Runtime x64

**Additional Reporting Software 2013:**

- Business Objects Runtime x64
- SAP Crystal Reports runtime engine
- SAP Crystal Reports 2013 SP8 update
- SAP Crystal Reports Server 2013 SP8
- SAP Crystal Reports 2013 SP6
- BI platform .NET SDK Redistributable
- SYSPRO 8 Reporting Components
- SYSPRO 8 Reporting Designer



Rebooting your machine after the above processes have completed is highly recommended.



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