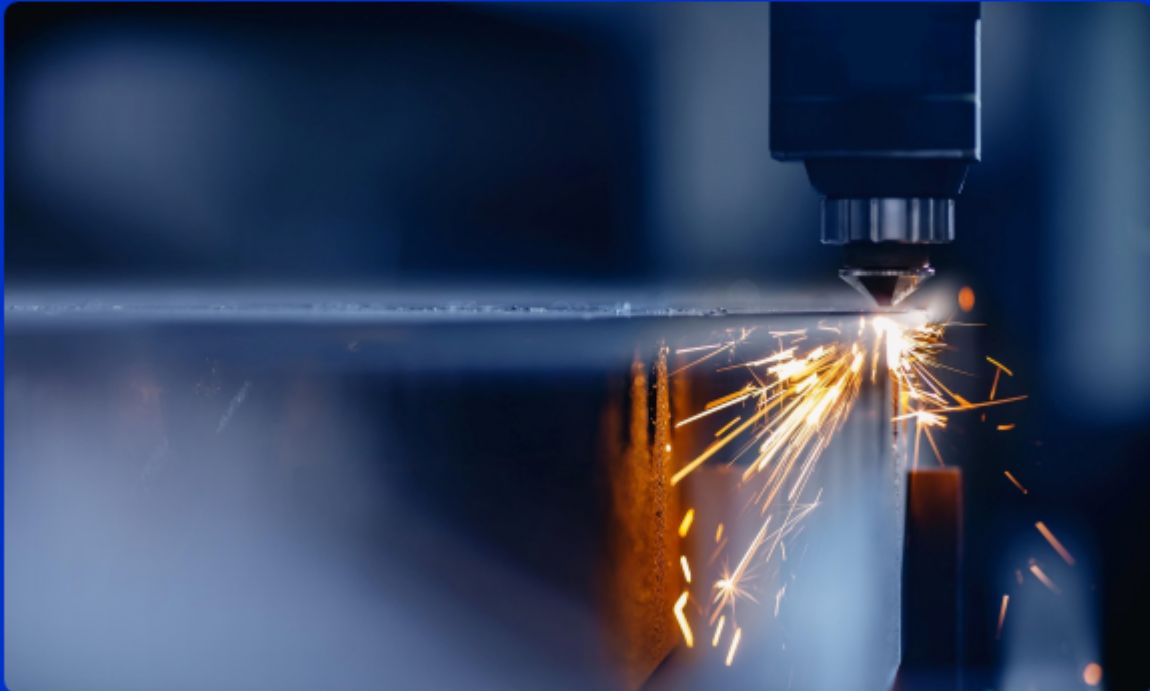


Platform Manager

Syspro 8

Reference Guide

Published: October 2026



syspro

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Topic: Syspro Platform Manager

Exploring

Where it fits in?

The **Syspro Platform Manager** has been designed as a service which can be installed on any version of Syspro 8 (from version 2019 R1 onwards), Syspro 7 or Syspro 6.1. It is a requirement for any on premise subscription customer and is a light-touch service which connects to an API in the cloud, with a frontend which is administered by Syspro. The service will send a heartbeat to the API on an hourly basis, which allows Syspro to ensure the service is running. Syspro's administrator's will create tasks for plugins to be installed to perform metering functions, send **Syspro Platform Manager** log files or perform other functions as set out in the subscription contract.

Benefits

- Licence visibility – understand exactly how your named user licences are being utilised
- Proactive environment health monitoring – when used together with Syspro Insights (recommended)
- Integration insights – track Business Object and API consumption against your token allocation
- Future-ready delivery – new infrastructure capabilities delivered automatically without disruption or additional visits

Navigation

- The default location for this service is:
Program Files > Syspro > Syspro Platform Manager

Starting

Prerequisites

Hotfixes

For each of the below releases, the corresponding hotfix is required for installation of the [Syspro Platform Manager](#) .

Syspro 8 version	Required hotfix (KB number)
2026 R1	KB8130019
2025	KB8120637
2024	KB8111128
2023	KB8101330
2022	KB8091135
2021 R2	KB8081619
2021 R1	KB8071250
2020 R2	KB8061021
2020 R1	KB8051054
2019 R2	KB8040571
2019 R1	KB8030305
2018 R1 / 2018 R2	No hotfix is available. Please upgrade to at least Syspro 8 2019 R1 before installation



There are additional hotfixes for [Syspro 8](#) and a special port for Syspro 7 to be installed before the [Syspro Platform Manager](#) can be installed.

Deploying

Standalone Installation

When you run the [Syspro Platform Manager](#) installer standalone, the **InstallShield Wizard** opens with a welcome screen for the [Syspro Platform Manager](#) .

Selecting **Next** loads the Syspro License Agreement. Once you have reviewed the terms and are in agreement with them, you may opt to accept. After doing so, you're presented with a **"Choose your connection method"** screen offering three options:

- **SQL Server Connection (Recommended)**

Syspro 8 only. Connects directly to your SQL Server database. This is the fastest and most reliable method. You'll need: the Application Server instance and path, SQL Server address, username, and password.

- **Syspro e.net Communications Load Balancer (WCF)**

Syspro 6.1 to 8.0. Connects through the Syspro e.net Communications Load Balancer service. You'll need: the Application Server instance and path, the Load Balancer endpoint URL, and a Syspro Operator login.

- **File system (Application path)**

Syspro 6.1 to 7.0 only. Points directly to your Syspro Application folder on disk with no database or service connection needed. You'll need: the Syspro application instance and path (e.g. C:\SYSPRO).

1. Configure SQL credentials

This option is available for all **Syspro 8** versions. However it isn't available if you're using Syspro 7 or Syspro 6.1.

Installation Step	Explanation
SQL Server Connection: Enter your database credentials	To configure your SQL credentials, the Syspro Platform Manager requires a SQL login with read access to the system-wide database, along with the name of your SQL Server Instance.  This screen collects the SQL Server name, an option to trust the server certificate, a choice between SQL Server Authentication or Windows Integrated Security, and the SQL user/password. A Test Connection button is available, and clicking Next also runs a connection test automatically.
Syspro Application Details: Point to your Syspro Installation	You're then prompted for the BaseDir of your Syspro instance and the Syspro Application Server Location .

Installation Step	Explanation
Service Credentials: Choose the account under which the service will run	If required, you can configure a user other than the local system account to run the service.  This user must have read/write access to the folder where the Syspro application is installed, as well as to C:\Program Files\SYSPRO and C:\ProgramData\SYSPRO.
Destination Folder	The Destination Folder defaults to C:\Program Files\SYSPRO\SYSPRO Platform Manager\ Select Change... to specify another destination folder to install the Syspro Platform Manager to.
Ready to Install the Program	Select Install to begin the installation. Once complete, a confirmation screen lets you Finish, with an option to view the Windows Installer log

The **Syspro Platform Manager** service starts automatically after installation. It can be confirmed as **Syspro Platform Manager** with a **Running** status in the Windows Services list.

2. Configure e.net Load Balancer credentials

This option is available for all **Syspro 8** versions, as well as Syspro 6.1 and Syspro 7 versions where the Syspro e.net Communications Load Balancer is installed.

Installation Step	Explanation
Syspro e.net Communications Load Balancer: Connect to your Syspro application server	You're prompted for the BaseDir of the Syspro instance, the Syspro install location, and the Syspro e.net Communications Load Balancer REST Endpoint. A Test Connection button is available, and clicking Next also triggers a test.
Syspro Login	You're then prompted for the Syspro login credentials used by the Syspro Platform Manager to log in: Operator, Operator Password, Company, and Company Password.

Installation Step	Explanation
Service Credentials: Choose the account under which the service will run	If required, you can configure a user other than the local system account to run the service.  This user must have read/write access to the folder where the Syspro application is installed, as well as to C:\Program Files\SYSPRO and C:\ProgramData\SYSPRO.
Destination Folder	The Destination Folder defaults to C:\Program Files\SYSPRO\SYSPRO Platform Manager\ Select Change... to specify another destination folder to install the Syspro Platform Manager to.
Ready to Install the Program	Select Install to begin the installation. Once complete, a confirmation screen lets you Finish, with an option to view the Windows Installer log

3. Configure Syspro application details

This option is available for all Syspro 6.1 and Syspro 7 versions where the **Syspro e.net Communications Load Balancer** isn't installed, or where you prefer not to use the **Load Balancer**.

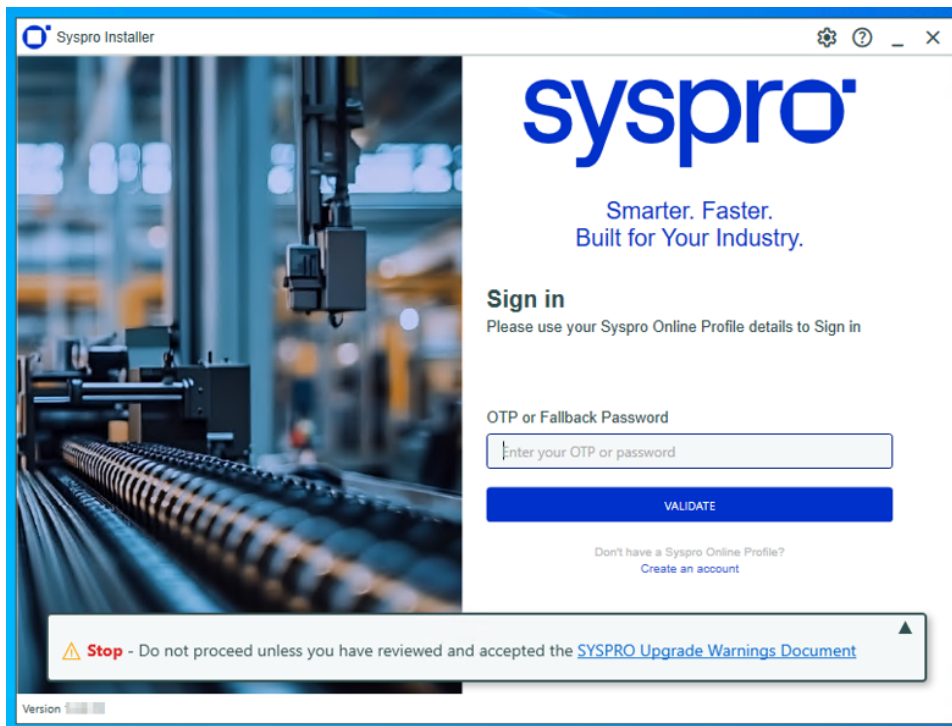
Installation Step	Explanation
Syspro Application Details: Point to your Syspro Installation	You'll be prompted for the BaseDir of your Syspro instance and the Syspro Application Server Location.
Service Credentials: Choose the account under which the service will run	If required, you can configure a user other than the local system account to run the service.  This user must have read/write access to the folder where the Syspro application is installed, as well as to C:\Program Files\SYSPRO and C:\ProgramData\SYSPRO.

Installation Step	Explanation
Destination Folder	The Destination Folder defaults to <code>C:\Program Files\SYSPRO\SYSPRO Platform Manager\</code> . Select Change... to specify another destination folder to install the Syspro Platform Manager to.
Ready to Install the Program	Select Install to begin the installation. Once complete, a confirmation screen lets you Finish , with an option to view the Windows Installer log

Using the **Syspro Installer Application** to install the **Syspro Platform Manager**

Installing Syspro Platform Manager

1. Login



Log in to the application using your email address associated with the **Syspro Online Profile**. If you have access to your emails, enter the OTP received via email in the **OTP or Fallback Password** field. If you don't have access to your emails, enter the fallback password in this field.

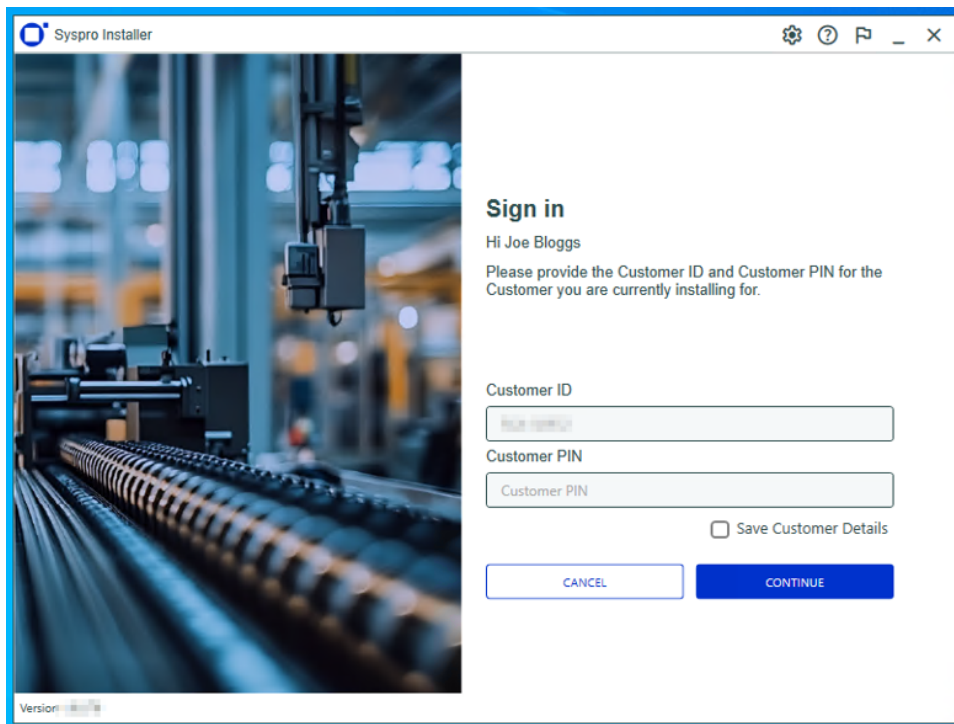


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the [Syspro Installer](#) without the OTP.



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

Partners



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

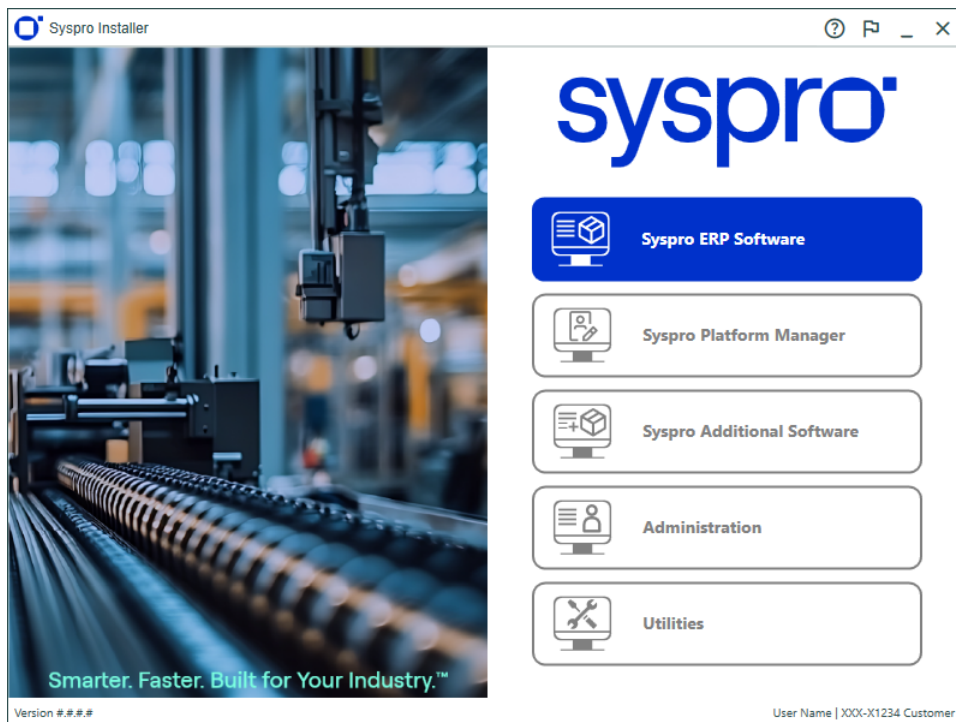


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer code PIN. You can manually update a customer code to correct an incorrect entry made during setup, but changes processed by the Licensing department can't be reversed and will result in subsequent prompts again at each login.

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

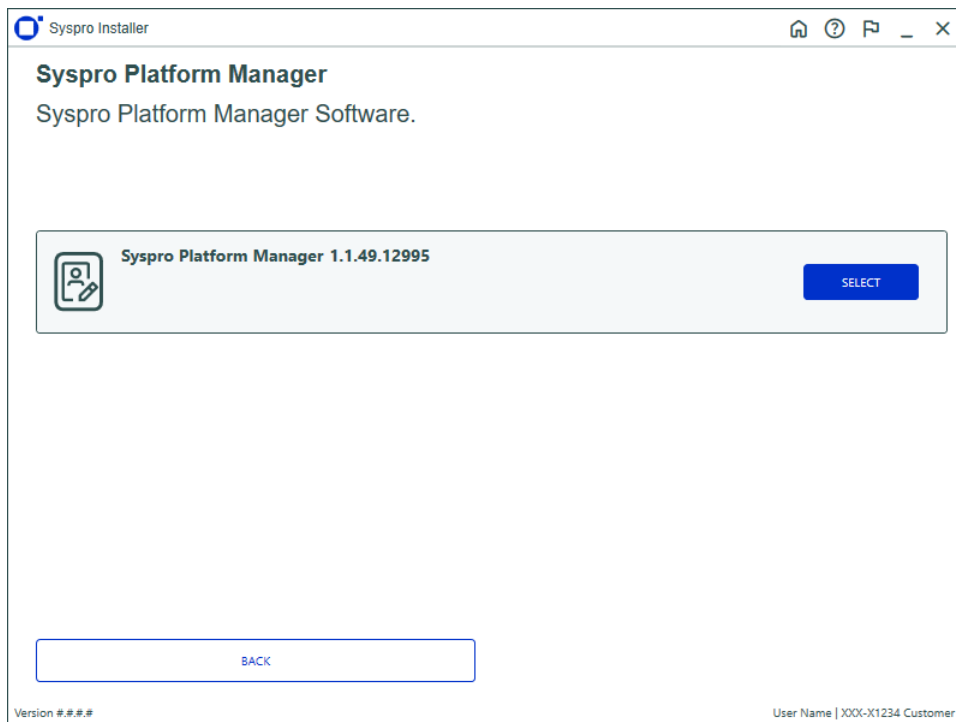


From the **Syspro Installer Application** home screen, select the **Syspro Platform Manager** option.



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.

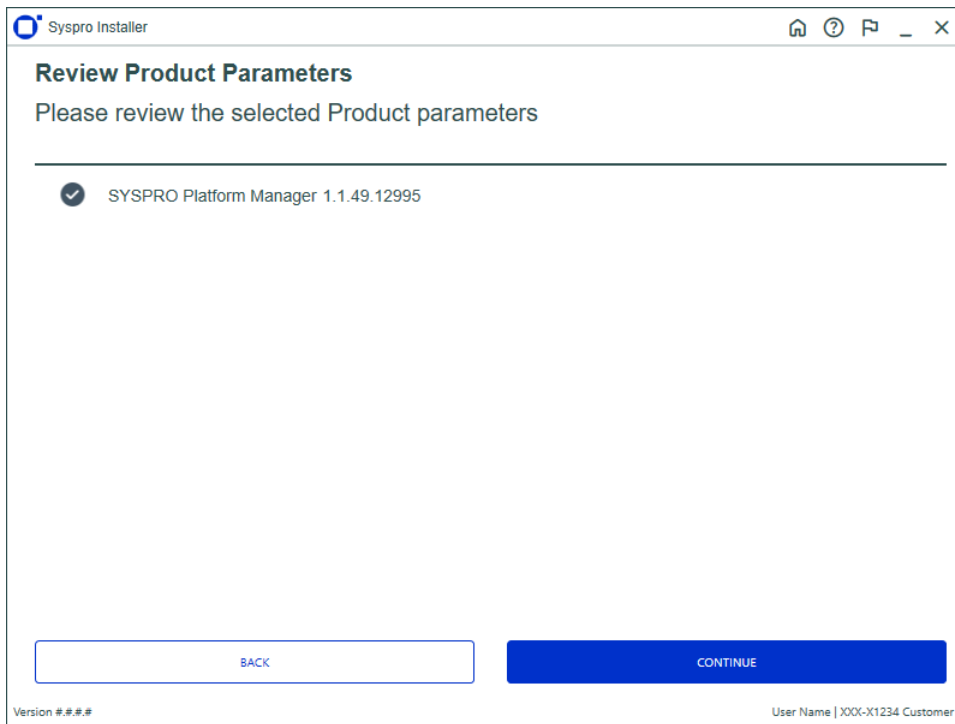
3. Syspro Platform Manager



This displays the version of the Syspro Platform Manager. Press **Select** to review the product parameters.



If you have previously installed the Syspro Platform Manager, the **Select** button changes to an **Update** button to update the Platform Manager.



Select **Review**.

The following window is displayed where you have the option of connecting using SQL Server (recommended) or e.net:

Syspro.Platform.Manager_1.1.49.12995.exe

Choose your connection method

☒ SQL Server Connection (Recommended) ⓘ

☐ Syspro e.net Communications Load Balancer (WCF) ⓘ

SQL Server

☒ Trust Server Certificate

SQL connection method

☒ SQL Server Authentication

☐ Windows Integrated Security

SQL User

SQL Password

SYSPRO Application Server Instance

BaseDir

CANCEL VALIDATE

Configure SQL credentials

This option is available for all Syspro 8 versions and is the recommended option.

In order to configure your SQL credentials, the Platform Manager requires the name of your SQL Server Instance as well as a SQL login which has read access on the system wide database:

Syspro.Platform.Manager_1.1.72.21287.exe

Choose your connection method

☒ SQL Server Connection (Recommended) ⓘ

☐ Syspro e.net Communications Load Balancer (WCF) ⓘ

SQL Server

SYSPROSQLSERVER

☒ Trust Server Certificate

SQL connection method

☒ SQL Server Authentication

☐ Windows Integrated Security

SQL User

PlatformManager

SQL Password

SYSPRO Application Server Instance

BaseDir

CANCEL VALIDATE

You will also be prompted for the BaseDir for your Syspro instance, as well as the ability to configure a user other than the local system user to run the service.



This user must have read/write access to the folder where the Syspro application is installed, as well as to the C:\Program Files\Syspro folder and the C:\ProgramData\Syspro folder

Select **Validate** to save and validate the SQL credentials and continue to install as usual.

Once installed, the Platform Manager service will automatically start running.

Configure e.net Load Balancer credentials

This option is available for all Syspro 8 versions as well as all Syspro 6.1 and Syspro 7 Update 1 versions where the **Syspro 8 e.NET Communications Load Balancer** service is installed.

You will be prompted for the BaseDir for the Syspro instance, as well as the location of the Syspro install and the REST endpoint for the **Syspro 8 e.NET Communications Load Balancer** service. In order to login to e.net, you will have to provide a valid Syspro operator and company, with the necessary passwords if they've been configured:

Syspro.Platform.Manager_1.1.72.21287.exe

Choose your connection method

☐ SQL Server Connection (Recommended) ⓘ
☒ Syspro e.net Communications Load Balancer (WCF) ⓘ

SYSPRO Application Server Instance

BaseDir

SYSPRO Application Server Location

C:\SYSPRO

Syspro e.net Communications Load Balancer Rest Endpoint

http://localhost:31002/SYSPROWCFService

Operator

ALAN

Operator Password

Company

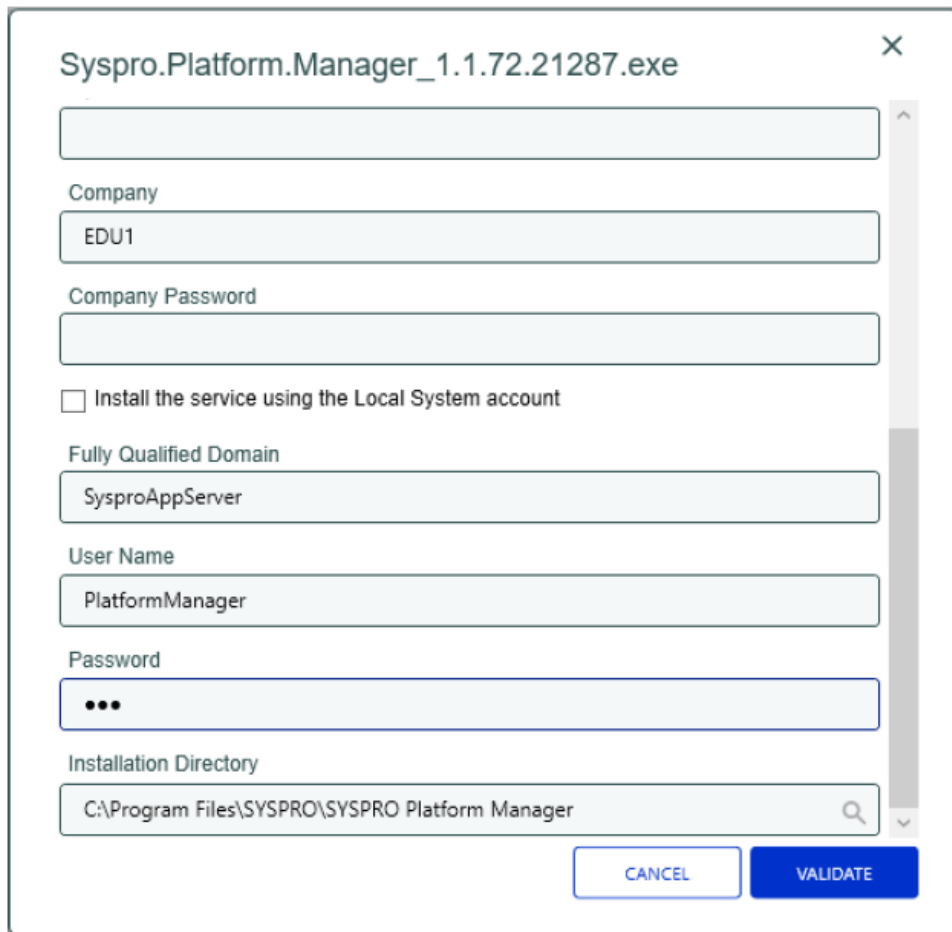
EDU1

CANCEL VALIDATE

You can configure a user other than the local system user to run the service.



This user must have read/write access to the folder where the Syspro application is installed, as well as to the C:\Program Files\Syspro folder and the C:\ProgramData\Syspro folder



The image shows a Windows-style installation window titled "Syspro.Platform.Manager_1.1.72.21287.exe". It contains several input fields and a checkbox. The fields are: "Company" (containing "EDU1"), "Company Password" (empty), "Fully Qualified Domain" (containing "SysproAppServer"), "User Name" (containing "PlatformManager"), "Password" (containing three dots), and "Installation Directory" (containing "C:\Program Files\SYSPRO\SYSPRO Platform Manager"). There is a checkbox labeled "Install the service using the Local System account" which is unchecked. At the bottom right, there are two buttons: "CANCEL" and "VALIDATE".

Syspro.Platform.Manager_1.1.72.21287.exe

Company

EDU1

Company Password

☐ Install the service using the Local System account

Fully Qualified Domain

SysproAppServer

User Name

PlatformManager

Password

...

Installation Directory

C:\Program Files\SYSPRO\SYSPRO Platform Manager

CANCEL VALIDATE

Select **Validate** to save and validate the e.net credentials and continue to install as usual.
Once installed, the Platform Manager service will automatically start running.

Solving

FAQs

Data, privacy, and trust

What data does the Syspro Platform Manager use?

Privacy and security are foundational to the [Syspro Platform Manager](#). It does not collect business transaction data, financial records, or personal information. It focuses exclusively on environment health, licence utilisation, and integration activity, the operational data needed to support and improve your Syspro deployment.

All communication is encrypted in transit. Each installation is identified by a unique hardware fingerprint, and no host can connect to Syspro's cloud without explicit approval from Syspro's internal teams. Sensitive values stored on your server – credentials and connection details – are encrypted using your operating system's built-in protection and never stored as plain text. Syspro Platform Manager was independently penetration tested prior to release.

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