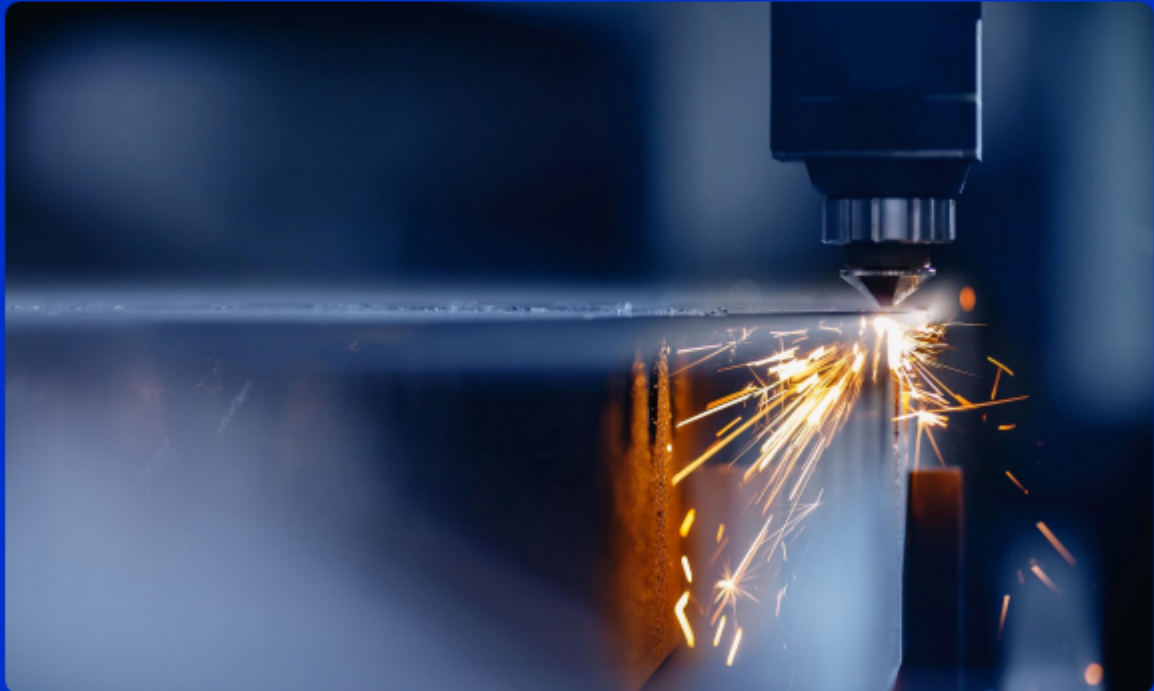


SYSPRO Installer

Release Date: September 2026

Version: 1.0.0.78



syspro

CONTENTS

Syspro Installer (Ver. 1.0.0.78 | Sep 2026)

Exploring	1
Starting	10
Solving	12
Using	70
Referencing	313

Syspro Installer (Ver. 1.0.0.78 | Sep 2026)

Exploring

Where it fits in?

App Version: 1.0.0.78 **Release date:** September 2026

Database Version: 1.0.0.15



With each incremental release of the **Syspro Installer Application**, the focus is on including new capabilities and features as well as an improved user experience. You can view a quick summary of this new functionality by selecting the **What's New** flag () from the top right-hand corner.



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. **Syspro Online Profile** credentials are used to help manage the software availability and licenses, and download the installation components on-demand.



What is a Deployment Group?

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.



Benefits

- **It's smart**

The **Syspro Installer Application** provides a rich capability of installing a modern ERP product and all its 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.

- **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**

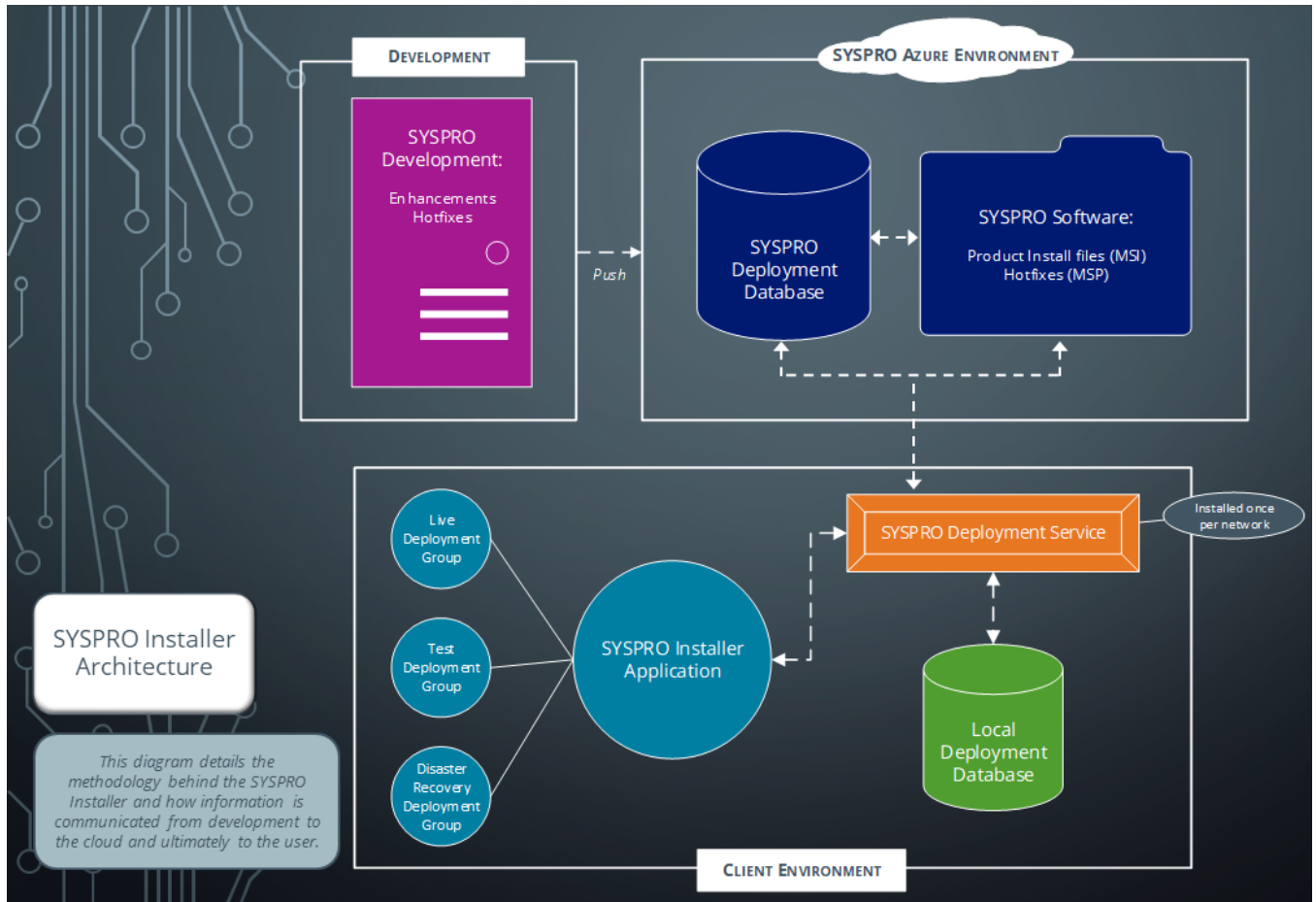
The download size of the **Syspro Installer Application** is just a few MB.

- **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.

Syspro Installer Architecture



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)

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 and MSP 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.



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)



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.



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.



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.



Starting

Prerequisites

The following prerequisites are required to run the **Syspro Installer Application**:

- Valid **Syspro Online Profile** credentials on profiles.syspro.com.
- Microsoft .NET Framework 4.8
- Windows Desktop Runtime 8.0.17 (x86)
- 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 stops the following services to prevent any 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.
- You can't perform a release update if any Diagnostic Hotfixes are detected on your machine. Therefore, Diagnostic Hotfixes must be uninstalled before attempting to update to the latest release of **Syspro 8**.
- Installations must be performed in a properly configured domain environment. The **Syspro Installer Application** does not support workgroup environments, as it requires domain credentials to run its services and uses the **Active Directory Sync Service** to access Microsoft Active Directory (AD). These components are not available in a workgroup environment



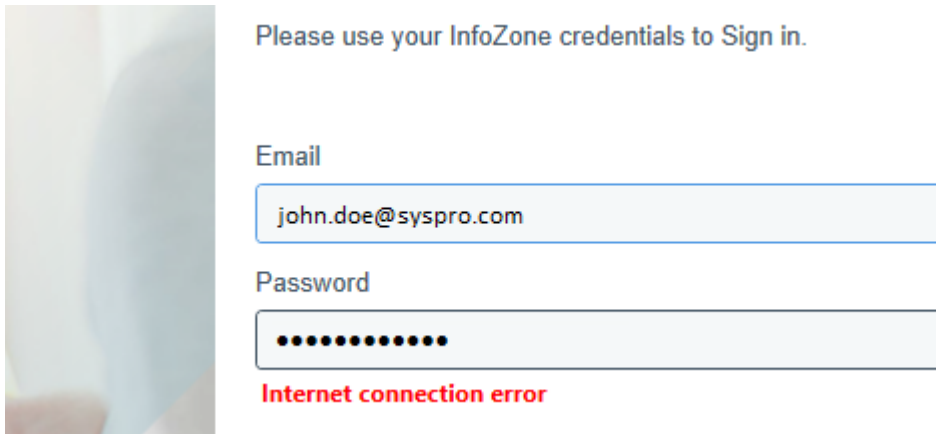
Solving

System messages

Error messages

Connectivity, Runtimes and Operating System-Related

Internet connection error



Cause

The `Internet Connection Error` occurs when you attempt to login to the [Syspro Installer Application](#) if one of the following applies:

- Your internet connection is currently unavailable
- You don't have **Microsoft .NET Framework 4.8** installed

To confirm if the latter is the source of the error, view the [Application Event log](#).

If the following exception message is found within the log, then the cause for the error is due to you not having all of the [Syspro Installer Application](#) prerequisites installed:

```
SDS Service: [ERROR] [TestInternetConnectivity(29750)] EXCEPTION: Could not load file or assembly 'System.Net.Http, Version=4.2.0.0, Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a' or one of its dependencies. The system cannot find the file specified
```

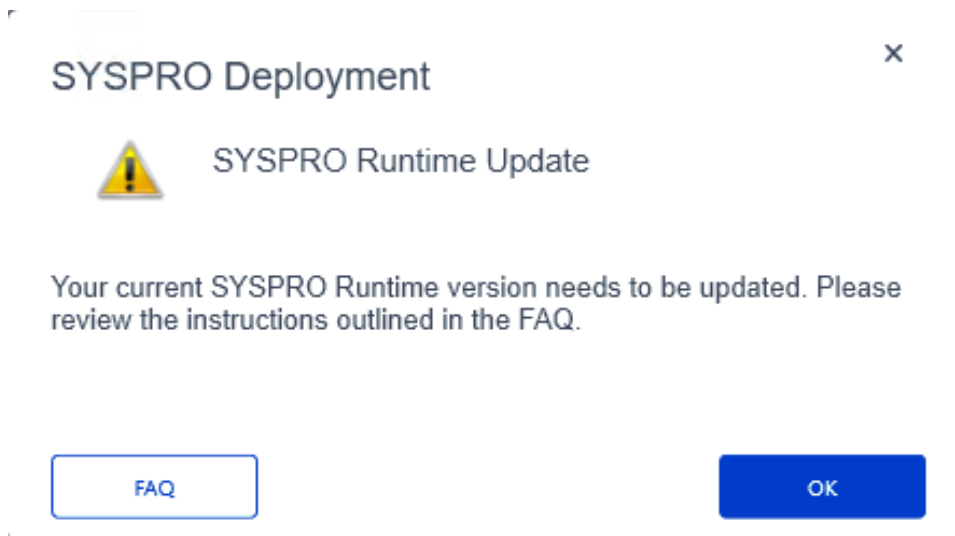


The [Syspro Installer Application](#) requires **Microsoft .NET Framework 4.8** as part of its prerequisites.

Solution

Ensure that your internet connection is stable and that you have **Microsoft .NET Framework 4.8** installed, prior to running the [Syspro Installer Application](#).

SYSPRO Runtime Update



Cause

This message is displayed if you have an older version of the SYSPRO runtime currently installed when you attempt to update your version of Syspro 8.

Solution

Before you can proceed with updating to **Syspro 8 2023** (or later), you must first uninstall the older SYSPRO runtime:

1. Using the **Windows Services** program:

Ensure that all SYSPRO services and any other applications utilizing the SYSPRO runtime are stopped.

This helps minimize file locks.

2. From the **Windows Control Panel**:

Uninstall the following components:

- Micro Focus COBOL Server
- Micro Focus License Manager

Ensure to reboot your system once these components have been removed.

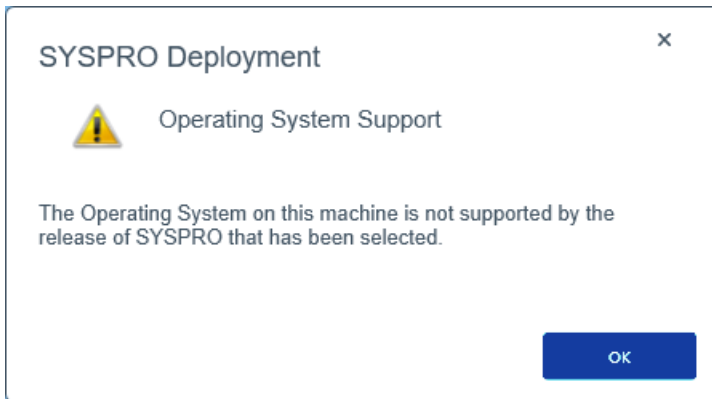
3. Utilizing the **Syspro Installer Application**:

Perform a system update to **Syspro 8 2023**.

This process will automatically deploy the latest SYSPRO runtime during the update.



Operating System Support



Cause

This message is displayed if you attempt to install a SYSPRO release that doesn't support your current operating system.

Only 64-bit operating systems are supported from **Syspro 8 2021 R2** onwards.

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

Solution

Ensure that your operating system is higher than **Windows 8**.



Parameter, Compliance and Healthcheck-Related

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

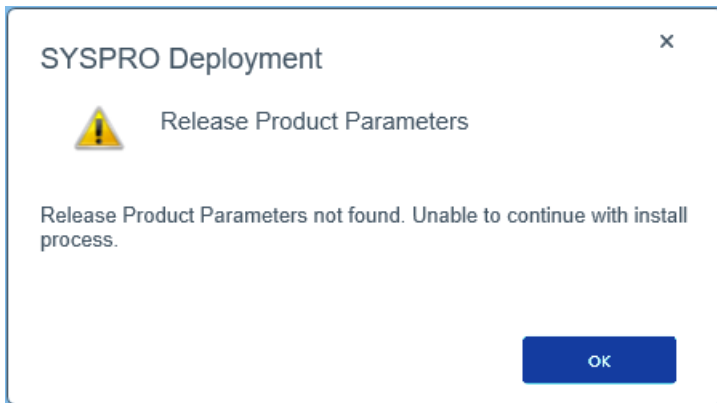
Upon start up of the **Syspro Installer**, if the app detects that FIPS is enabled in the operating system it will display this error message and cease to continue.

Solution

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



Release Product Parameters



Cause

This message is displayed if the **Syspro Installer** fails to find the parameters when it attempts to update the `ReleaseProductParameters` table. The installation process cannot continue as a result.

Solution

To continue with the installation, restart the **Syspro Installer**.

Database Healthcheck



Cause

The message appears if the Deployment database collation is set to Latin1_General_CS_AS. It provides information about the details returned, the database collation check, and any columns within tables that failed the verification.

Solution

Before you can proceed with updating the database, you must first correct the database collation:

1. Select **OK** to log out.
2. In **Microsoft SQL Server Management Studio**, correct the collation name for the relevant database, tables and columns to match that of the SYSPRO database.
3. Re-run the installer to continue updating the deployment database.



Service-Related

Deployment Service - Machine Name Reconfiguration (Configuration failed)

Deployment Service Configuration

×

A machine name change was detected on the Deployment Server and configuration changes were started but not completed. Please review the log file for any reported errors.

☒ Show Log File

OK

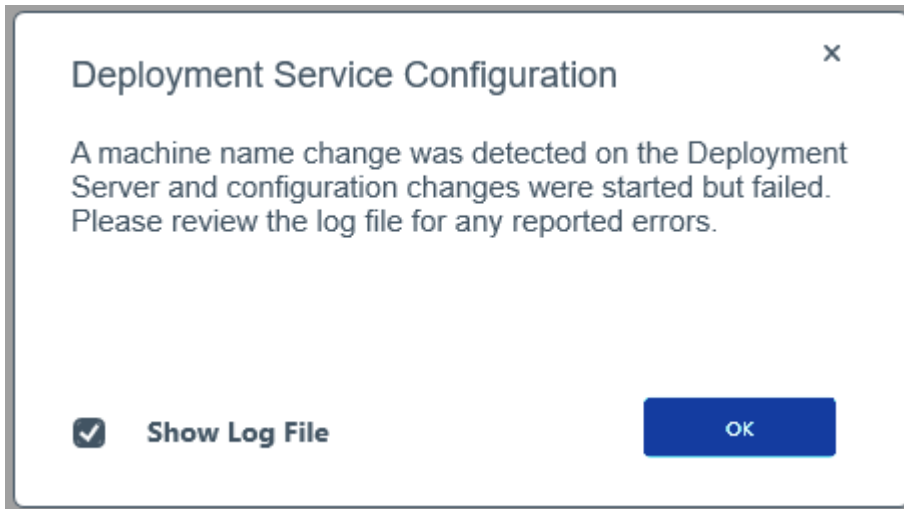
Deployment Service Configuration

×

A machine name change was detected on the Deployment Server but configuration changes were not started. Please review the log file for any reported errors.

☒ Show Log File

OK





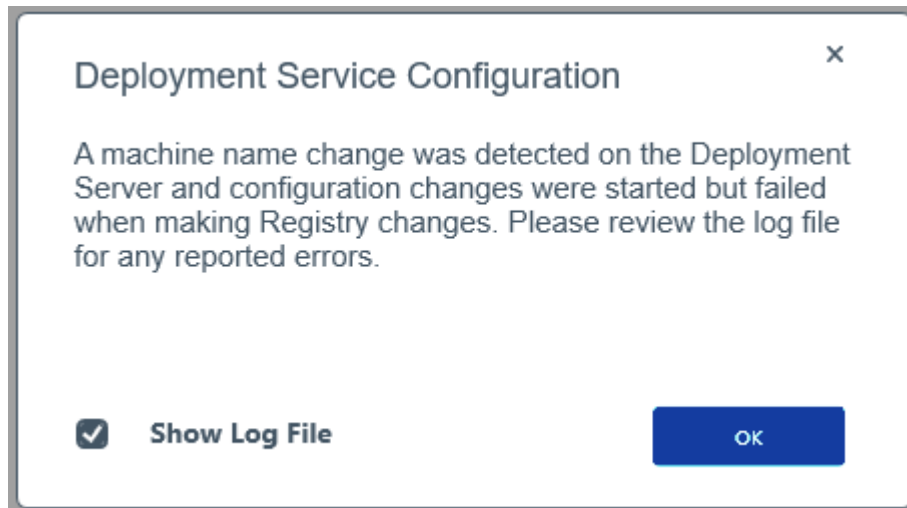
Cause

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

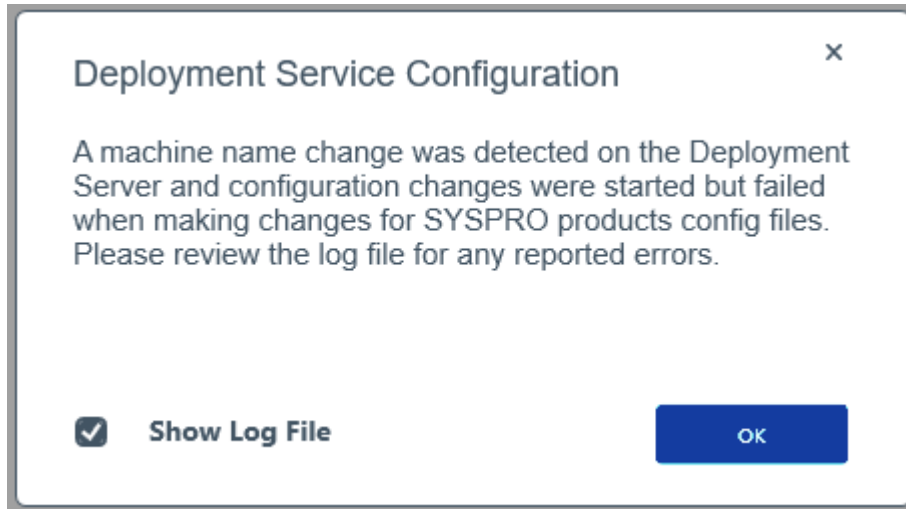
This message is displayed after your machine name has been changed and the machine name reconfiguration process failed while making Registry changes.

Solution

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



Deployment Service - Machine Name Reconfiguration (Product config files)



Cause

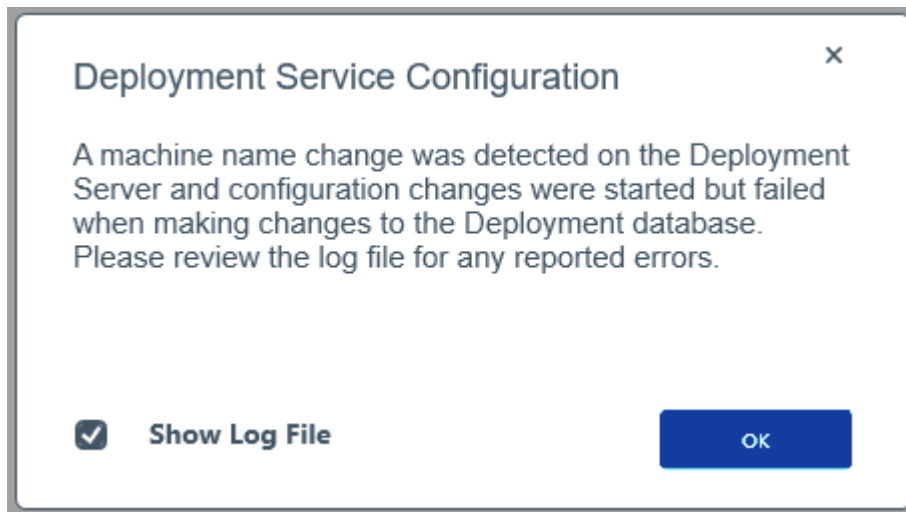
This message is displayed after your machine name has been changed and the machine name reconfiguration process failed while making changes to the SYSPRO product configuration files.

Solution

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



Deployment Service - Machine Name Reconfiguration (Deployment database)



Cause

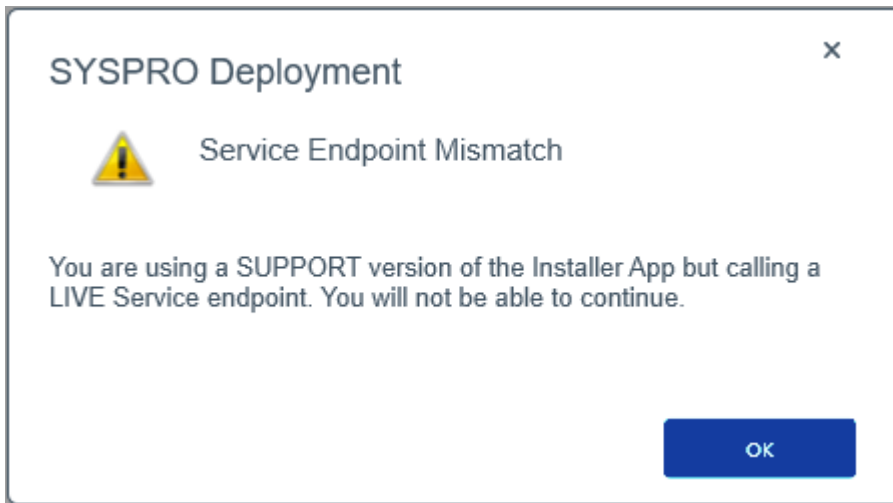
This message is displayed after your machine name has been changed and the machine name reconfiguration process failed while making changes to the Deployment database.

Solution

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



Service Endpoint Mismatch



Cause

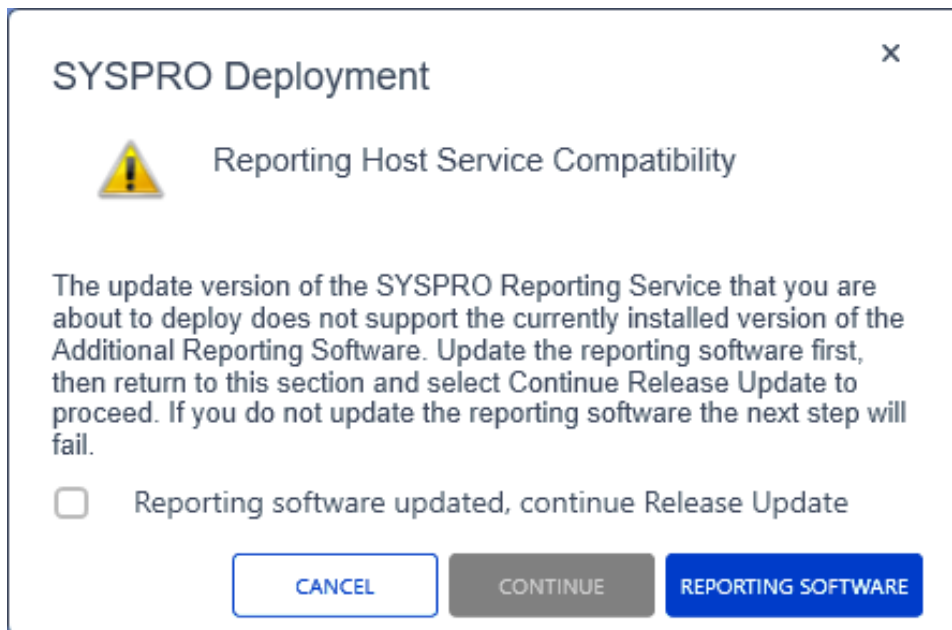
This message is displayed if you are using the Support version of the Application and are trying to connect to the Live **Syspro Deployment Service**.

Solution

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

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

Reporting Host Service Compatibility



Cause

This message is displayed during the update to a later Syspro 8 release if the **Syspro 8 Reporting Host Service** is already installed, or if the app detects an installed version of **SYSPRO Reporting Software** that is not supported by the selected Syspro 8 release (or if its unable to detect the current version).

This is because the **SYSPRO Reporting Software** options available depend on which release of **Syspro 8** you are updating to:

- Additional Reporting Software 2013 (i.e. SAP Crystal Reports 2013):

Applies to **Syspro 8 2020 R1** and prior versions.



Due to SAP Crystal Reports 2013 having reached the end of its life cycle, the **Additional Reporting Software 2013** is no longer available for new installations from January 2024.

- 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**.



Due to SAP Crystal Reports 2016 having reached the end of its life cycle, the **Additional Reporting Software 2016** is no longer available for new installations from January 2024.

- Additional Reporting Software 2020 (i.e. SAP Crystal Reports 2020):



- Applies to **Syspro 8 2021 R2** to **Syspro 8 2023**.



From January 2024, the **Additional Reporting Software 2020** is the only SAP Crystal Reports version available for new installations.

- Additional Reporting Software 2020 SP4 (i.e. SAP Crystal Reports Server 2020 SP4 server-side and SAP Crystal Reports Server 2020 SP35 client-side):

Applies to **Syspro 8 2023** and later versions.



This is only applicable within **Syspro 8 2023** if **Hotfix KB8100663** has been applied.

Solution

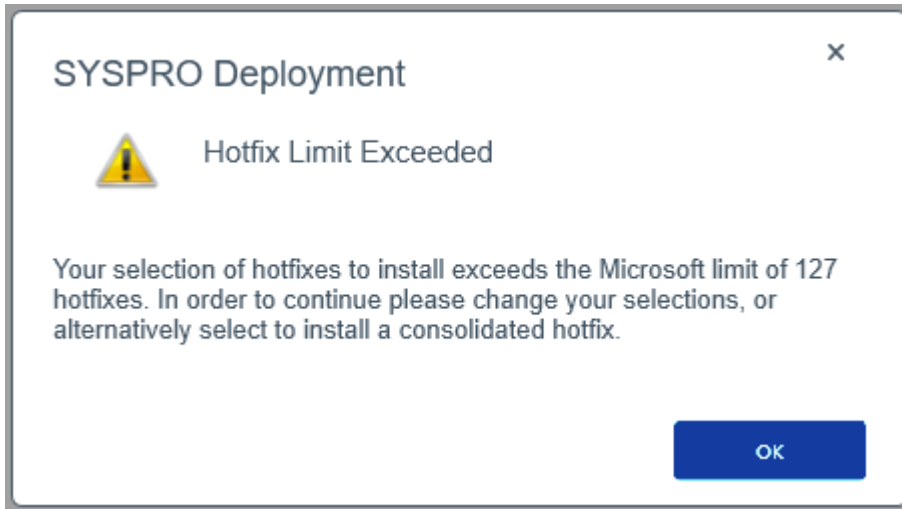
Select the **Reporting Software** option to access the **Reporting Software** screen, from where you can uninstall your current Reporting Software and install the correct version as required.

Once you have ensured that you have the correct version of Reporting Software installed, enable the **Reporting software updated, continue Release Update** option within this message box and select the **Continue** function to proceed with the release update.



Hotfix-Related

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.



Diagnostic Hotfixes Detected



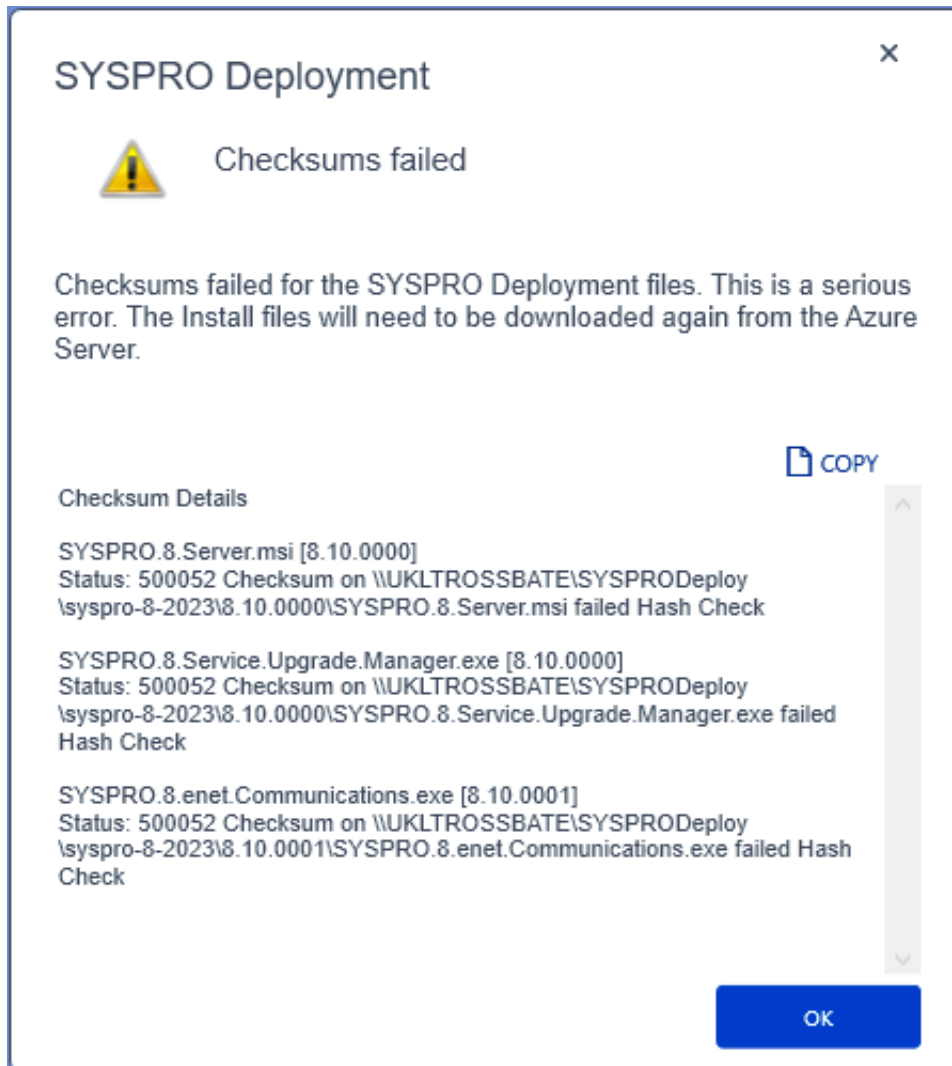
Cause

This error message is displayed during the release update process if the application detects any Diagnostic Hotfixes on your machine.

Solution

You can't perform a release update if any Diagnostic Hotfixes are detected on your machine. Ensure to uninstall Diagnostic Hotfixes before proceeding with the **Syspro 8** release update.

Checksums Failed



Cause

This message is displayed if the checksums for the SYSPRO Deployment files fail.



The checksums work exactly the same when doing an install or export.

You can use the **COPY** button to copy the checksum details to your clipboard.

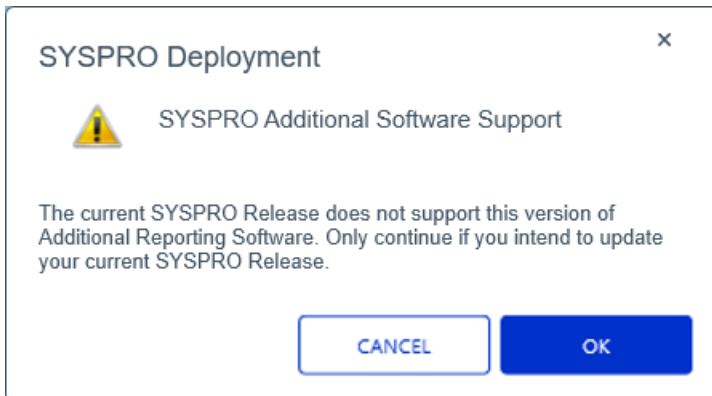
If you select **OK**, you will return to the [Deployment Groups](#) page.

Solution

To correct the error, re-download the Install files from the **Azure Server**.

Warning messages

SYSPRO Additional Software Support



Cause

This message is displayed when you select one of the **Additional Reporting Software** options (from the **SYSPRO Reporting Software** screen) if the version selected is not supported by your currently installed Syspro 8 release.

The reporting software installs are supported as follows:

- Additional Reporting Software 2013 (i.e. SAP Crystal Reports 2013):

Applies to **Syspro 8 2020 R1** and prior versions.



Due to SAP Crystal Reports 2013 having reached the end of its life cycle, the **Additional Reporting Software 2013** is no longer available for new installations from January 2024.

- 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**.



Due to SAP Crystal Reports 2016 having reached the end of its life cycle, the **Additional Reporting Software 2016** is no longer available for new installations from January 2024.

- Additional Reporting Software 2020 (i.e. SAP Crystal Reports 2020):

Applies to **Syspro 8 2021 R2** to **Syspro 8 2023**.



From January 2024, the **Additional Reporting Software 2020** is the only SAP Crystal Reports version available for new installations.

- Additional Reporting Software 2020 SP4 (i.e. SAP Crystal Reports Server 2020 SP4 server-side and SAP Crystal Reports Server 2020 SP35 client-side):



- Applies to **Syspro 8 2023** and later versions.



This is only applicable within **Syspro 8 2023** if Hotfix KB8100663 has been applied.

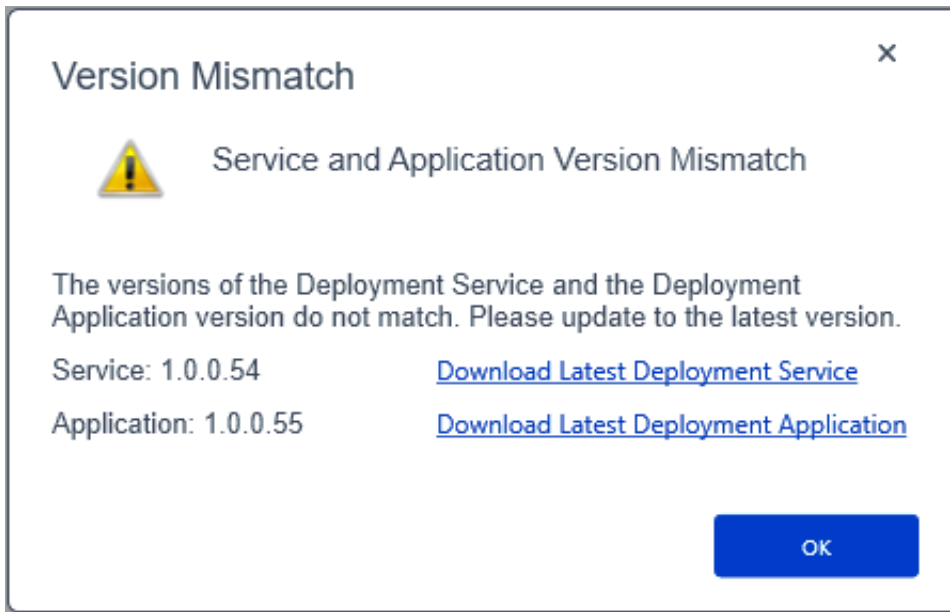
Solution

Select **OK** to continue with the reporting software install and then update your **Syspro 8** release accordingly.

Alternatively, select **Cancel** to return to the selection page and change your reporting software selection.



Version Mismatch



Cause

This message is displayed upon launching the **Syspro Installer Application** if the app detects that the version of your **Syspro Deployment Service** doesn't match that of your deployment application.

Solution

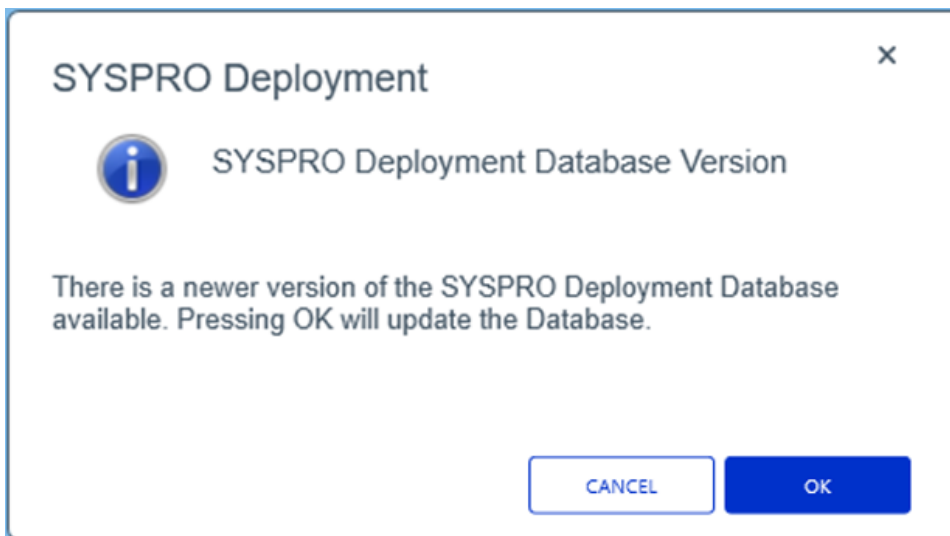
Use the download links to access the latest version and update your system accordingly.



The **Syspro Deployment Service** download link is only available if your current machine has the service installed. This is to prevent users on other machines from simply clicking the link and installing a duplicate service.



SYSPRO Deployment Database Version

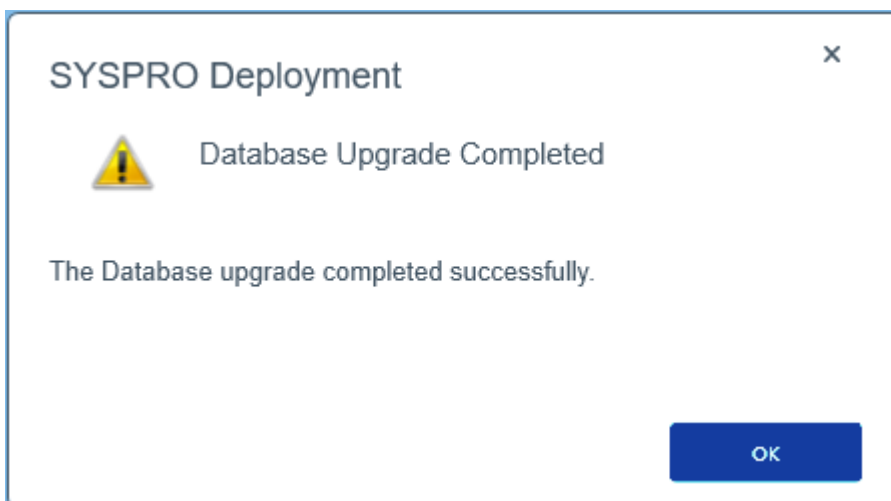


Cause

This message is displayed when a newer version of the **SYSPRO Deployment Database** is available.

Solution

Select **OK** to update the database to the latest version. The following confirmation message will be displayed upon the successful completion of the database upgrade:



This adds the [ReleaseProductParameters](#) table to the database and refreshes the data.



Unable to remove deployment group



Cause

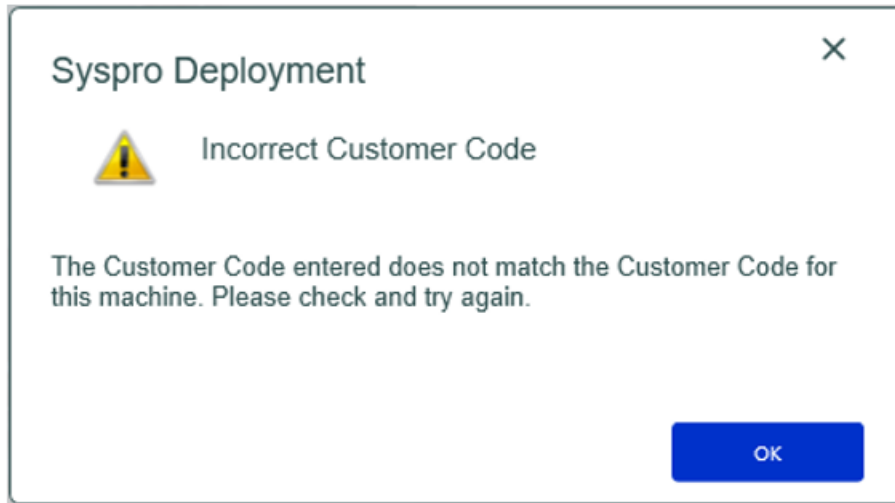
You have attempted to delete the last remaining deployment group, but the application requires at least one group to exist in the system.

Solution

Ensure that at least 1 deployment group exists.



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.

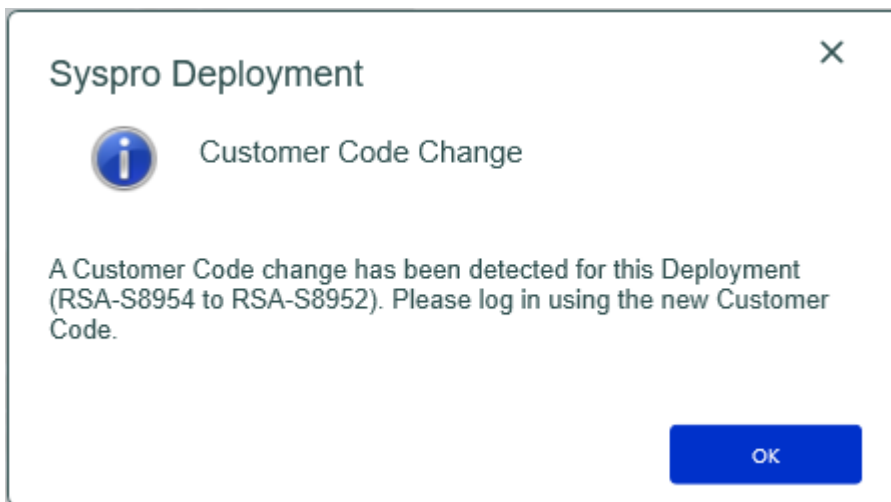
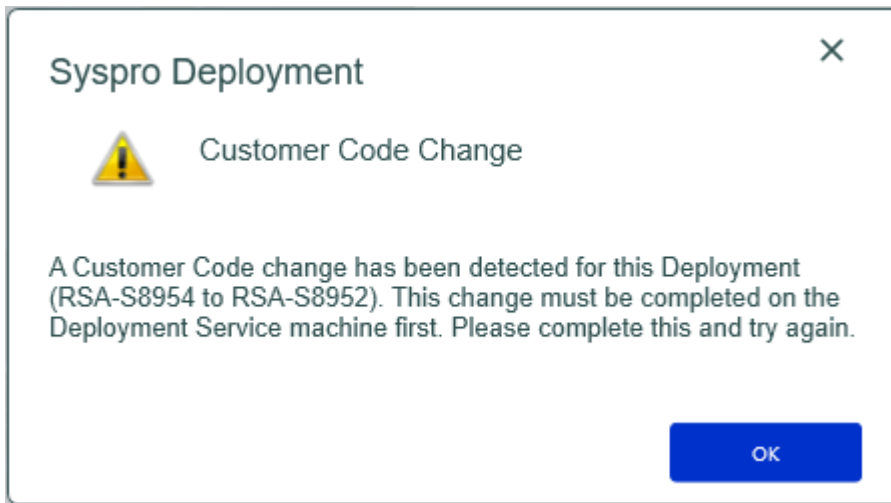
Alternatively, select **OK** to continue with the new Customer ID.



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.



Customer Code change



Cause

The first message is displayed on the login screen when you sign in using a Customer ID that differs from the one used during the original installation.

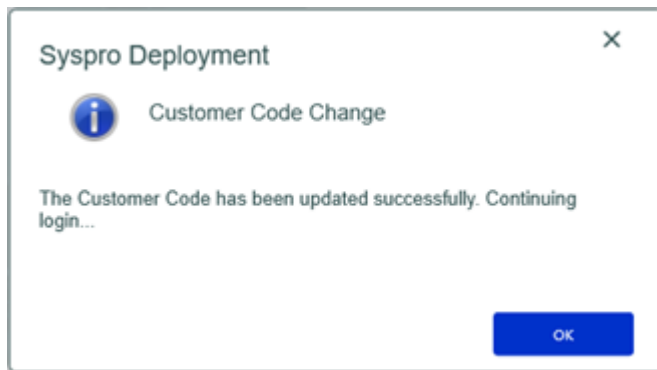
The second message is displayed on the login screen when you sign in using a Customer ID that was used during the original installation, but has since changed.

Solution

When the first message is displayed:

- If this was an error, select **Cancel** to return to the login screen and change the Customer ID entry.

- Alternatively, select **OK** to continue with the new Customer ID. The following message confirms that the customer code has been changed:



When the second message is displayed:

- Select **OK** to return to the Login screen and login using the new Customer ID.



Informational messages

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.

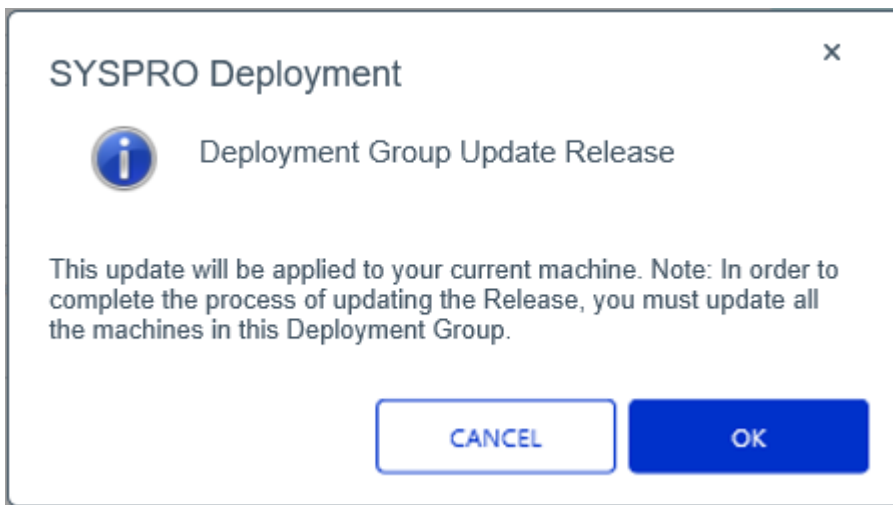


The WebSocket (Ws) port number defined in the **Syspro 8 e.NET Communications Load Balancer** service is validated during installation.

If the user validates all parameters and subsequently changes the Ws port number in the **Syspro 8 e.NET Communications Load Balancer**, the system initiates a revalidation. This revalidation prompts the **Syspro Installer** to scan all selected products and update the **Syspro 8 e.NET Communications Load Balancer** Ws port endpoint to reflect the new port number.



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.

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" />
```



- 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 local Program Data folder (i.e. the directory that serves as a common repository for application-specific data used by all users).



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 local `ProgramData` 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.



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.



FAQs

General

Where can I create a Syspro Online Profile?

The **Syspro Online Profile** can be created on the profiles.syspro.com website.

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 Web UI (Avanti)**.

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

Because any pre-existing web view is assumed to be for **Syspro Web UI (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**¹. You will be prompted to indicate the type of web view you want to save (i.e. **Avanti** or **SYSPRO Client**).

¹Program: IMPFRZ



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.



Fallback password

Do I need a deployment fallback password?

This depends on your environment. A fallback password is typically required in highly secured environments where access to the OTP may be restricted.

When you set up a deployment fallback password allows you to use a time-limited password when logging into the **Syspro Installer**, instead of using the one-time password (OTP) that is received via email.

Fallback password security:

- The fallback plain text password is never stored.
- The password is converted to a 256-bit hash with a random 128-bit Salt.
- The hash and salt are stored against the user ID and user email address.
- All communications between the Service and Azure carrying the hashed password and salt are encrypted.
- The password is valid for 7 days, after which it expires.
- The user has the option to revoke all fallback passwords set against their user ID and user email address.
- The fallback password is created within the **Syspro Installer** application. The user is validated against their email address and the OTP before the fallback password is created.

How do I set up a deployment fallback password?

1. Launch the **Syspro Installer** application.
2. Log in to the application using your email address associated with the **Syspro Online Profile** and enter the OTP received via email in the **OTP or Fallback Password** field.

3. Enter your customer ID and PIN, then select **Continue**.

You will progress to the next screen.

4. Select **Administration**.

The **Administration** screen is displayed.

5. Select **Manage Fallback Password**.

The **Fallback Password** screen is displayed.

6. On the **Fallback Password** screen:

- a. The user's or customer's email address is displayed and can't be changed, as it is used in the validation process.
- b. Provide a fallback password and re-enter it in the **Confirm Password** field.



The following password rules must be adhered to:

- Minimum length of 8 characters
- Maximum length of 128 characters
- Validation occurs against known common passwords (e.g. password, 123456, syspro, admin, etc.)
- May not contain your email address, user ID or customer code
- May not have a leading or trailing space

c. Save the fallback password.



Client Roll-out

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

For client machines, you can roll-out the SYSPRO software using one of the following options:

- Run the **Syspro Installer Application** app on each client machine to install the SYSPRO client.



Best practice: Access the **Syspro Installer Application** from the SYSPRO Deployment Shared folder.

- 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.



Install related

How do I install the SYSPRO Reporting Server?

(This is the Drop-down text)

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). Files are checked in these sets to ensure that they are valid.

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.

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**.

Best practice guidelines for installing the **Syspro Deployment Service**:

- Don't install the service on the SYSPRO Application server, unless absolutely necessary.

The reasons for this recommendation include:

- You may not want to unnecessarily expose your application server to the internet.
- You can't move the **Syspro Deployment Service** without uninstalling *all* SYSPRO Software.

This would also break your SYSPRO Client Deployment Service Endpoints, which would require visiting each Client PC and manually updating the endpoint.

- Ideally, you should always run the **Syspro Deployment Service** under a service account.

This makes it easier to control internet access security as the Deployment Service is not proxy server aware, so security must be managed by the service account.



If the SYSPRO Application servers are on the same network, then you should only be using one **Syspro Deployment Service** to avoid ending up with crosstalk.

If you require two Deployment services, ensure that they are located on isolated networks.

- The machine on which you install the service must be visible to all SYSPRO machines involved.
- The machine must have permanent internet access to communicate with the **SYSPRO Content Delivery Network (CDN)** and services.
- Don't install the service on a customer laptop or standalone PC that could potentially be removed from the network.
- Testing servers should ideally not be able to see the Production server.

One of the reasons behind this guideline is that if you restore the Production SYSPRO Databases directly on a test server and start to use it without making other crucial changes, you will inadvertently be updating the Production Data.

FOR EXAMPLE:

The address of the **Syspro 8 e.NET Communications Load Balancer** on a restore within a test server would be pointing to the Production server until you change it.

Therefore, if the test server can't see the production server, you reduce the risk of problems occurring later.



The SYSPRO Deployment Server should be a small server as it requires hardly any CPU and only a small SQL database. You can then create a similar one for a Test environment.



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?

Product files are checksummed when they are used. The **checksum** hash for the product files is stored as an encrypted string in the **ReleaseProductParameters** SQL table. It is available in the collection of product parameters.

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 because 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.



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.

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.

How do I search for a Deployment Group?

If you have more than 4 deployment groups configured, then you can search for a specific deployment group by using the **Search** function on the **Deployment Groups** screen.

The following hierarchy is used when searching for deployment groups:

1. Deployment group name
2. Deployment group description
3. Deployment group type
4. Release name



The current deployment group configured for your machine is always displayed at the top of the list.



How do I assign Local Security Policy permissions in Microsoft 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 **Microsoft Windows** Local Security Policy permissions assigned. This is achieved as follows:

1. Open the **Local Security Policy** program within **Microsoft 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 Web UI (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.



Uninstalling

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**.

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.

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 ≥ 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 ≥ 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 ≥ 20150

4. The following products are *uninstalled*:

Additional Reporting Software 2020 SP4:

- SYSPRO 8 Reporting Components
- SYSPRO 8 Reporting Designer Addin
- SAP Crystal Reports 2020 SP4
- BusinessObjects.NET SDK 64bit 4.3 SP4
- SAP Crystal Reports Server 2020 SP4
- SAP Crystal Reports runtime engine

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

Considerations:

- Rebooting your machine after the above processes have completed is highly recommended.
- Due to SAP Crystal Reports 2013 and SAP Crystal Reports 2016 having reached the end of their life cycles:

You will not be able to perform a reinstall of either **Additional Reporting Software 2013** or **Additional Reporting Software 2016** after removing them.



Developer considerations

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

Removed:	Direct calls to <code>Encore.dll</code> are no longer available.
Reason:	Directly referencing <code>Encore.dll</code> 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.



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.



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">\Programs
- \Screens
- \Base\Bin
- \Base\UI">\Base\UI

What is the order requirement or recommended steps when updating to a later release of Syspro 8?

There is no specific path for moving from one version of **Syspro 8** to another, as there isn't an extensive manipulation of the existing data when updating releases. The database changes that occur with each new release usually involve new table and column additions, and occasionally new indexes.

In addition, 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, you can update from any **Syspro 8** release to the latest version.

FOR EXAMPLE:

If 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.

However, its important to note that the time taken to process your update to the latest version may increase if you are updating from a much earlier version.

Recommendations regarding version updates:



- Ensure that you have a backup and recovery plan in place that covers the database and folders backup.
- Depending on your requirements regarding User Acceptance Testing, you may want to install the latest **Syspro 8** version to a test environment first, to ensure that all your processes are updated as required.

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.



SQL Server

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**.



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: <i>SQL Server Roles</i> ■ 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.
	<i>Database Mapping</i> ■ 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.



Firewalls and Proxy Servers

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?

The following URLs must be accessible to enable the **Syspro Installer** to install Syspro, its components, and hotfixes:

- Content Delivery Network for **Syspro 8** downloads:

<https://cdn.syspro.com>

- OneView (Login)

<https://synapse.syspro.com>

- Azure functions:

<https://sysprodeploymentazlive.azurewebsites.net>

Ensure that access to these endpoints is not restricted by security controls such as firewalls or network policies.



- This applies to the **Syspro Deployment Service** and the **Syspro Deployment Support Service**.
- If the **Syspro Installer** is unable to reach any of the above endpoints, you may encounter the 'Error validating SYSPRO Online Profile' message when entering your email address, even if the address is valid.

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.



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

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**.

SYSPRO INSTALLER

Hotfix selection for Release: SYSPRO 8 2019 R1

Please select from available hotfixes

☐ Select All

☐	Update for SYSPRO 8 2019 R1 (KB8030230) 'Sales Order Entry': An order can still be invoiced when releasing to status '3' without being ...	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030229) 'Sales Order Entry': The program failed when a minimum order value charge line was automaticall...	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030228) 'Customer Query' program in Avanti: A webview error message is displayed when entering an inval...	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030227) 'SO Allocate LBS link to IMPPBL' business object: When posting a partial credit note for a seri...	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030226) 'SO Quick Entry' program: The Automatically put quantity in backorder preference isn't applied ...	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030219) Admin System Setup: The system audit log is not updated when you change the supervisor options.	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030218) Contact Management Account Maintenance: The business object incorrectly allows you to delete sy...	MORE
☐	Update for SYSPRO 8 2019 R1 (KB8030217) The Bill of Materials Setup business object wasnt updating the Rev and Rel user-defined fields ...	MORE

Version ###.### User Name | XXX-X1234 Customer



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.

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.



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.

What are Hotfix linked events?

The linked events of a hotfix can be one of the following types:

1. Directly Linked Events:

These events are linked to the hotfix event directly due to their dependance on each other.

The reasons for these kinds of directly linked events include:

- The fix relates to two or more programs that were spread over multiple events. Therefore only a single hotfix is released, instead of creating multiple hotfixes.
- Multiple events were fixed on a single version of a hotfix. We link events in this case to indicate the specifics of what was fixed in the particular hotfix.

2. Indirectly Linked Events:

These events are linked for historical reasons.

FOR EXAMPLE:



In hotfix 005, both the **Inventory Query** and **Customer Query** programs were joined together on an event due to the nature of the fix.

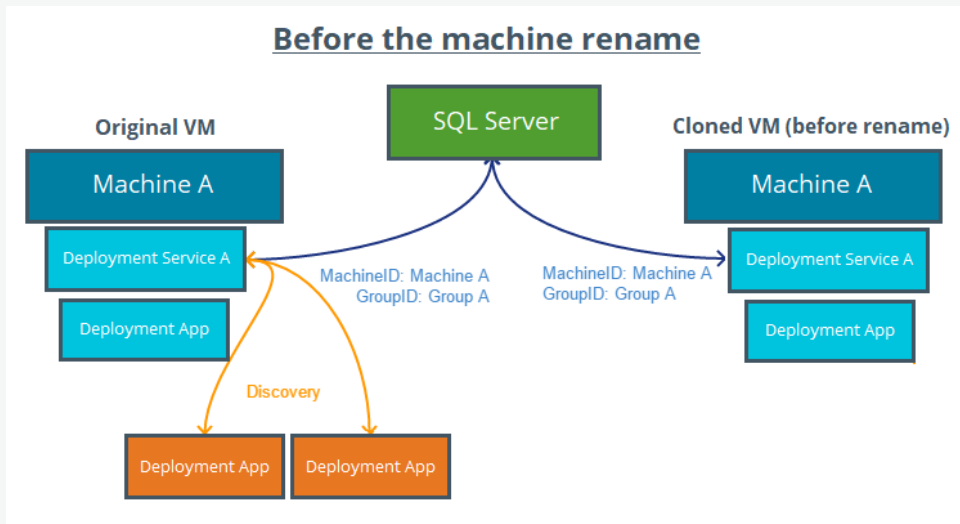
Now, let say on hotfix 020 there is only a fix for the **Customer Query** program. Then, the initial event from hotfix 005 will be linked to this hotfix 020 event. This ensures that **Inventory Query** is also included in hotfix 020 so that nothing breaks.

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.

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.

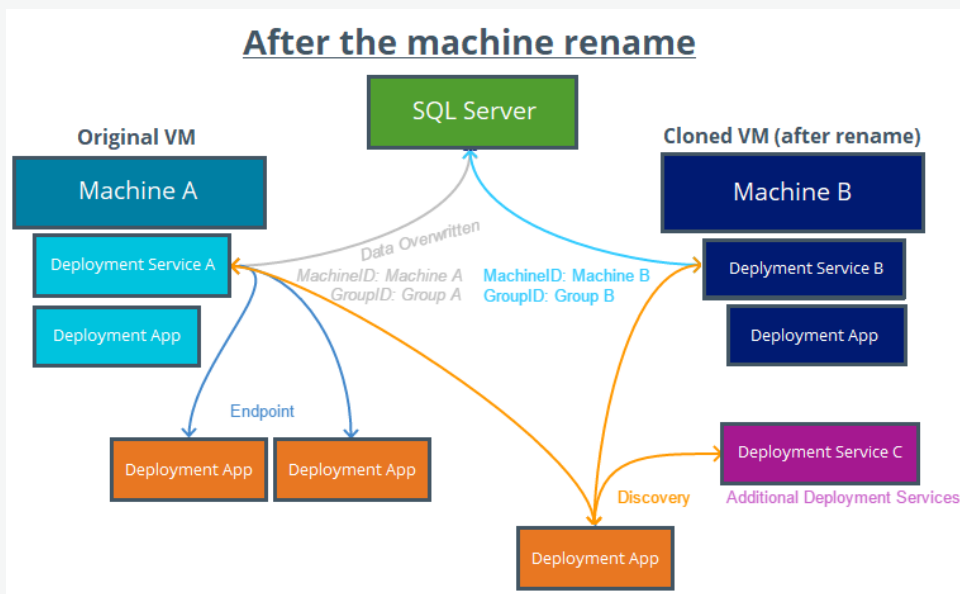


This is where the data corruption can occur.

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:

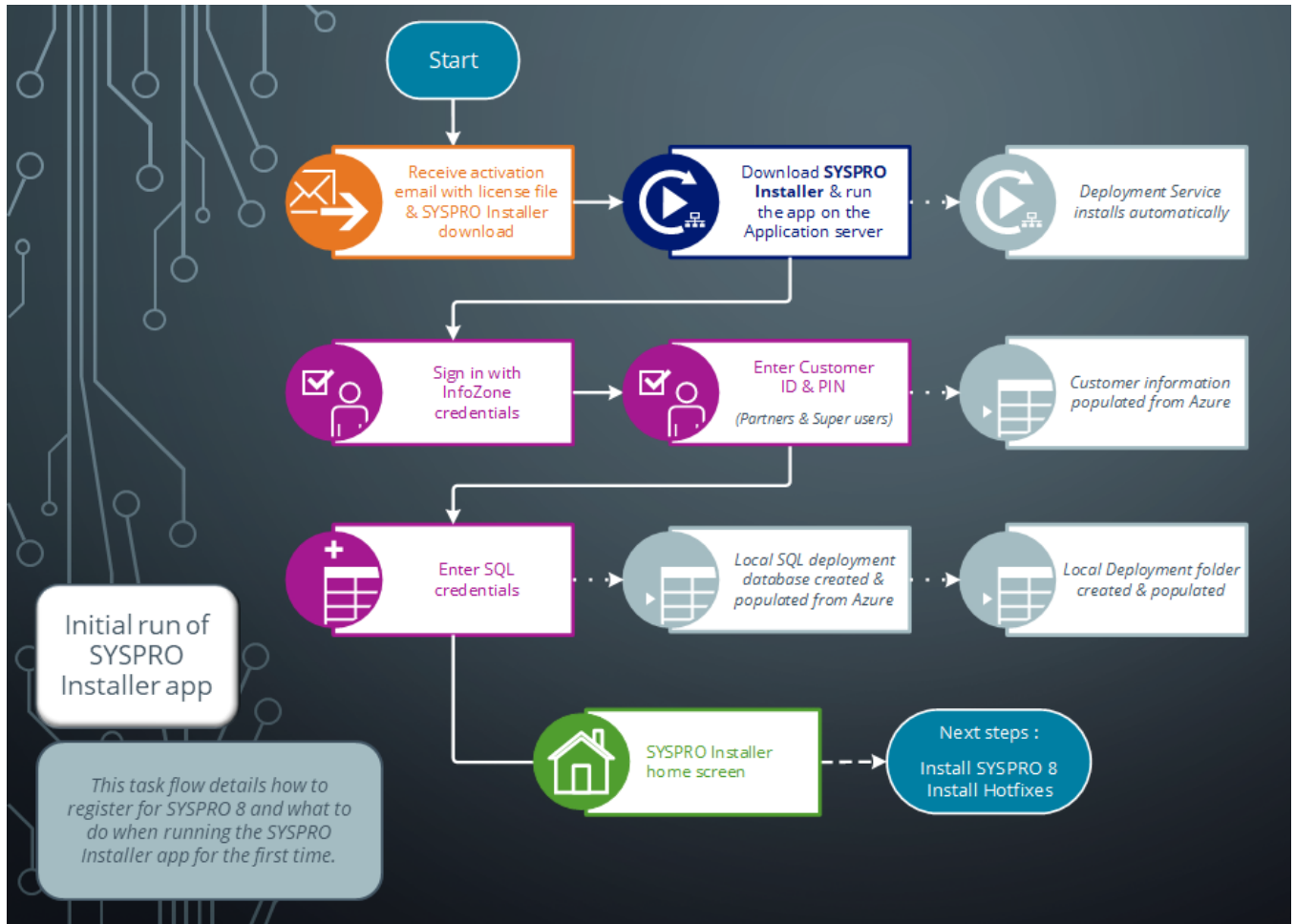
One at Endpoint/Machine-A and one at Endpoint/Machine-B.

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**.



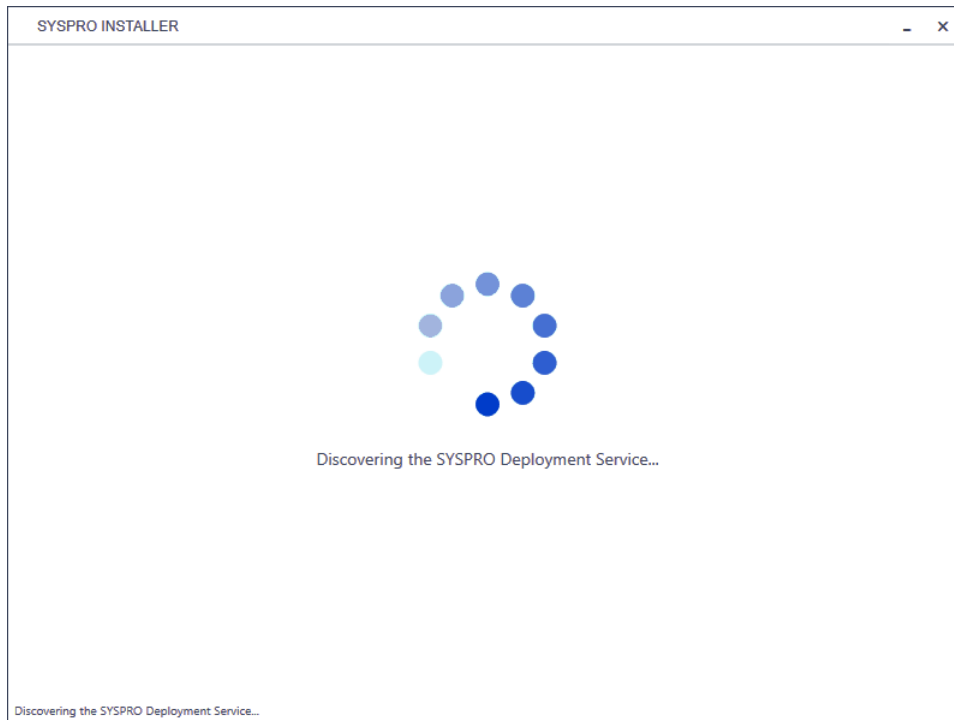
Using

Running the app for the first time



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:
 - 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.
 - 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.
 - 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.

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
```

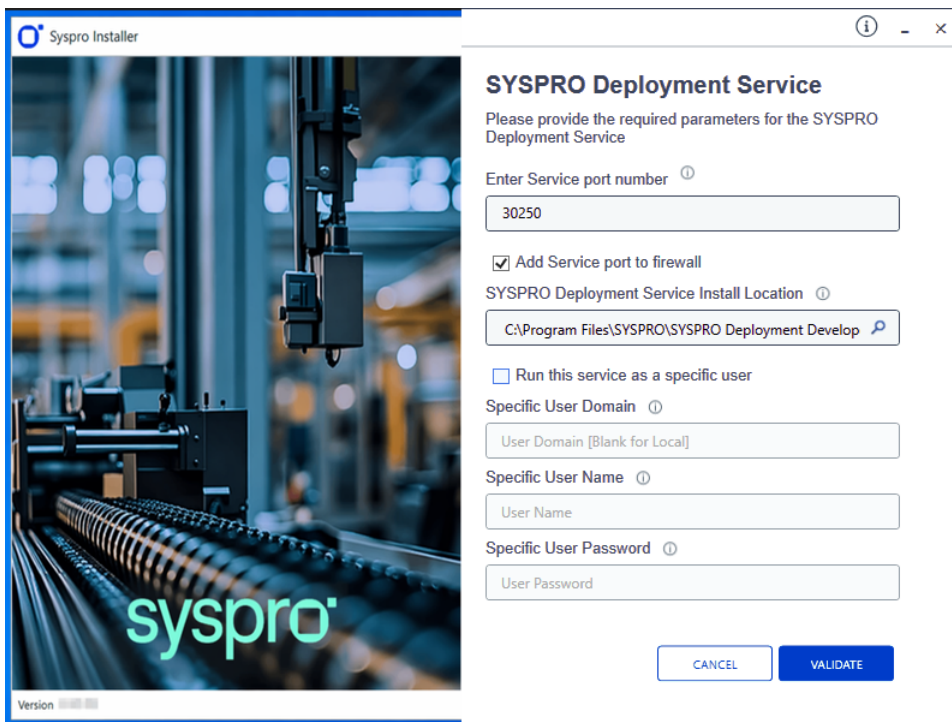
Install service using defaults option

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.

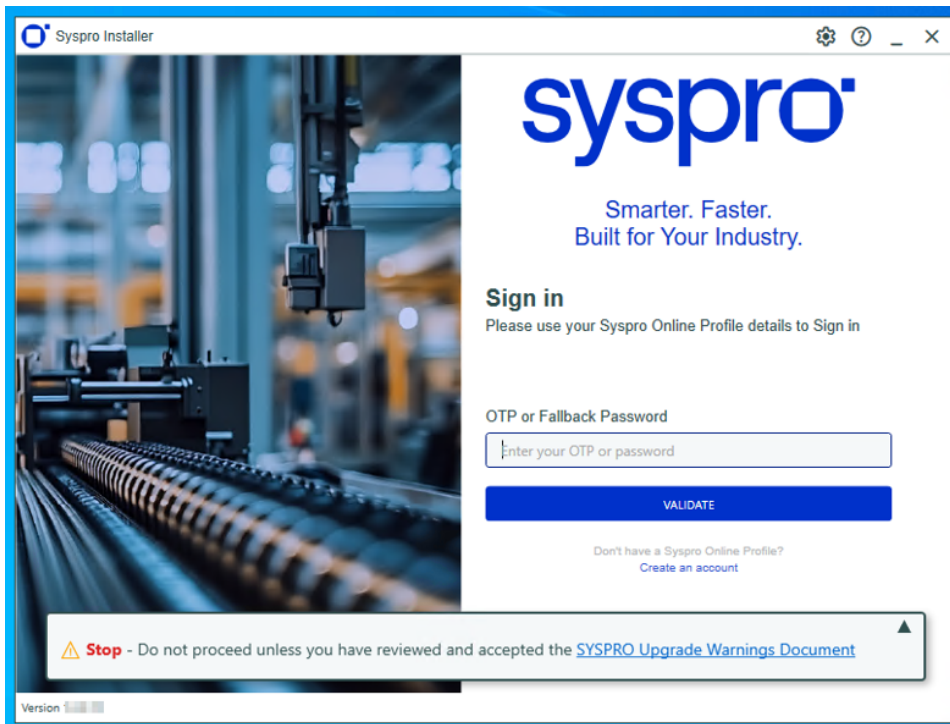
When the option is disabled, the following screen will allow you to enter the installation parameters and domain credentials required to run the service:



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**.

3. 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.

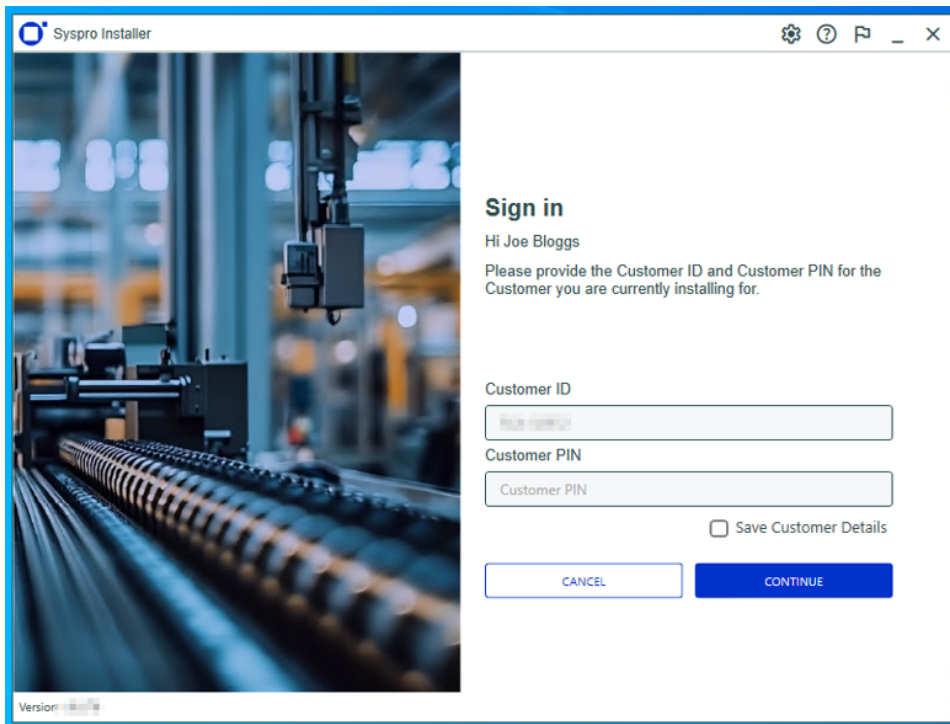


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

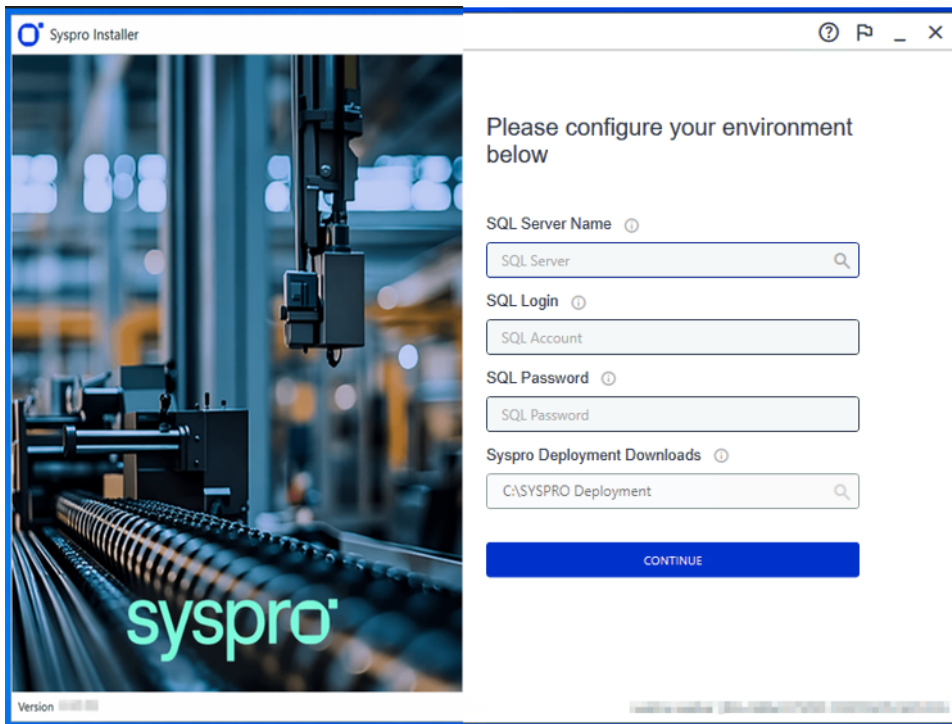


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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.

4. Configuration



The screenshot shows the 'Syspro Installer' window. On the left is a vertical image of a factory floor with the 'syspro' logo in green. The main area on the right is titled 'Please configure your environment below'. It contains four input fields, each with a question mark icon to its left: 'SQL Server Name' (with a search icon), 'SQL Login' (with a search icon), 'SQL Password' (with a search icon), and 'Syspro Deployment Downloads' (with a search icon). Below these fields is a blue 'CONTINUE' button. At the bottom left of the window, it says 'Version 10.0.0.0'.



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.



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. <code>INSTANCENAME\SQLEXPRESS</code>). 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, such as the actual install files, are downloaded here and stored in the Release subfolder. The entry defaults to <code>C:\Syspro Deployment</code>, 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

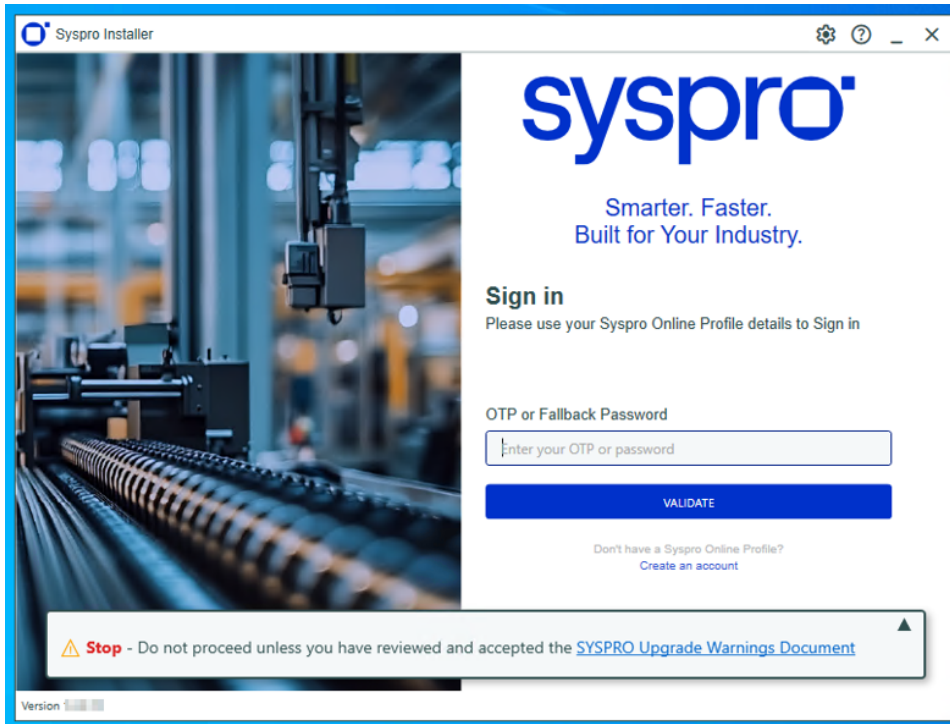
At this point, the application checks Azure to determine which products are available. It then proceeds to configure an on-premise database and downloads the relevant runtime components (for later use during the install).

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



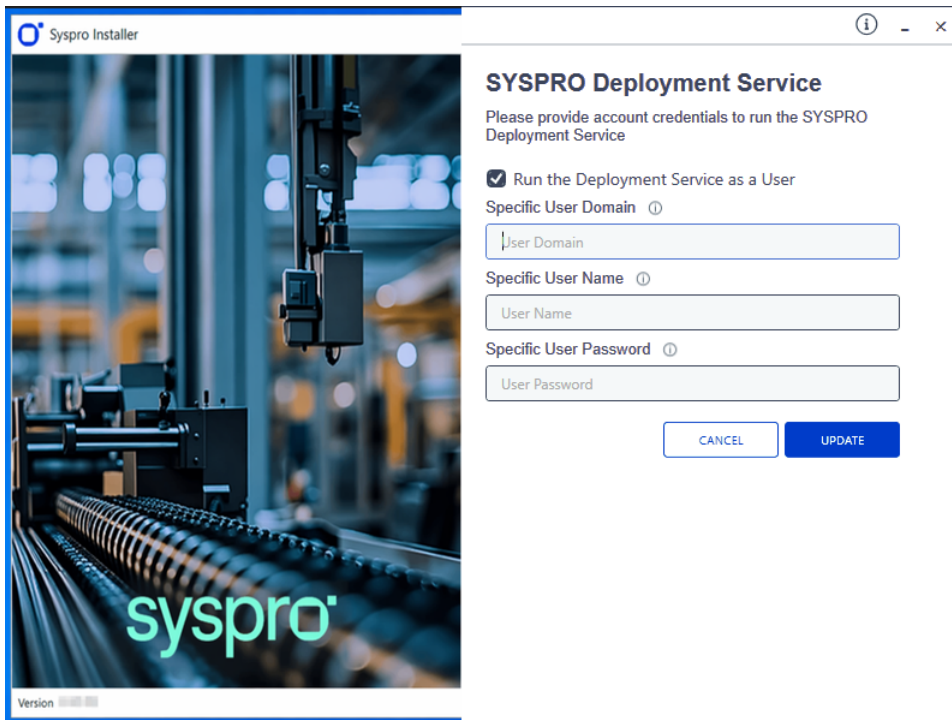
From the **Sign in** screen, select the config icon (⚙️) located in the top right-hand corner.

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.

3. SYSPRO Deployment Service



SYSPRO Deployment Service

Please provide account credentials to run the SYSPRO Deployment Service

☒ Run the Deployment Service as a User

Specific User Domain ⓘ

User Domain

Specific User Name ⓘ

User Name

Specific User Password ⓘ

User Password

CANCEL UPDATE

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.

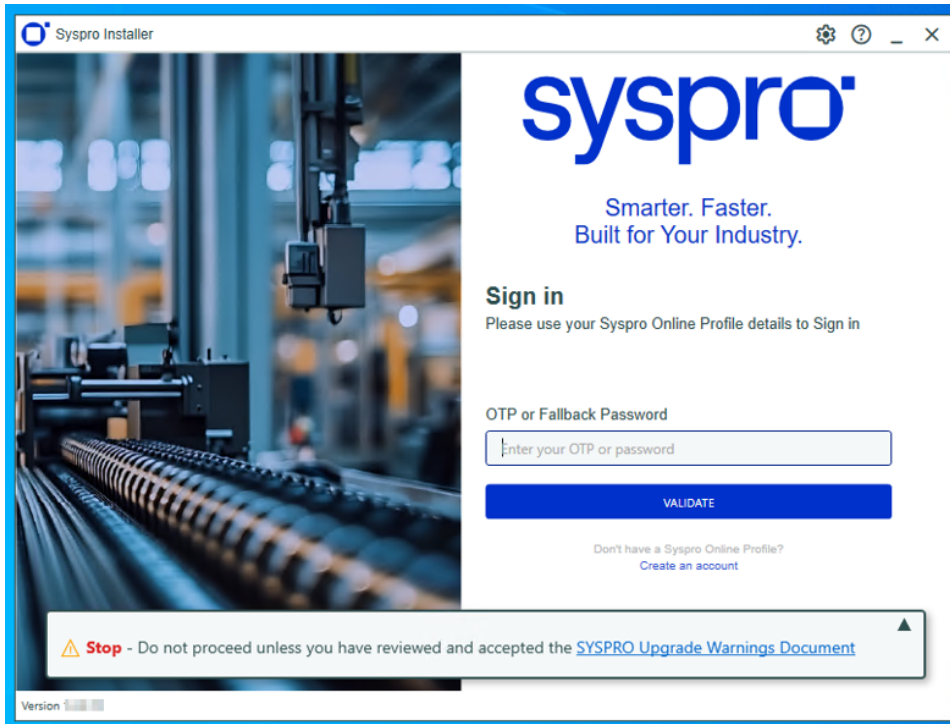
Updating SQL Server credentials

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, SYSPRO administrators and SYSPRO partners.

1. Login

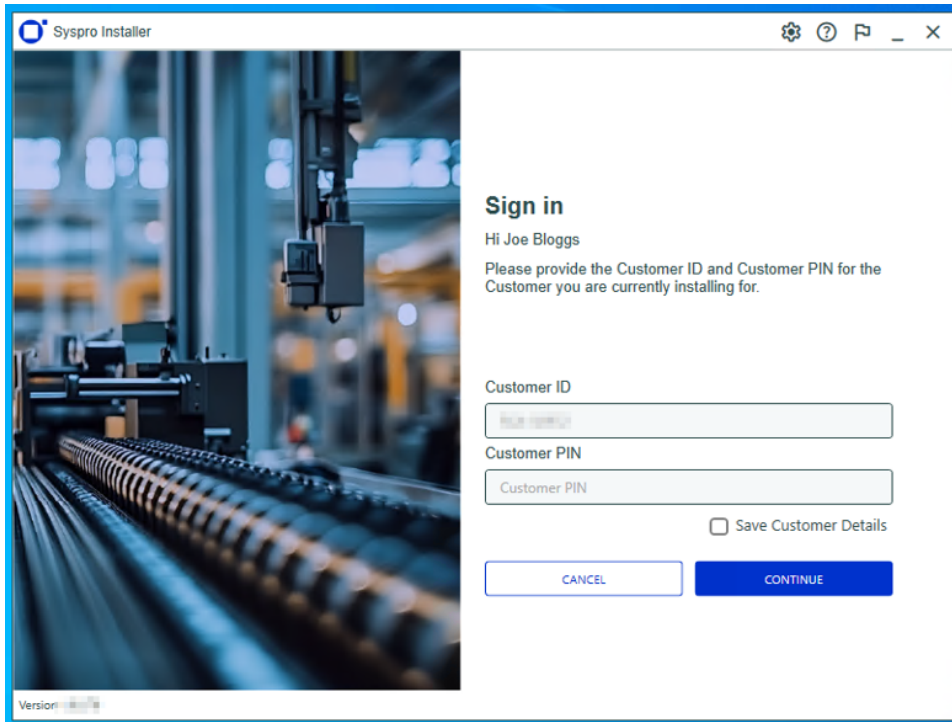


Log in to the application using your email address associated with the **Syspro Online Profile**. If you have access to your emails, enter the OTP received via email in the **OTP or Fallback Password** field. If you don't have access to your emails, enter the fallback password in this field.



- 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.

Partners

The image shows the Syspro Installer application window. The title bar reads 'Syspro Installer'. On the left is a large image of an industrial robotic arm. The main content area is titled 'Sign in' and greets 'Hi Joe Bloggs'. It asks the user to provide a Customer ID and Customer PIN. There are two input fields: 'Customer ID' with a placeholder '0000000000' and 'Customer PIN' with a placeholder '0000000000'. Below these is a checkbox labeled 'Save Customer Details'. At the bottom are two buttons: 'CANCEL' and 'CONTINUE'. The bottom left corner shows 'Version: 1.0.0.0'.

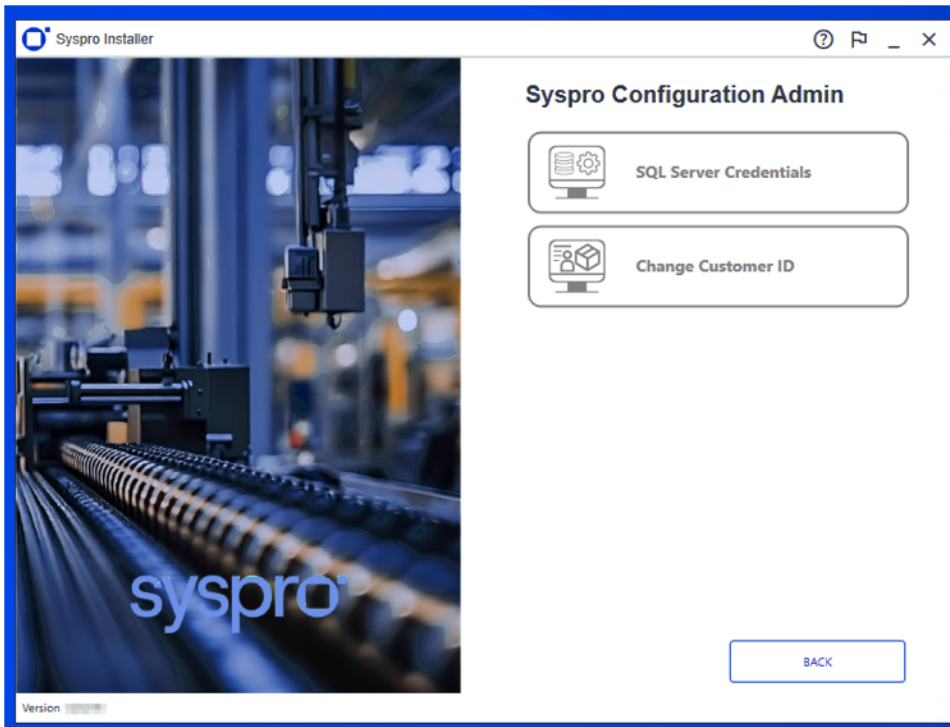
Ensure that you enter the **Customer ID** for the customer being installed.



- 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.

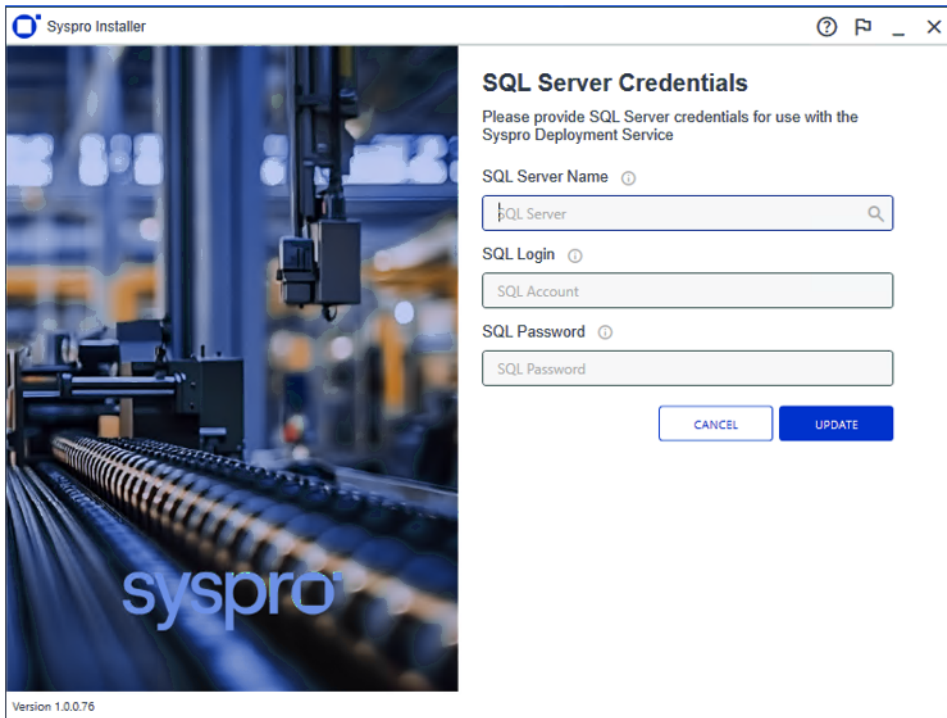
From the **Sign in** screen, select the config icon (⚙️) located in the top right-hand corner.

2. Syspro Configuration Admin



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

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. <code>INSTANCENAME\SQLEXPRESS</code>). 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.

Changing your installed Customer ID

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

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.



This functionality is only available to SYSPRO support personnel, 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.

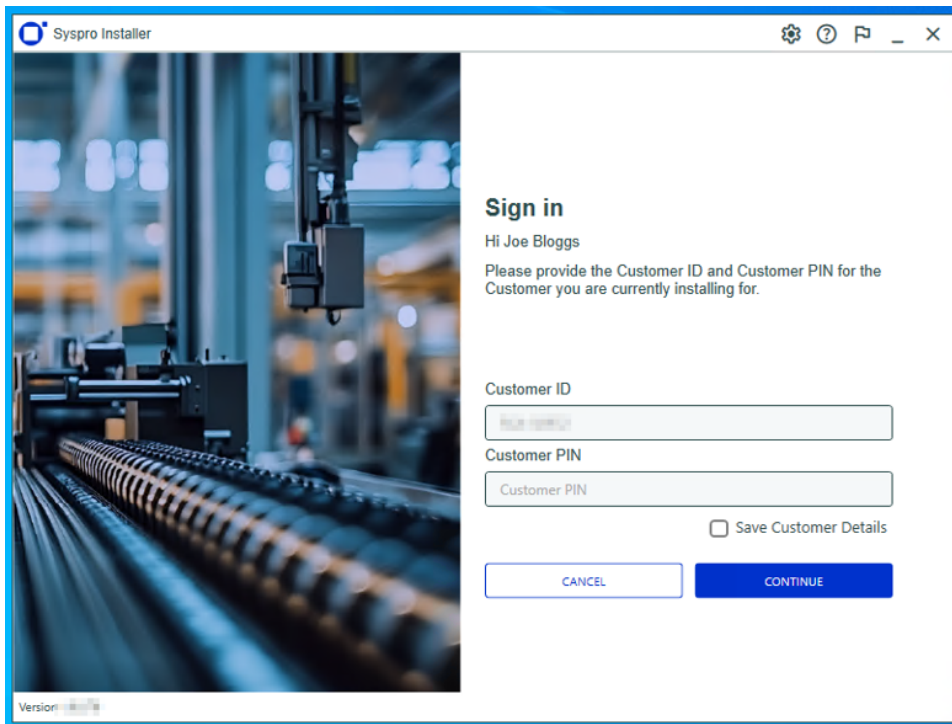
1. Login

Log in to the application using your 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.

Partners



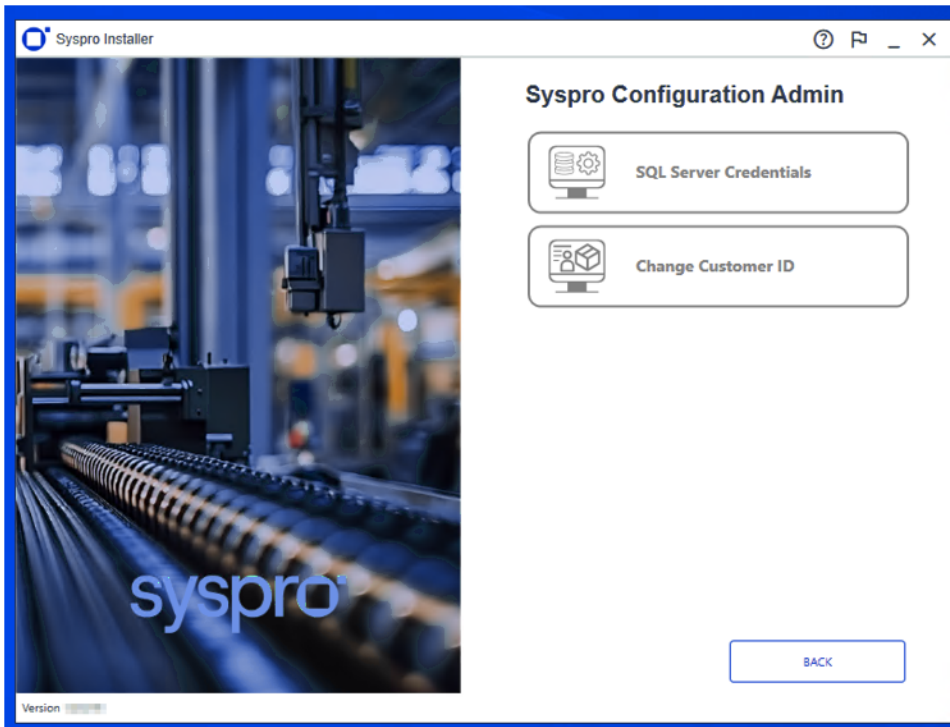
Ensure that you enter the **Customer ID** for the customer being installed.



- 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.

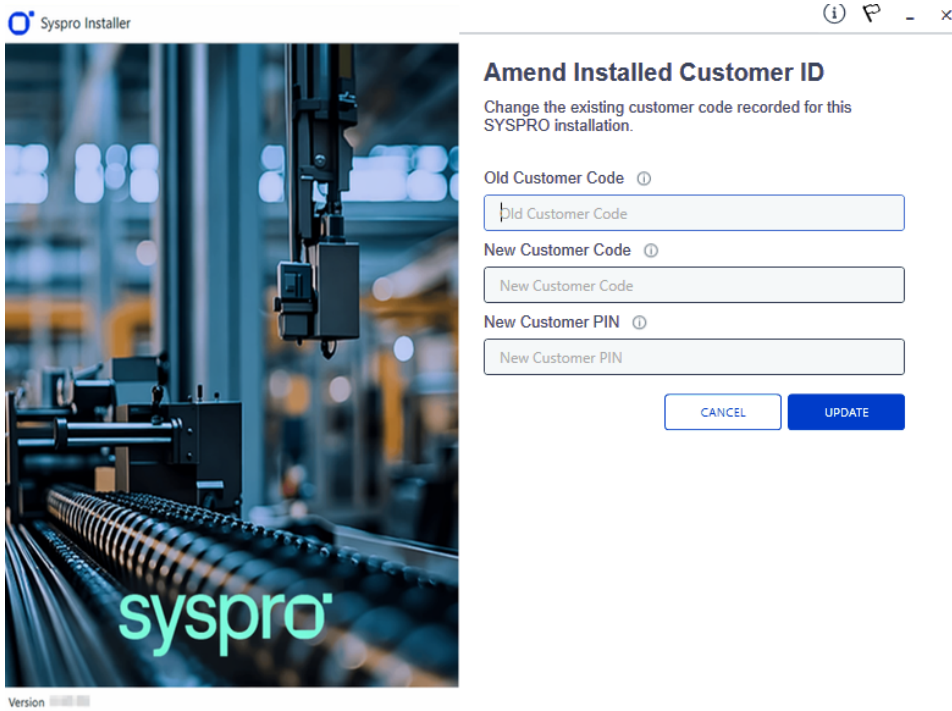
From the **Sign in** screen, select the config icon (⚙️) located in the top right-hand corner.

2. Syspro Configuration Admin



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

3. Amend Installed Customer ID



Amend Installed Customer ID

Change the existing customer code recorded for this SYSPRO installation.

Old Customer Code

New Customer Code

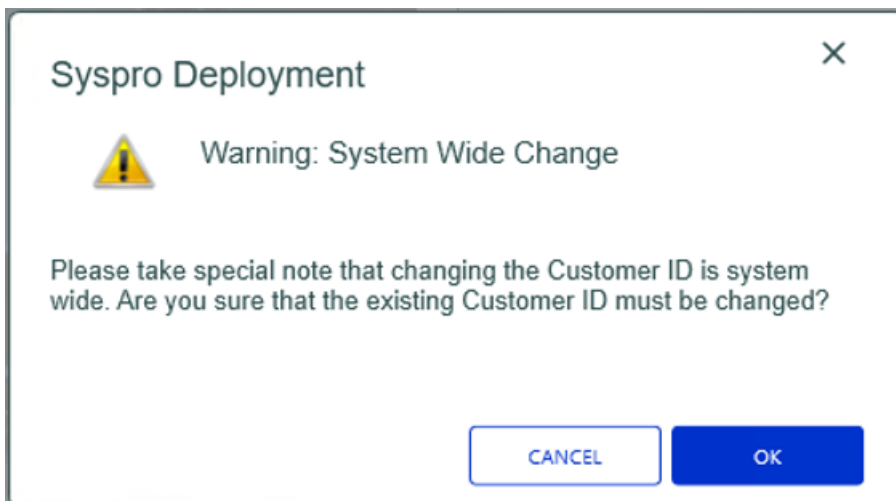
New Customer PIN

Version

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:



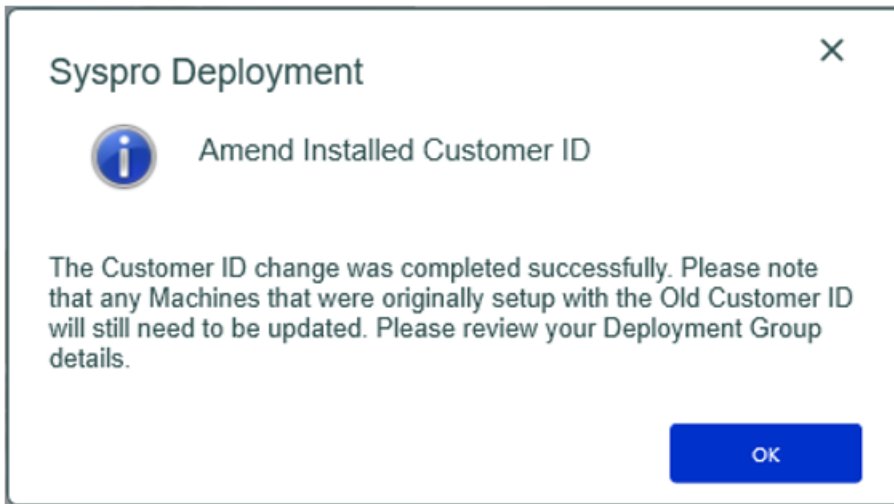
Syspro Deployment

 **Warning: System Wide Change**

Please take special note that changing the Customer ID is system wide. Are you sure that the existing Customer ID must be changed?



4. Change Confirmation



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



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.



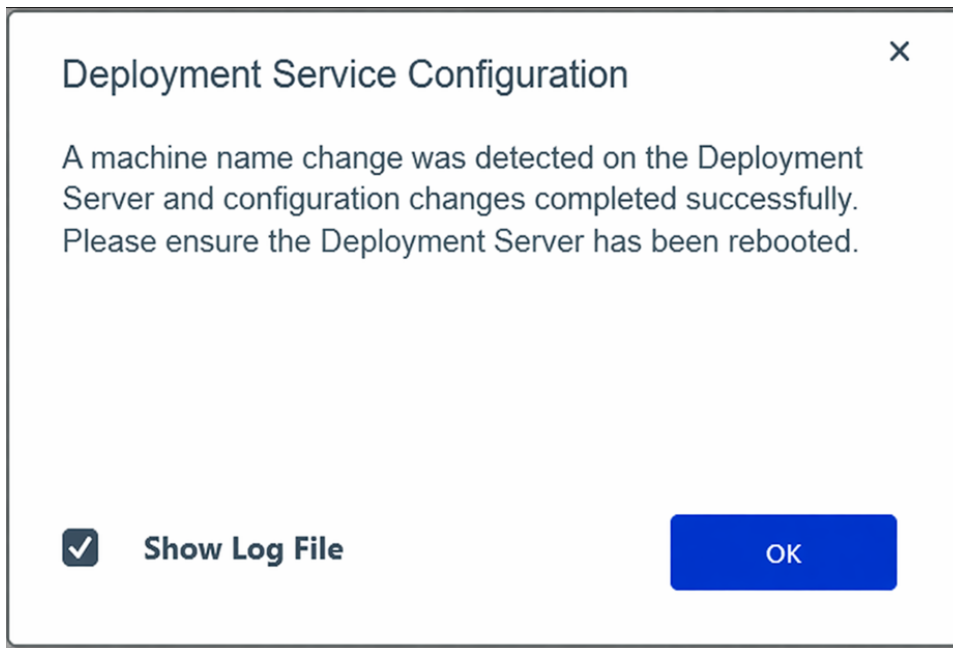
Your machine *has* to reboot for the changes to take affect so please cater for this accordingly.

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



feedback on the process.

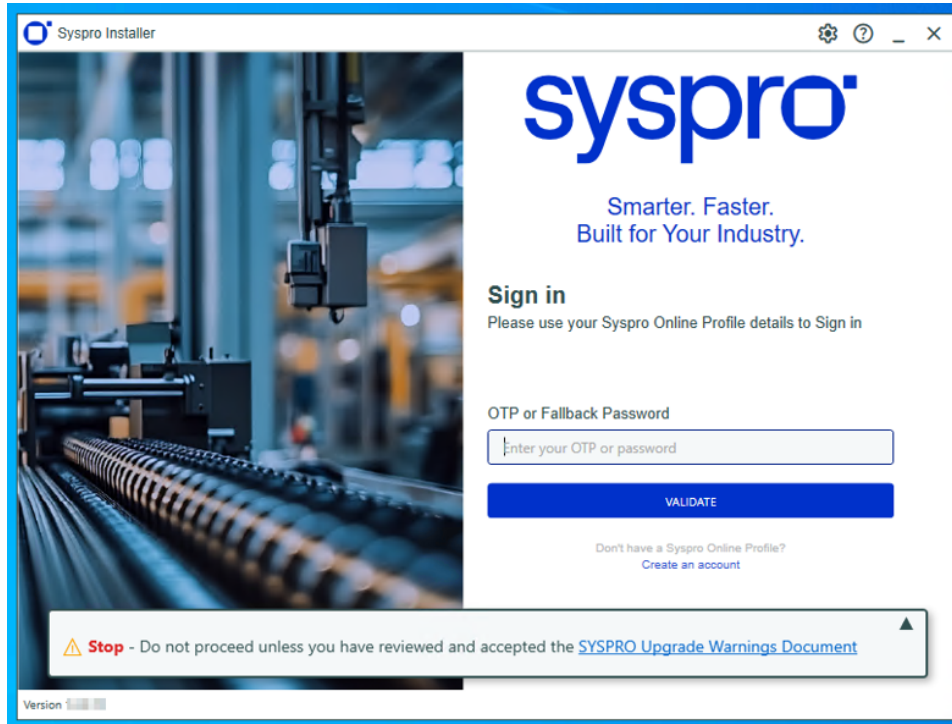


You can choose to view the log files created by selecting the **Show Log File** checkbox.

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



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.

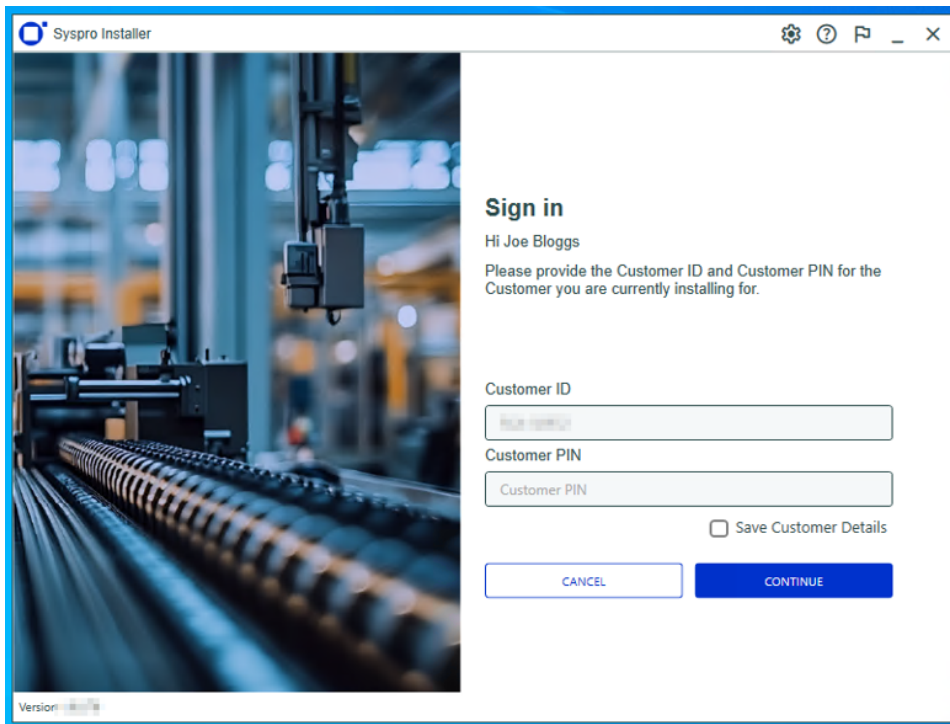


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners



Sign in

Hi Joe Bloggs

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

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

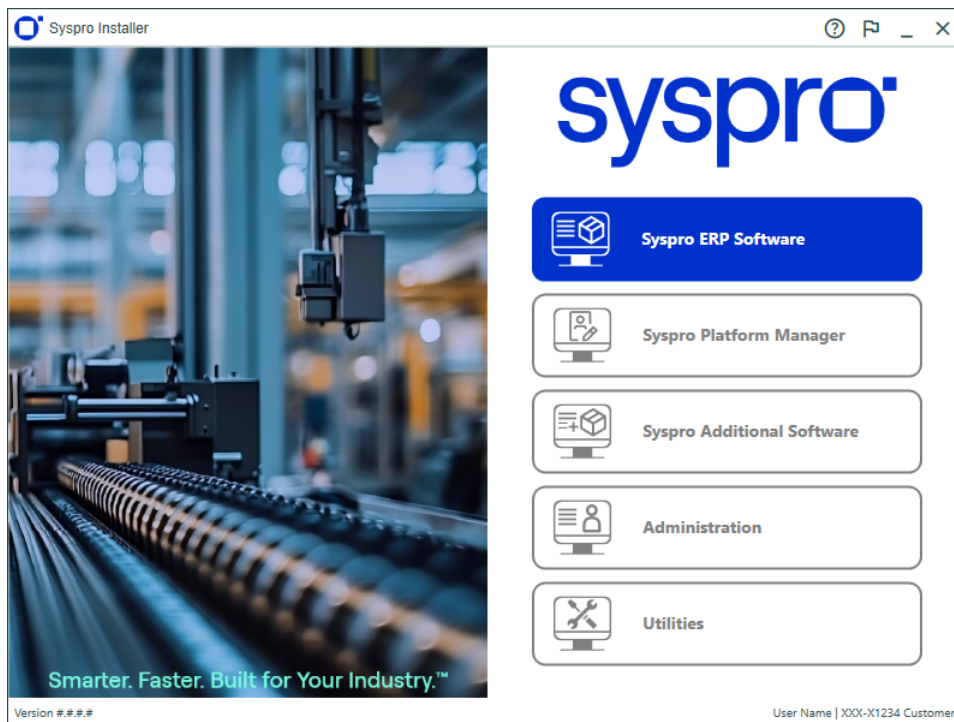


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

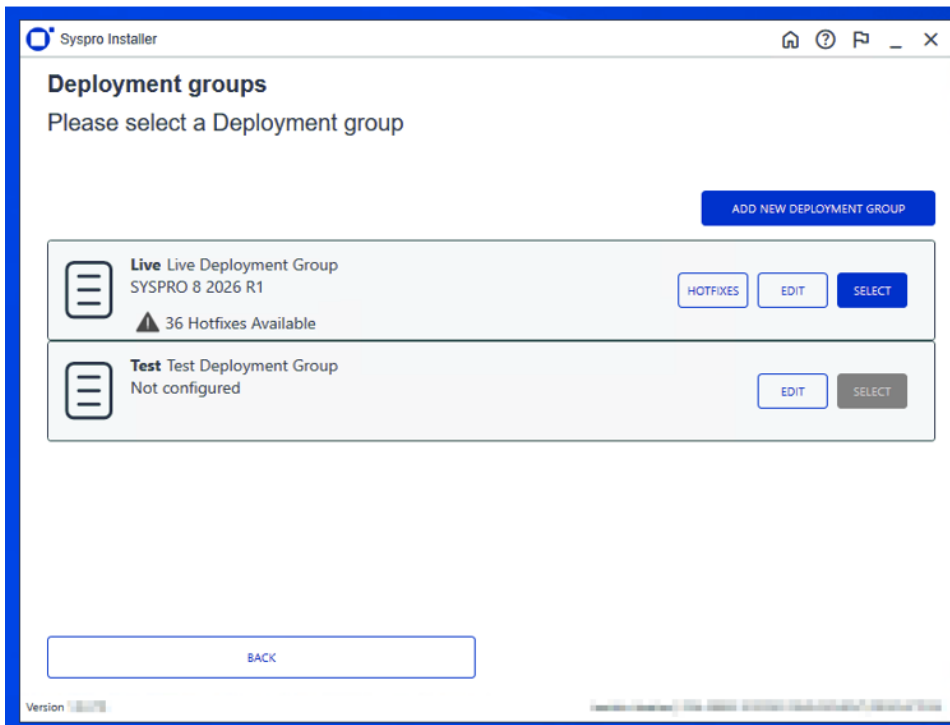


From the **Syspro Installer Application** home screen, select the **Syspro ERP Software** option.



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.

3. Deployment Groups



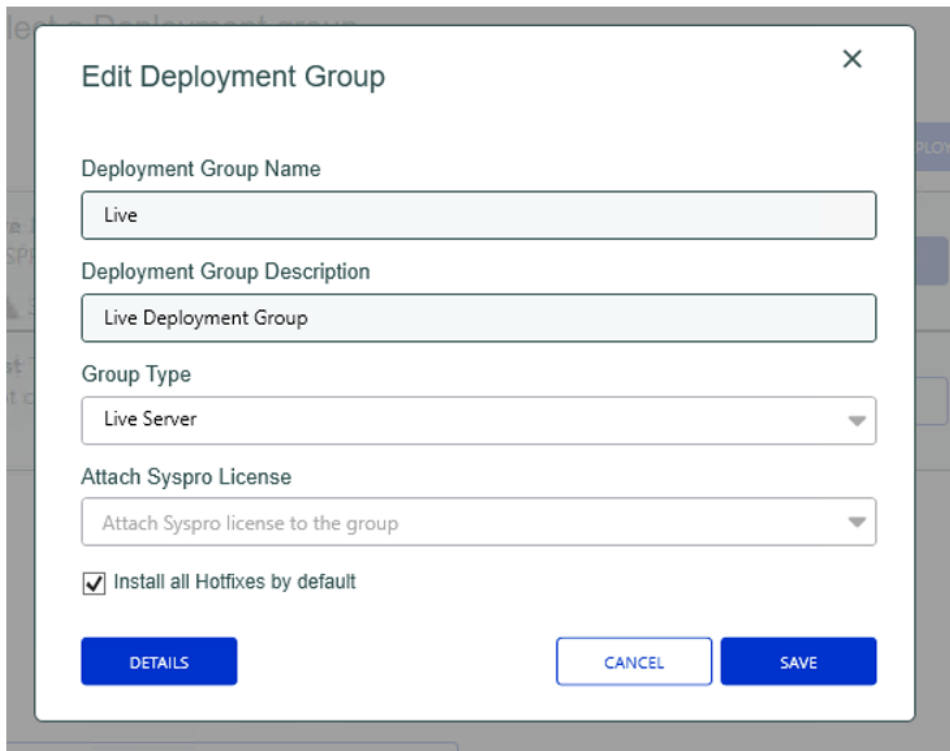
From the **Deployment Groups** screen, select the **Edit** function against the deployment group you want to query.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

4. Edit Deployment Group



Edit Deployment Group [X]

Deployment Group Name
Live

Deployment Group Description
Live Deployment Group

Group Type
Live Server ▼

Attach Syspro License
Attach Syspro license to the group ▼

☒ Install all Hotfixes by default

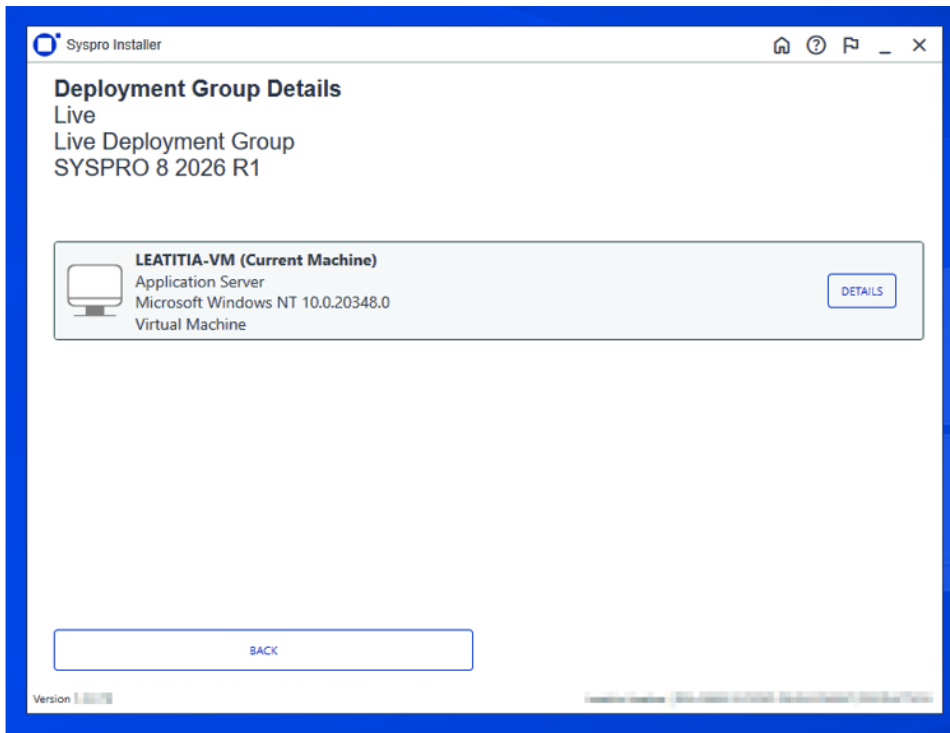
DETAILS **CANCEL** **SAVE**

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



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

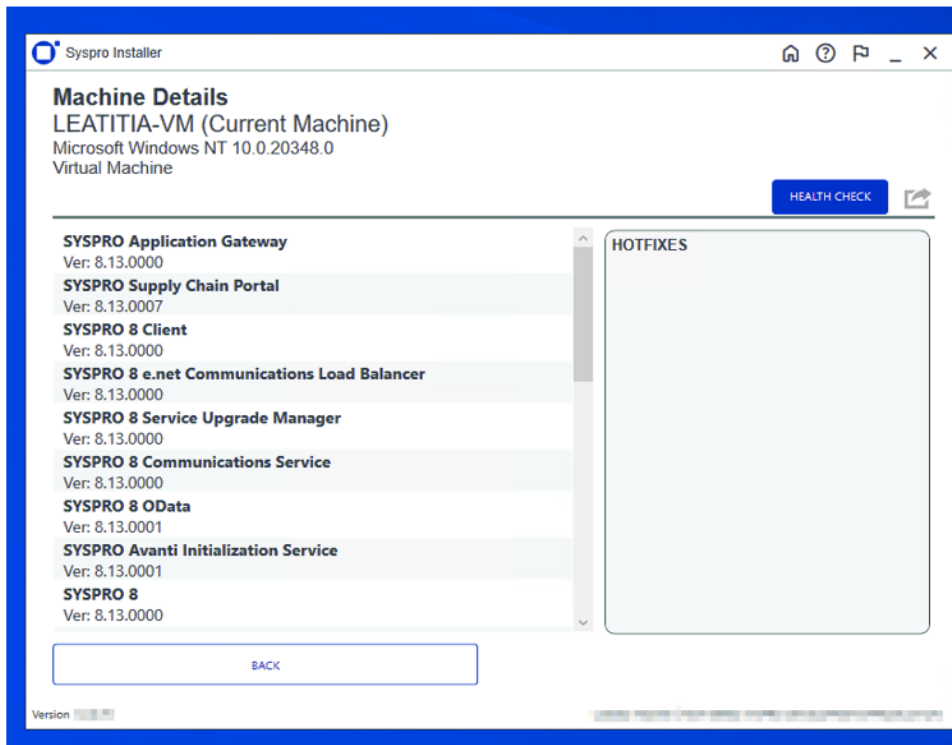
5. Deployment Group Details



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.

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 ().

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

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.

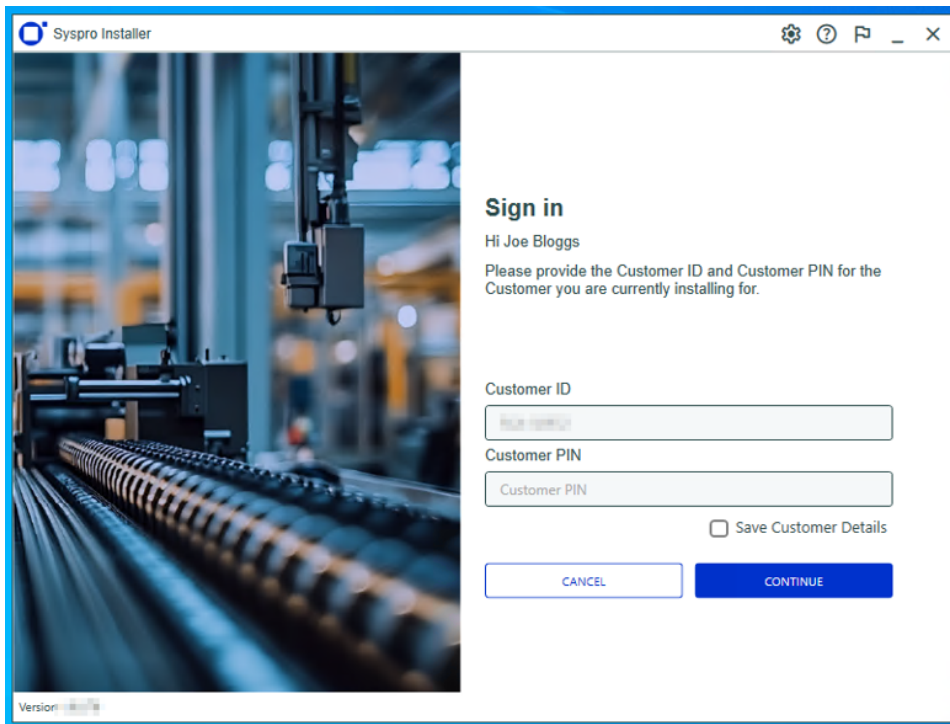


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

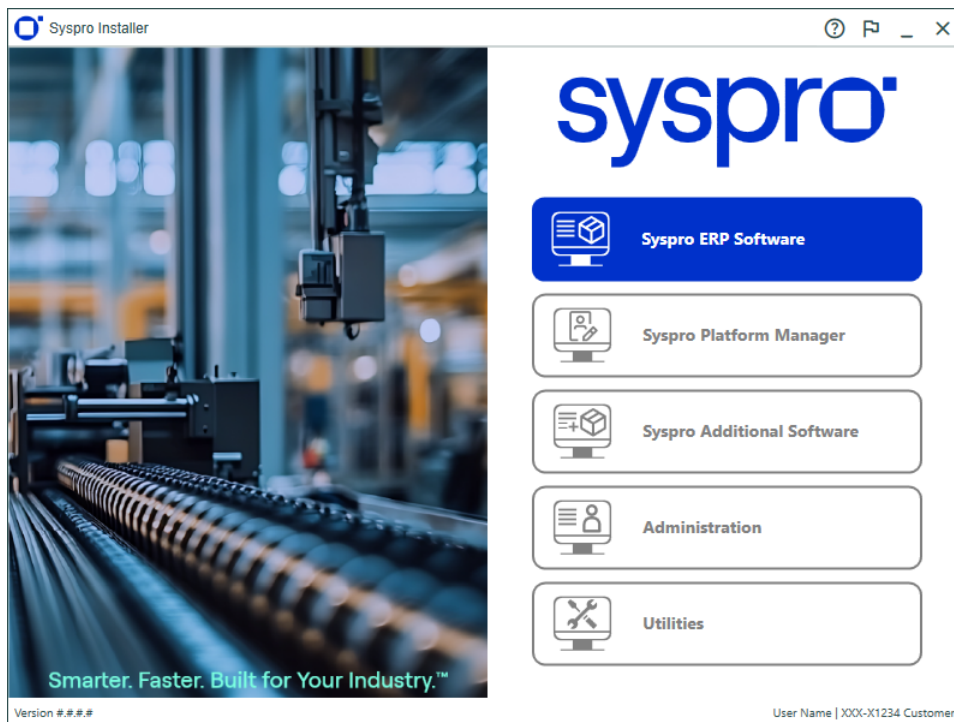


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

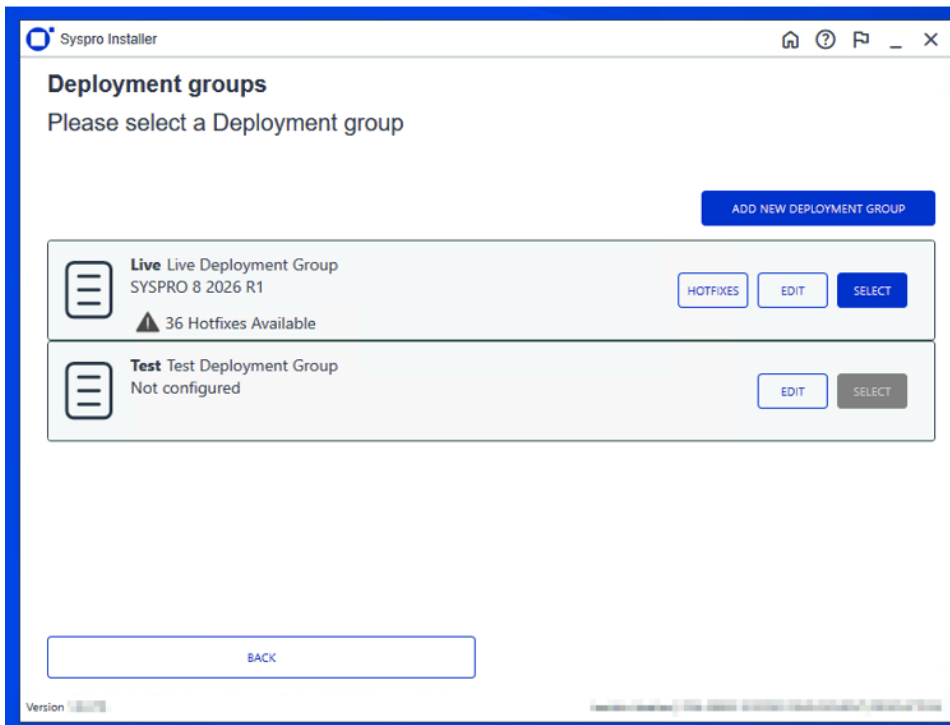


From the **Syspro Installer Application** home screen, select the **Syspro ERP Software** option.



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.

3. Deployment Groups



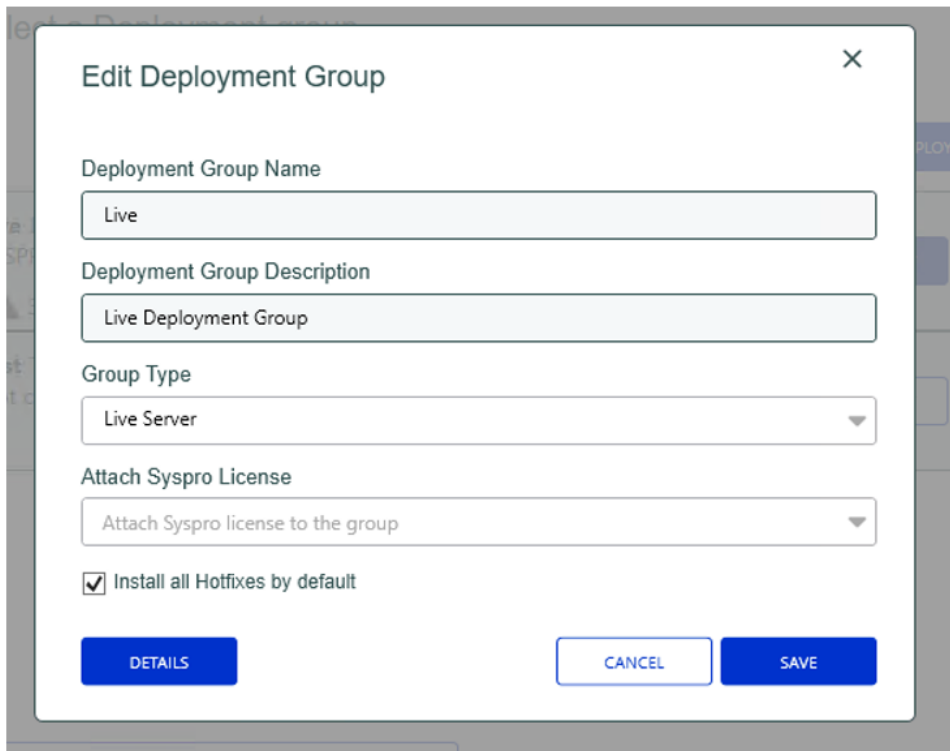
From the **Deployment Groups** screen, select the **Edit** function against the deployment group you want to remove a machine from.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

4. Edit Deployment Group



Edit Deployment Group [X]

Deployment Group Name
Live

Deployment Group Description
Live Deployment Group

Group Type
Live Server

Attach Syspro License
Attach Syspro license to the group

☒ Install all Hotfixes by default

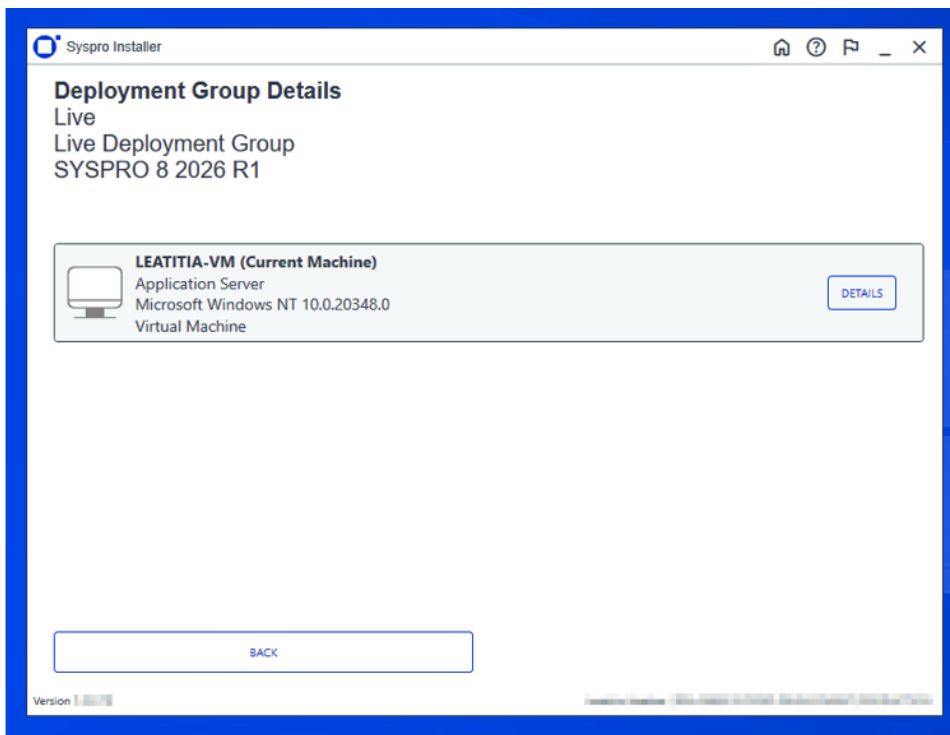
DETAILS CANCEL SAVE

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



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

5. Deployment Group Details



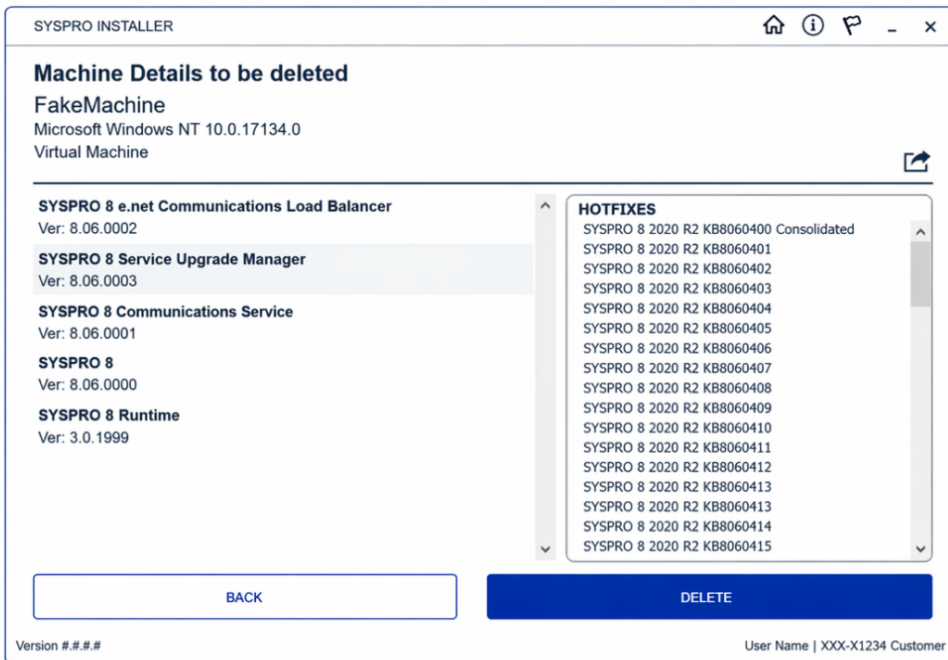
The **Deployment Groups Details** screen provides a list of all machines that form part of the selected deployment group.

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).

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:



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



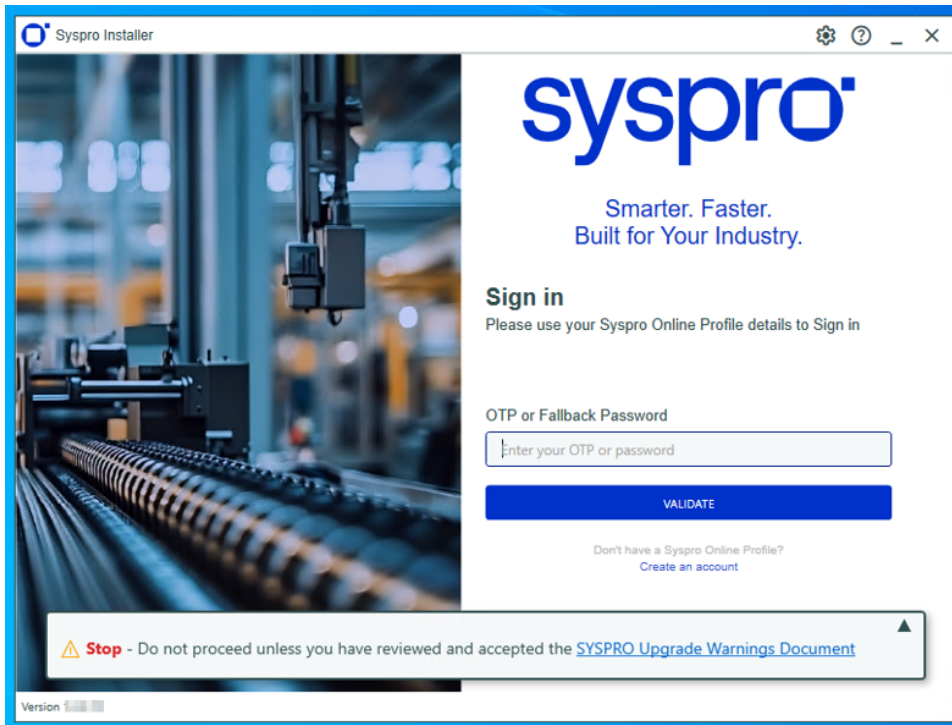
Deployment group health check

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.
- The health check is for a machine in a deployment group. It will only affect the data for the current **MachineID**.
- The deployment group must be configured to see the details for the machines in the group.
- There must be data for the **MachineID** in the **CustomerInstalls** table for the installer to show details for machine product installs.
- Some data fields may be interpreted, as it may not be possible to know what the customer originally chose to use. These interpreted fields will in no way affect the SYSPRO install. They are purely display items.
- The original install dates for products will be set to the current data time when a change is made to the data.
- Changes made to the deployment group will only be made where relevant:
 - For example: If no installs are found when testing customer installs, the deployment group will be set accordingly.
- Only certain keys can be checked and updated when testing the registry. If keys are missing, they cannot be rebuilt as it may not be possible to know the parameters originally selected when installing the product.

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.

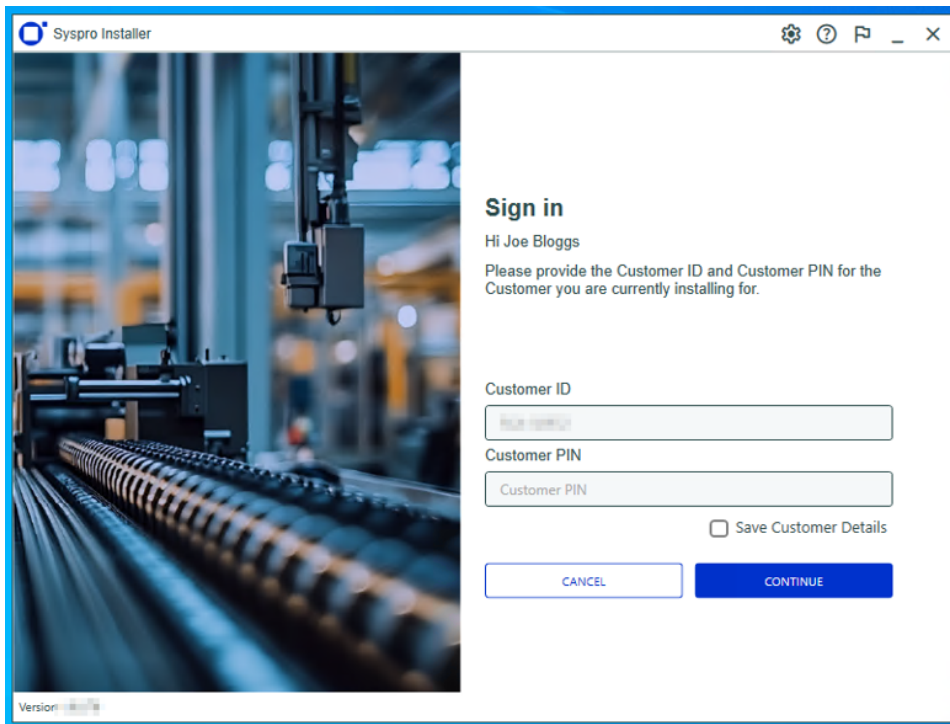


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

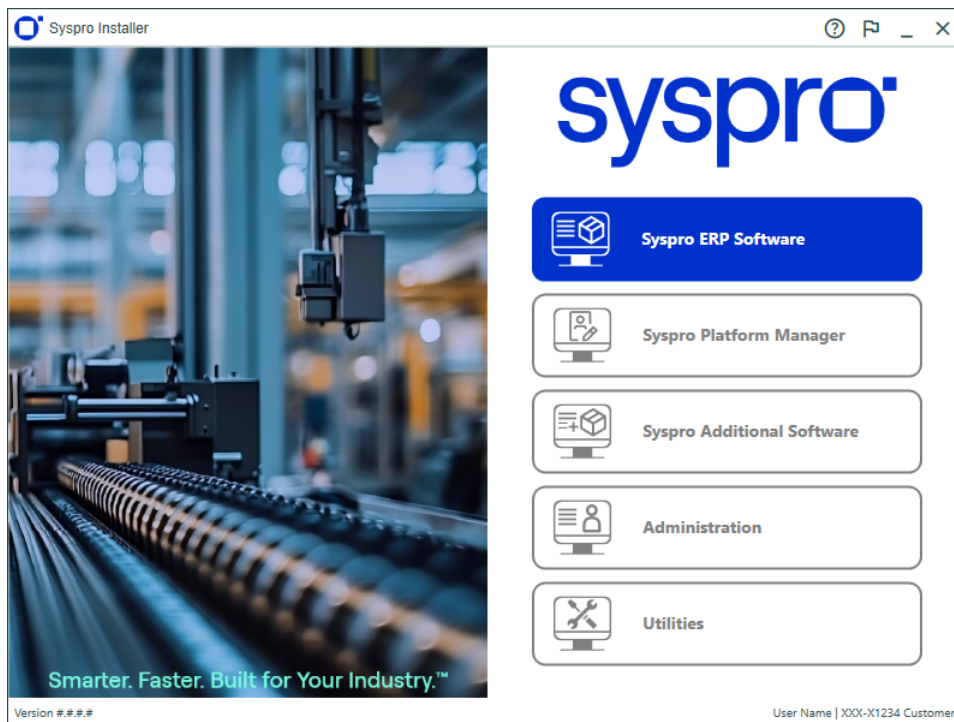


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

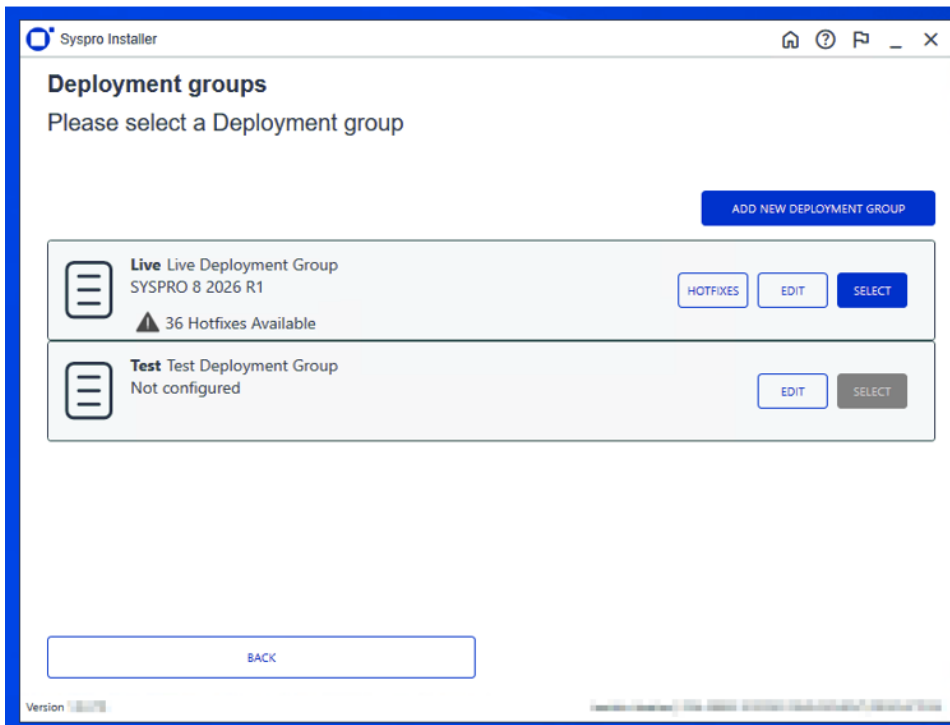


From the **Syspro Installer Application** home screen, select the **Syspro ERP Software** option.



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.

3. Deployment Groups



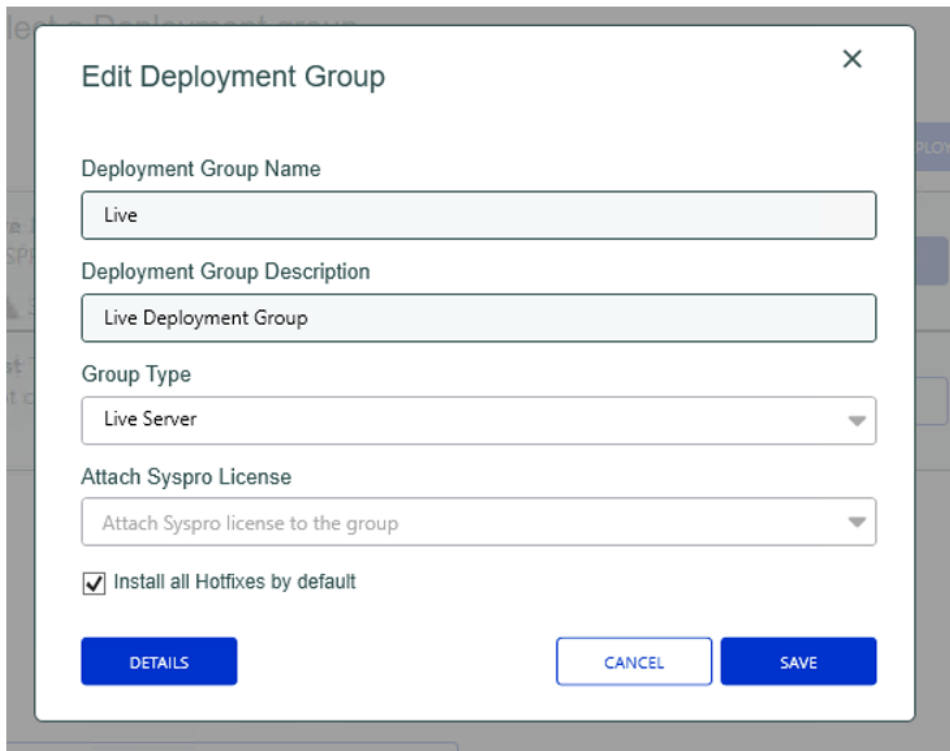
From the **Deployment Groups** screen, select the **Edit** function against the deployment group that you want to run the health check against.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

4. Edit Deployment Group



Edit Deployment Group [X]

Deployment Group Name
Live

Deployment Group Description
Live Deployment Group

Group Type
Live Server

Attach Syspro License
Attach Syspro license to the group

☒ Install all Hotfixes by default

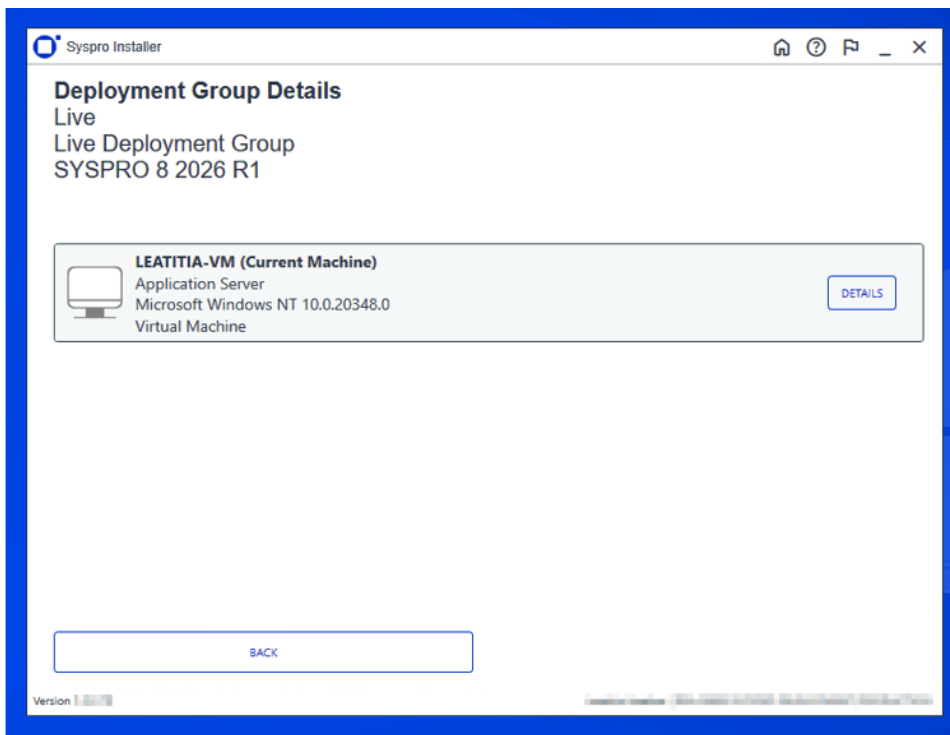
DETAILS **CANCEL** **SAVE**

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



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

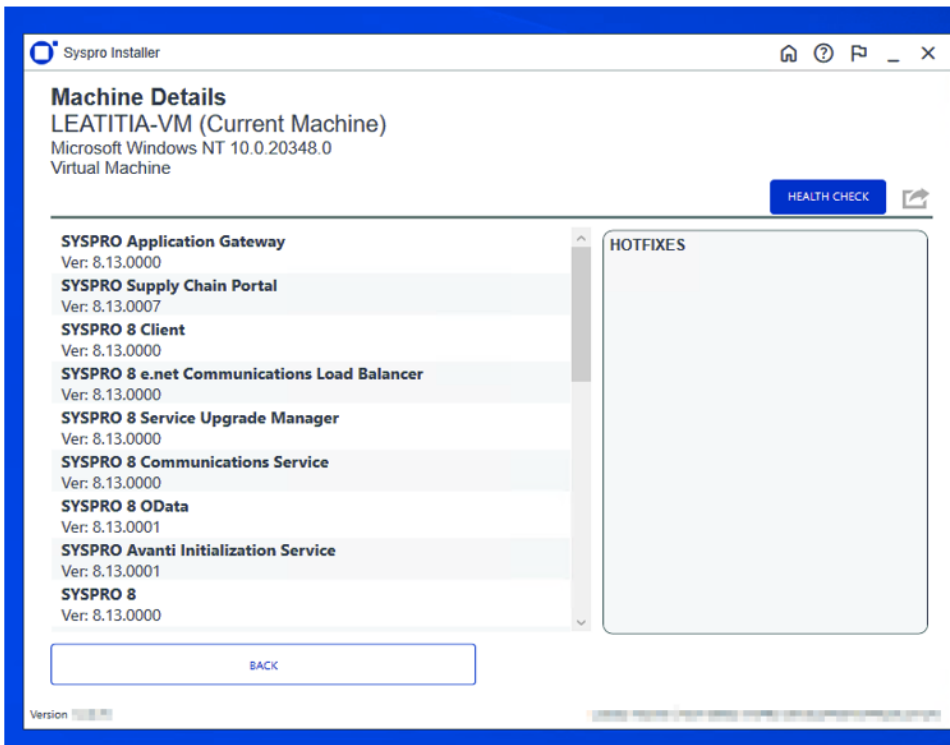
5. Deployment Group Details



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

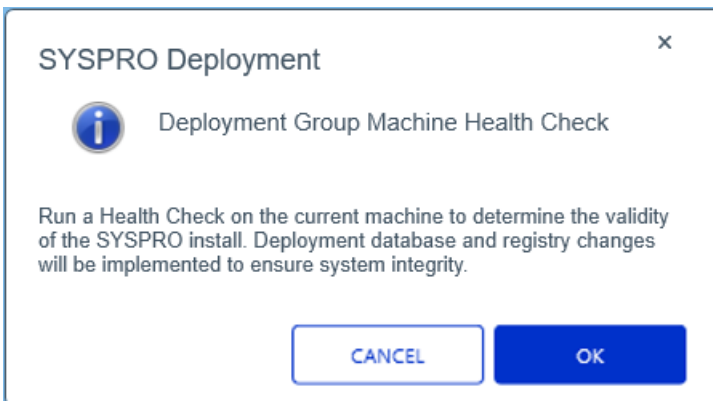
Select the **Details** function against the current machine (i.e. (Current Machine) is displayed next to the machine name).

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.



Selecting **OK** instantly makes the changes to sync the system. The health check does not display the changes to be made or give the user the option to then continue or not.



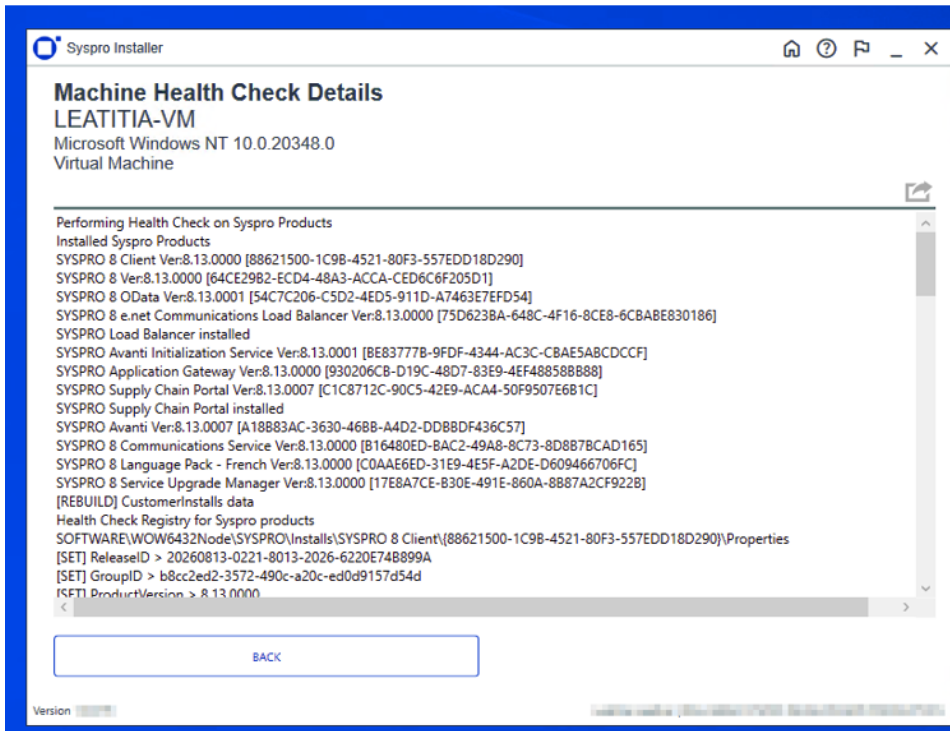
Health Check Process

1. **Validate the MachineID:** The current `MachineID` is compared to the saved one. A warning is returned if they differ, but the health check continues.
2. **Customer Installs – Installed SYSPRO Products:**
 - a. A list of installed SYSPRO products/versions is generated using the MSI engine.
 - b. A list of SYSPRO product codes is generated and used to cross-reference the list of installed products.
 - c. The **SYSPRO Load Balancer Installed** and **SYSPRO Supply Chain Portal Installed** flags are set where appropriate.
 - d. The list of installed SYSPRO products is passed to the Deployment Service and used to rebuild the `CustomerInstalls` data.
3. **Customer Installs – Registry Check:** The list of installed SYSPRO products is used to test for the correct registry entries.
4. **Hotfixes – Installed Hotfixes:**
 - a. A list of installed hotfixes is generated using the MSI machine.
 - b. The list of installed hotfixes is passed to the Deployment Service and used to rebuild the `CustomerHotfixes` data to match what is installed.
5. **Customer Installs – Registry Check for Products Not Installed:** The registry is checked for entries for products not installed on the machine.
6. **Hotfixes – Withdrawn Hotfixes:** A list of hotfixes, including those that have been withdrawn, is generated.
7. **Additional Load Balancer Services:** The MSI engine tests if the SYSPRO Additional Load Balancer is installed.
8. **Additional Load Balancer Services – Load Balancer Not Installed:** The **SYSPRO Load Balancer Installed** check is carried out to determine whether the Additional Load Balancer services check can continue.
9. **Additional Load Balancer Services – Load Balancer Installed:** The MSI engine tests for additional features that are installed.
10. **Additional Load Balancer Services – Registry:** The registry is checked for Additional Load Balancer properties.
11. **Additional Load Balancer Services – CustomerAdditionalInstalledServices:** The Additional Load Balancer Service details are passed to the Deployment Service and used to rebuild the `CustomerAdditionalInstalledServices` data to match what is installed on the machine.
12. **Additional Load Balancer Services – Additional Load Balancer Not Installed:** The registry key is deleted if the Additional Load Balancer or its features are not installed.



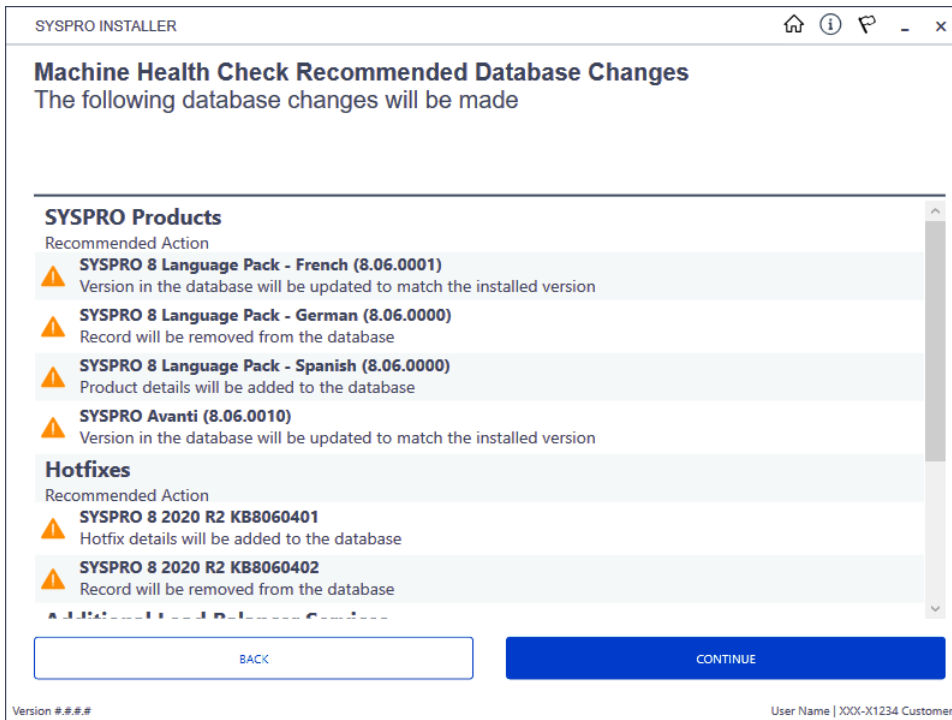
13. **Additional Supply Chain Portal:** The MSI engine tests if the SYSPRO Additional Supply Chain Portal is installed.
14. **Additional Supply Chain Portal – Supply Chain Portal Not installed:** The SYSPRO Supply Chain Portal Installed flag check is done to see if the SYSPRO Supply Chain Portal is installed, and therefore whether the Additional Supply Chain Portal can be installed.
15. **Additional Supply Chain Portal – Supply Chain Portal Installed:** The MSI engine tests for the installed additional features.
16. **Additional Supply Chain Portal – Registry:** The registry is checked for Additional Supply Chain Portal properties and the registry keys are checked for each feature.
17. **Additional Supply Chain Portal – CustomerAdditionalInstalledServices:** These Additional Supply Chain Portal details are passed to the Deployment Service and used to rebuild the [CustomerAdditionalInstalledServices](#) data to match what is installed on the machine.
18. **Additional Supply Chain Portal – Additional Supply Chain Portal Not Installed:** The registry key is deleted if the Additional Supply Chain Portal or its features are not installed.
19. **SYSPRO Embedded Analytics:**
 - a. A list of valid SEA product details is generated from the database.
 - b. The MSI engine tests if any SYSPRO Embedded SYSPRO Embedded Analytics products are installed.
20. **SYSPRO Embedded Analytics - SYSPRO Embedded Analytics Installed:** The registry is checked to see if a SYSPRO Embedded Analytics product is installed.
21. **SYSPRO Embedded Analytics – Rebuild CustomerInstalls3rdParty Data:** The product details are passed to the Deployment Service and used to rebuild the [CustomerInstalls3rdParty](#) data to match what is installed on the machine.
22. **SYSPRO Embedded Analytics - SYSPRO Embedded Analytics Not Installed:** The registry key is deleted if SYSPRO Embedded Analytics is not installed.
23. **Deployment Groups:** The health check carries out for the current machine. Once complete, the [CustomerInstalls](#) for the deployment group are checked.

7. Machine Health Check Details



The [Machine Health Check Details](#) screen displays a log of the changes made and, if necessary, errors found and actions users should take.

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

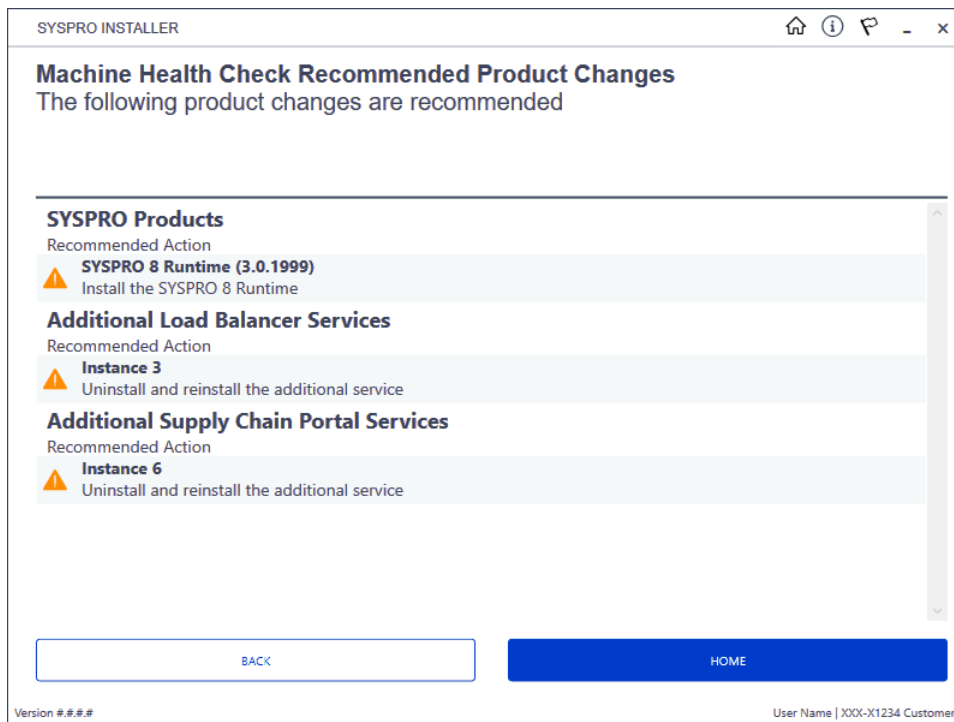


Possible actions

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.

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.



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.



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.

However, our recommendation and suggested best practice is to allow the download to complete before using the application as there is a chance that files may be in use.



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.

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.

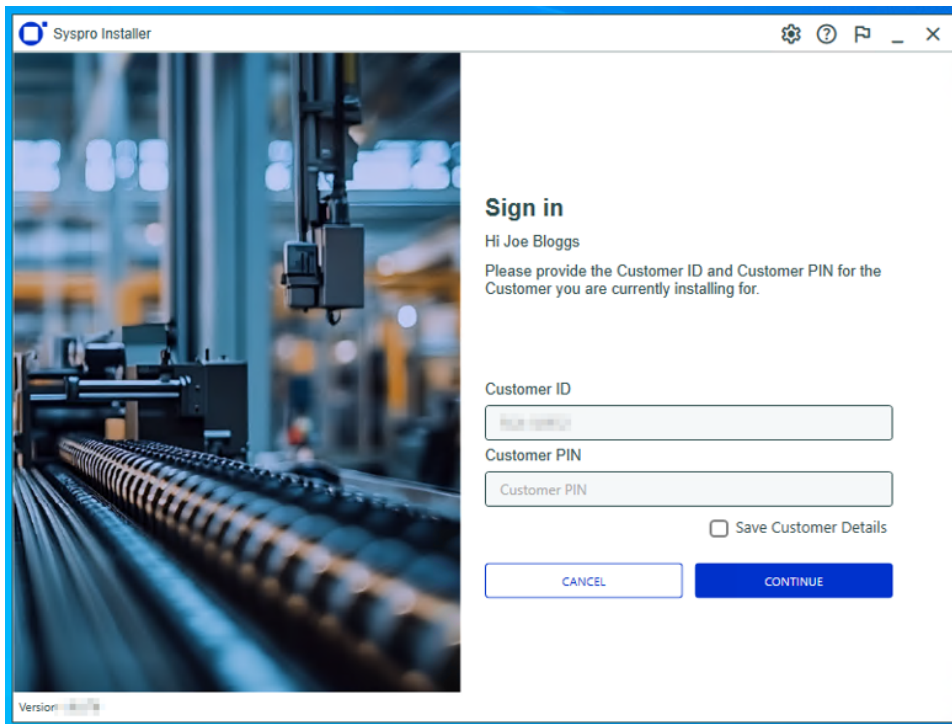


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains the following elements: a 'Sign in' heading, a greeting 'Hi Joe Bloggs', a prompt 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.', two input fields labeled 'Customer ID' and 'Customer PIN', a checkbox labeled 'Save Customer Details', and two buttons labeled 'CANCEL' and 'CONTINUE'. The 'Version' is displayed in the bottom left corner of the window.

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

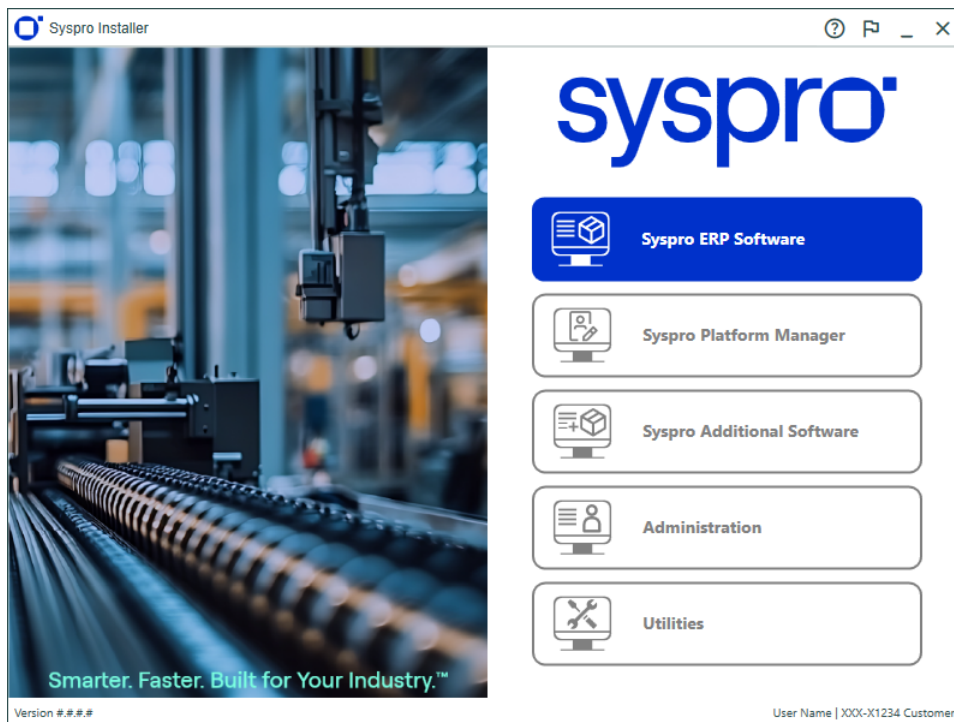


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

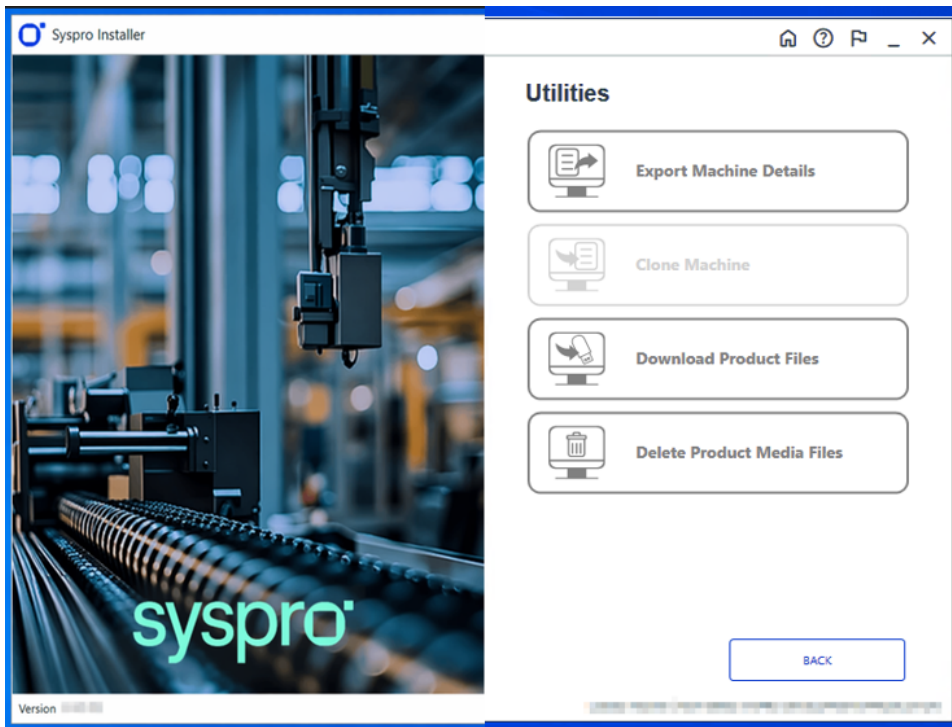


From the **Syspro Installer** home screen, select the **Utilities** option.



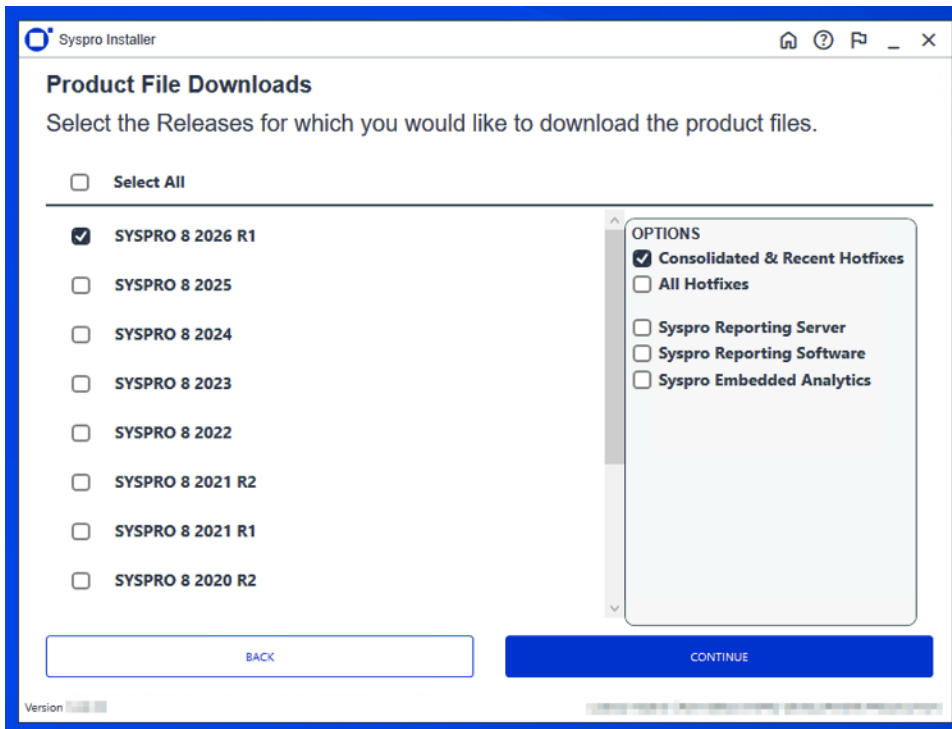
You can navigate back to this home page from any point in the app by selecting the home icon (🏠) from the toolbar at the top of each screen.

3. Utilities



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

4. Product File Downloads



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
 - Embedded Analytics installation files

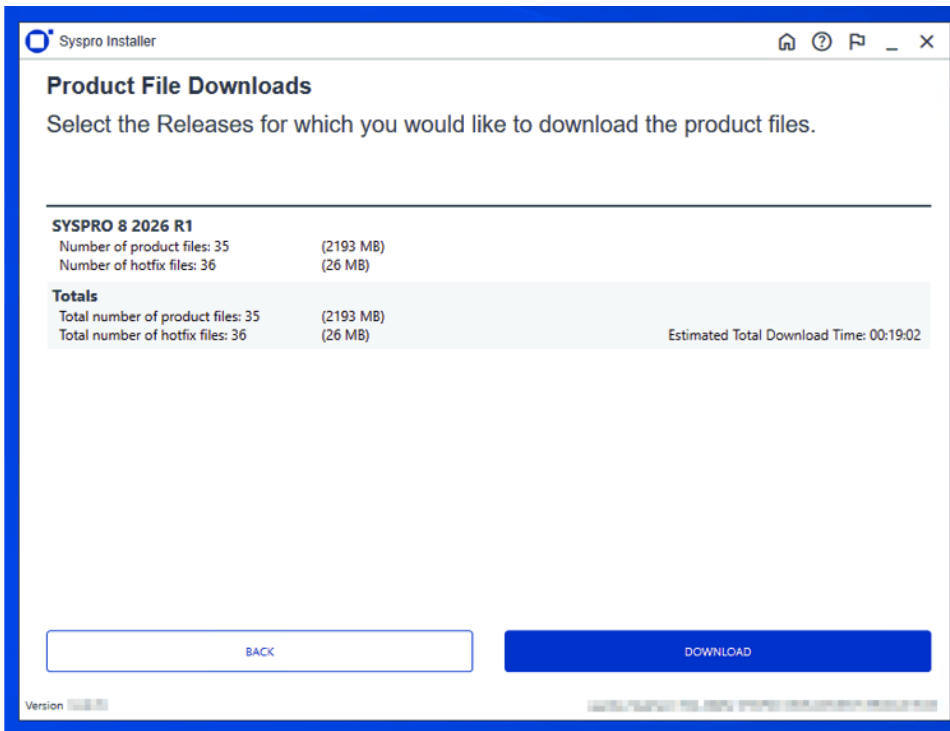


All Mandatory Hotfixes are always downloaded, no matter what option you select.

3. Select **Continue** to proceed.

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

5. Product file download confirmation



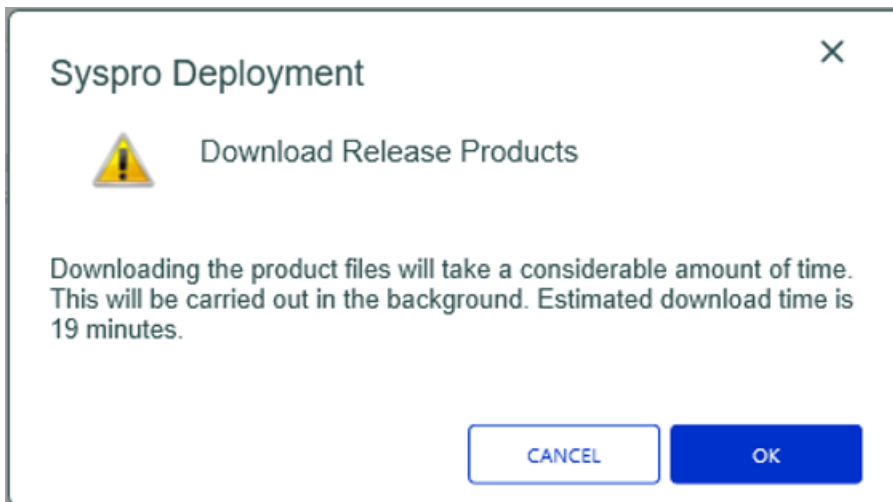
Once the validation completes, a confirmation screen is displayed which summarizes the following:

- 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.



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.

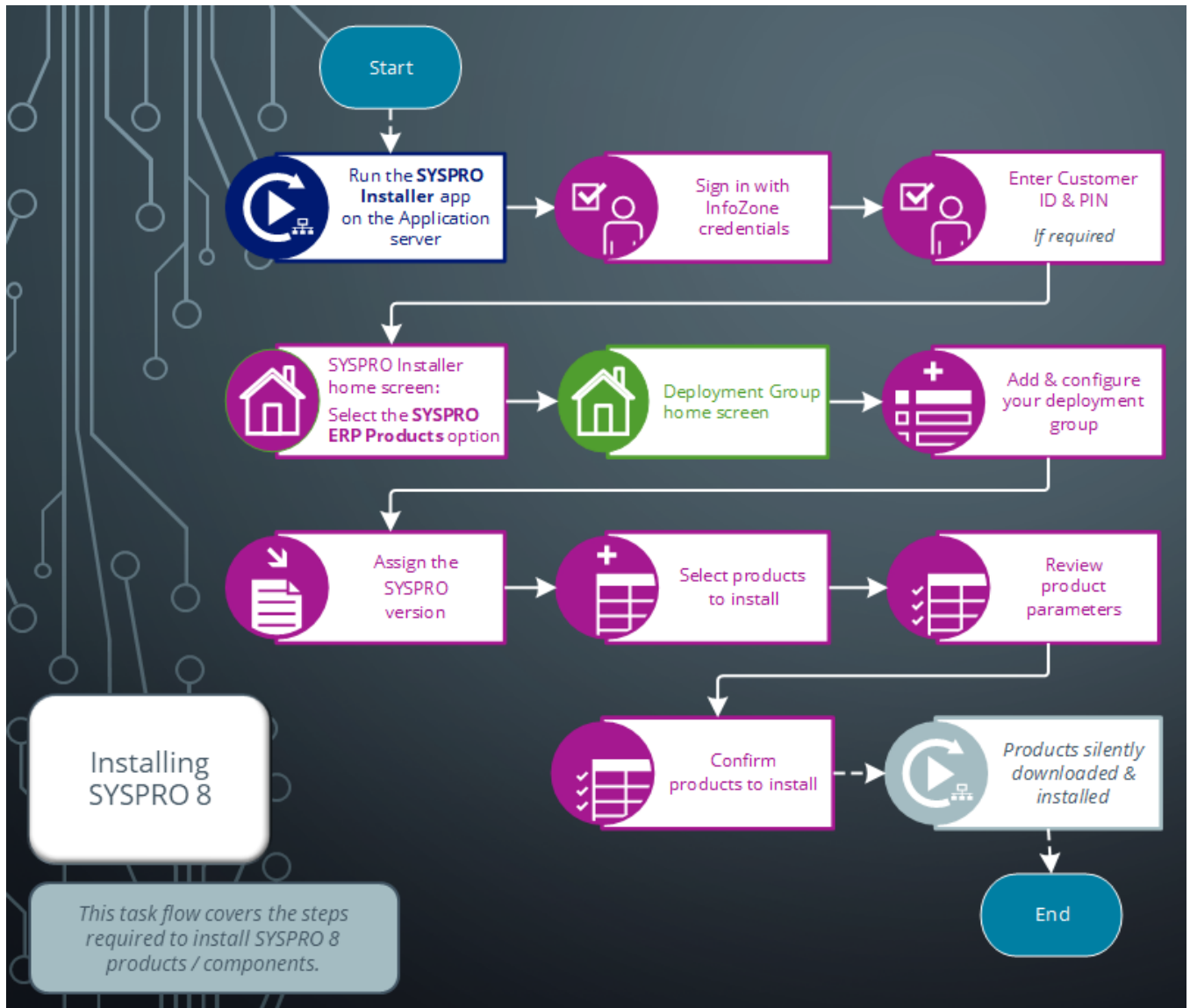
Select **OK** to proceed with the download.

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

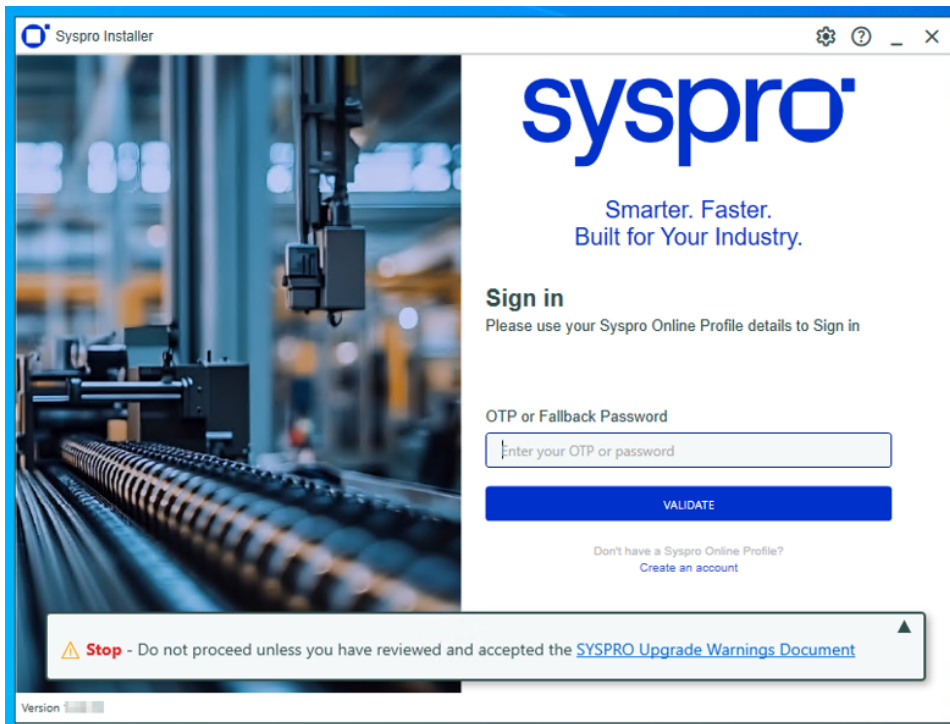
All product files are downloaded to your local SYSPRO Deployment folder.

Syspro ERP software

Installing Syspro ERP Software



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.

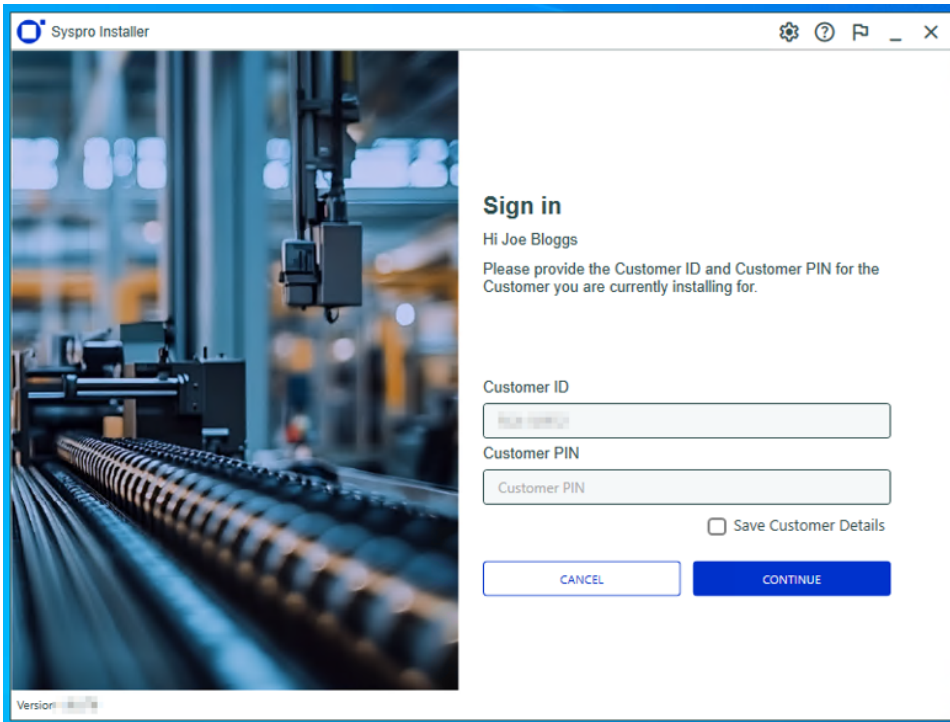


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

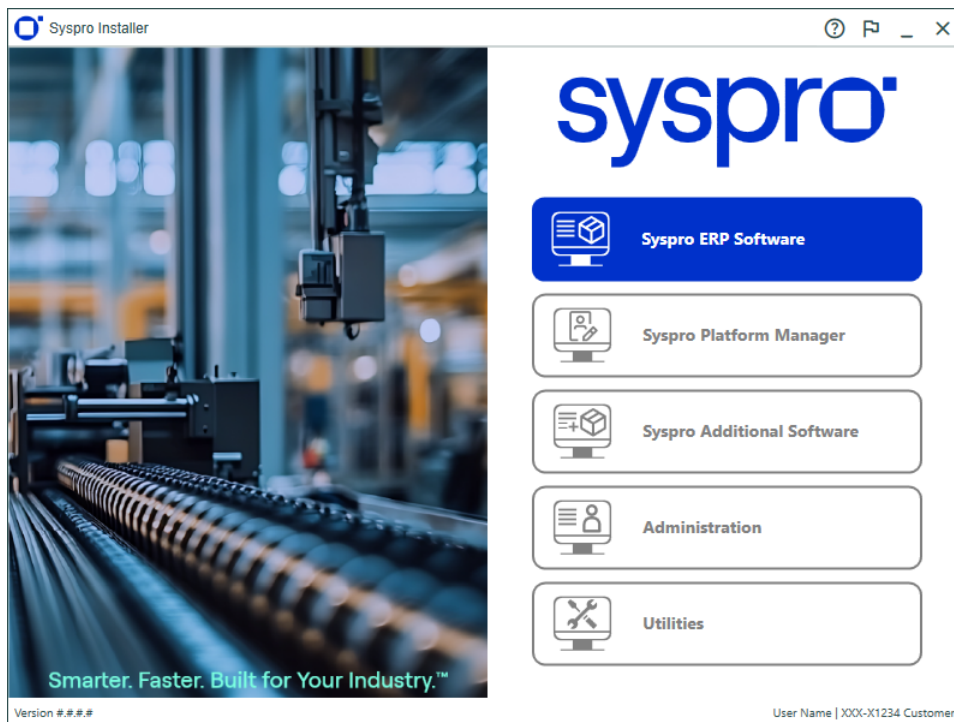


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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 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.

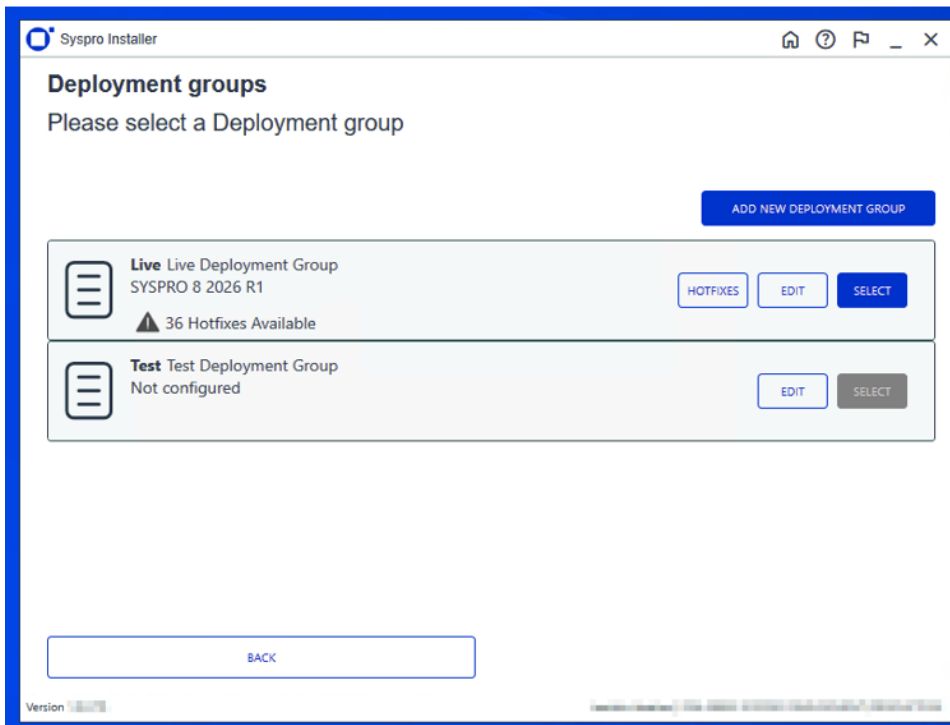
3. Deployment Groups

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 refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.



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 <i>all</i> 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.



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	<i>This function is not yet available.</i>
Install all Hotfixes by default	Enable this option to ensure that <i>all</i> 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.



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.



4. Release Selection

SYSPRO INSTALLER

?

-

x

Select a Release to install for: Test

Please select a SYSPRO software release to install

SYSPRO 8 2018 R2
SYSPRO 8 2018 R2

SELECT

SYSPRO 8 2018 R1
SYSPRO 8 2018 R1

SELECT

BACK

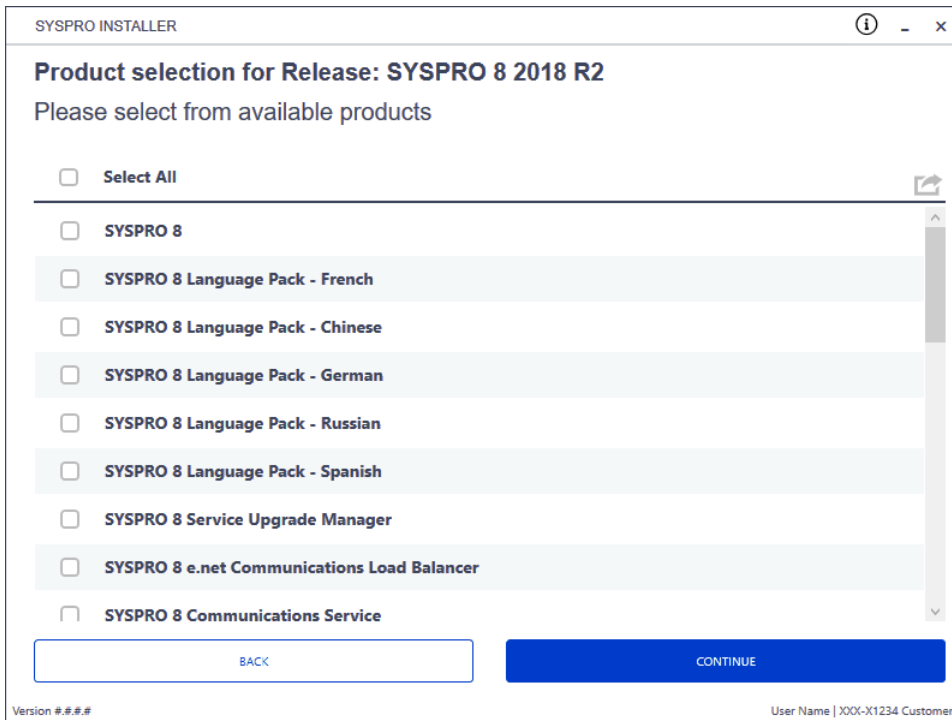
Service Version ###.##.##

User Name | XXX-X1234 Customer

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.

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.

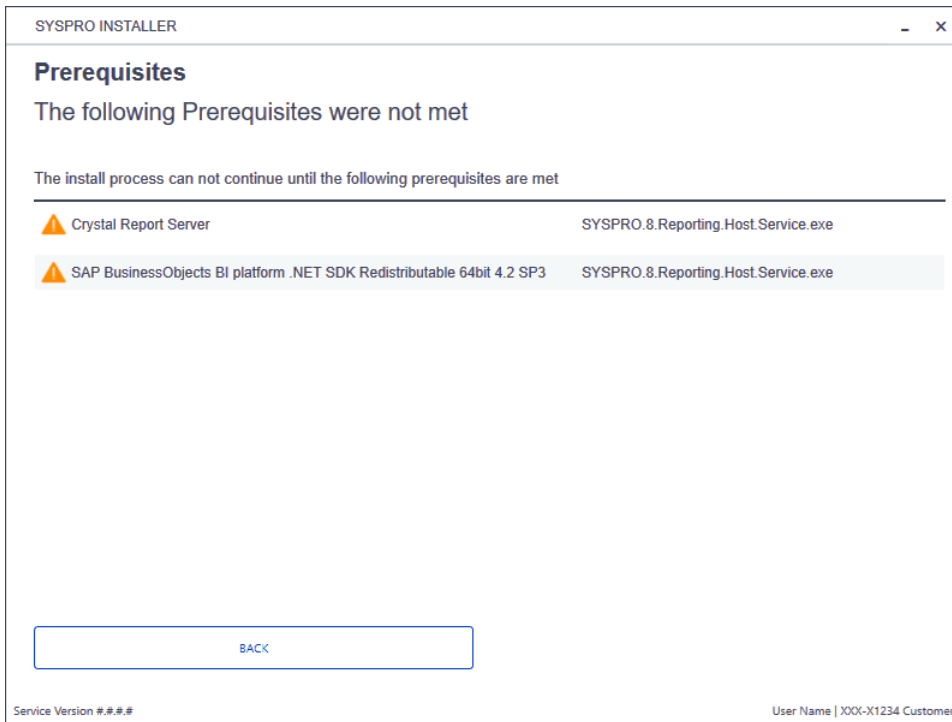
If you select a product that requires another product(s) to be installed as a prerequisite, those products are automatically added to the installation list, in the correct sequence.

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.

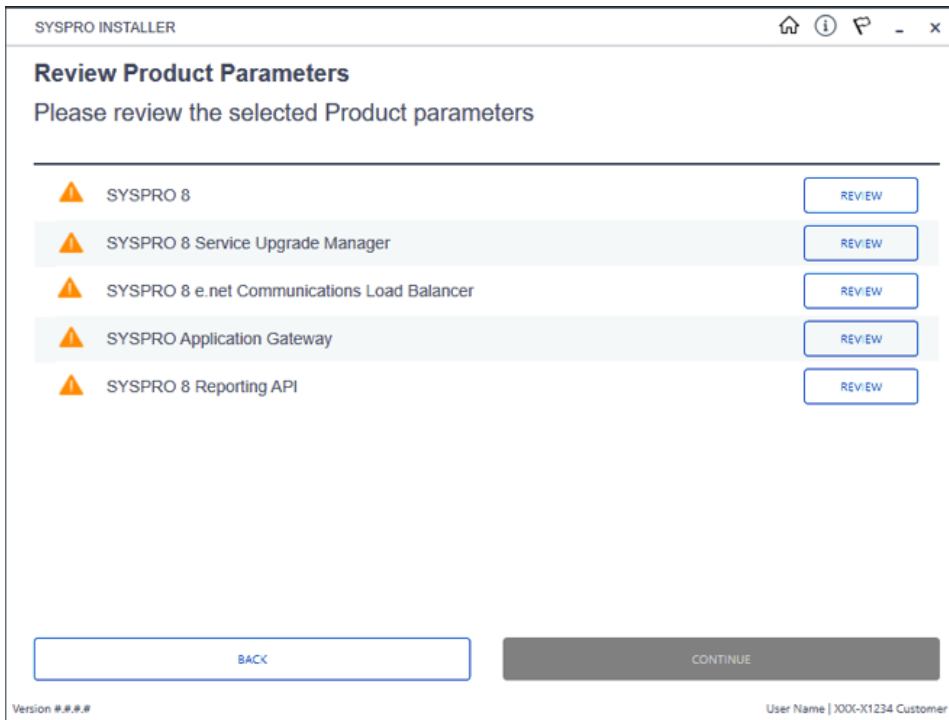
Enable the relevant products according to your installation requirements and select the **Continue** button.

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.

7. Review Product Parameters



The **Review Product Parameters** screen allows you to review all parameters required for each product selected for install. These parameters were generated for the release using the [ReleaseProductParameters](#) table.



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.

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.



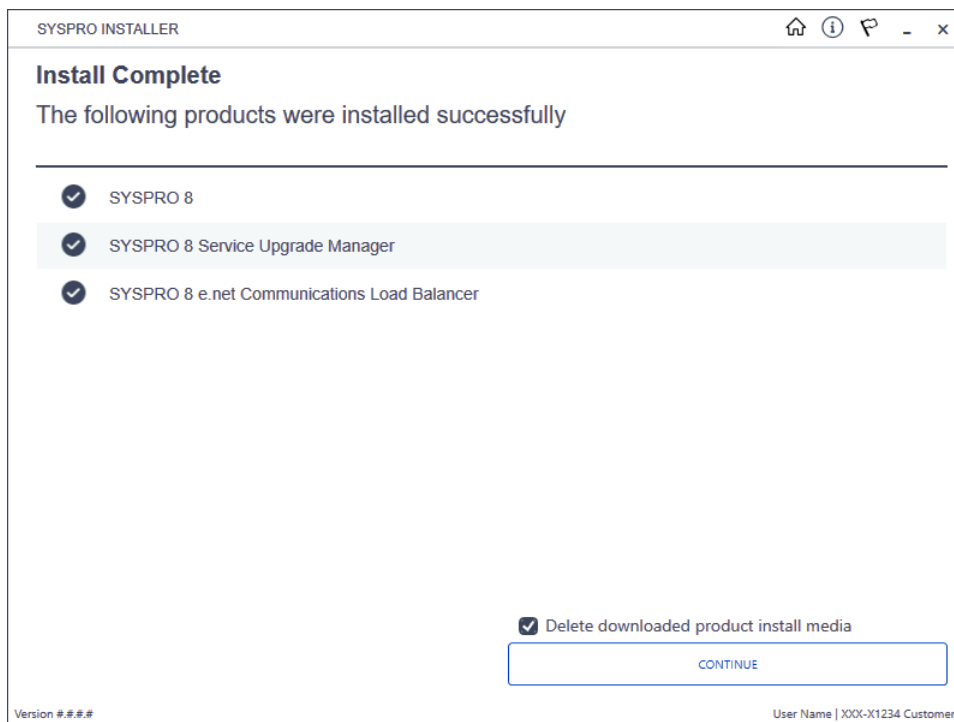
If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **Syspro Deployment Downloads** folder.

Ensure that you copy your files to the correct location.

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

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:

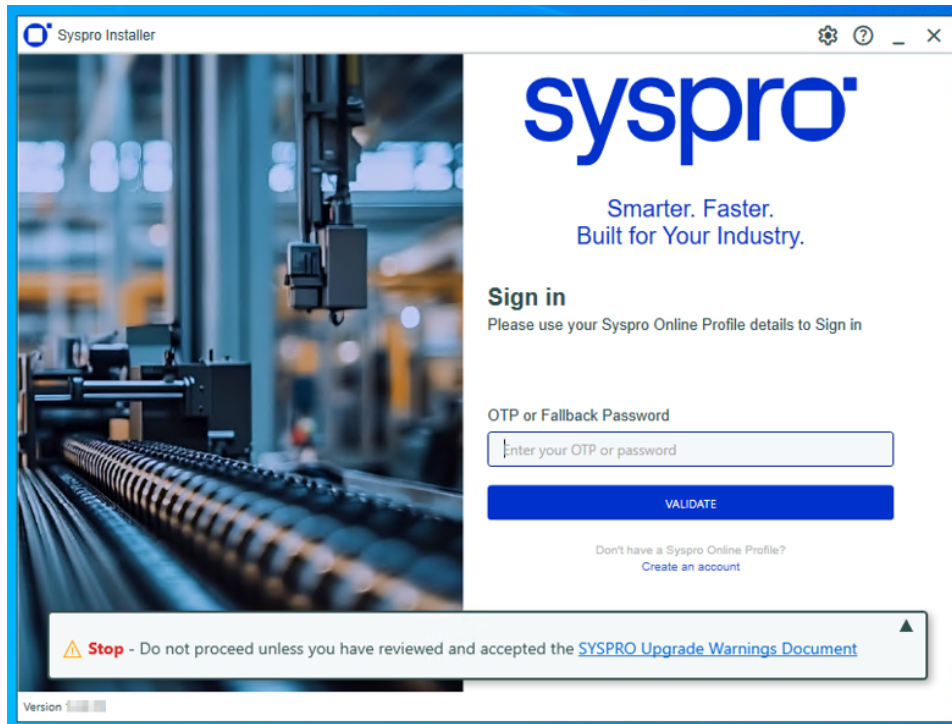
File name `DeletedMediaFiles_20201207143907.txt`

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)

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.

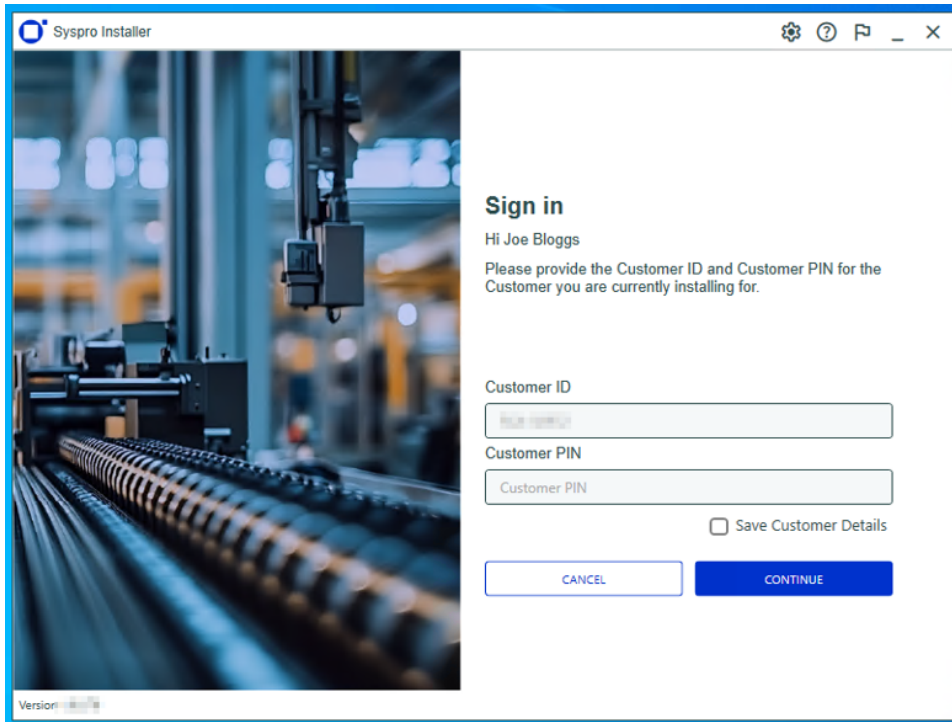


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains the following elements: a 'Sign in' heading, a greeting 'Hi Joe Bloggs', a message 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.', two input fields labeled 'Customer ID' and 'Customer PIN', a checkbox labeled 'Save Customer Details', and two buttons labeled 'CANCEL' and 'CONTINUE'. The 'CONTINUE' button is highlighted in blue. At the bottom left of the window, there is a small 'Version' label.

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

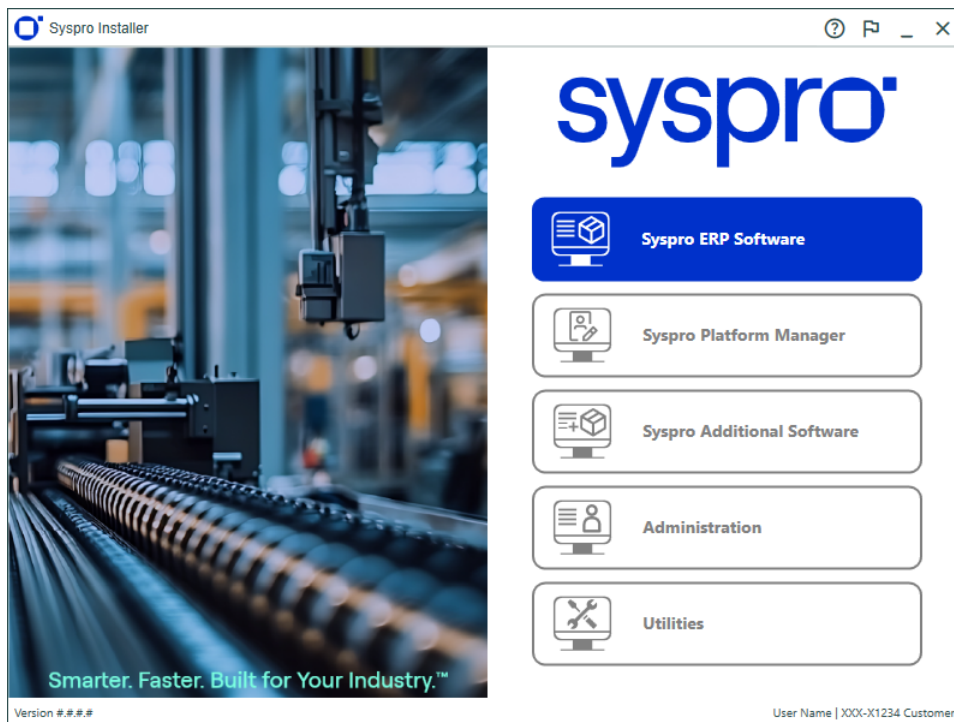


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

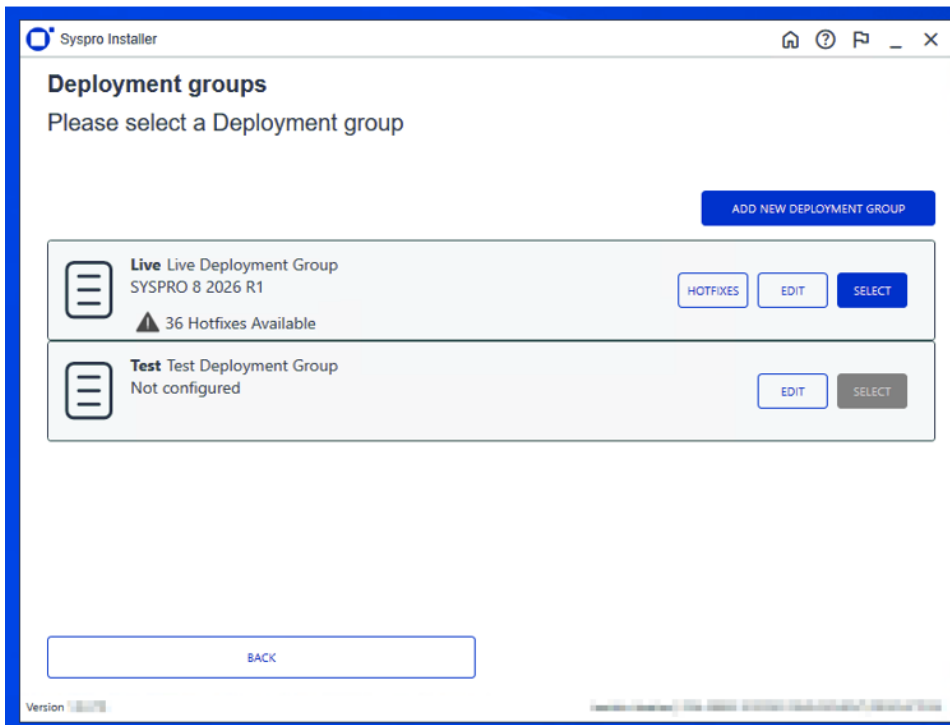


From the **Syspro Installer Application** home screen, select the **Syspro ERP Software** option.



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.

3. Deployment Groups



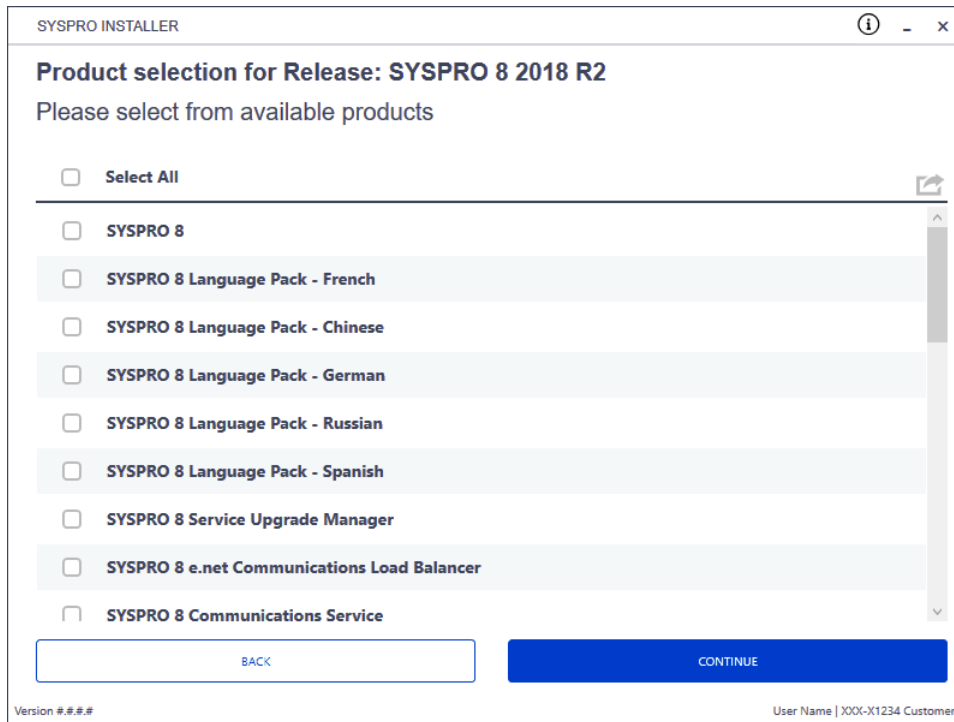
From the **Deployment Groups** screen, select the applicable deployment group.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

4. Product Selection

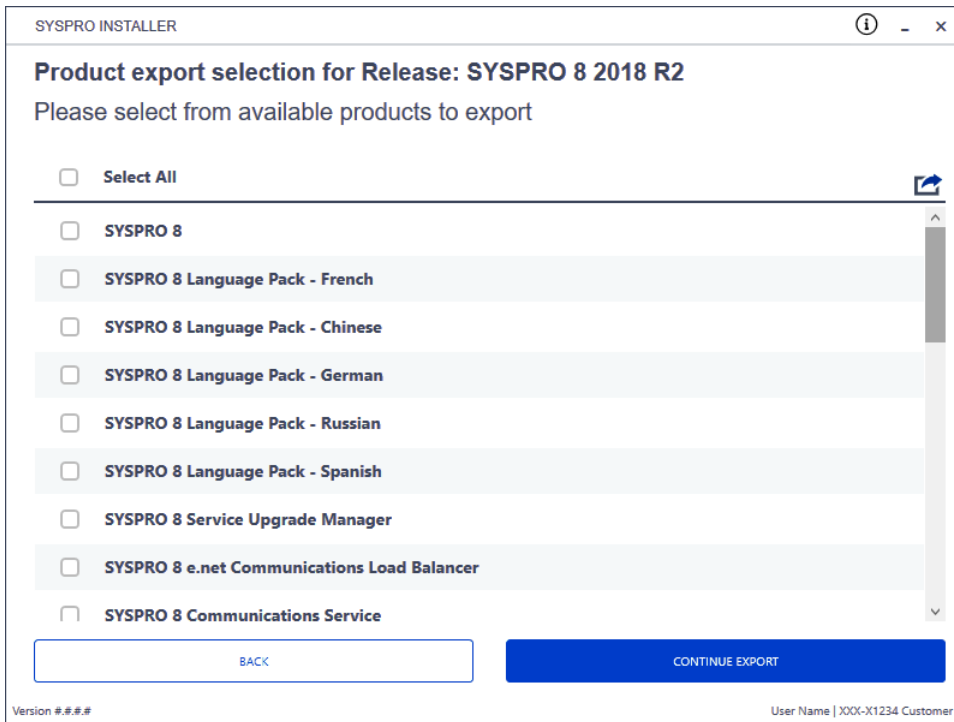


From the **Product Selection** screen, select the **Export** button () to switch to export mode.



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

5. Product Export Selection



SYSPRO INSTALLER

Product export selection for Release: SYSPRO 8 2018 R2

Please select from available products to export

☐ Select All

- ☐ SYSPRO 8
- ☐ SYSPRO 8 Language Pack - French
- ☐ SYSPRO 8 Language Pack - Chinese
- ☐ SYSPRO 8 Language Pack - German
- ☐ SYSPRO 8 Language Pack - Russian
- ☐ SYSPRO 8 Language Pack - Spanish
- ☐ SYSPRO 8 Service Upgrade Manager
- ☐ SYSPRO 8 e.net Communications Load Balancer
- ☐ SYSPRO 8 Communications Service

Version ###.##.## User Name | XXX-X1234 Customer

From the **Product export selection** screen, select the products you want to export.
Select **Continue Export** to proceed.

6. Review Product Export Parameters

SYSPRO INSTALLER

Review Product Export Parameters

Please review the selected Product export parameters

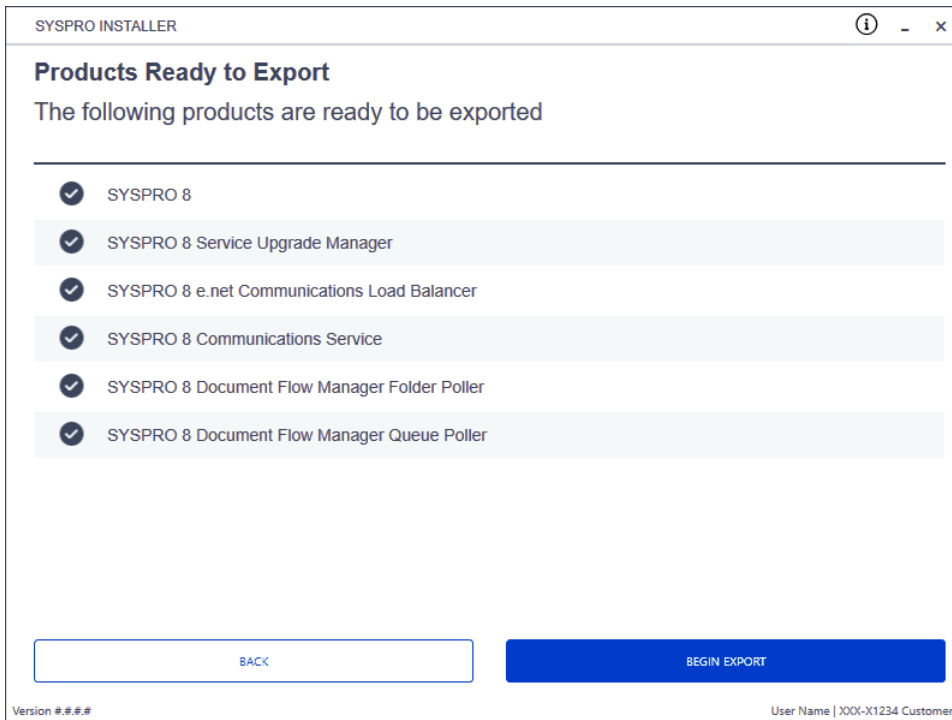
✓	SYSPRO 8	REVIEW
✓	SYSPRO 8 Service Upgrade Manager	REVIEW
✓	SYSPRO 8 e.net Communications Load Balancer	REVIEW
⚠	SYSPRO 8 Communications Service	REVIEW
⚠	SYSPRO 8 Document Flow Manager Folder Poller	REVIEW
⚠	SYSPRO 8 Document Flow Manager Queue Poller	REVIEW

BACK CONTINUE EXPORT

Version 8.8.8.8 User Name | XXX-X1234 Customer

From the **Review Product Export Parameters** screen, review any required parameters.
Select **Continue Export** to proceed.

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.

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.

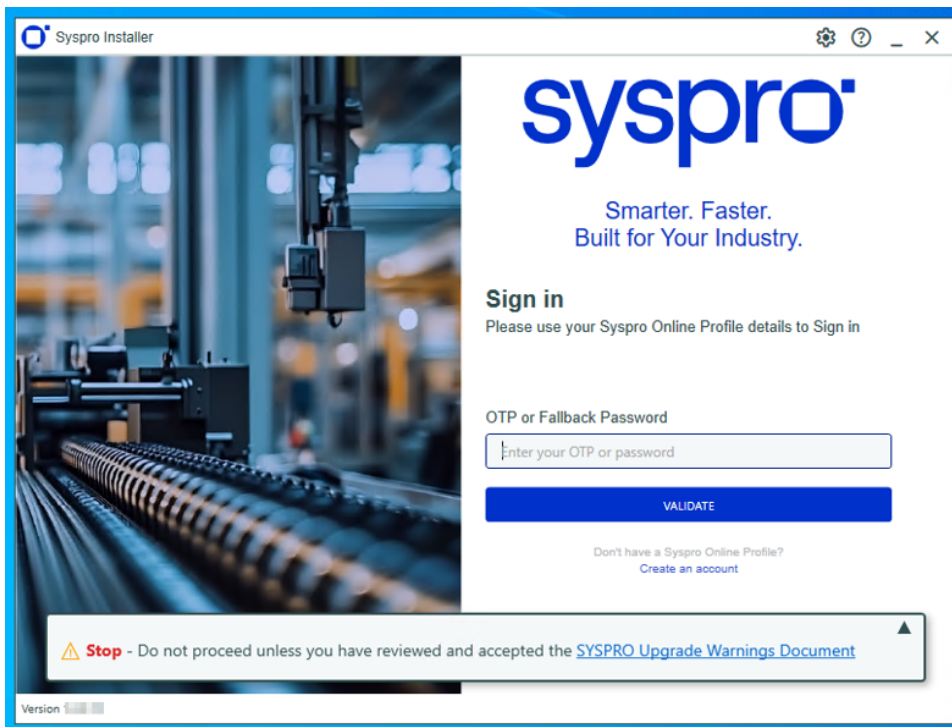
Once the export is complete, a message is displayed indicating the path to the export file, as well as the option to open the file using your default text editor.

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

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.

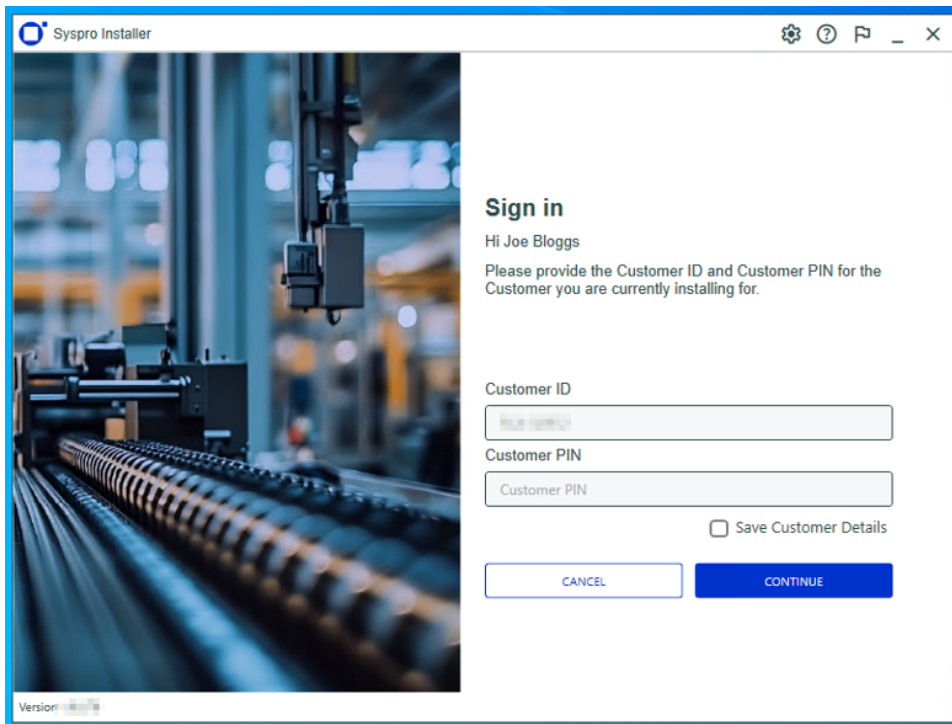


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

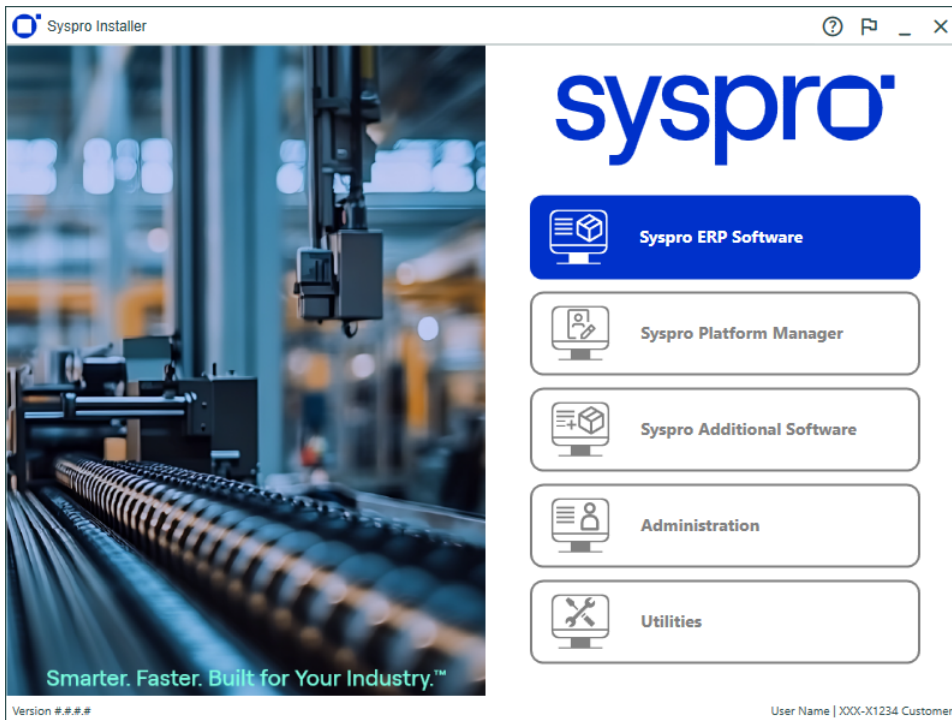


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

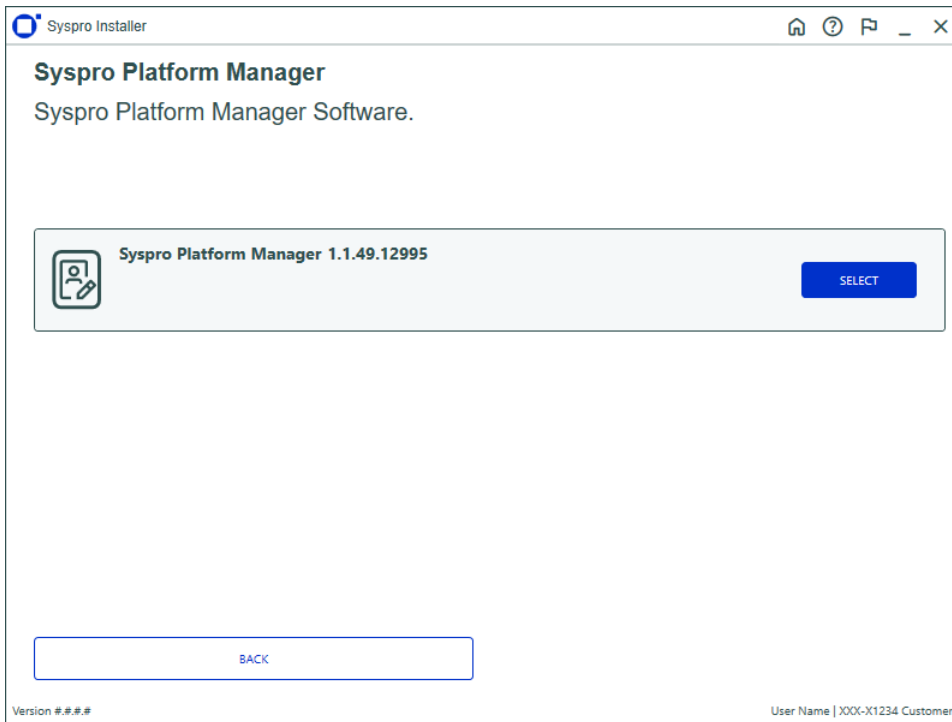


From the **Syspro Installer Application** home screen, select the **Syspro Platform Manager** option.



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.

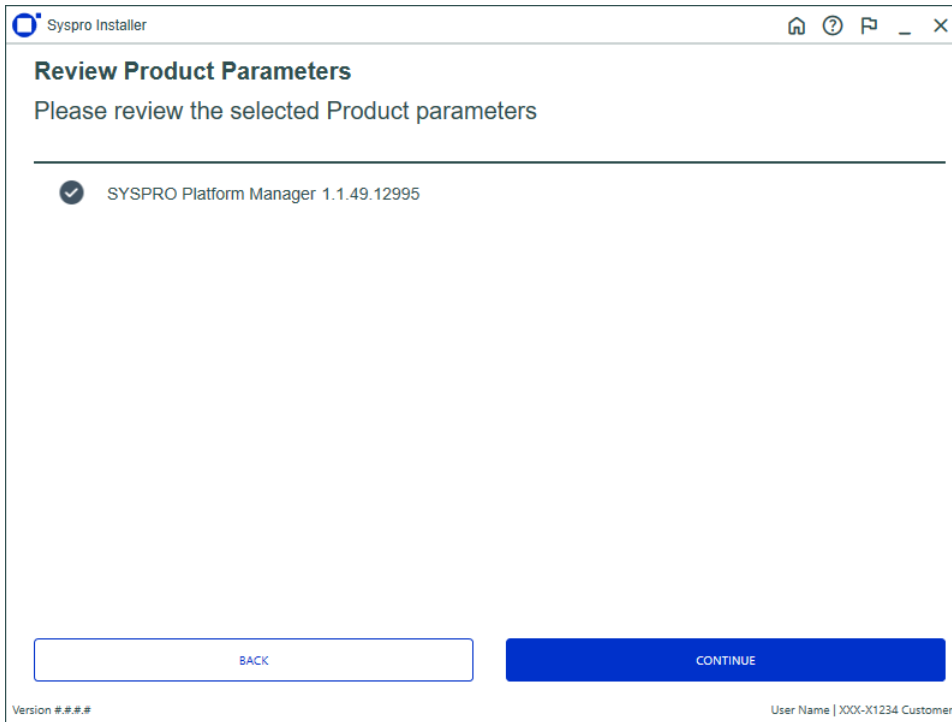
3. Syspro Platform Manager



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:



The dialog box is titled "Syspro.Platform.Manager_1.1.49.12995.exe". It contains the following fields and options:

- Choose your connection method:**
 - ☒ SQL Server Connection (Recommended) ⓘ
 - ☐ Syspro e.net Communications Load Balancer (WCF) ⓘ
- SQL Server:** [Empty text box]
- ☒ Trust Server Certificate
- SQL connection method:**
 - ☒ SQL Server Authentication
 - ☐ Windows Integrated Security
- SQL User:** [Empty text box]
- SQL Password:** [Empty text box]
- SYSPRO Application Server Instance:** [Dropdown menu showing "BaseDir"]
- Buttons: 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:

The dialog box is titled "Syspro.Platform.Manager_1.1.72.21287.exe". It contains the following fields and options:

- Choose your connection method:**
 - ☒ SQL Server Connection (Recommended) ⓘ
 - ☐ Syspro e.net Communications Load Balancer (WCF) ⓘ
- SQL Server:** [Text box containing "SYSPROSQLSERVER"]
- ☒ Trust Server Certificate
- SQL connection method:**
 - ☒ SQL Server Authentication
 - ☐ Windows Integrated Security
- SQL User:** [Text box containing "PlatformManager"]
- SQL Password:** [Text box containing "*****"]
- SYSPRO Application Server Instance:** [Dropdown menu showing "BaseDir"]
- Buttons: 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

Syspro.Platform.Manager_1.1.72.21287.exe

.....

SYSPRO Application Server Instance

BaseDir

SYSPRO Application Server Location

C:\SYSPRO

☐ 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 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

CASYSPRO

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



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.



Syspro Additional Software Packages

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:

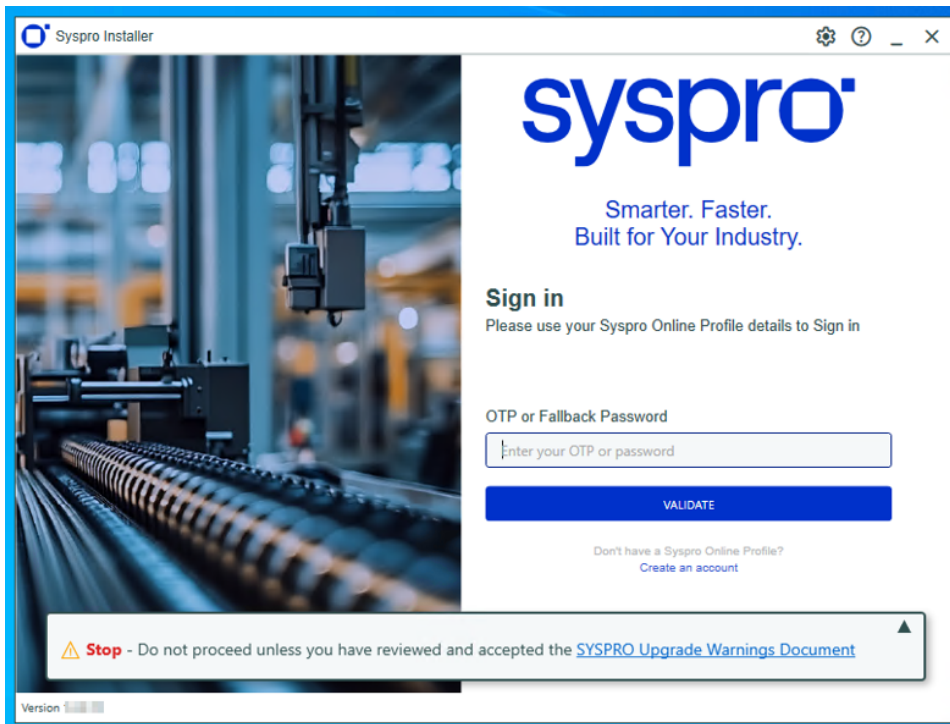
- This service can only be installed on the SYSPRO application server.
- You cannot install additional instances of a service if the original **Syspro 8 e.NET Communications Load Balancer** service is not installed.
- A maximum of 10 instances of an additional service can be installed.

- 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.

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.

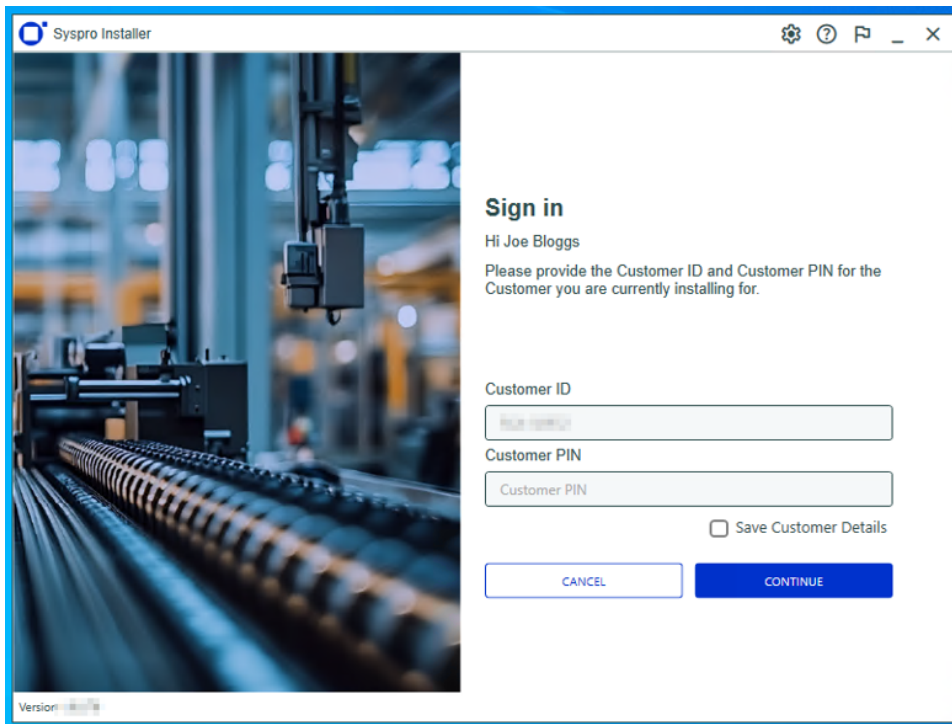


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains the following elements: a 'Sign in' heading, a greeting 'Hi Joe Bloggs', a message 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.', two input fields labeled 'Customer ID' and 'Customer PIN', a checkbox labeled 'Save Customer Details', and two buttons labeled 'CANCEL' and 'CONTINUE'. The 'CONTINUE' button is highlighted in blue. At the bottom left of the window, there is a small 'Version' label.

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

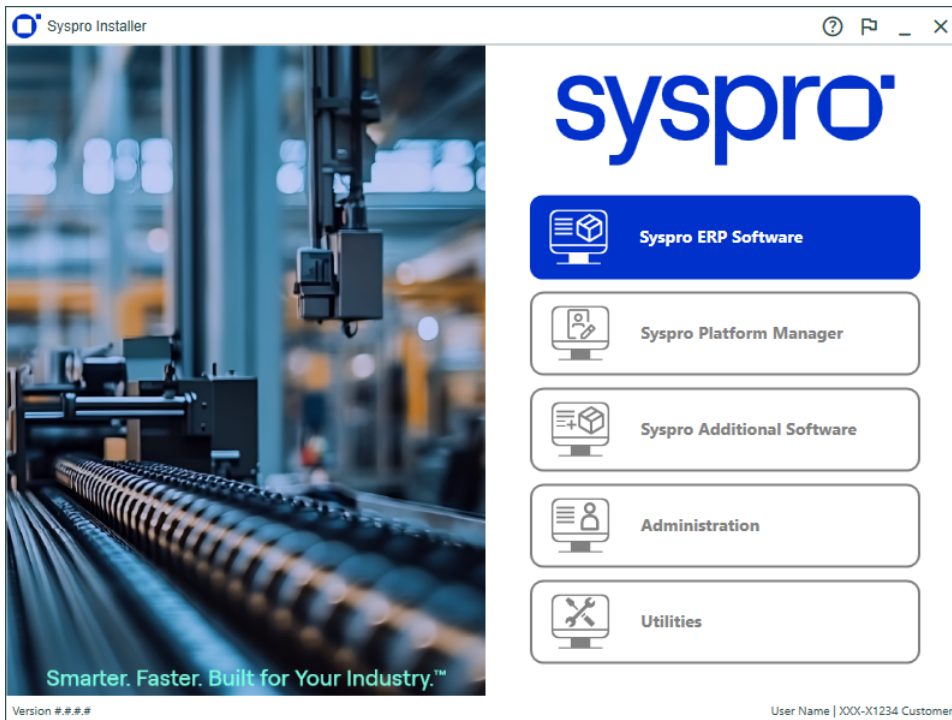


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

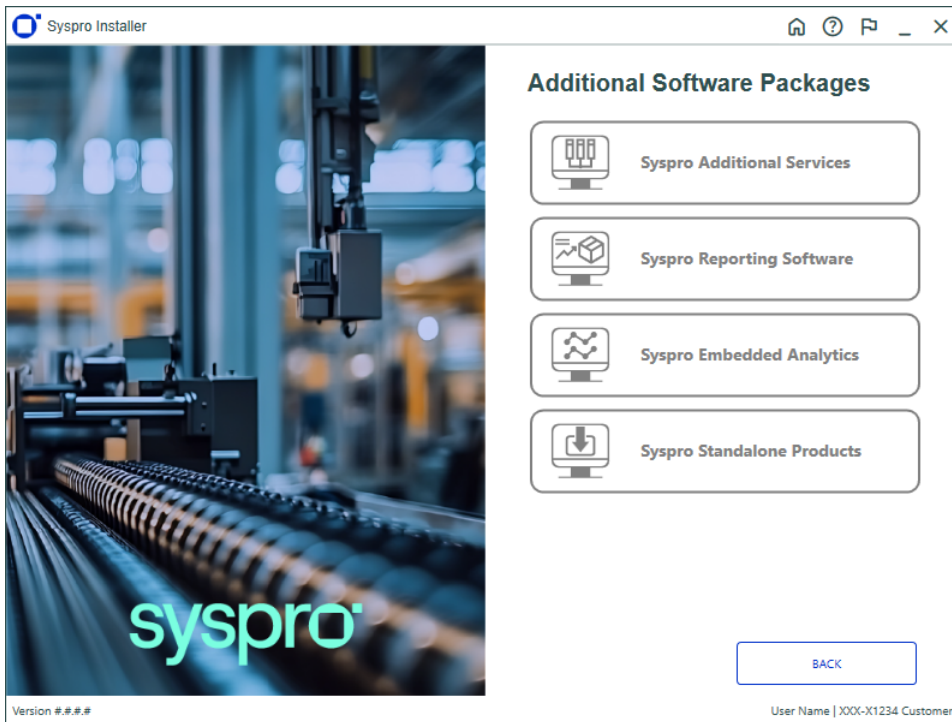


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



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.

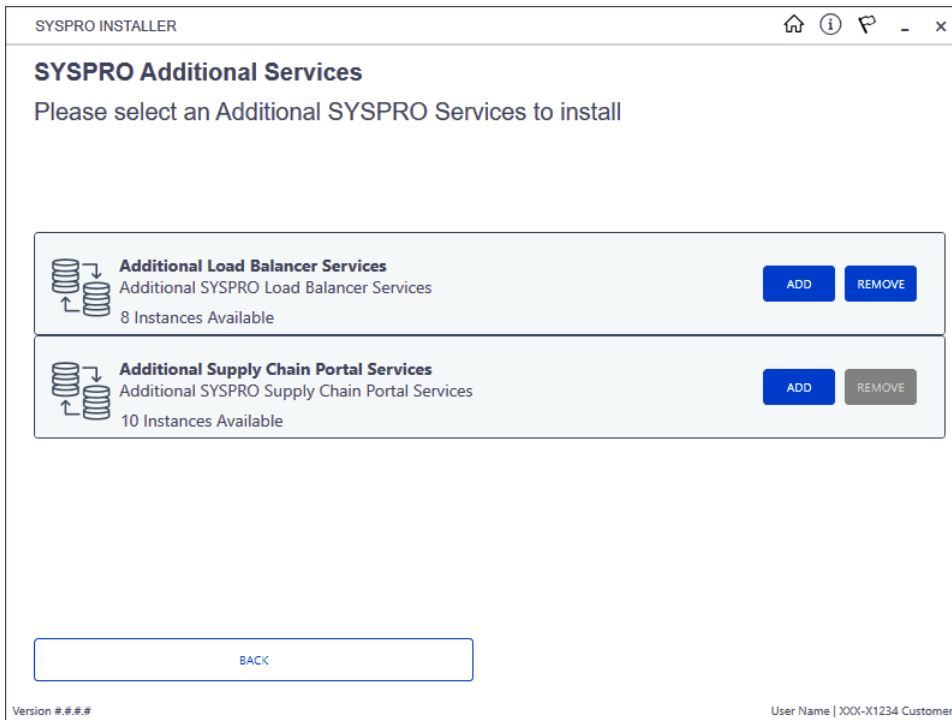
The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Currently, the following products are available:

- Syspro Additional Services
- Syspro Reporting Software
- Syspro Embedded Analytics
- Syspro Standalone Products

Select the **SYSPRO Additional Services** option.

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.



5. Add Additional Services

Additional Load Balancer Service

SYSPRO INSTALLER

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SYSPRO Additional Services

Add Additional Load Balancer Services

10 Instances Available

Enter a description for the new instance

ADD

BACK

CONTINUE

Version ###

User Name | XXX-X1234 Customer

Additional Supply Chain Portal Service

SYSPRO INSTALLER

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SYSPRO Additional Services

Add Additional Supply Chain Portal Services

5 Instances Available

Enter a description for the new instance

ADD

Instance 01 - Local Machine

DELETE

Instance 02 - Local Machine

DELETE

Instance 03 - Local Machine

DELETE

Instance 04 - Local Machine

DELETE

Instance 05 - Local Machine

DELETE

BACK

CONTINUE

Version ###

User Name | XXX-X1234 Customer



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.

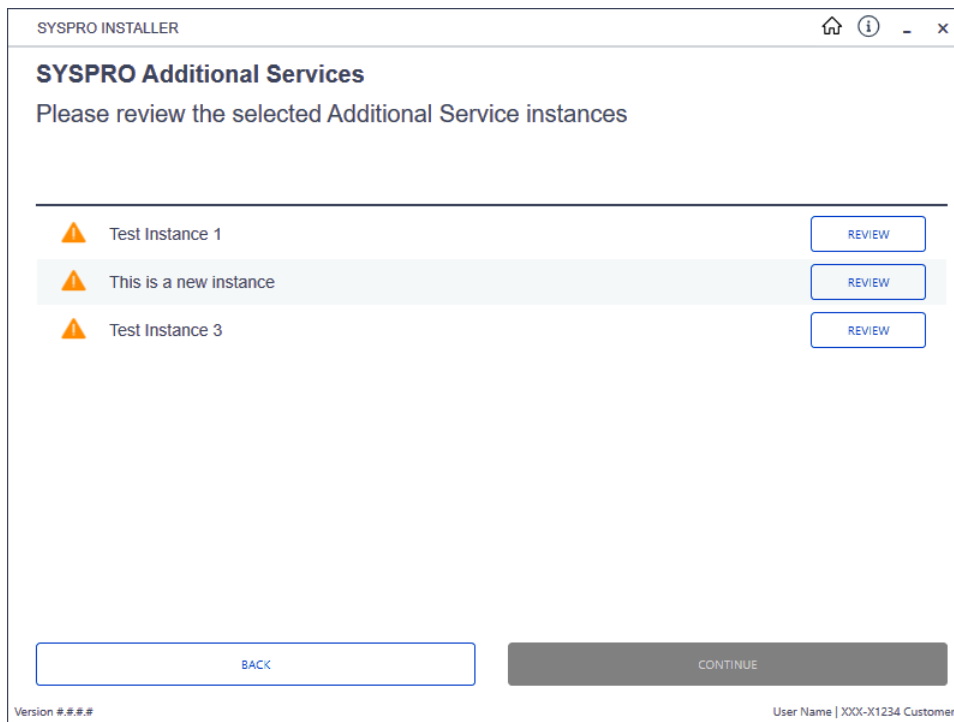
On this screen you can indicate up to 10 instances of the service to be added.



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.

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.

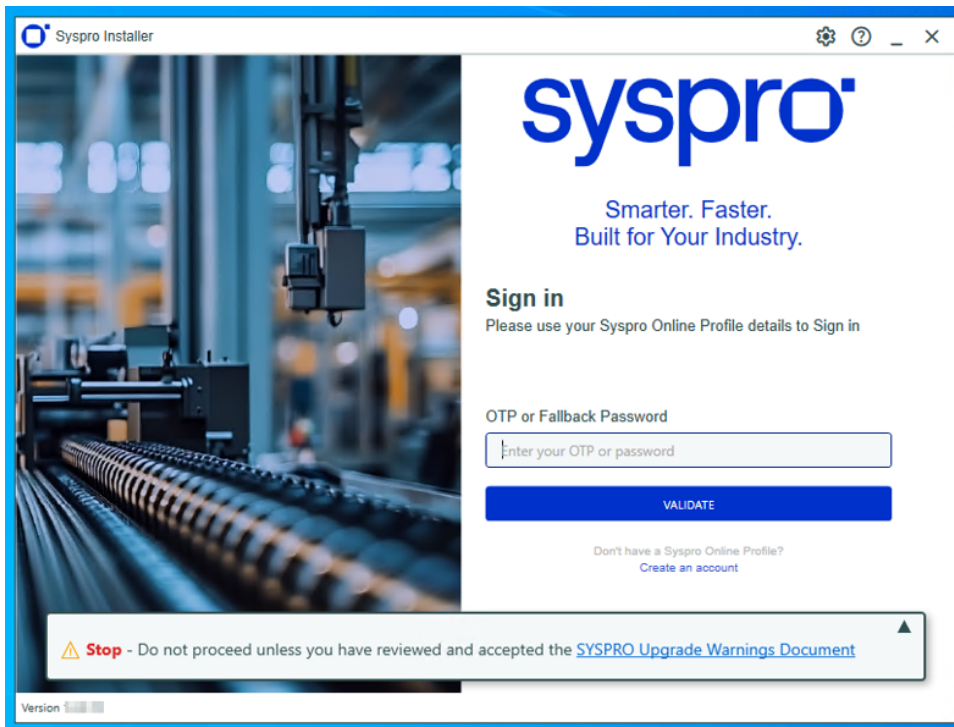
Each one gets its own entry under the relevant product key.

Installing Syspro Reporting Software

The install and use of the **Syspro Additional Reporting Software** is dependent on your installed version of Syspro 8:

- Reporting Services:
Applies to **Syspro 8 2025**.
- Legacy Reporting (Crystal):
Applies to **Syspro 8 2025** and prior versions.

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.

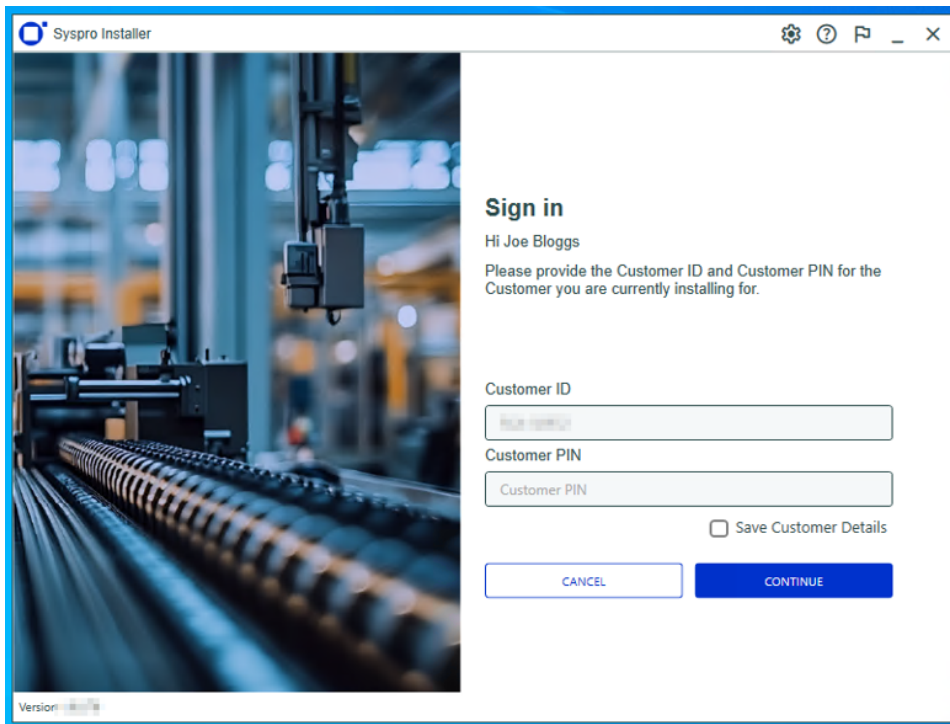


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

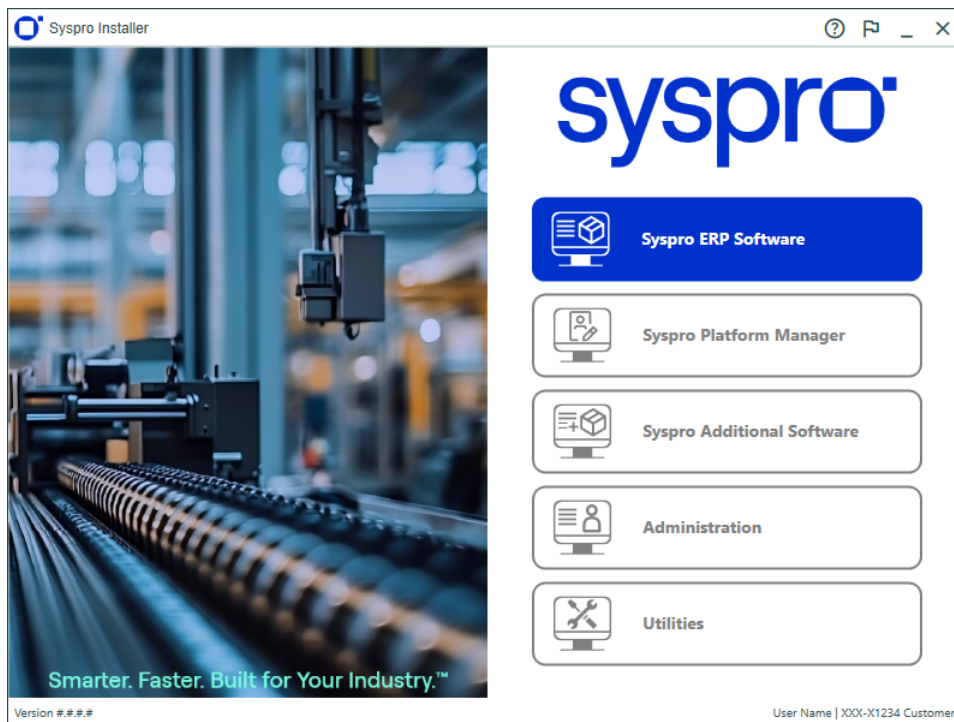


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

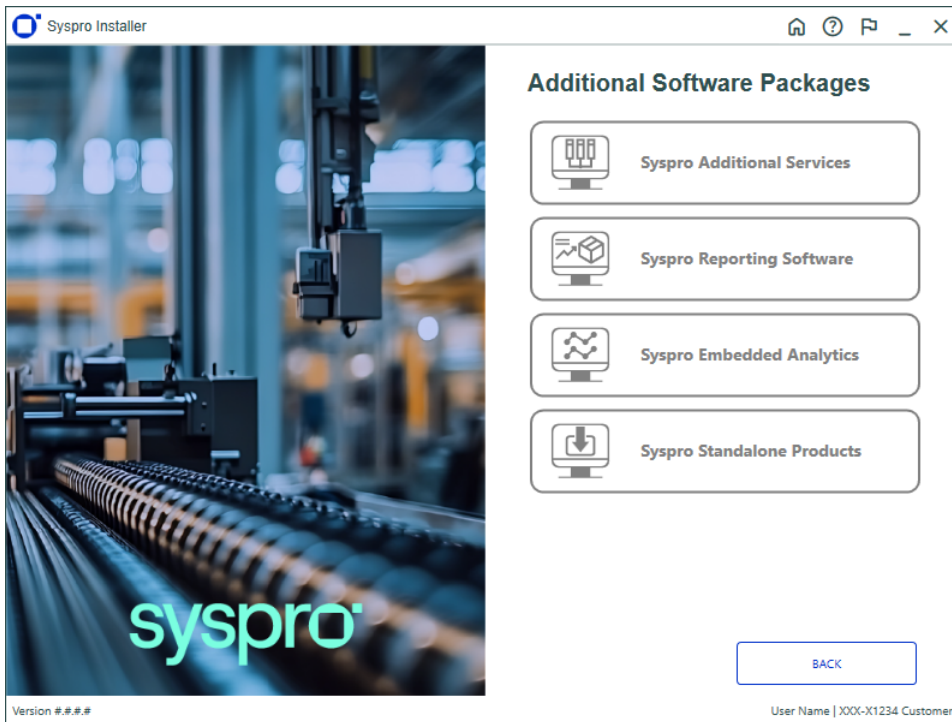


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



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.

Currently, the following products are available:

- Syspro Additional Services
- Syspro Reporting Software
- Syspro Embedded Analytics
- Syspro Standalone Products

Select the **Syspro Reporting Software** option.

4. Syspro Reporting Software



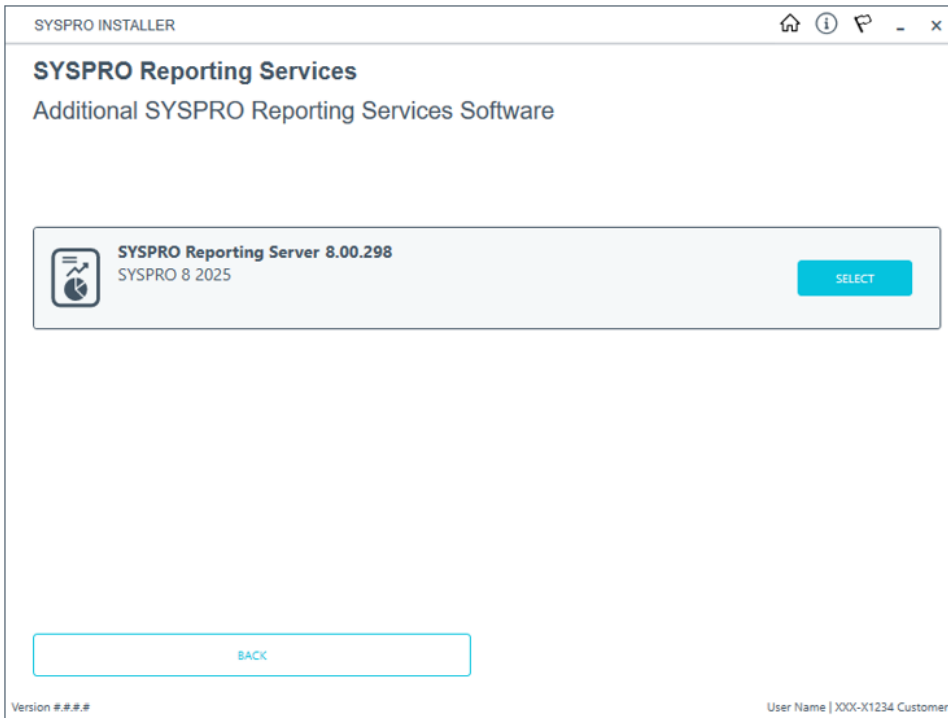
When this page loads, the app verifies that it has access to the required folders. If these are not available, the service creates the folder structure. These files are then verified using a `CHECKSUM`. If the verification fails, you will not be able to continue and will be returned to the **Deployment Groups** page.



From the **Syspro Reporting Software** screen, select the software version you want to install:

- Reporting Services:
Applies to **Syspro 8 2025**.
- Legacy Reporting (Crystal):
Applies to **Syspro 8 2025** and prior versions.

5. Syspro Reporting Services



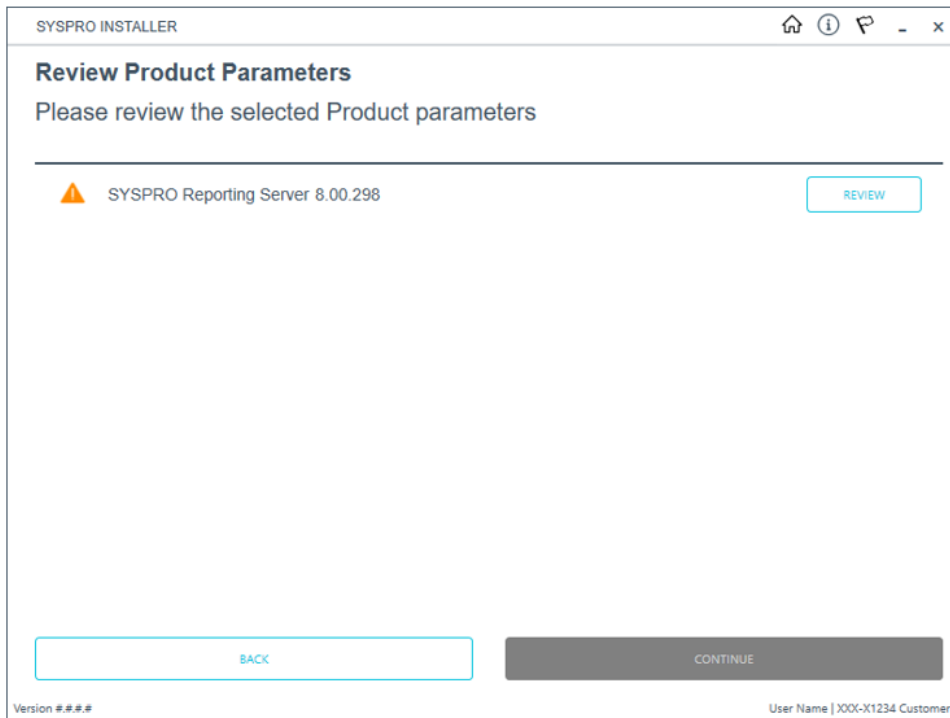
The **Syspro Reporting Services** screen displays all the versions currently supported by the Reporting Service.

A **Disaster Recovery** button will be displayed and selecting this button will display retired versions of the service. (There is currently only one version of the service.)



- As Syspro doesn't control third-party install files, the installation and uninstallation details can't be saved to the database. The Installer therefore verifies which Reporting Server products are installed each time the **Syspro Reporting Services** screen is accessed, and updates the database accordingly.
- It is the user's responsibility to select and install the required compatible services and the Installer won't check or control this.

6. Review Product Parameters



The **Review Product Parameters** screen allows you to review all parameters required for each product selected for install. These parameters were generated for the release using the [ReleaseProductParameters](#) table.



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.



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. 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.

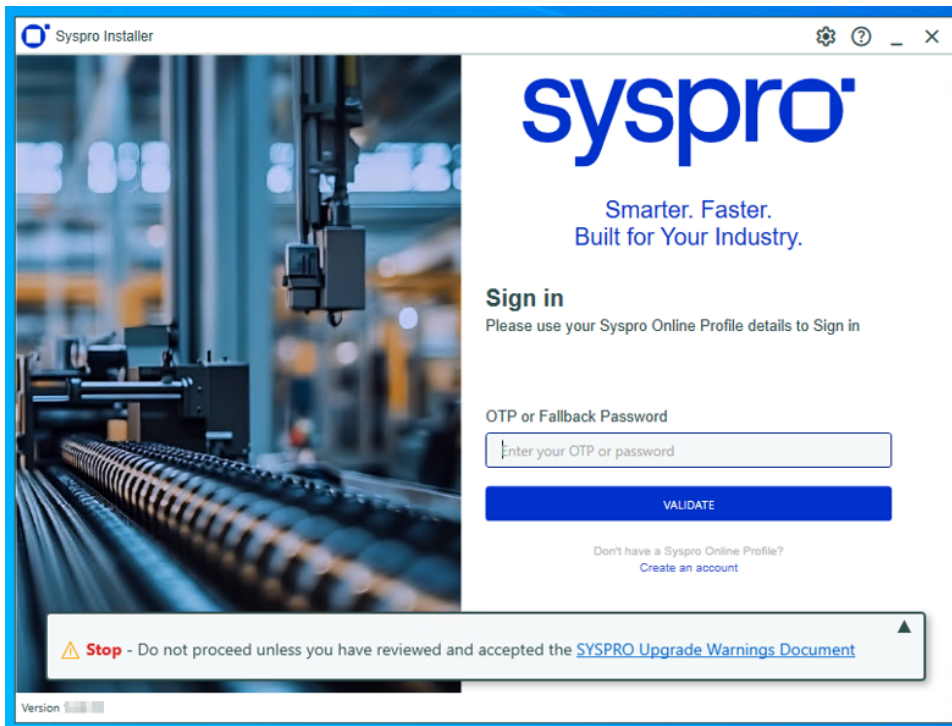
9. Install Complete

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.

Installing Syspro Embedded Analytics

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.

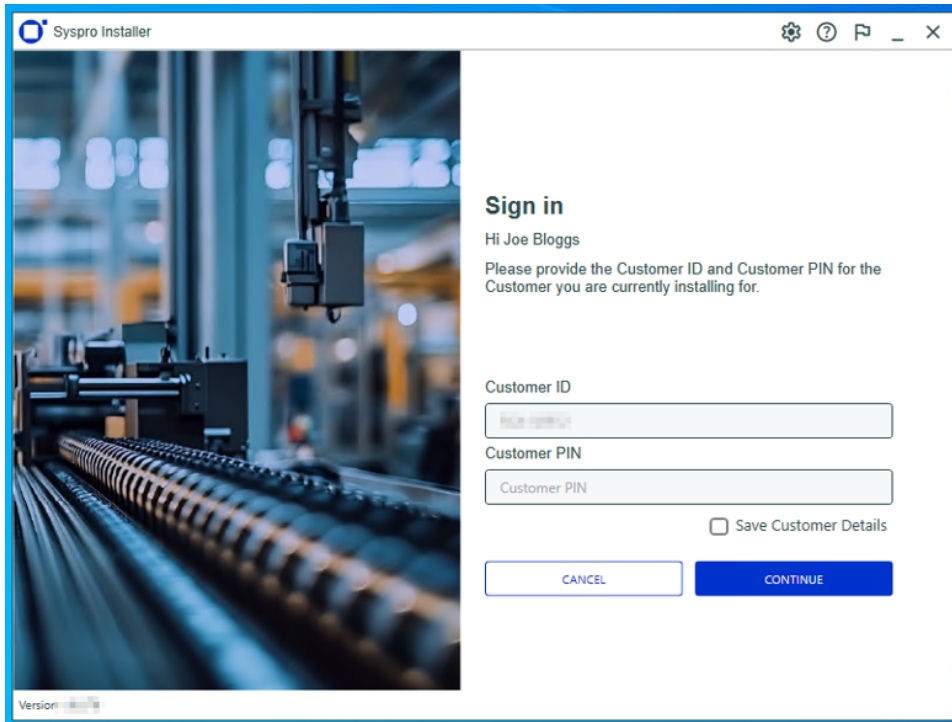


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains the following elements: a 'Sign in' heading, a greeting 'Hi Joe Bloggs', a prompt 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.', two input fields labeled 'Customer ID' and 'Customer PIN', a checkbox labeled 'Save Customer Details', and two buttons labeled 'CANCEL' and 'CONTINUE'. The version number 'Version: 1.0.0' is visible in the bottom left corner of the window.

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

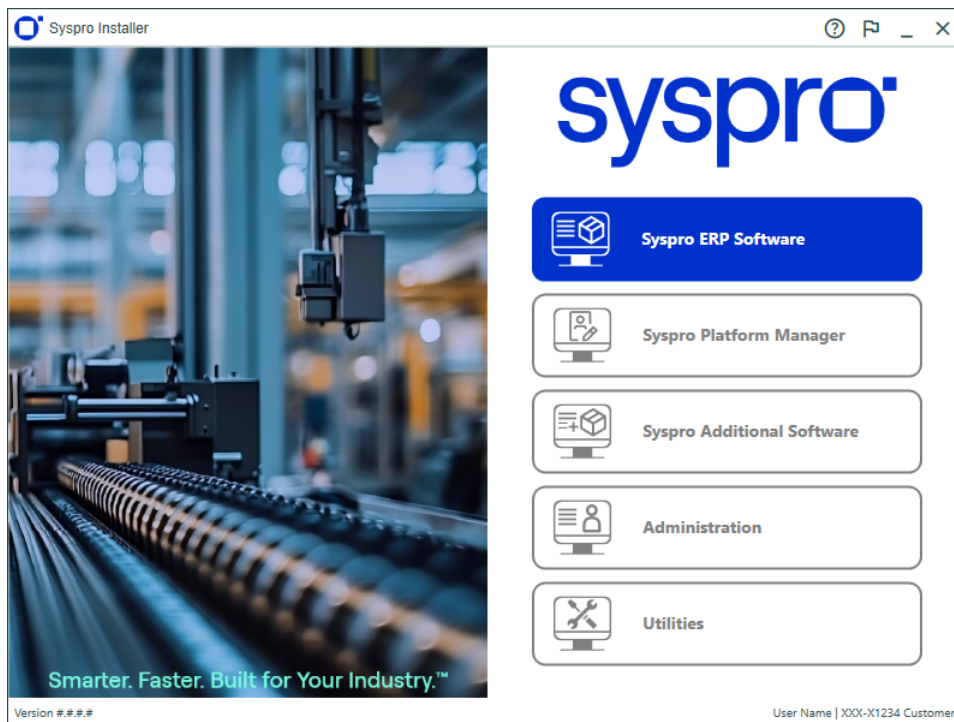


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

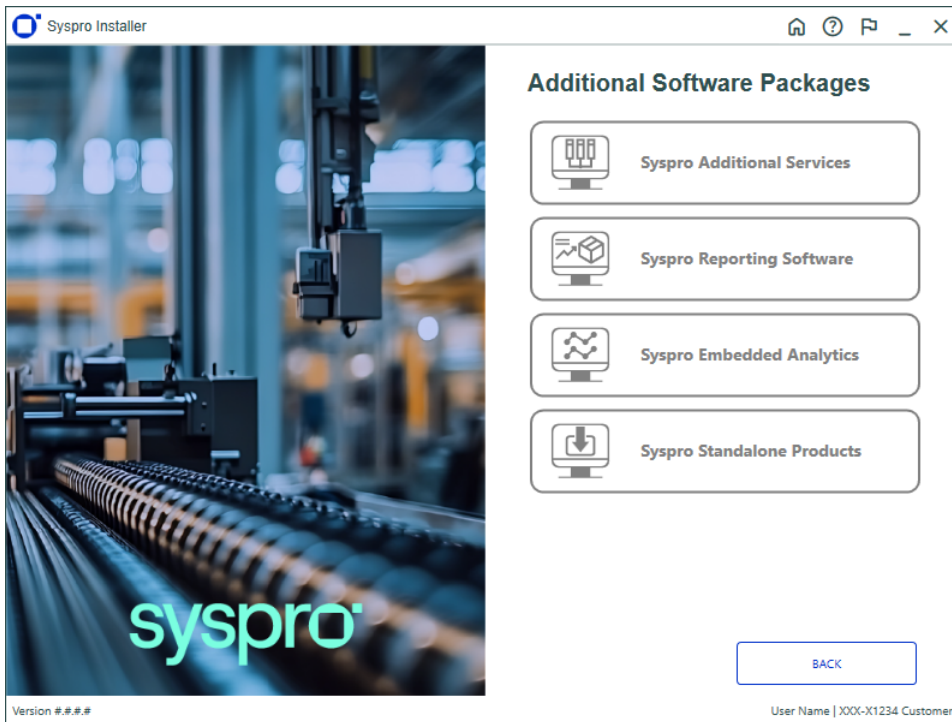


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



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.

Currently, the following products are available:

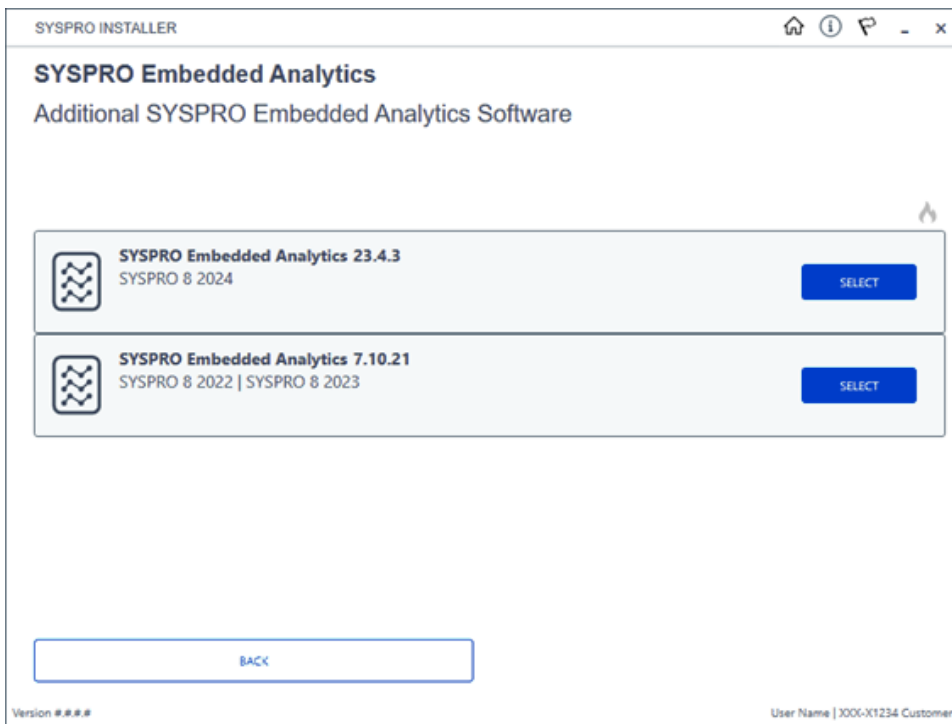
- Syspro Additional Services
- Syspro Reporting Software
- Syspro Embedded Analytics
- Syspro Standalone Products

Select the **Syspro Embedded Analytics** option.

4. Syspro Embedded Analytics



When this page loads, the app verifies that it has access to the required folders. If these are not available, the service creates the folder structure. These files are then verified using a `CHECKSUM`. If the verification fails, you will not be able to continue and will be returned to the **Deployment Groups** page.



The **Syspro Embedded Analytics** screen is displayed, indicating the files to be installed. The various versions of **Syspro Embedded Analytics** and their compatible Syspro releases are listed.

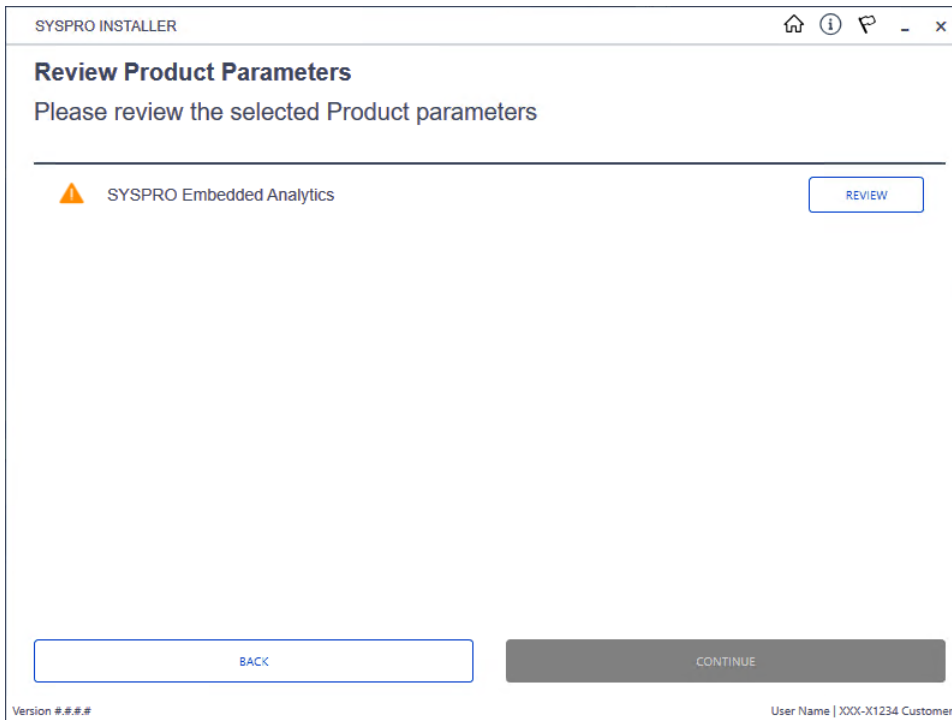


Certain versions of **Syspro Embedded Analytics** are only compatible with certain Syspro releases. However, it is up to users to select the appropriate version to use.



Retired versions of **Syspro Embedded Analytics** can be viewed by selecting the **Show retired products for disaster recovery** button.

5. Review Product Parameters



The **Review Product Parameters** screen allows you to review all parameters required.

You cannot continue until all product parameters have been validated.

Click the **Review** button to access the parameters screen from where you can change various properties before validating the entries.



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

Once validated, the warning icon changes to a confirmation tick, indicating that you can proceed by selecting 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.

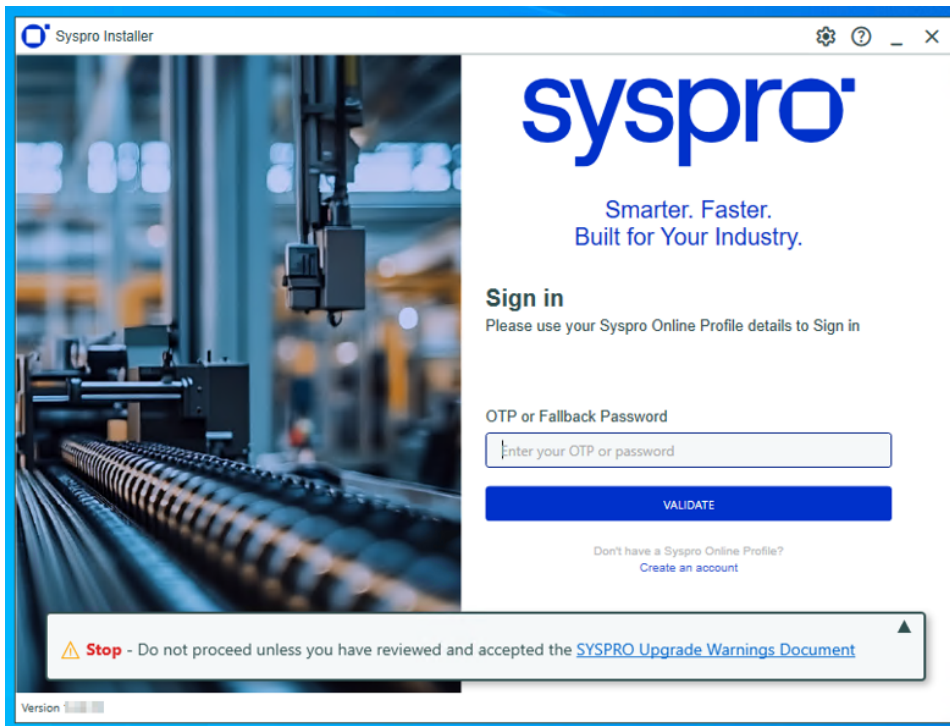
8. Install Complete

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.

Installing Syspro Standalone Products

1. Login



Stop - Do not proceed unless you have reviewed and accepted the [SYSPRO Upgrade Warnings Document](#)

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.

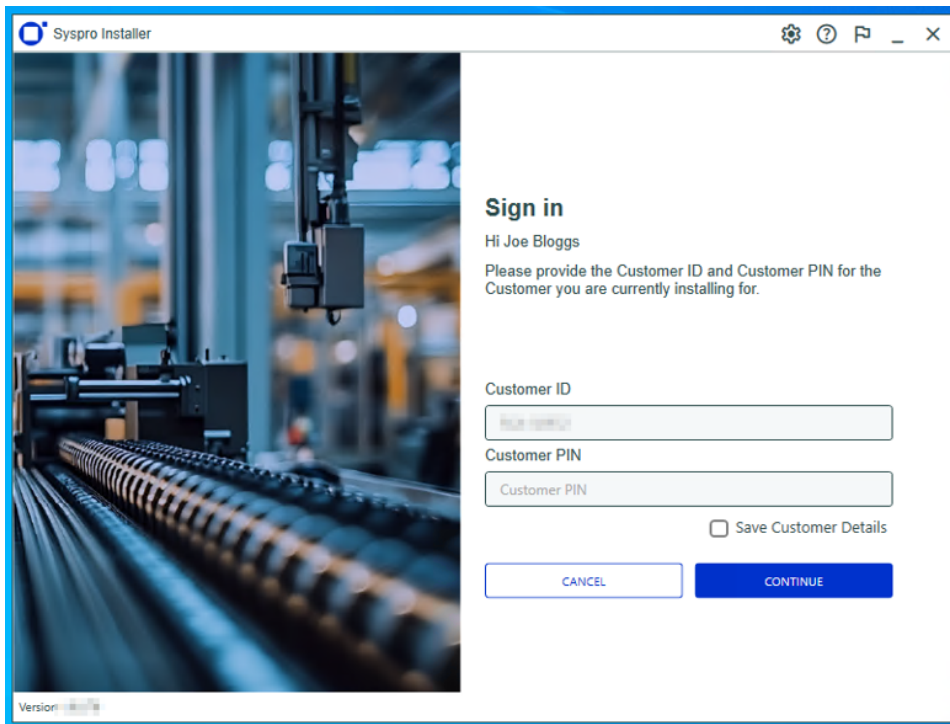


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

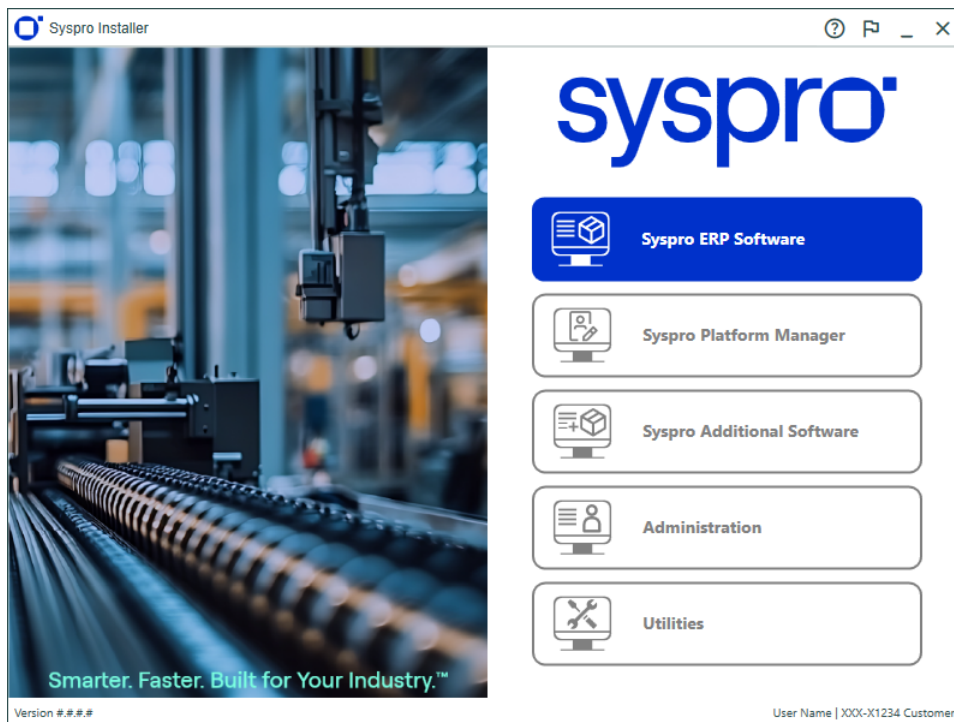


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

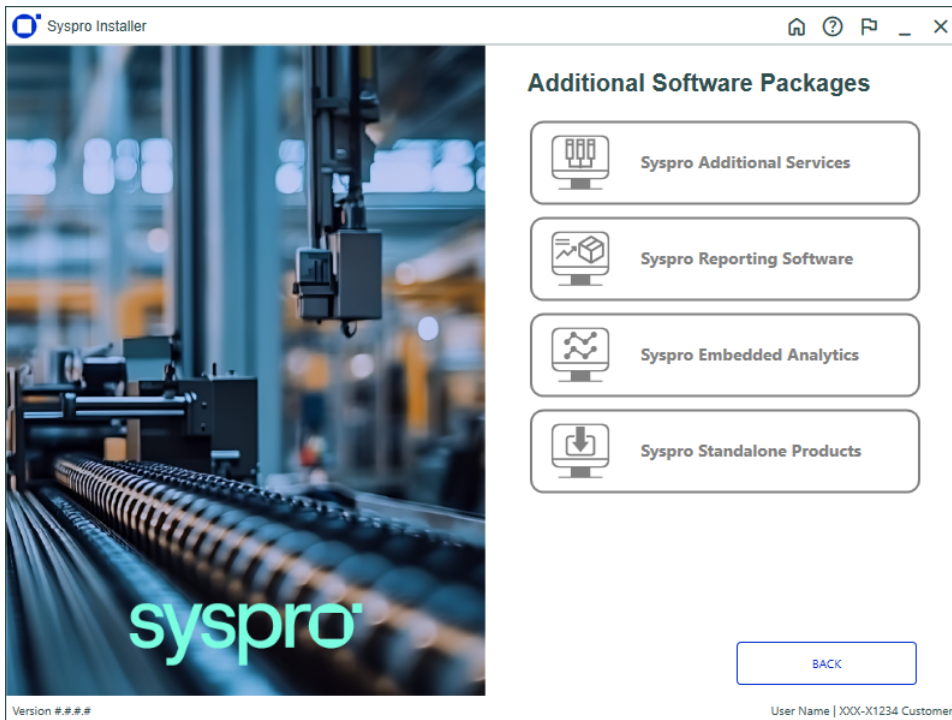


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



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.

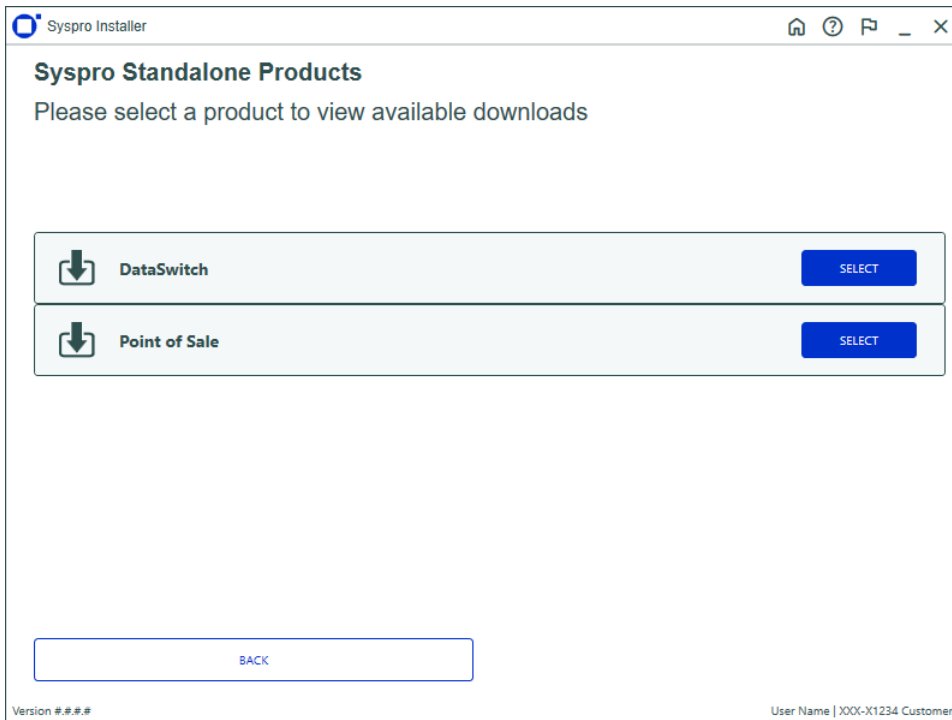
The installation files of these products are stored on the Deployment Share in the `syspro-additional-software` folder.

Currently, the following products are available:

- Syspro Additional Services
- Syspro Reporting Software
- Syspro Embedded Analytics
- Syspro Standalone Products

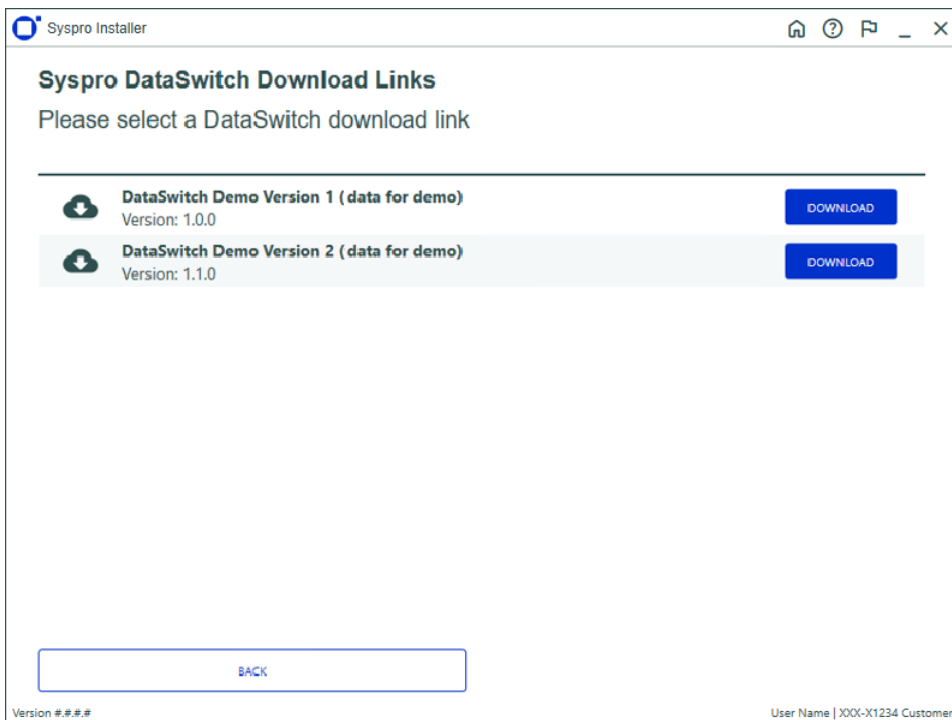
Select the **Syspro Standalone Products** option.

4. Syspro Standalone Products



The **Syspro Standalone Products** screen lists the standalone products that are currently available.

5. Syspro Dataswitch

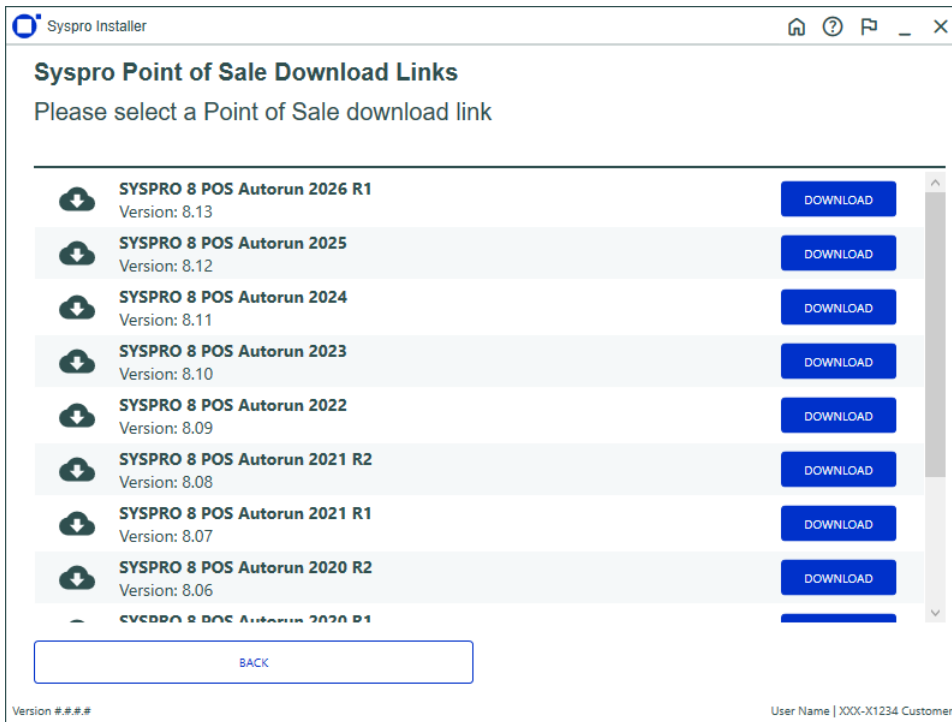




Select the **Syspro Dataswitch** download link to install the product.

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.

6. Syspro Point of Sale



Select **Syspro Point of Sale** to display the files available to install. . The components for installing **Syspro Point of Sale** are available as part of an ISO image and launched via an Autorun.

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.

Syspro Hotfixes

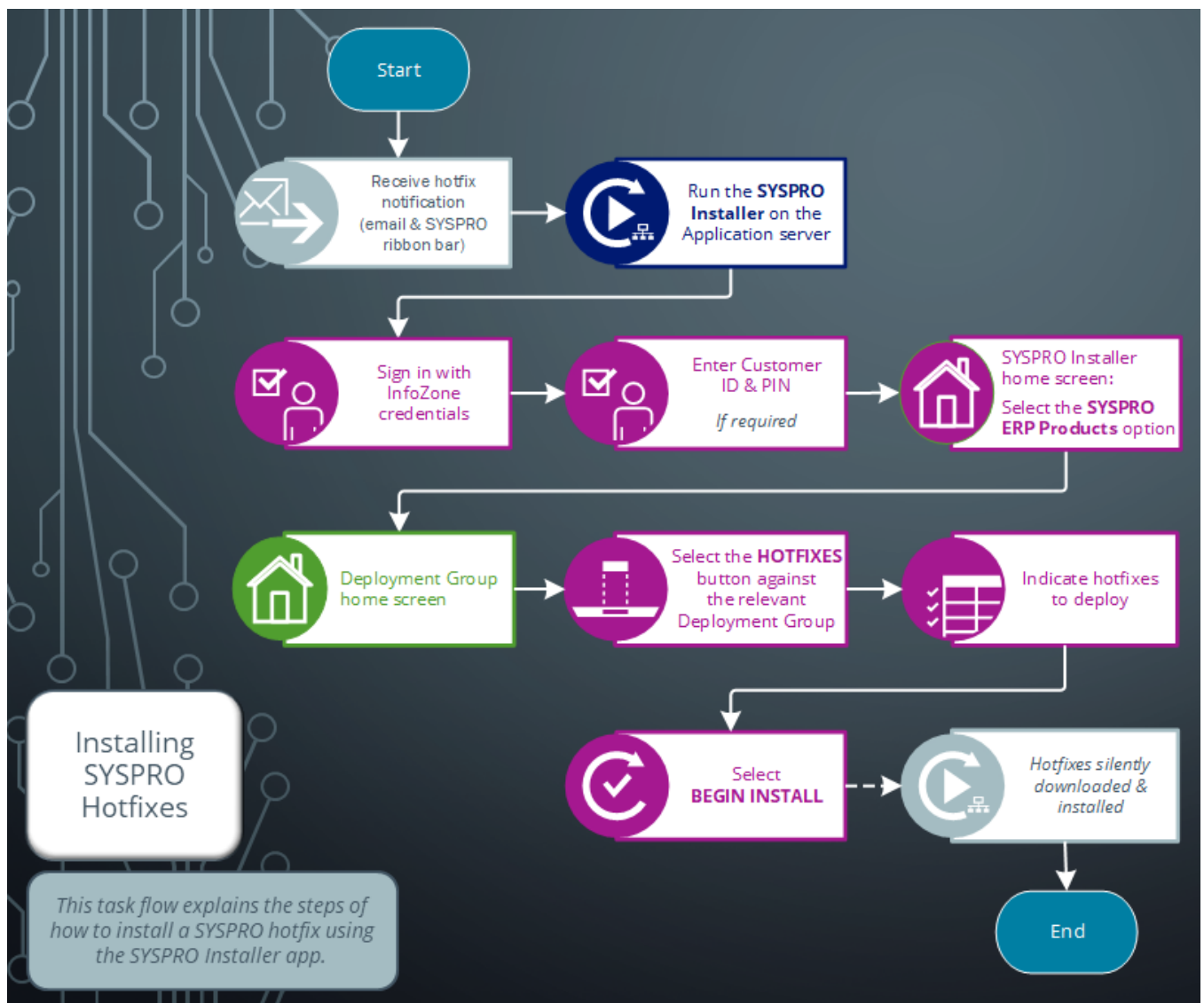
Installing Syspro Hotfixes

When installing hotfixes, the app stops the following services to prevent any 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.





Run the **Syspro Installer Application** on the SYSPRO application server before attempting to install hotfixes.

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.

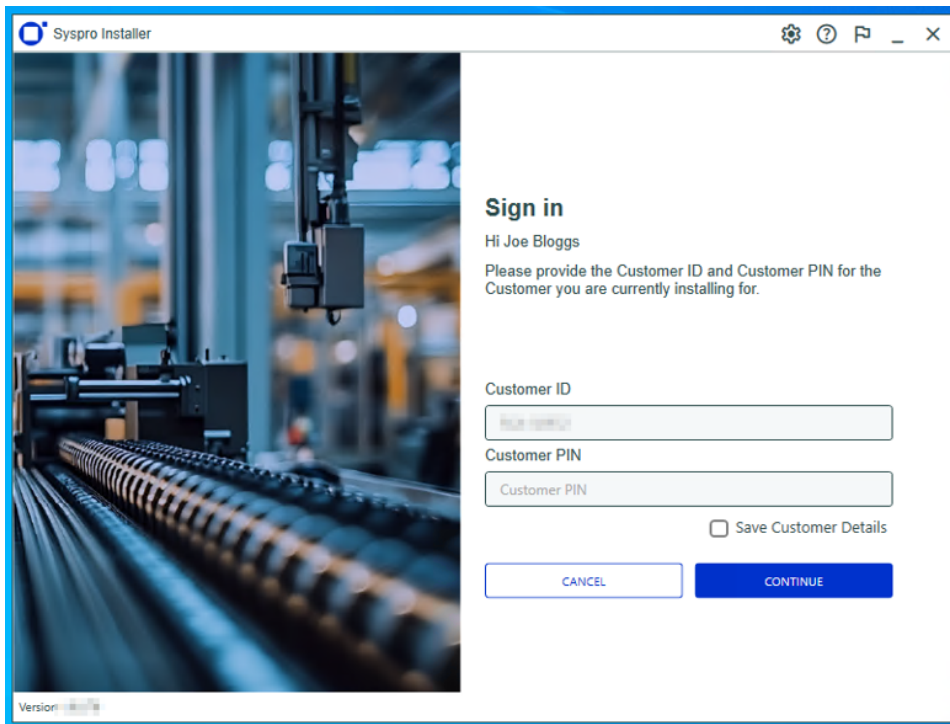


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

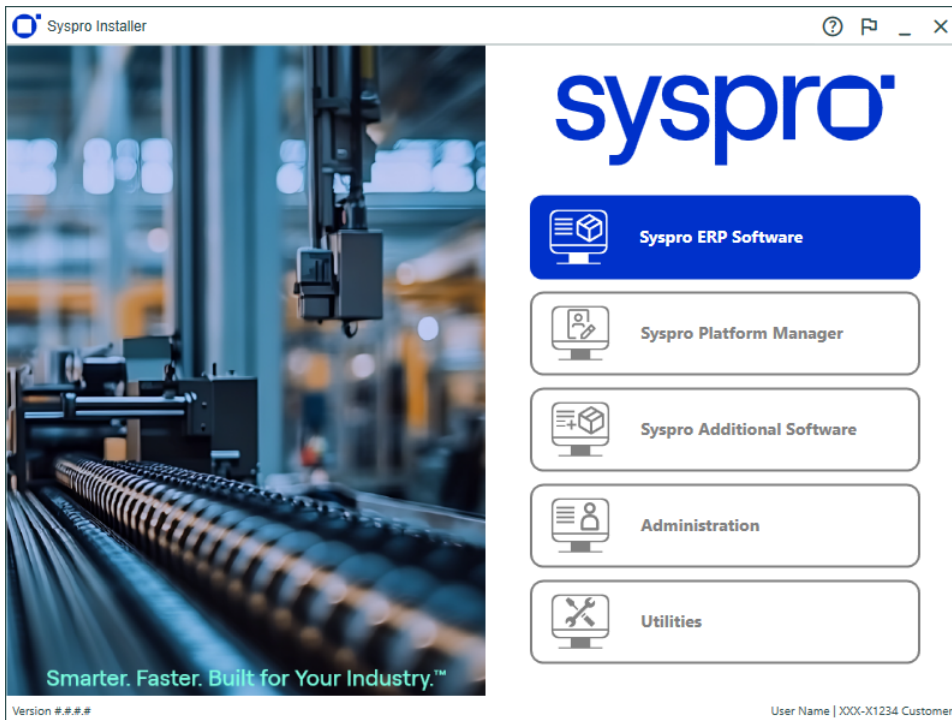


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

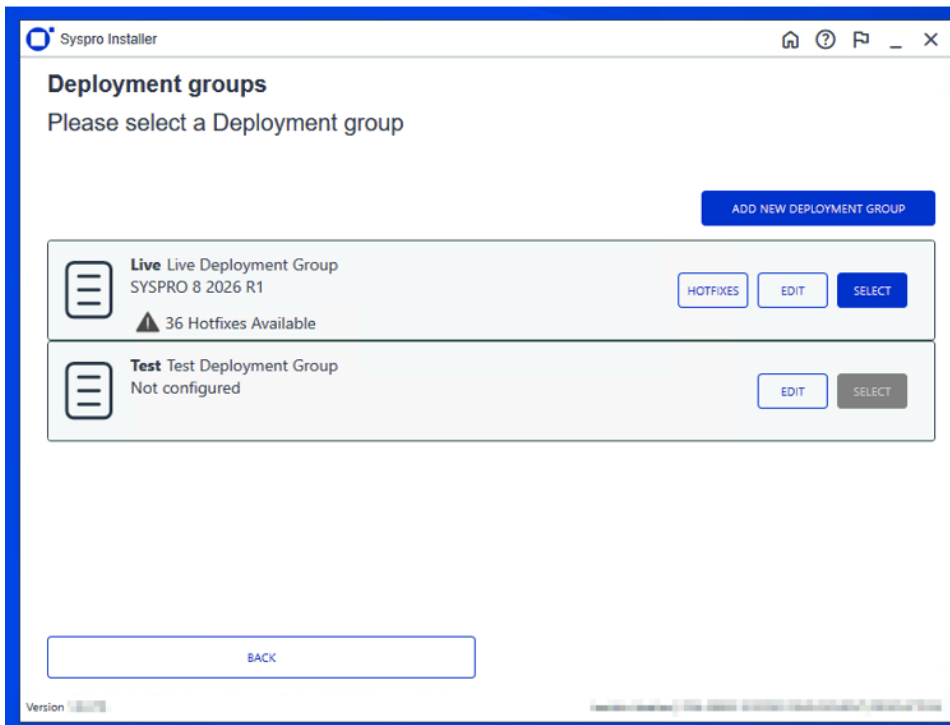


From the **Syspro Installer** home screen, select the **Syspro ERP Software** option.



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.

3. Deployment Groups



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

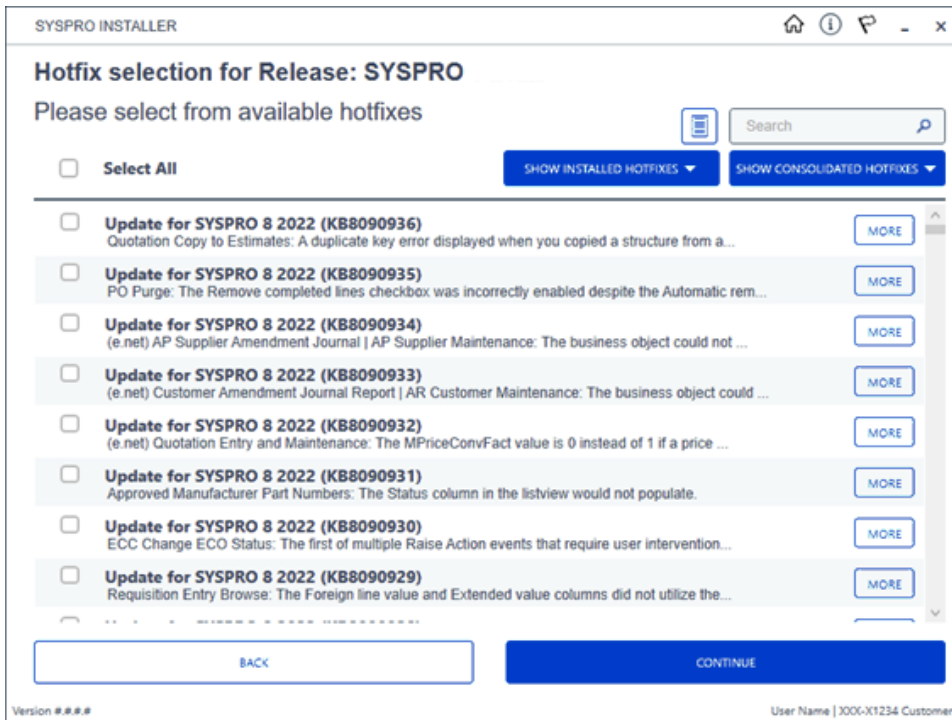
Select the **Hotfixes** button against the relevant deployment group.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

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 **Generate a list of hotfixes not installed** button to export a list of hotfixes that are available for the release but have not been installed. The generated txt file displays the hotfix numbers, synopses and text links to the KB XML files on the web.
- 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.

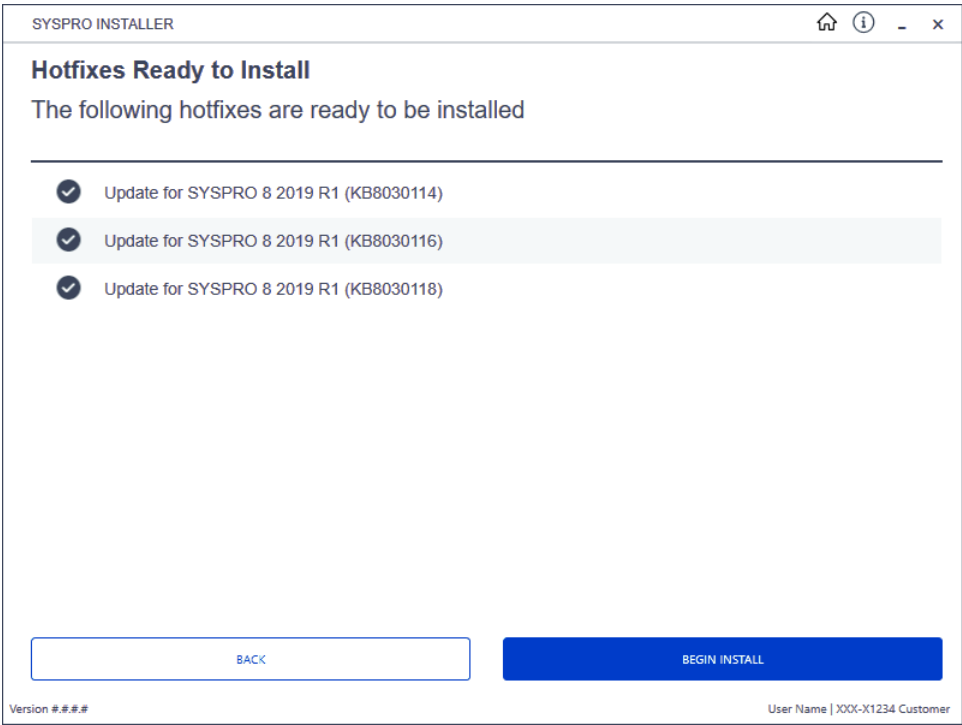
When selecting to filter on consolidated hotfixes, the **Search** box is disabled. If you wish to return to the complete hotfix list, simply select the **Show All Hotfixes** button.

- 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.



5. Hotfixes Ready to Install

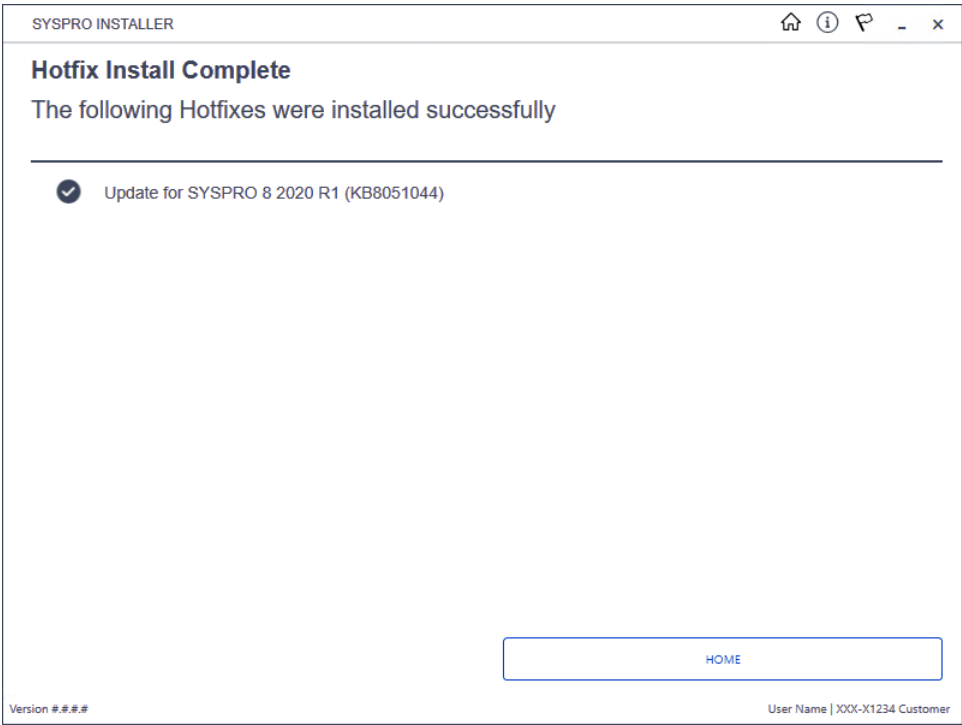


Once you have confirmed your hotfix selection, the **Hotfixes Ready to Install** screen is displayed.

Select **Begin Install** to deploy the chosen hotfixes.



6. Hotfix Install Complete

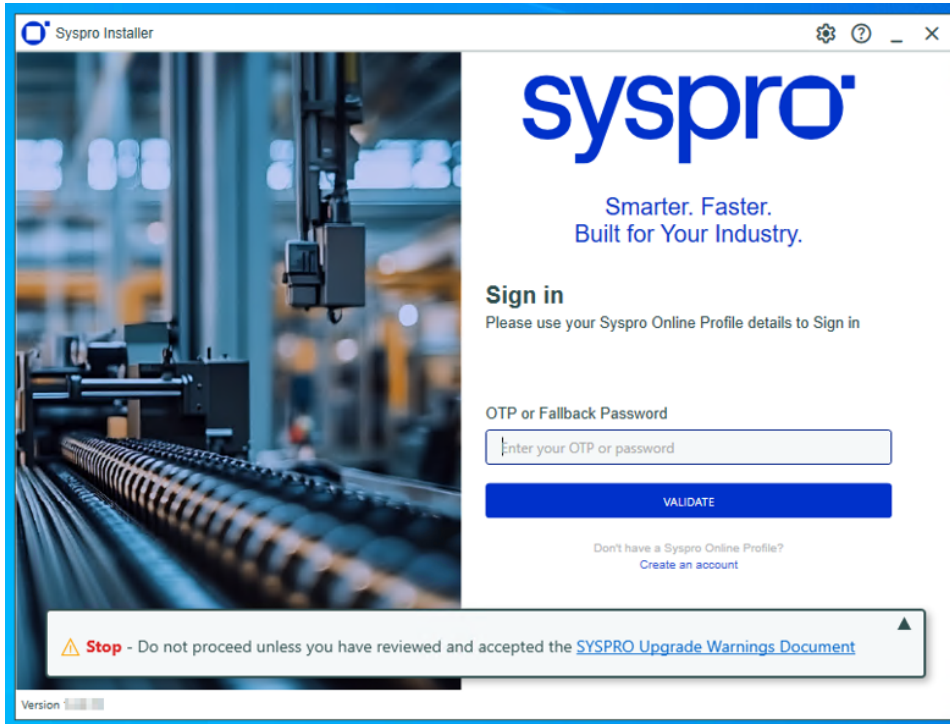


The **Hotfix Install Complete** screen is displayed with a summary of all hotfixes installed.

Delete Product Media Files

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

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.

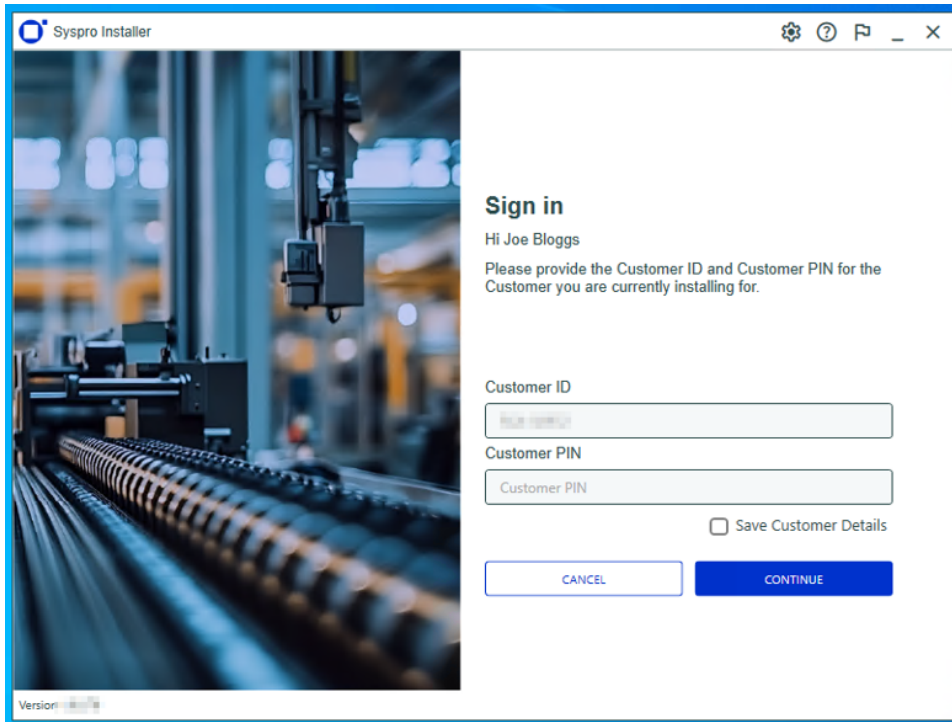


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

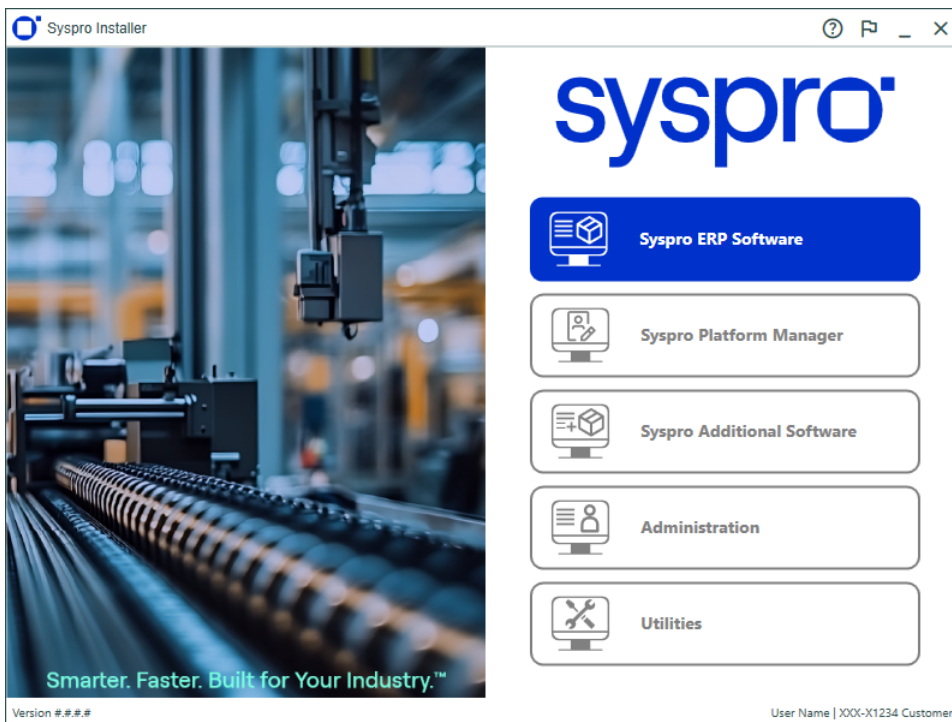


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

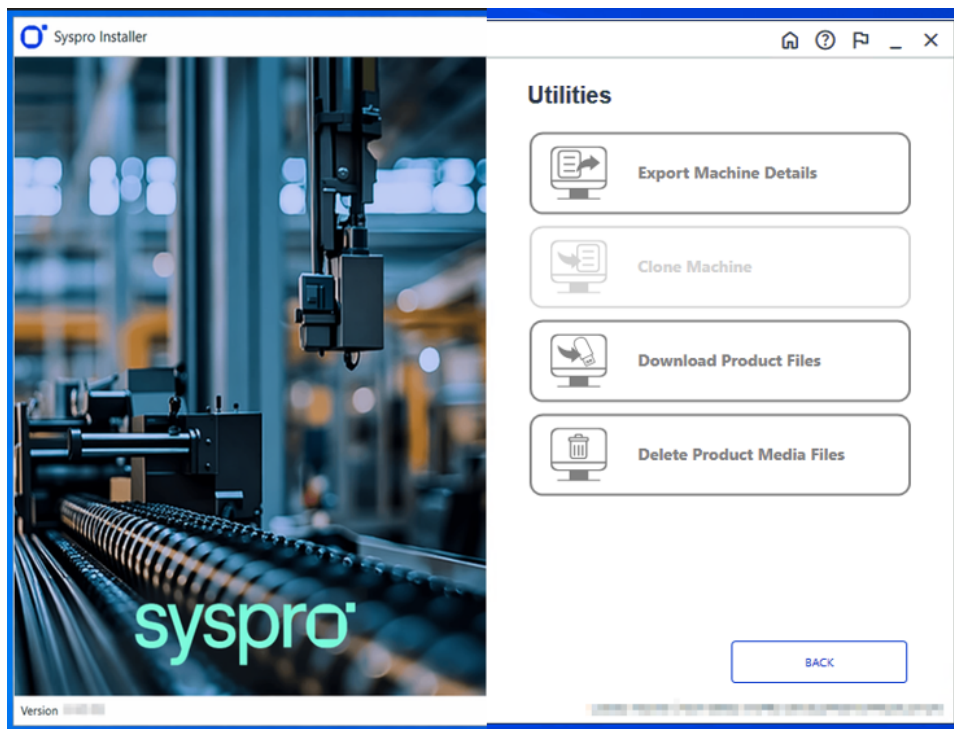


From the **Syspro Installer** home screen, select the **Utilities** option.



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.

3. Utilities



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

4. Product Media Files Delete

The screenshot shows the 'SYSPRO 8 Product Media Files Delete' window. The title bar reads 'SYSPRO INSTALLER'. The main heading is 'Product Media Files Delete', followed by the instruction 'Product media files will be deleted for the following Releases'. Below this is a 'Select All' checkbox. A list of releases follows, each with a checkbox: SYSPRO 8 2022, SYSPRO 8 2021 R2, SYSPRO 8 2021 R1, SYSPRO 8 2020 R2 (checked), SYSPRO 8 2020 R1 (checked), SYSPRO 8 2019 R2 (checked), SYSPRO 8 2019 R1 (checked), and SYSPRO 8 2018 R2 (checked). To the right is an 'OPTIONS' panel with 'All Hotfixes' checked, and 'SYSPRO Reporting Software' and 'SYSPRO Embedded Analytics' unchecked. At the bottom are 'BACK' and 'CONTINUE' buttons. The footer shows 'Version 8.8.8.8' and 'User Name | XXX-X1234 Customer'.

SYSPRO 8 2022

SYSPRO 8 2021 R2

SYSPRO 8 2021 R1

SYSPRO 8 2020 R2

SYSPRO 8 2020 R1

SYSPRO 8 2019 R2

SYSPRO 8 2019 R1

SYSPRO 8 2018 R2

OPTIONS

All Hotfixes

SYSPRO Reporting Software

SYSPRO Embedded Analytics

BACK

CONTINUE

Version 8.8.8.8

User Name | XXX-X1234 Customer

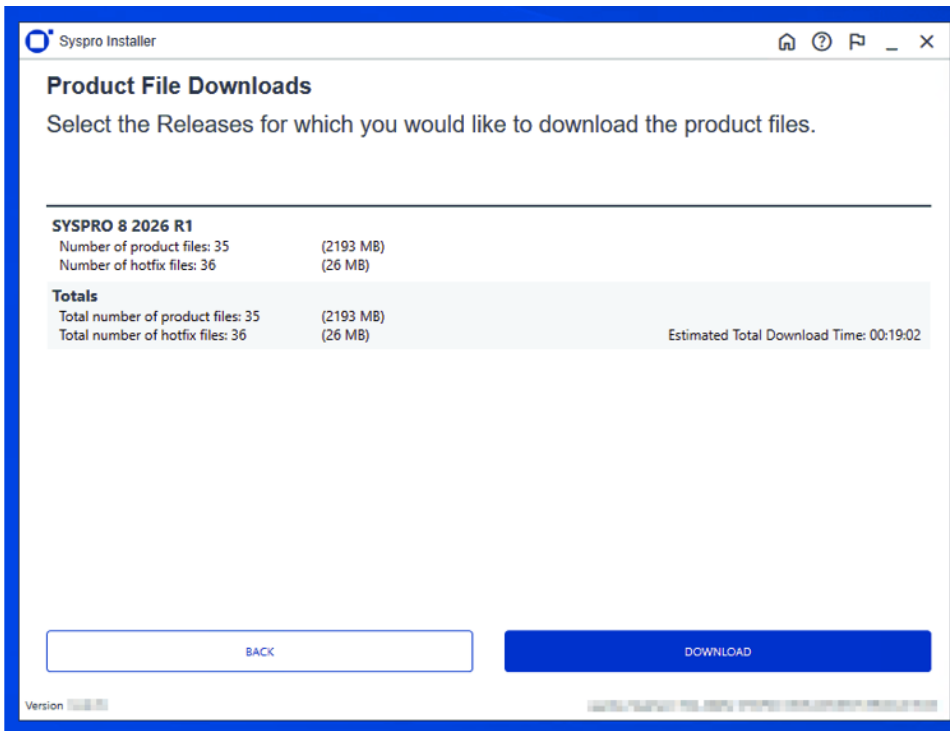
From the **Product Media Files Delete** screen, indicate the releases for which you want to delete the product media files.

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.

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



Updating software

Syspro versions and ERP 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.

Syspro Embedded Analytics (SYSPRO Additional Software)

As the **Syspro Embedded Analytics** module doesn't form part of the standard SYSPRO release cycle, the update process for this module is slightly different to other SYSPRO products. Therefore, the **Updating Syspro Embedded Analytics** section explains this process in detail.



Updating to a new release



Ensure to uninstall any Diagnostic Hotfixes before attempting to update your release of **Syspro 8**.

The following steps explain the process of updating to a new release for *each* of your deployment groups.

Considerations:

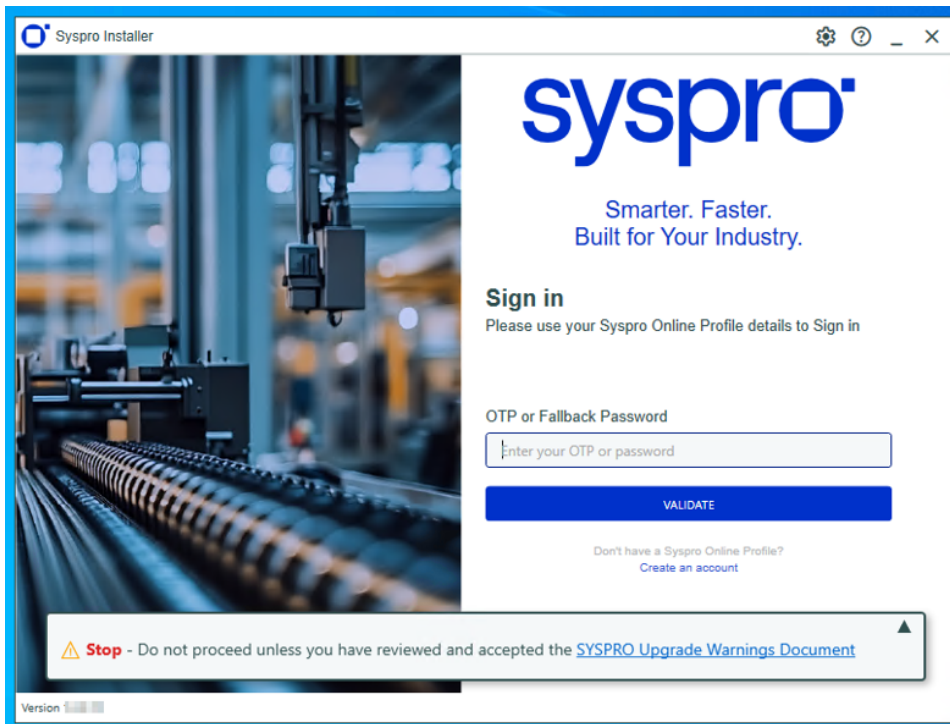
- Ensure to run the **Syspro Installer Application** on the SYSPRO application server.
- Before commencing with an update to the latest release, ensure to check the sizes of your transaction log directories and shrink the transaction logs if required. This will ensure that you have enough disk space available for the database updates when they occur.
- Only 64-bit operating systems are supported from **Syspro 8 2021 R2** onwards.

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

This is due to **SAP Crystal Reports 2020** (i.e. Additional Reporting Software 2020) not supporting operating systems prior to **Windows 8.1**.

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.

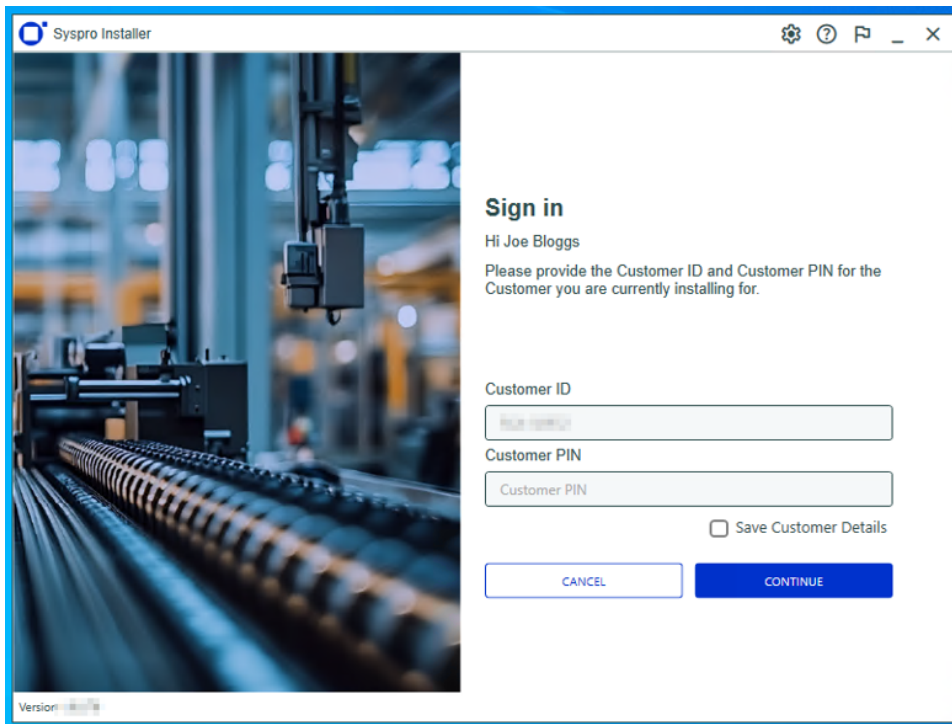


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains the following elements: a 'Sign in' heading, a greeting 'Hi Joe Bloggs', a prompt 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.', two input fields labeled 'Customer ID' and 'Customer PIN', a checkbox labeled 'Save Customer Details', and two buttons labeled 'CANCEL' and 'CONTINUE'. The 'CONTINUE' button is highlighted in blue. At the bottom left of the window, there is a small 'Version' label with a small icon.

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

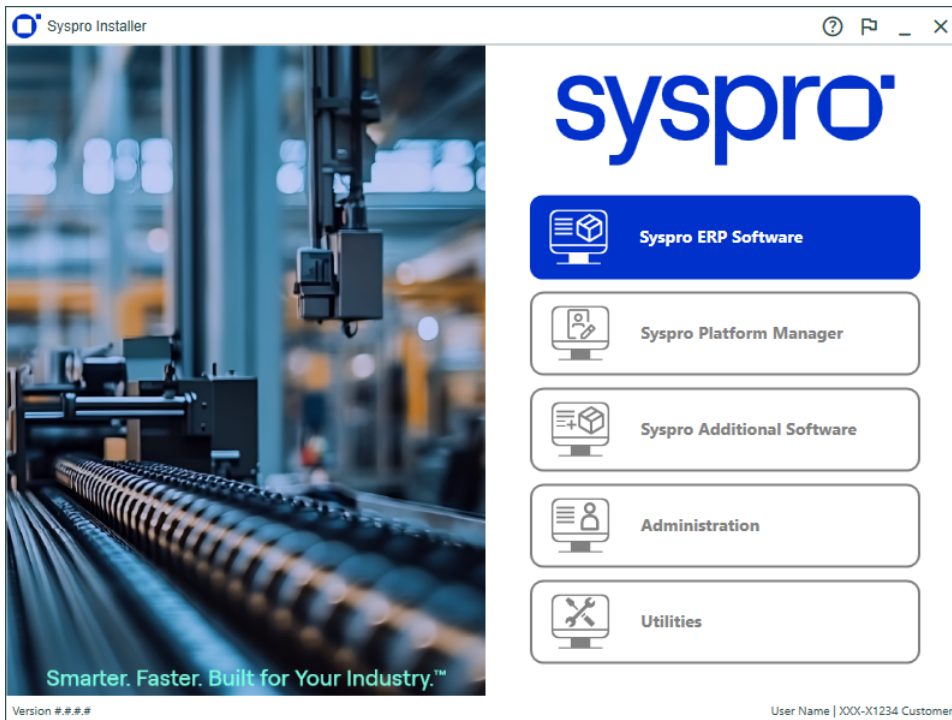


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

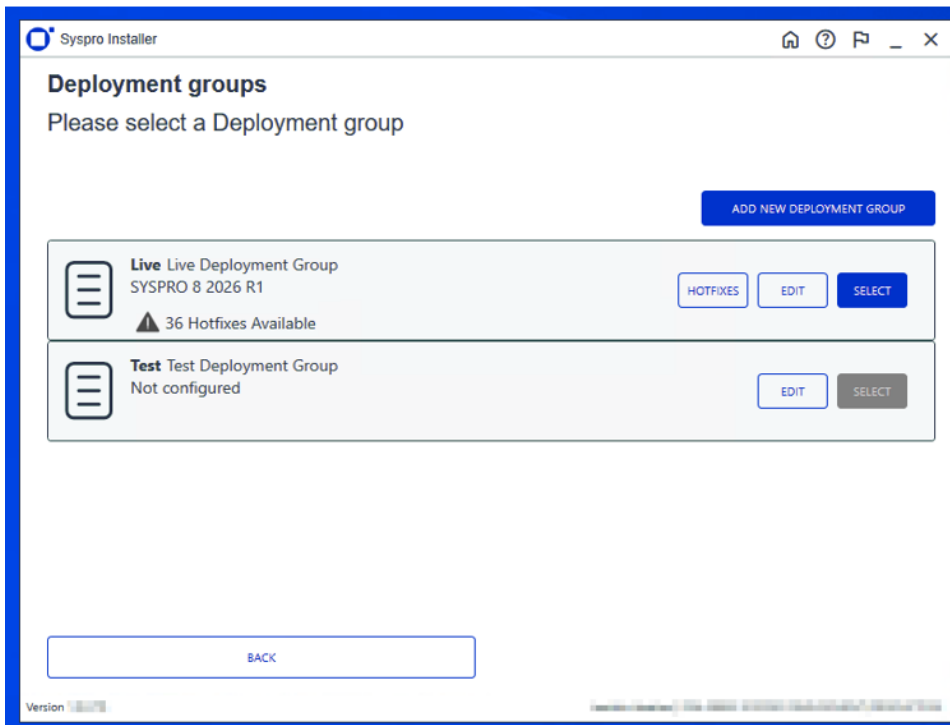


From the **Syspro Installer Application** home screen, select the **Syspro ERP Software** option.



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.

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.

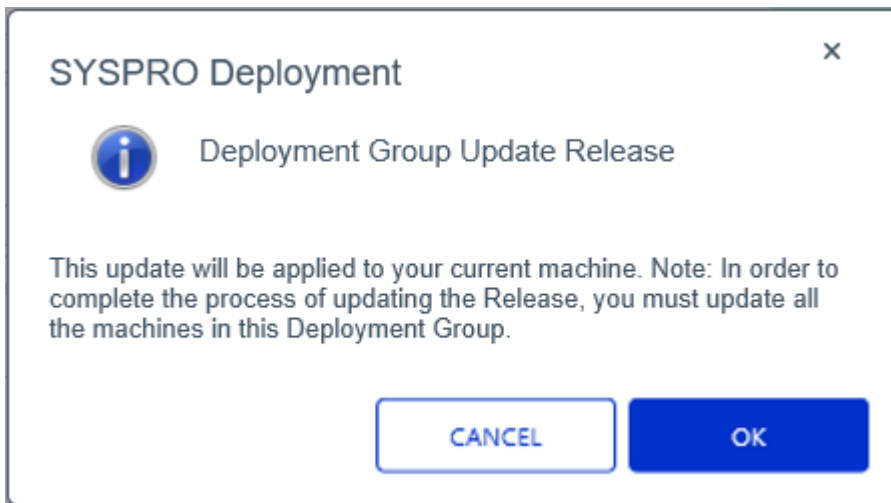


If the current deployment group has installs on multiple machines, then all machines in the group will need to have the software updated in order to complete the update process.

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

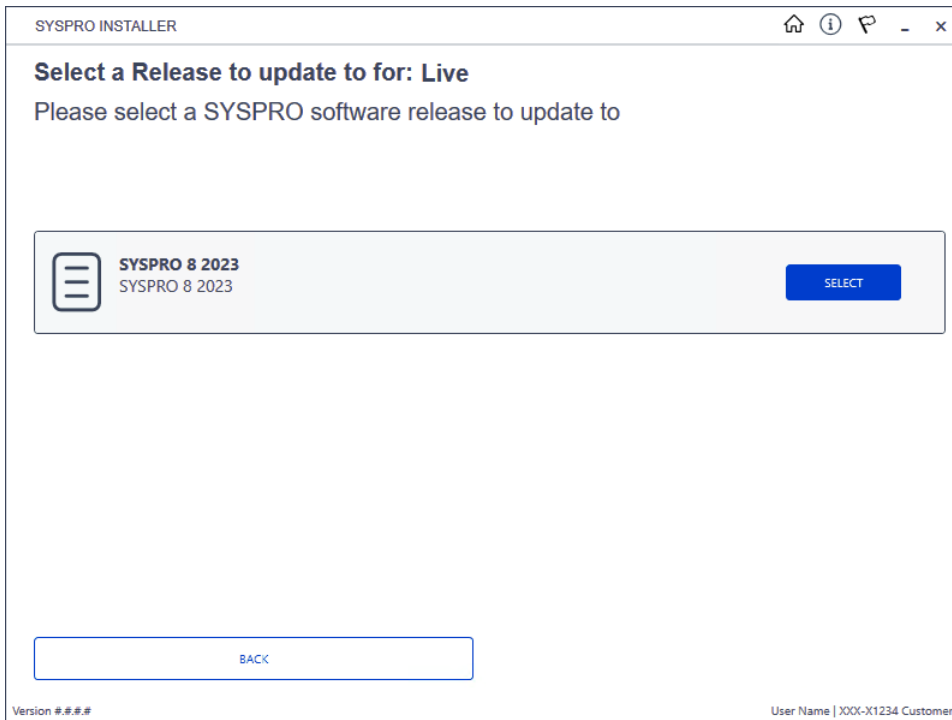


An informational message is then displayed confirming that you want to start the update process:



Select **OK** to continue.

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.

Considerations when using SYSPRO Reporting Software:

If the **Syspro 8 Reporting Host Service** is installed, the app verifies if any version of the **SYSPRO Reporting Software** is also installed and if its supported by the selected release.

This is because the **SYSPRO Reporting Software** options available depend on which release of **Syspro 8** you are updating to:

- Additional Reporting Software 2013 (i.e. SAP Crystal Reports 2013):

Applies to **Syspro 8 2020 R1** and prior versions.



Due to SAP Crystal Reports 2013 having reached the end of its life cycle, the **Additional Reporting Software 2013** is no longer available for new installations from January 2024.

- 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**.

■



Due to SAP Crystal Reports 2016 having reached the end of its life cycle, the **Additional Reporting Software 2016** is no longer available for new installations from January 2024.

- Additional Reporting Software 2020 (i.e. SAP Crystal Reports 2020):

Applies to **Syspro 8 2021 R2** to **Syspro 8 2023**.



From January 2024, the **Additional Reporting Software 2020** is the only SAP Crystal Reports version available for new installations.

- Additional Reporting Software 2020 SP4 (i.e. SAP Crystal Reports Server 2020 SP4 server-side and SAP Crystal Reports Server 2020 SP35 client-side):

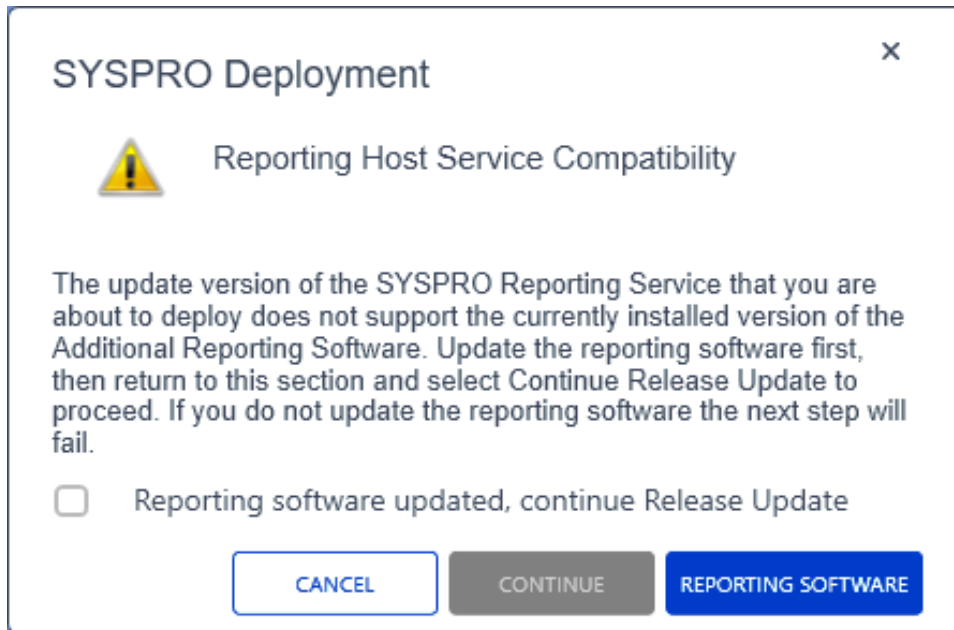
Applies to **Syspro 8 2023** and later versions.



This is only applicable within **Syspro 8 2023** if Hotfix KB8100663 has been applied.



A system message is displayed if the app detects an installed version of **SYSPRO Reporting Software** that is not supported by the selected release (or if its unable to detect the current version).

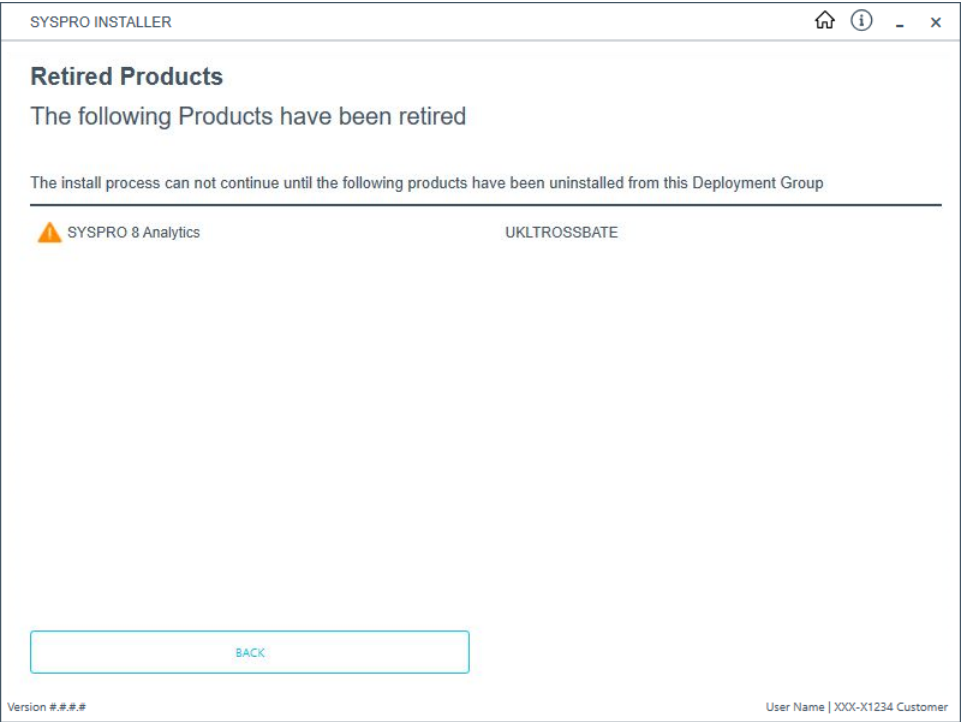


Select the **Reporting Software** option to access the **Reporting Software** screen, from where you can uninstall your current Reporting Software and install the correct version as required.

Once you have ensured that you have the correct version of Reporting Software installed, enable the **Reporting software updated, continue Release Update** option within this message box and select the **Continue** function to proceed with the release update.



Retired Products



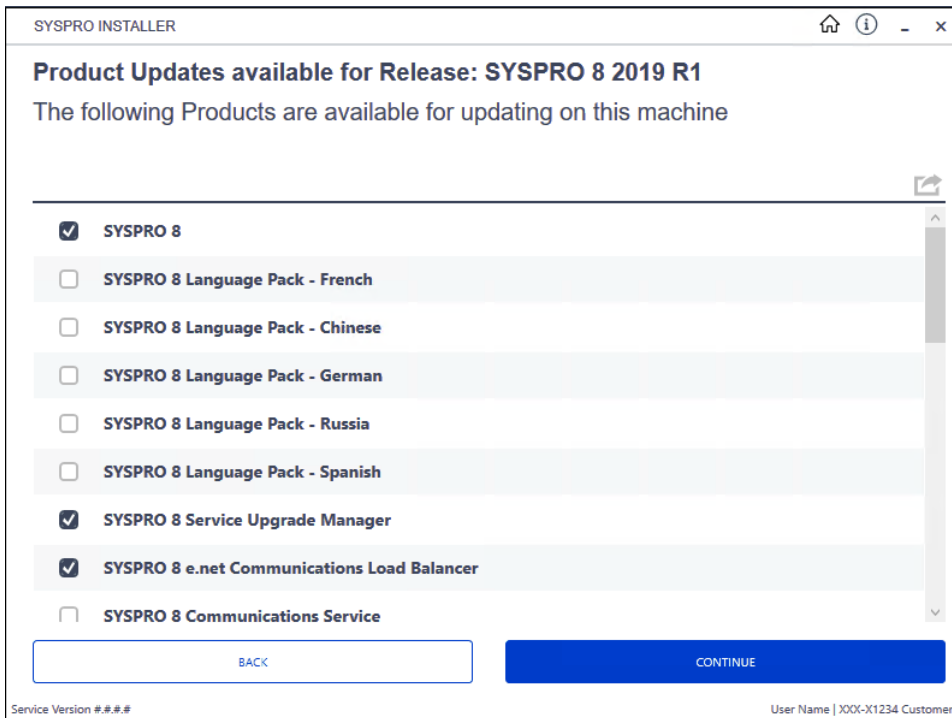
As time progresses, certain products may become retired as they are replaced by newer capabilities. Therefore, if you have an installed product that has been retired in the latest release, the application will prompt you to uninstall the retired product before proceeding with the update.

Once you have successfully uninstalled the retired product, you can proceed with updating to the latest release.



Refer to the **Uninstalling software** section for instructions on how to uninstall Syspro products.

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.



The **Prerequisites** screen is displayed if any software requirements for the update are not met.

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.

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.

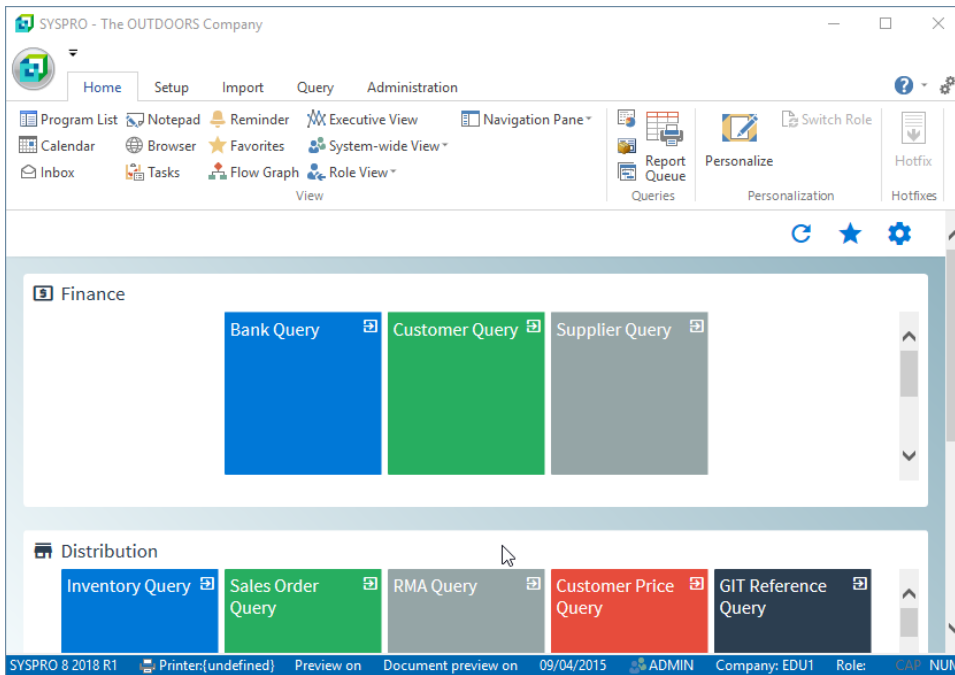
FOR EXAMPLE:

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.

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:

- The duration of the minor database update depends on the number of records in the latest database.
- This database update applies to all companies listed within the **SysproAdmin** table (i.e. not just the company selected for your login).
- You will be able to 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**.

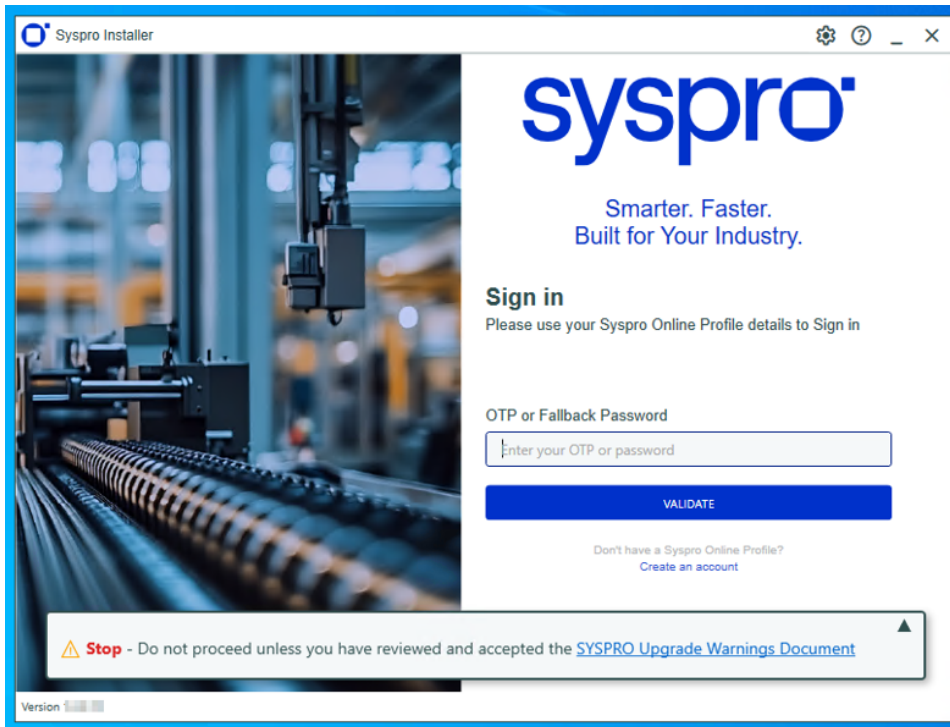
Updating Products



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

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

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.

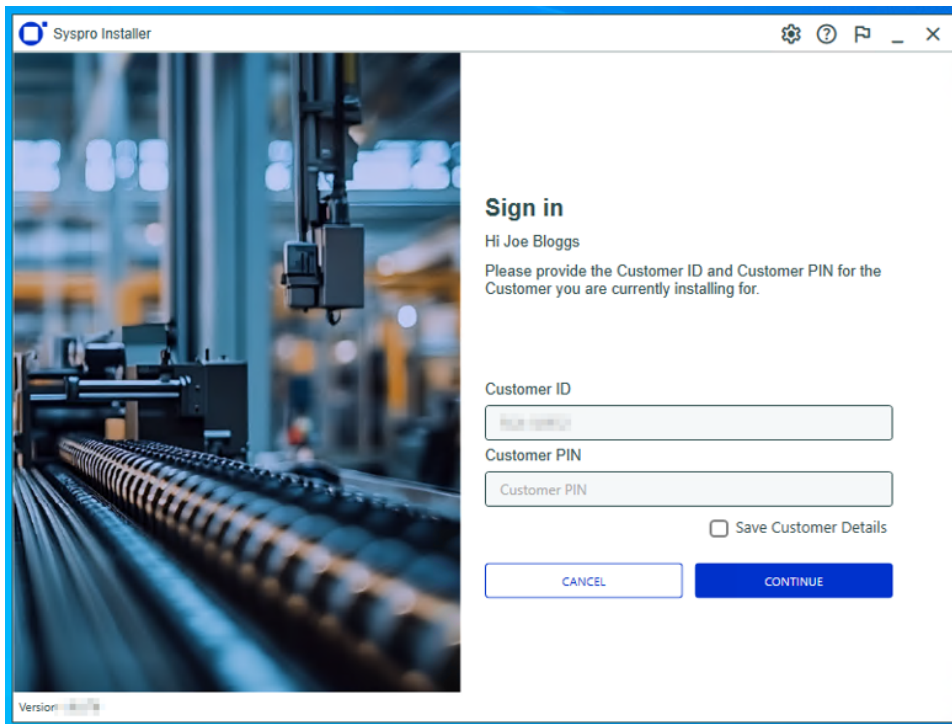


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

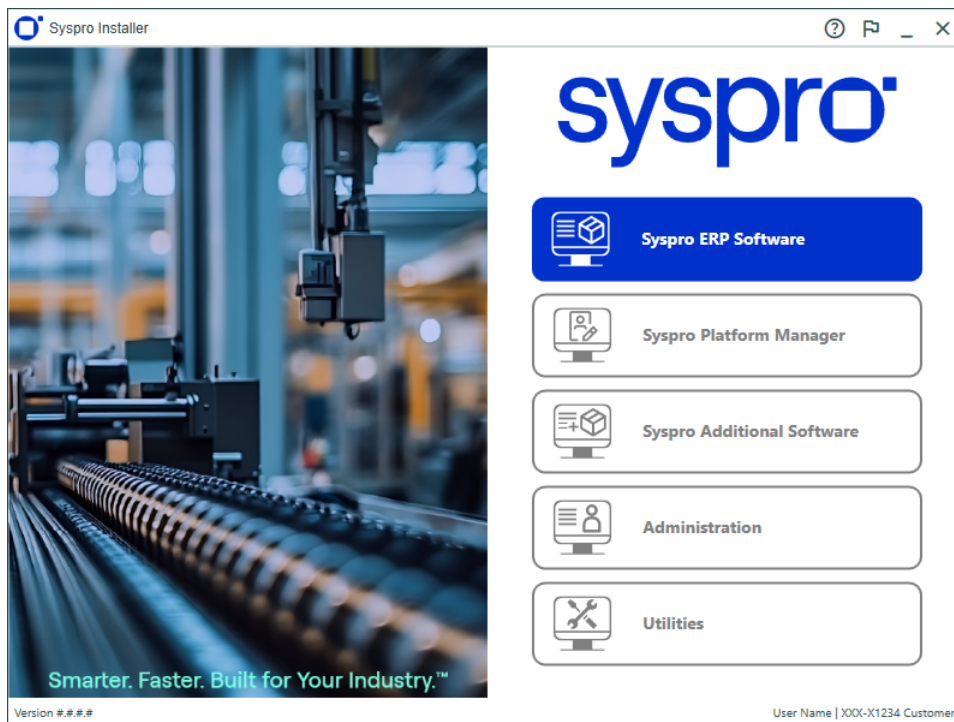


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

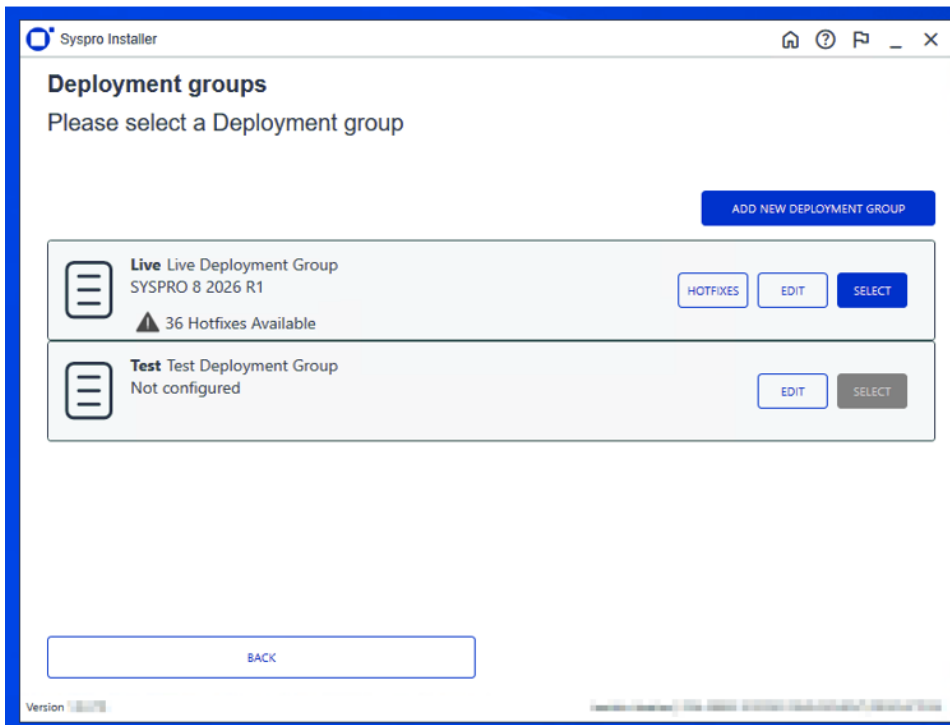


From the **Syspro Installer Application** home screen, select the **Syspro ERP Software** option.



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.

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.

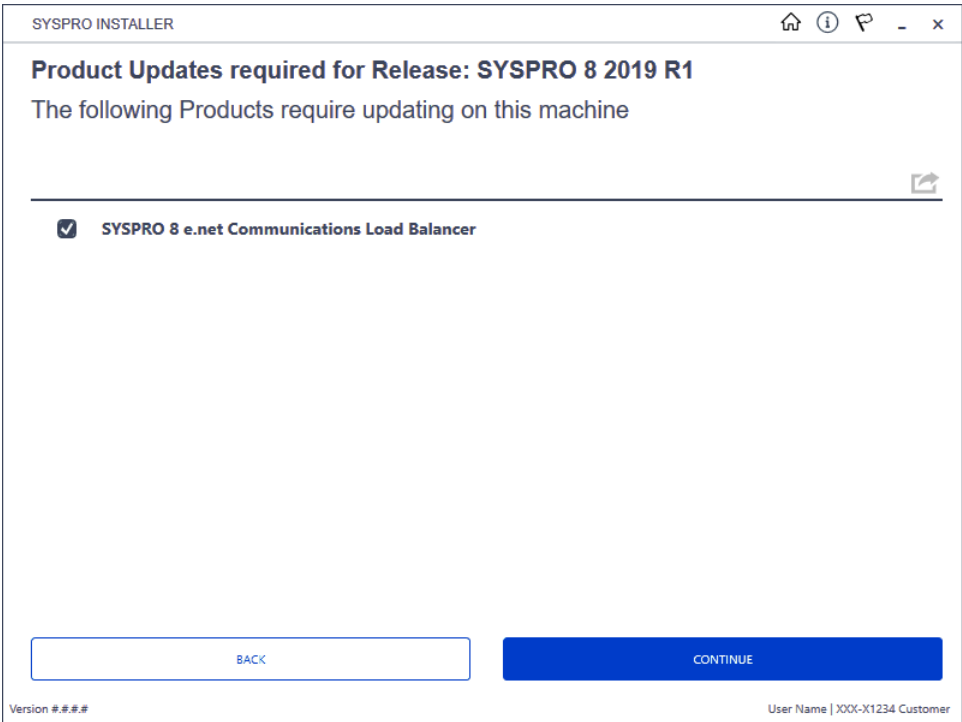


You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.



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.



The **Prerequisites** screen is displayed if any software requirements for the update are not met.

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

The appropriate status information is shown during the installation process.

7. Completion

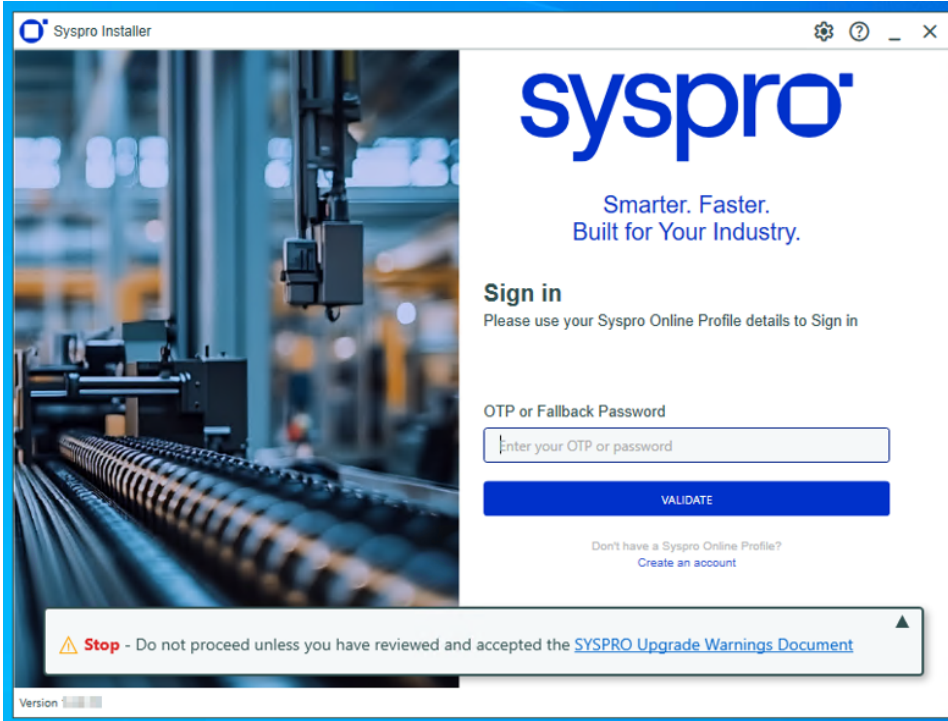
Upon completion of the update, identify whether you have additional machines as part of your deployment group.

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

Updating Syspro Embedded Analytics

The following explains how to update Syspro Embedded Analytics:

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.

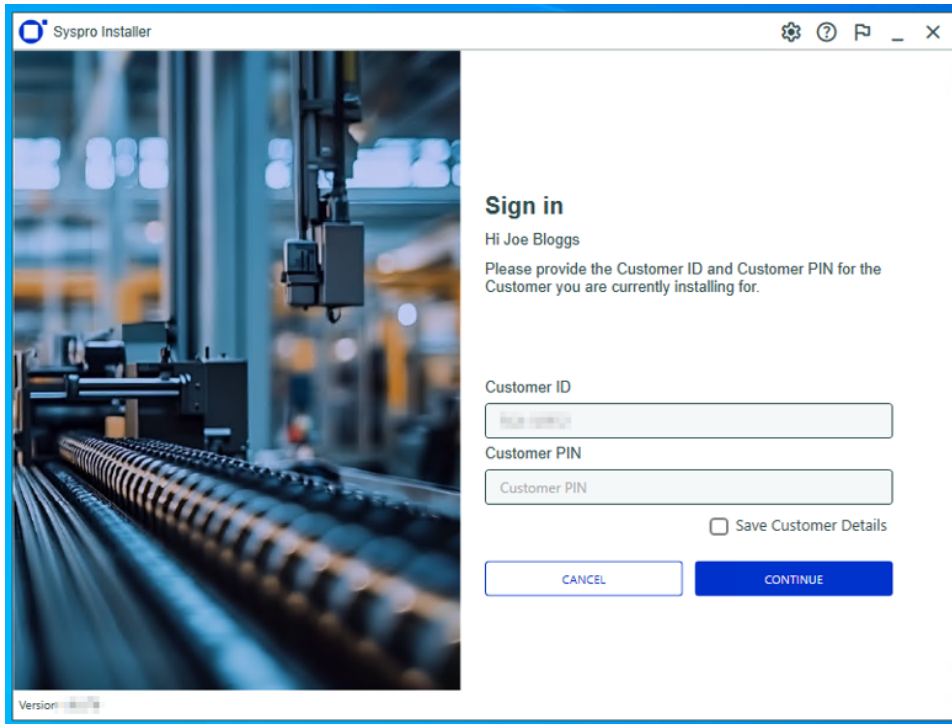


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains a 'Sign in' section. It says 'Hi Joe Bloggs' and 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.' Below this are two input fields: 'Customer ID' and 'Customer PIN'. There is a checkbox labeled 'Save Customer Details' and two buttons at the bottom: 'CANCEL' and 'CONTINUE'. The version number 'Version: 8.0.0' is visible in the bottom left corner of the window.

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

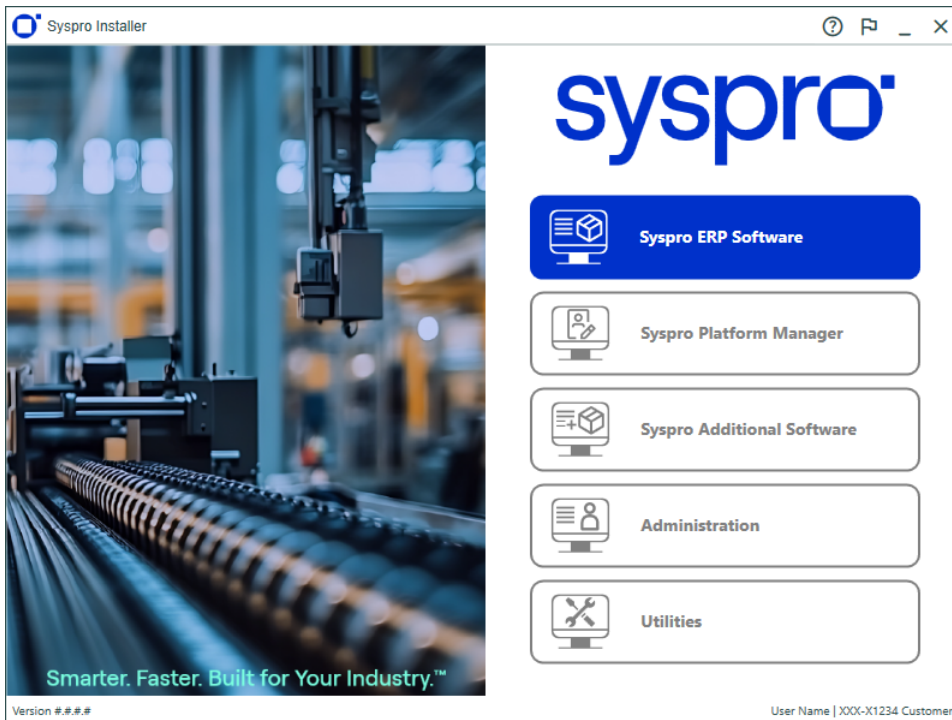


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

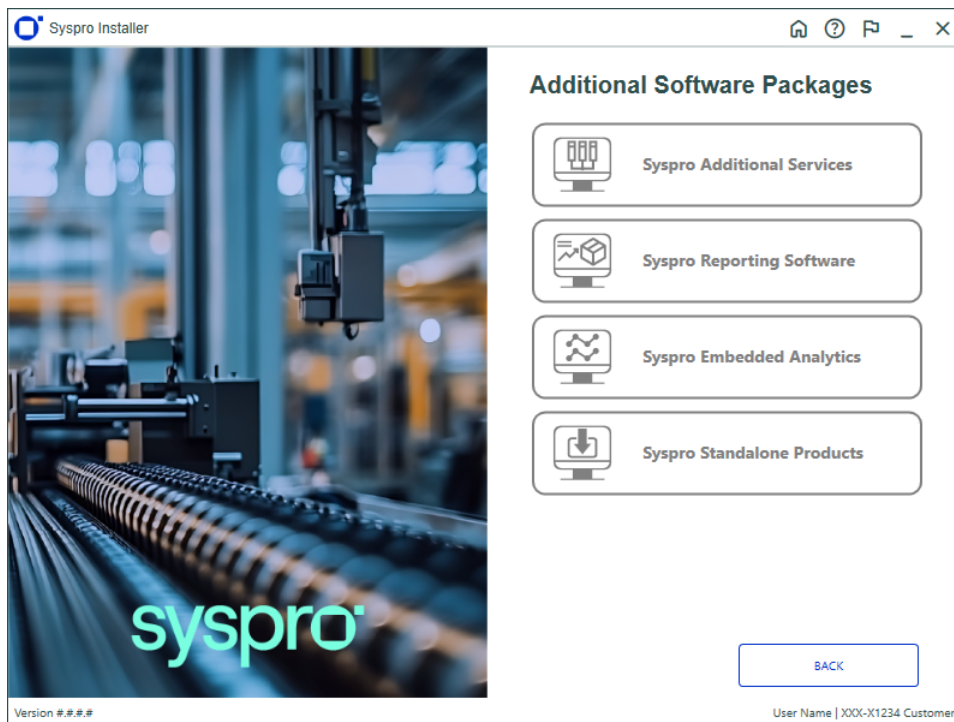


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



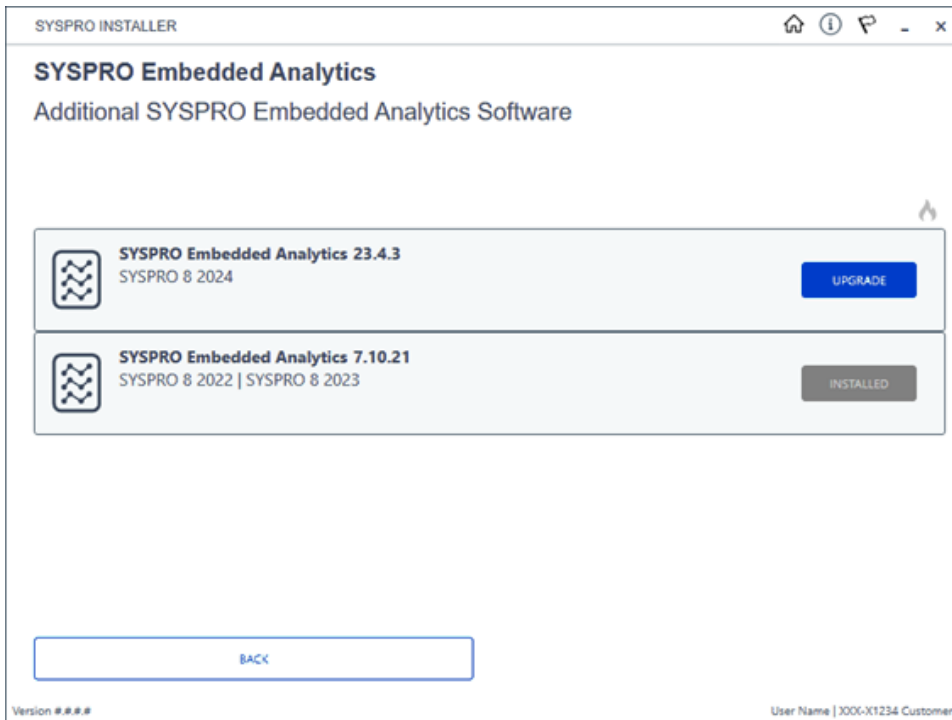
You can navigate back to this home page from any point in the app by selecting the home icon (🏠) from the toolbar at the top of each screen.

3. Additional Software Packages



From the **Additional Software Packages** screen, select the **SYSPRO Embedded Analytics** option.

4. Syspro Embedded Analytics



If an update is available when the **Syspro Embedded Analytics** page loads, the existing local product files (including the related install files) are deleted and the latest files are retrieved from Azure. This ensures that the latest files are always used.

The **Syspro Embedded Analytics** version then has an **Upgrade** button. Select the button to proceed with the update.

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.

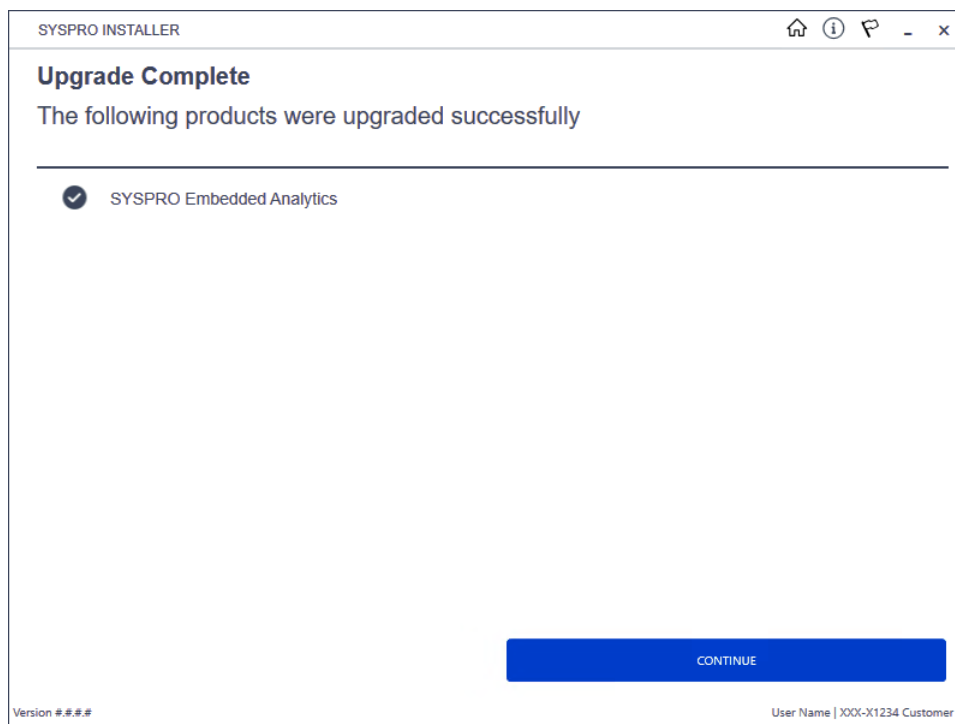
6. Products Ready to Upgrade

A summary of the products to be updated is displayed for you to review.

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.

7. Upgrade Complete



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

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



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.

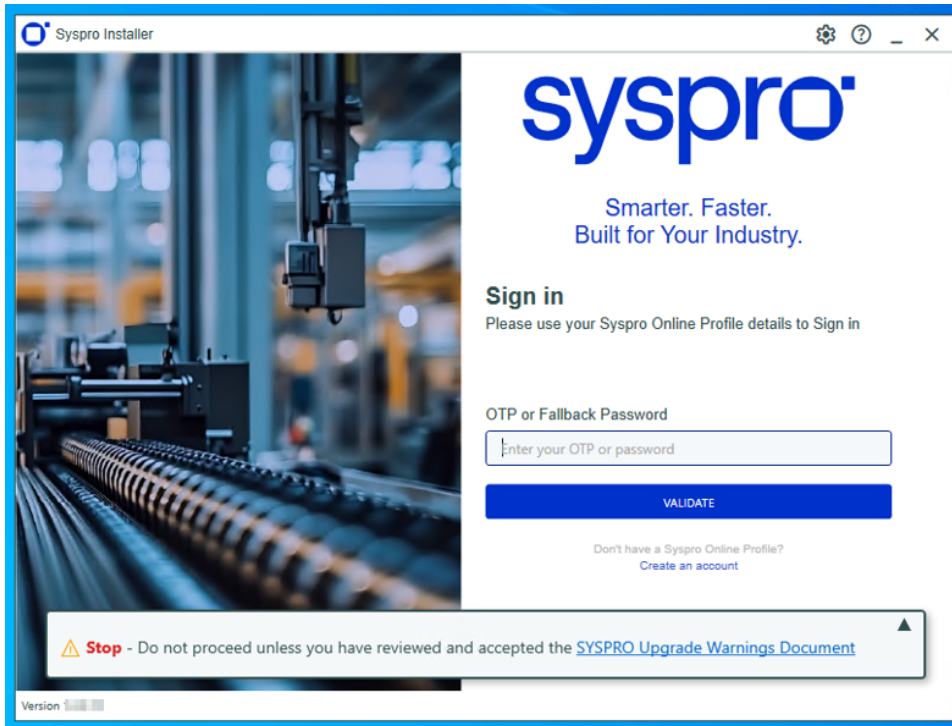


Considerations

- 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**.

Export Machine Details

1. Login



Stop - Do not proceed unless you have reviewed and accepted the [SYSPRO Upgrade Warnings Document](#)

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.

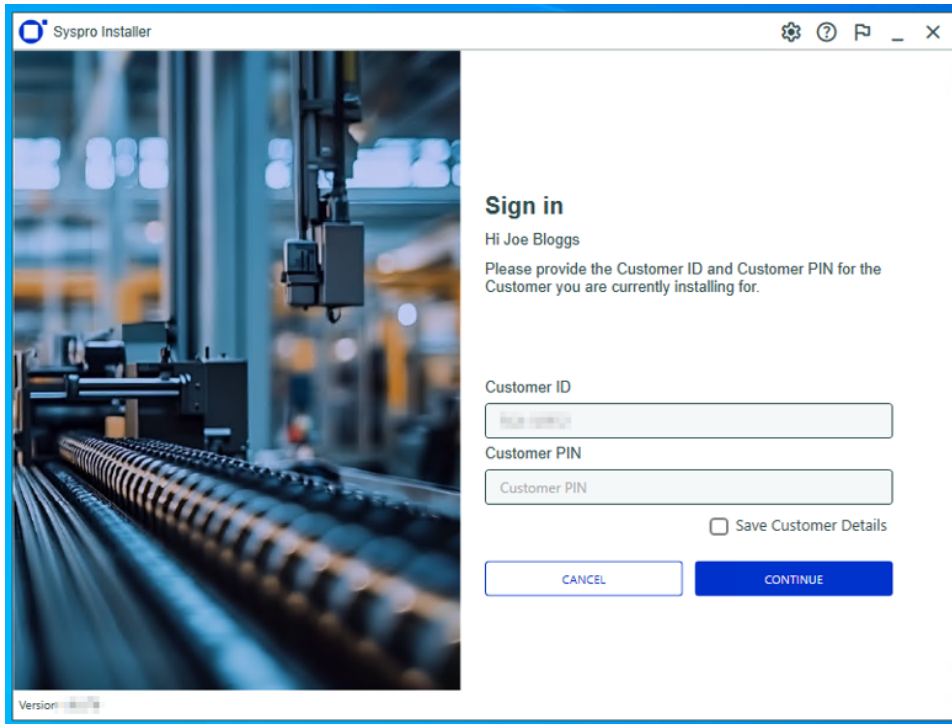


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

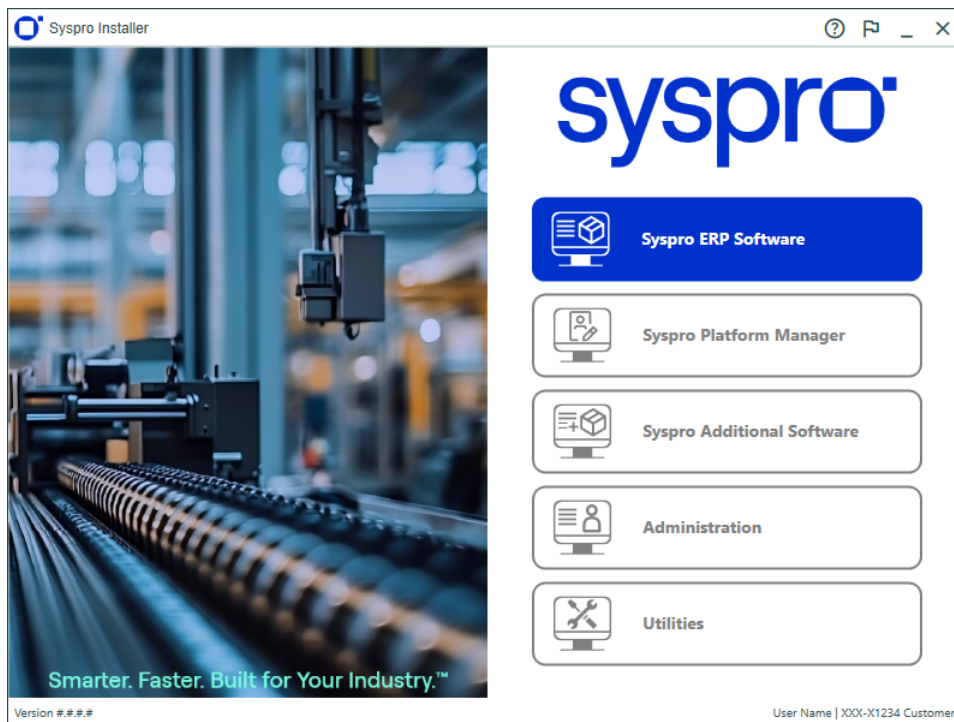


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

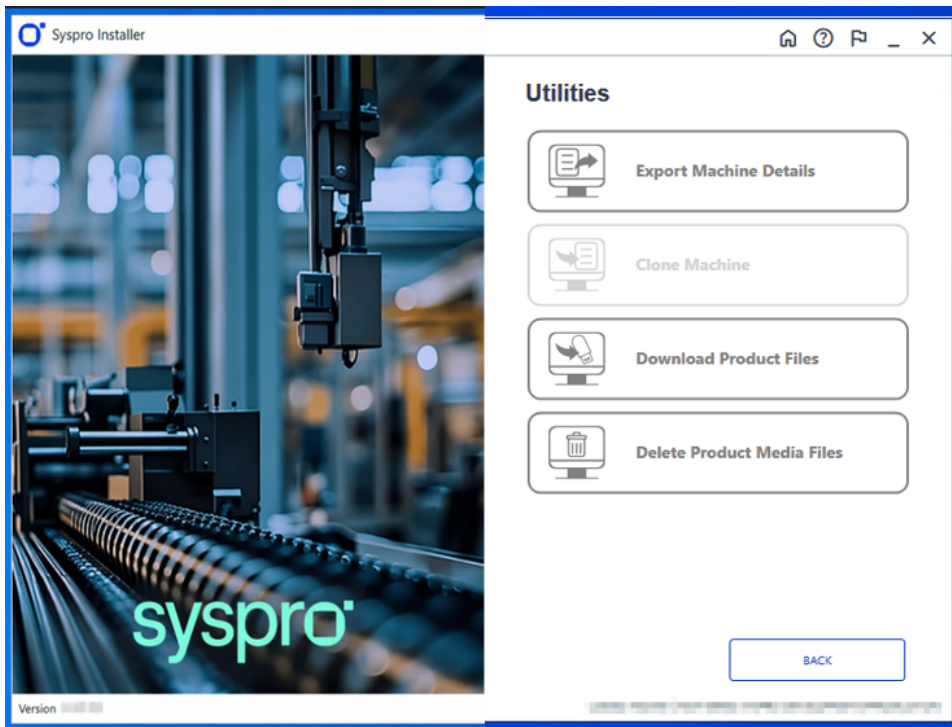


From the **Syspro Installer** home screen, select the **Utilities** option.



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.

3. Utilities



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



4. Deployment Export

SYSPRO INSTALLER



Deployment Export

Please select a Deployment group to Export



ROSS-VM Test Group

Test Group on ROSS-VM for cloning

SYSPRO 8 2019 R1

SELECT

BACK

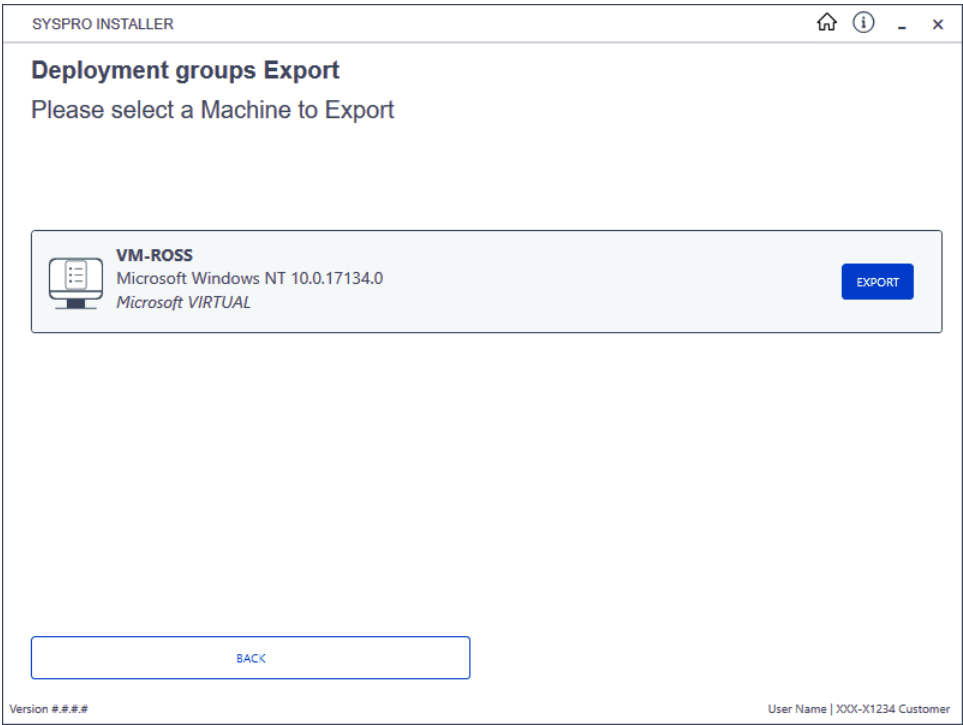
Version ###.###

User Name | XXX-X1234 Customer

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



5. Deployment Groups Export

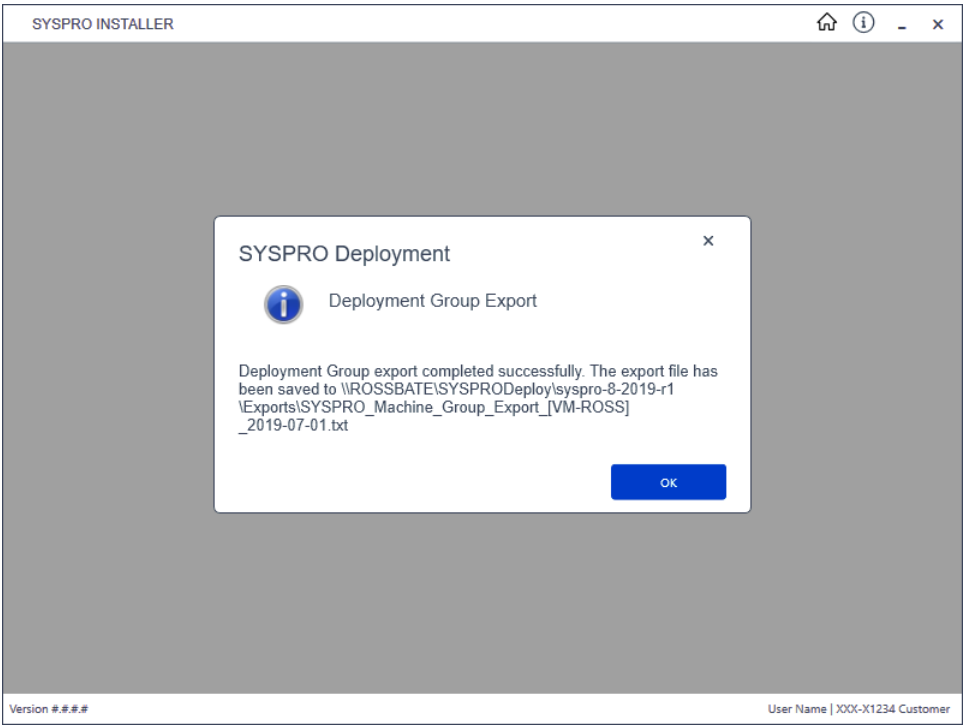


The **Deployment groups Export** screen lists all machines that any part of the selected deployment group is installed on.

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



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.

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

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.

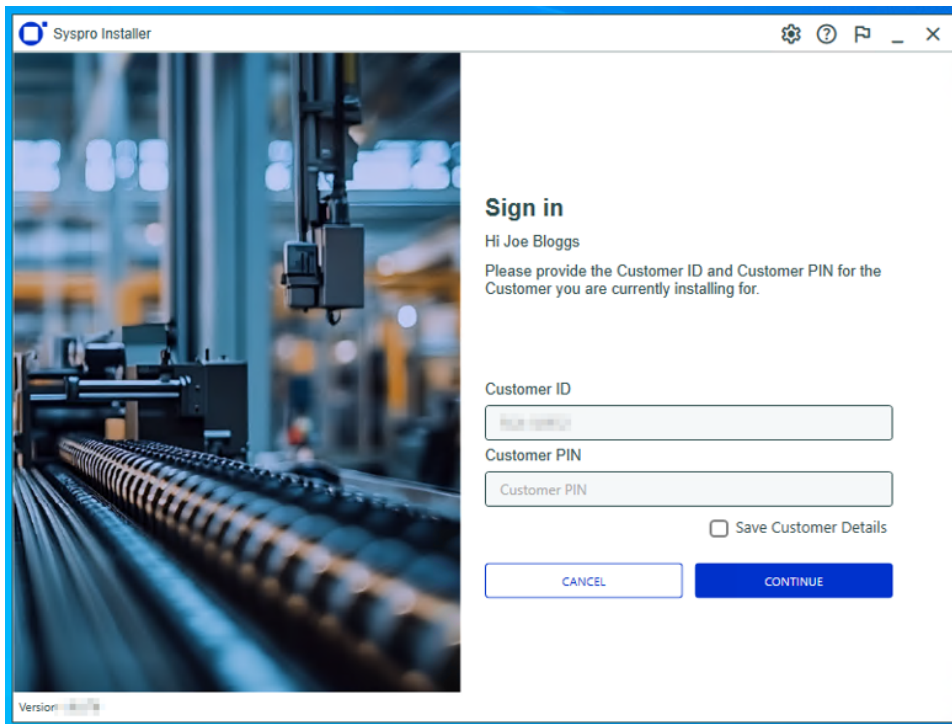


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

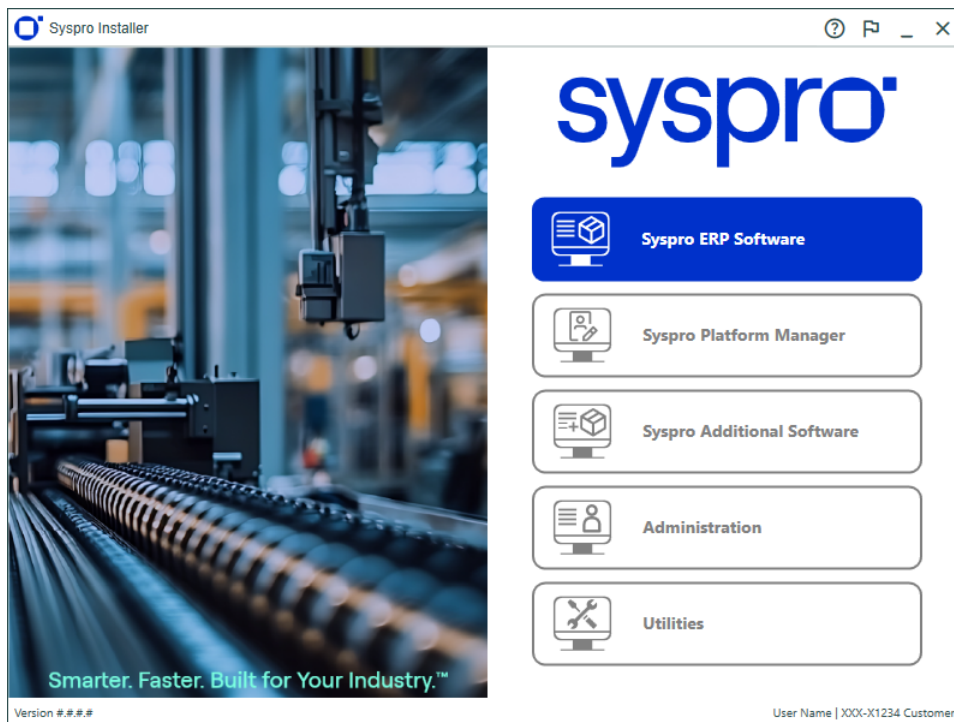


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

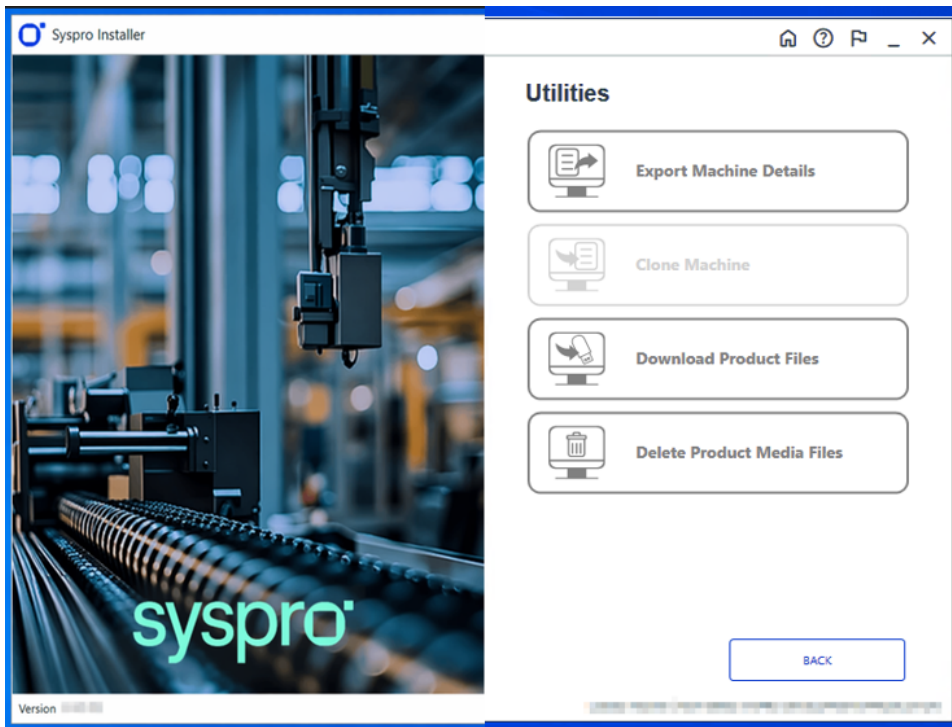


From the **Syspro Installer** home screen, select the **Utilities** option.



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.

3. Utilities



From the **Utilities** screen, select the **Clone Machine** option.



4. Deployment Clone

SYSPRO INSTALLER



Deployment Clone

Please select a Deployment group to Clone



ROSS-VM Test Group Test Group on ROSS-VM for cloning
SYSPRO 8 2019 R1



SELECT

BACK

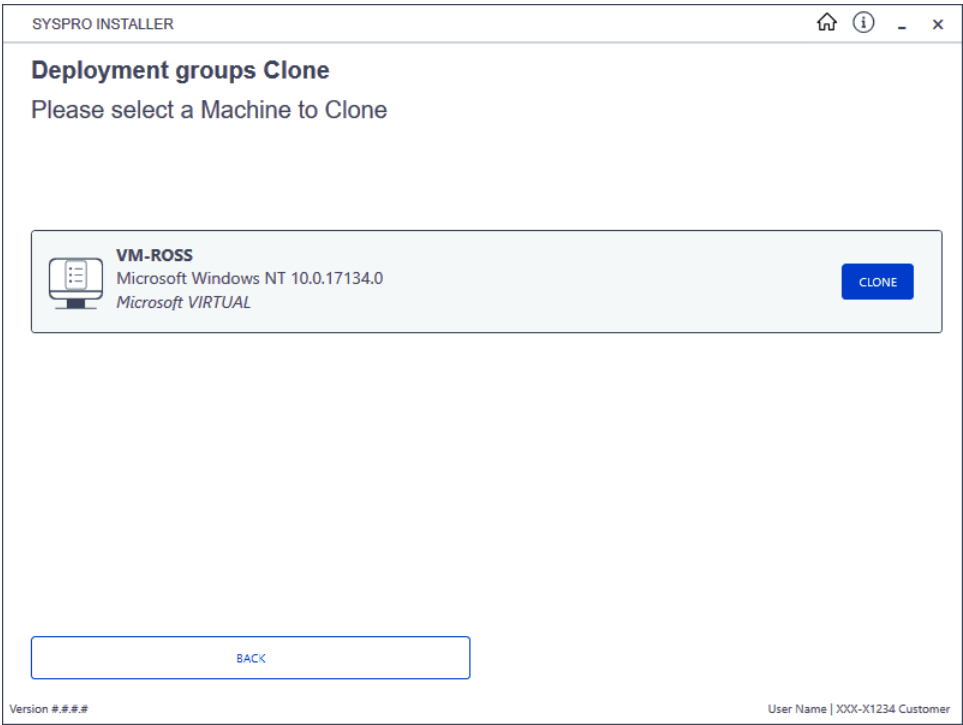
Version ###.###

User Name | XXX-X1234 Customer

From the **Deployment Clone** screen, select the deployment group that you would like to use for the clone.

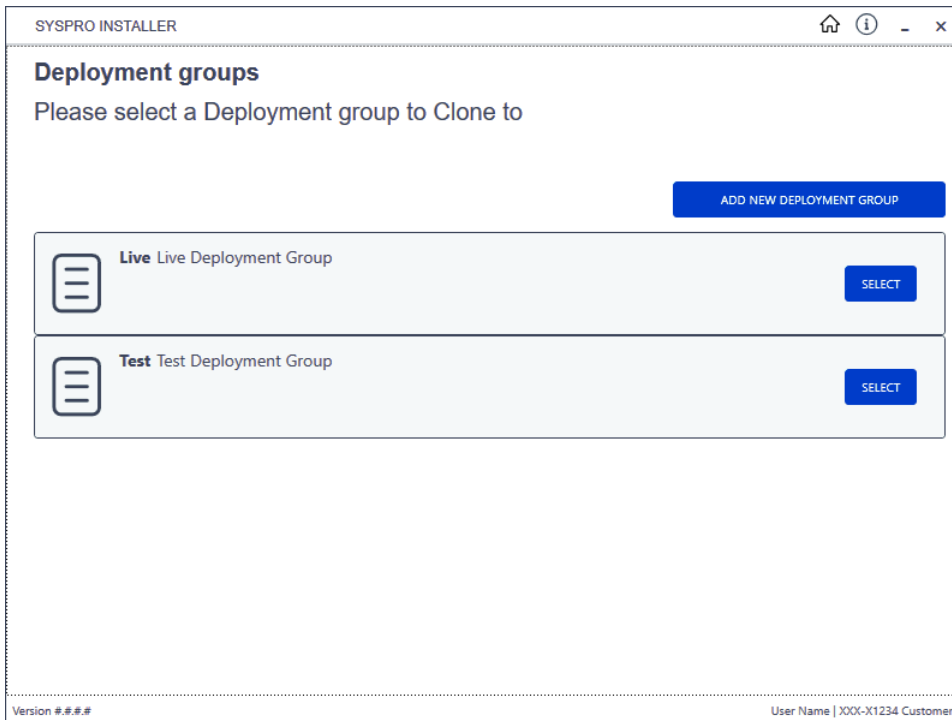


5. Deployment Groups Clone



From the **Deployment groups Clone** screen, select the **Clone** button at the machine you would like to clone.

6. Deployment Groups



From the **Deployment groups** screen, select the deployment group that you want to clone into.

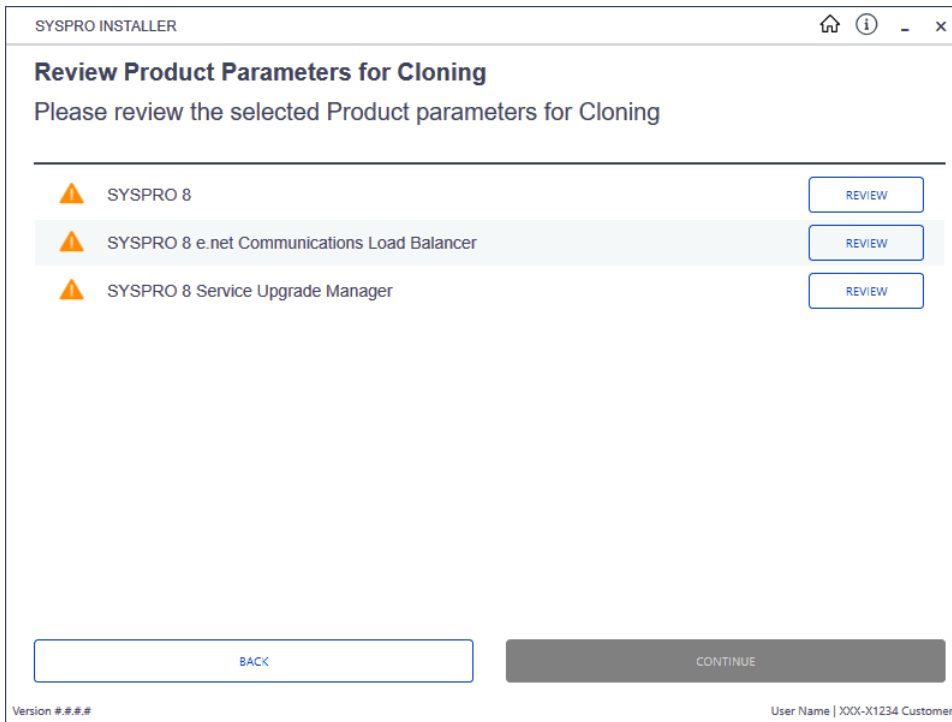
If no deployment groups are available, you are prompted to add a new deployment group.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

7. Review Product Parameters for Cloning



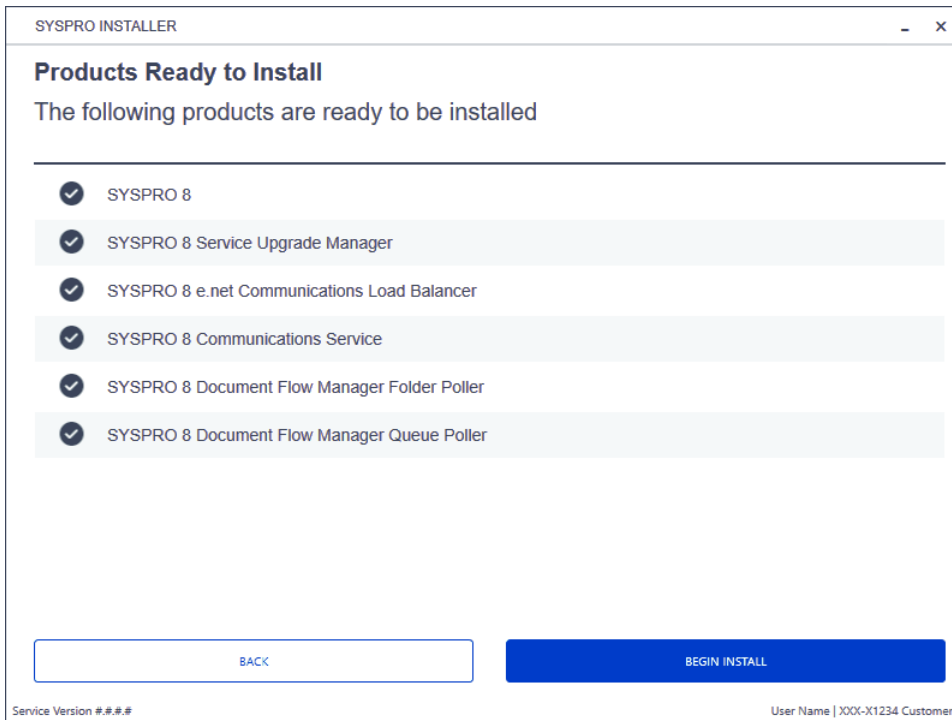
The app creates a list of products to install and passes these through the standard install process.



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.

8. Products Ready to Install



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



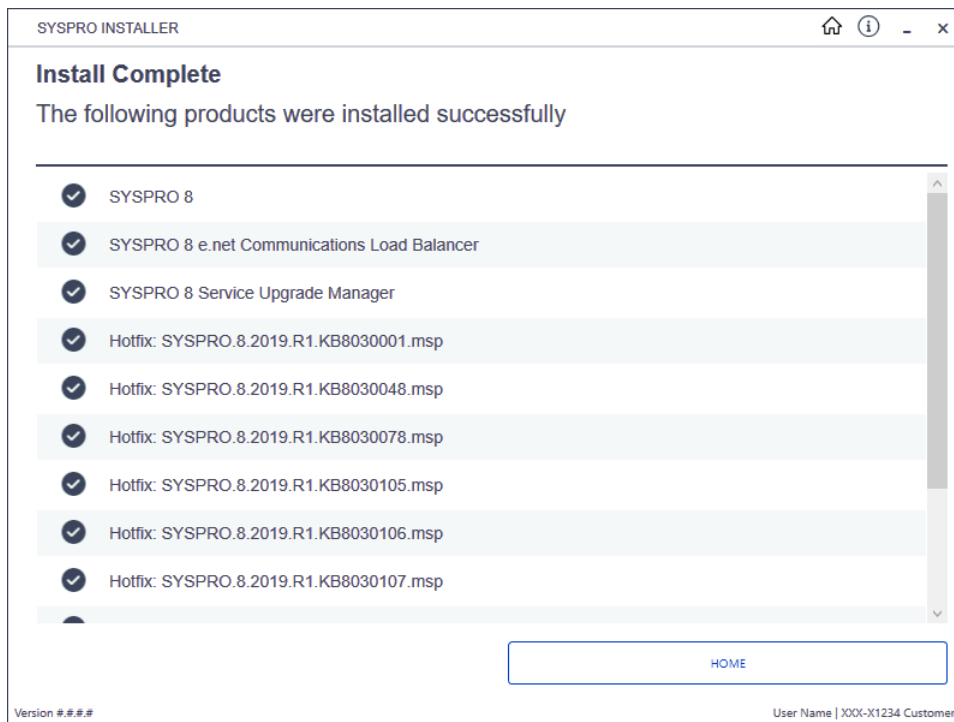
If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **Syspro Deployment Downloads** folder.

Ensure that you copy your files to the correct location.

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

The appropriate status information is shown during the installation process.

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.

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

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.

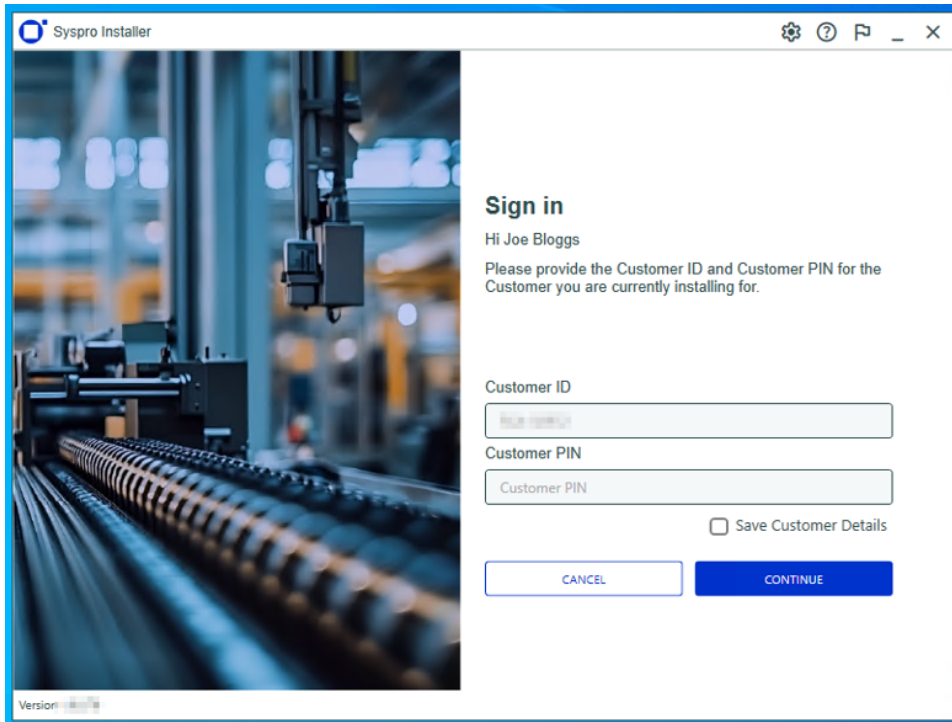


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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

Partners

The image shows a screenshot of the Syspro Installer application window. The window has a blue title bar with the Syspro logo and the text 'Syspro Installer'. On the left side of the window is a large image of a factory interior with a robotic arm. The main content area is white and contains a 'Sign in' section. It says 'Hi Joe Bloggs' and 'Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.' Below this are two input fields: 'Customer ID' and 'Customer PIN'. There is a checkbox labeled 'Save Customer Details' and two buttons at the bottom: 'CANCEL' and 'CONTINUE'. The version number 'Version 1.0.0' is visible in the bottom left corner of the window.

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

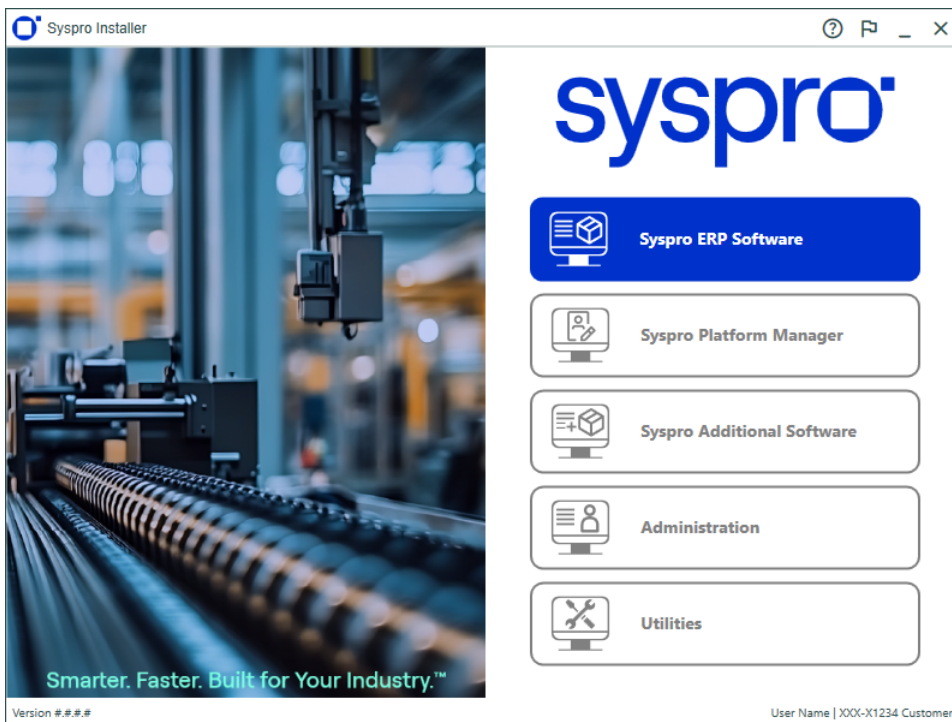


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

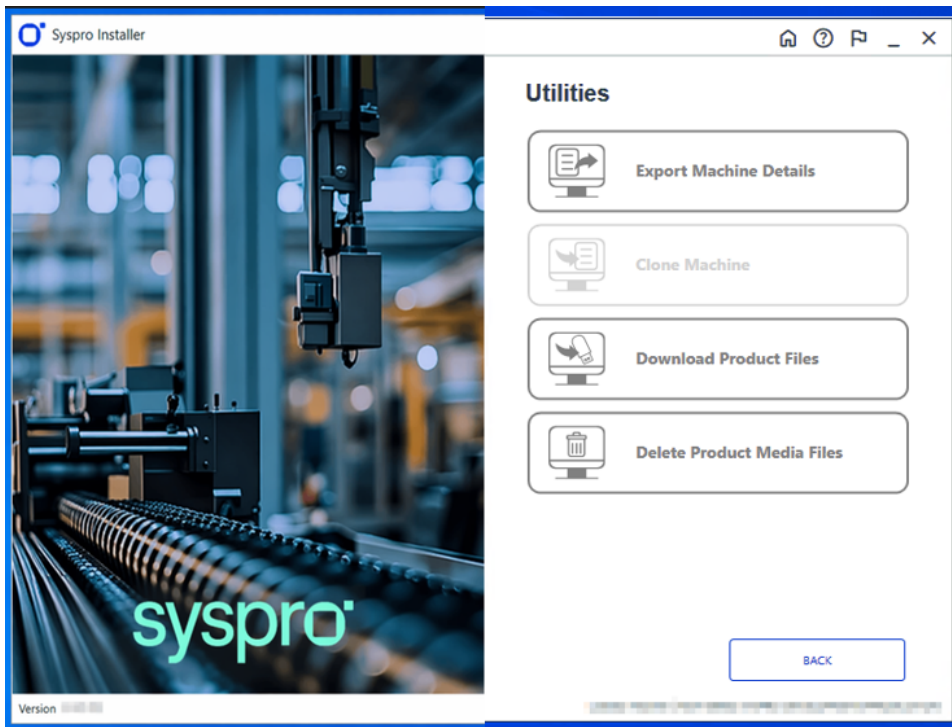


From the **Syspro Installer** home screen, select the **Utilities** option.



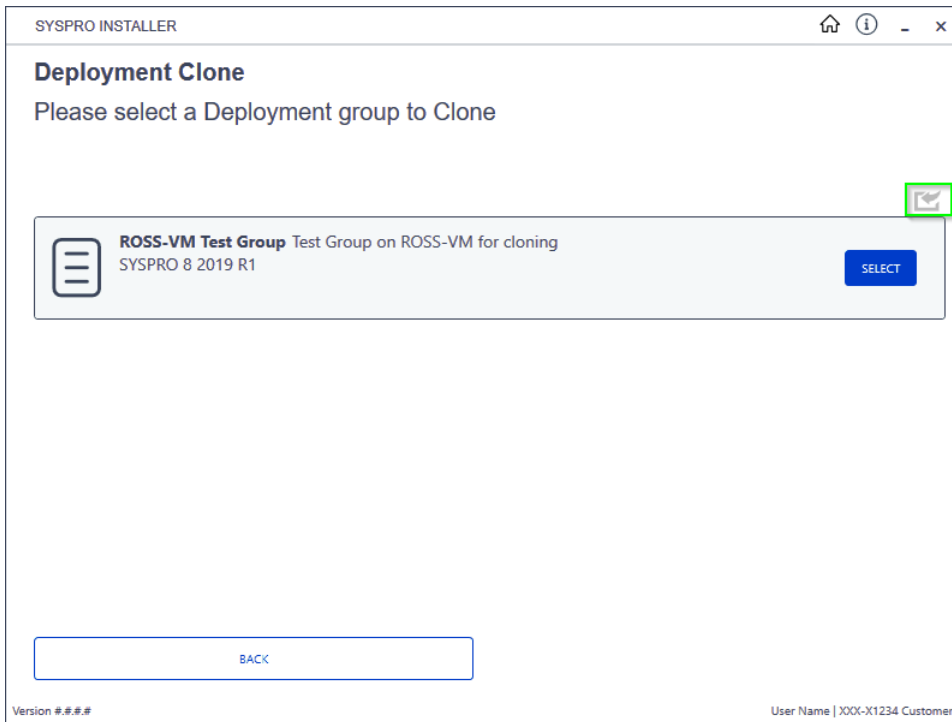
You can navigate back to this home page from any point in the app by selecting the home icon (🏠) from the toolbar at the top of each screen.

3. Utilities



From the **Utilities** screen, select the **Clone Machine** option.

4. Deployment Clone

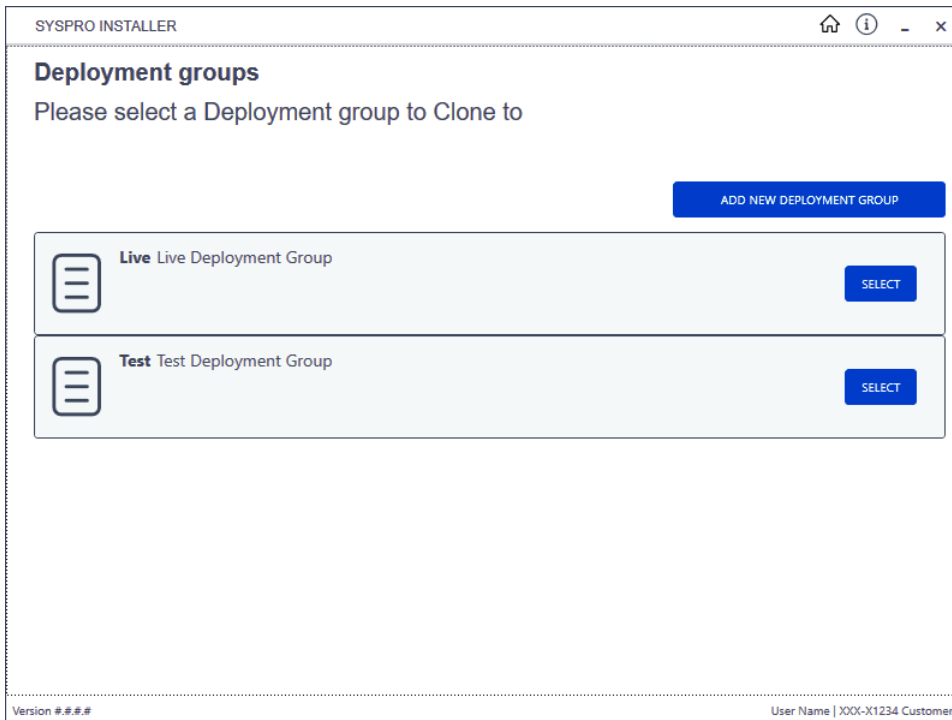


From the **Deployment Clone** screen, select the import button ().

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).

5. Deployment Groups



From the **Deployment groups** screen, select the deployment group that you want to clone into.

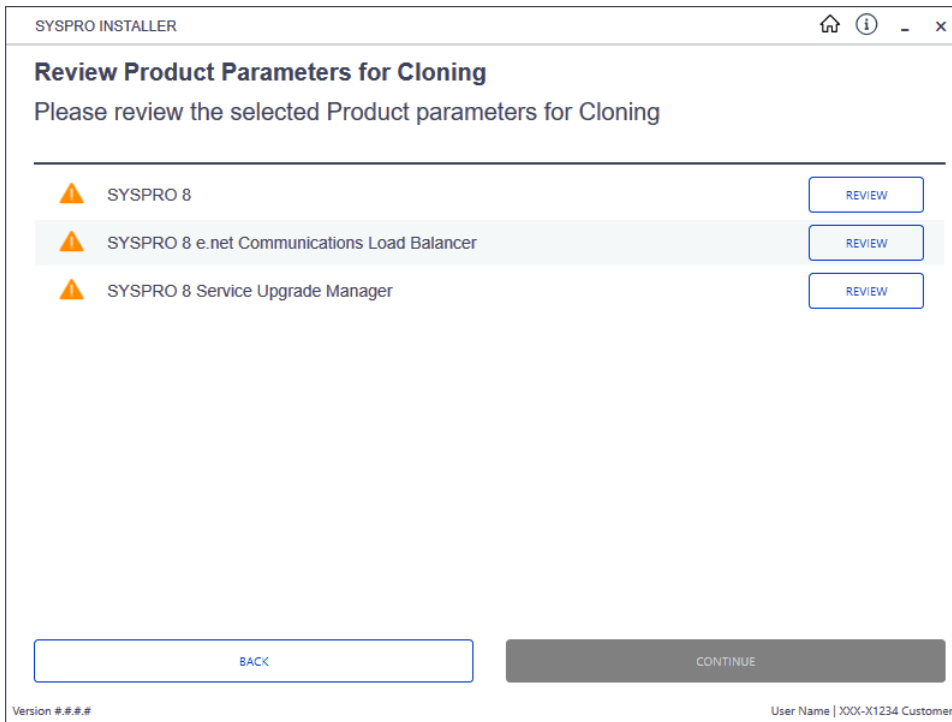
If no deployment groups are available, you are prompted to add a new deployment group.



You can refresh the **Deployment Groups** screen by pressing **F5** and you can refresh the **Syspro Deployment Service** by pressing **ALT+F6**.

You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

6. Review Product Parameters for Cloning



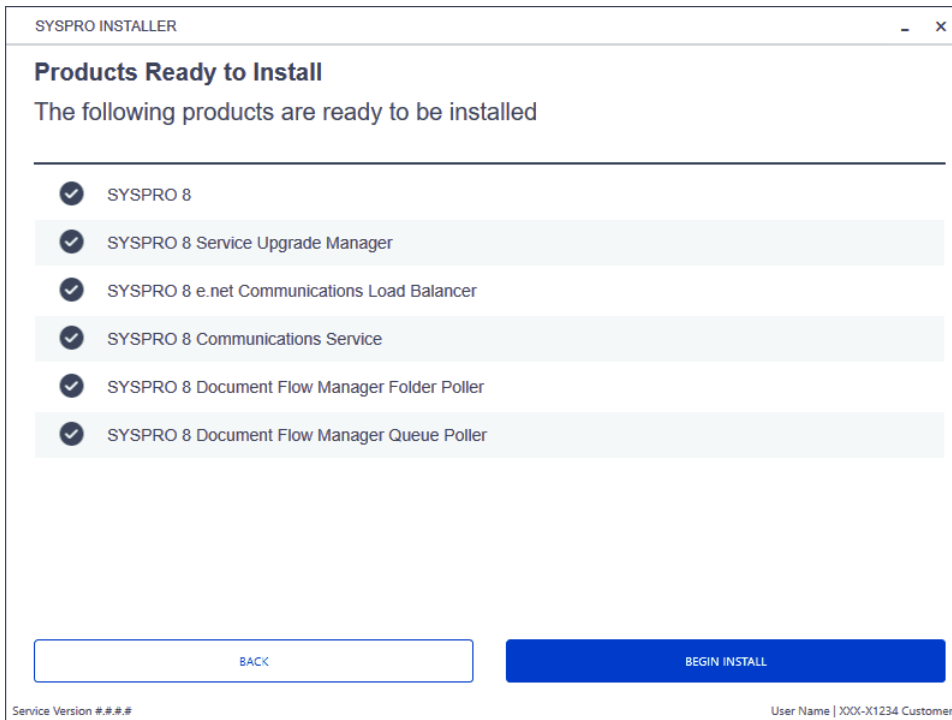
The app creates a list of products to install and passes these through the standard install process.



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.

7. Products Ready to Install



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



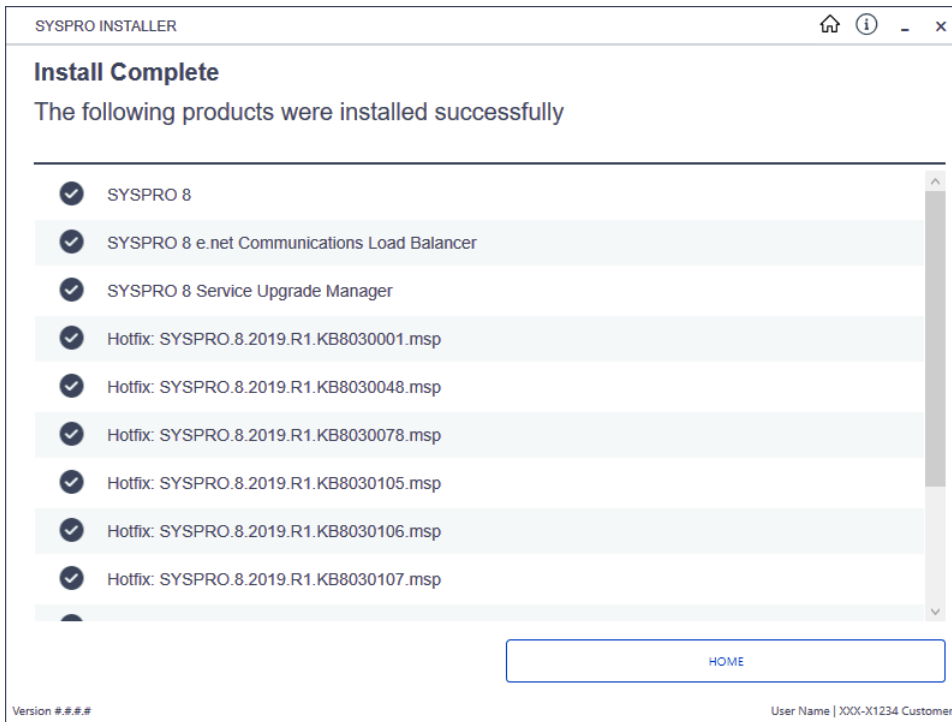
If you have previously downloaded the install files and have them available on another form of media, these can now be copied into the **Syspro Deployment Downloads** folder.

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.

8. Install Complete

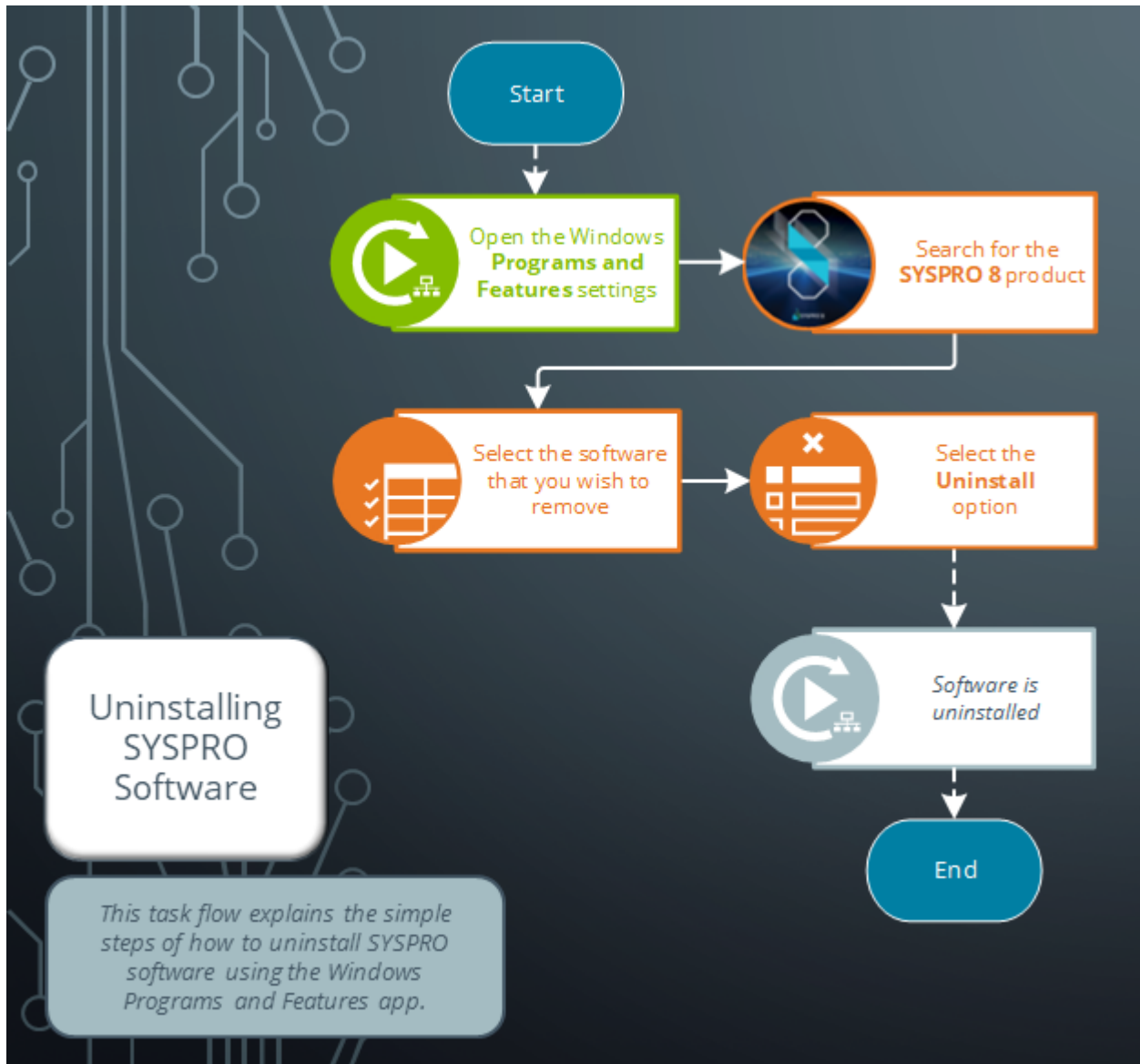


Once complete, the **Install Complete** screen is displayed with a summary of all products and hotfixes installed for the clone.

Select the **Home** button to return to the **Utilities** screen.

Uninstalling software

Uninstalling SYSPRO ERP Software



Uninstalling Syspro Reporting Software

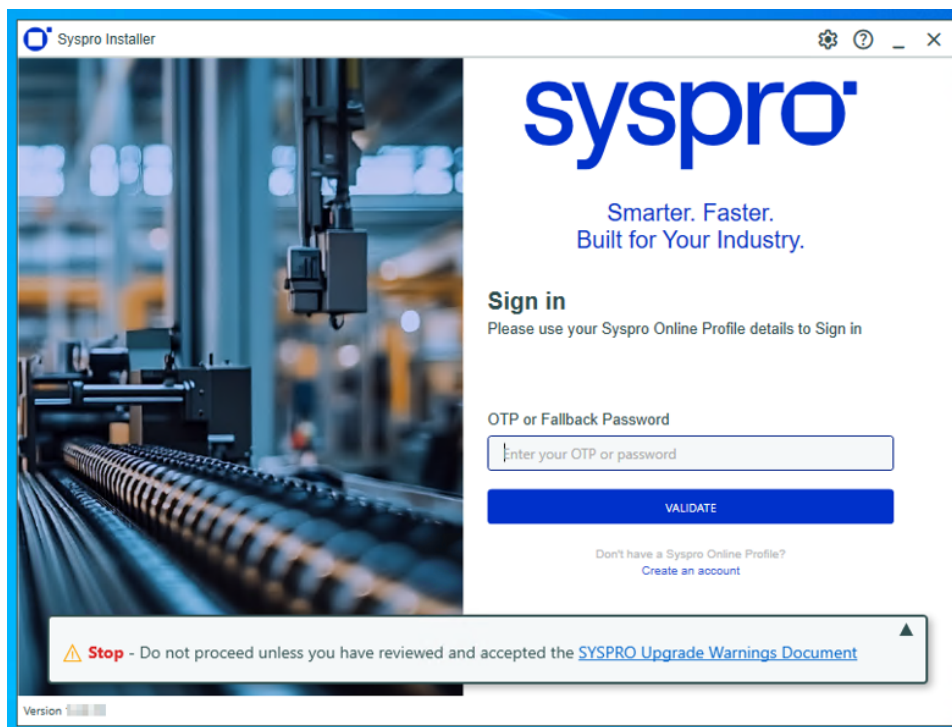
The following task explains how to uninstall Additional Reporting Software using the **Syspro Installer Application**.



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.

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.

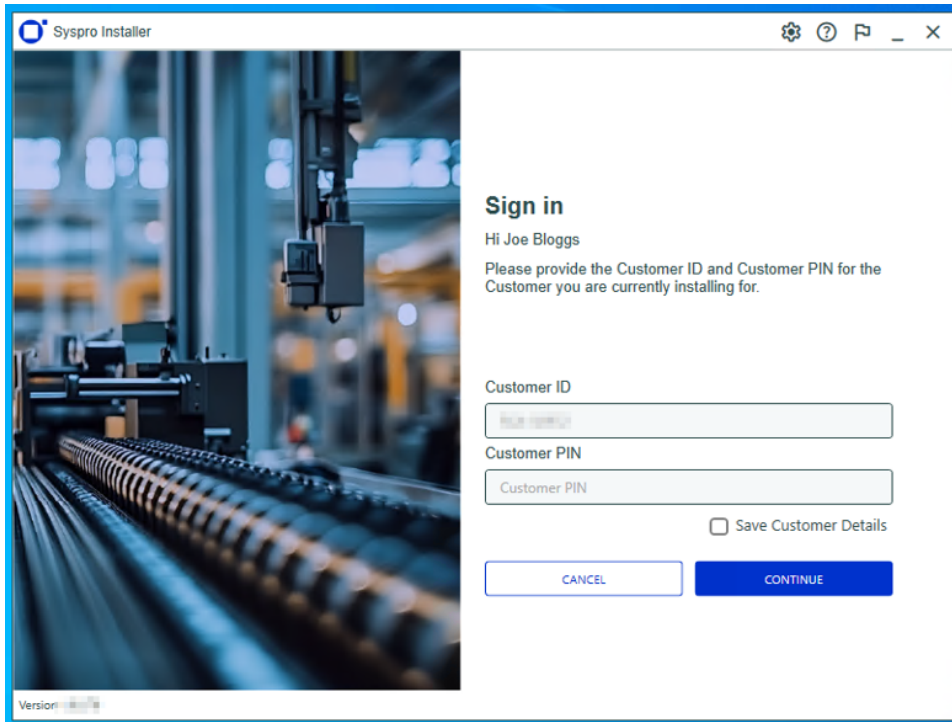


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

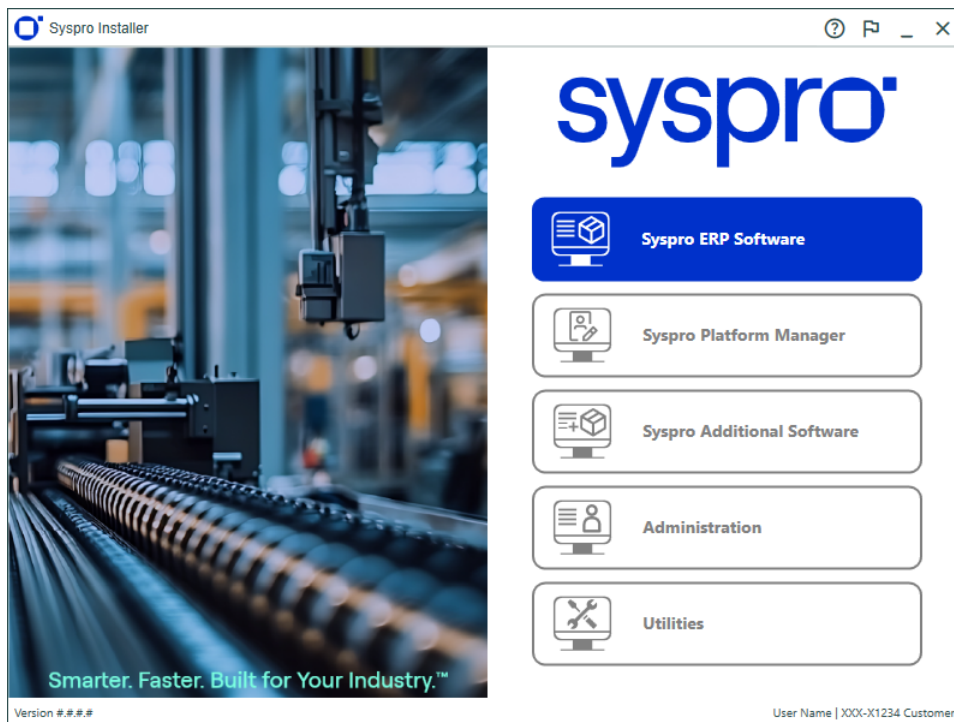


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

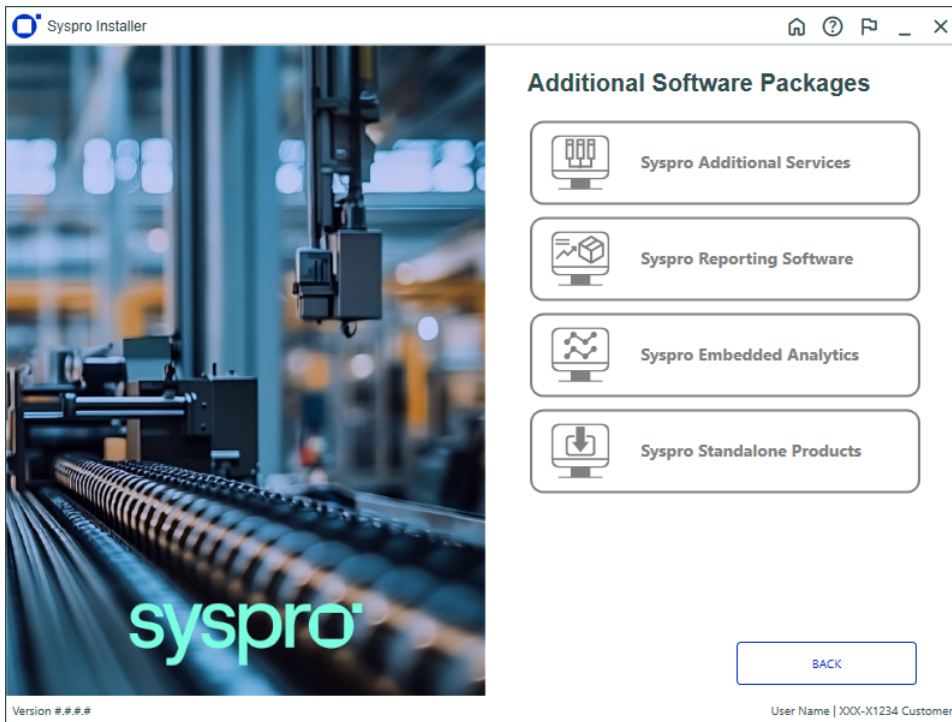


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



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.

Currently, the following products are available:

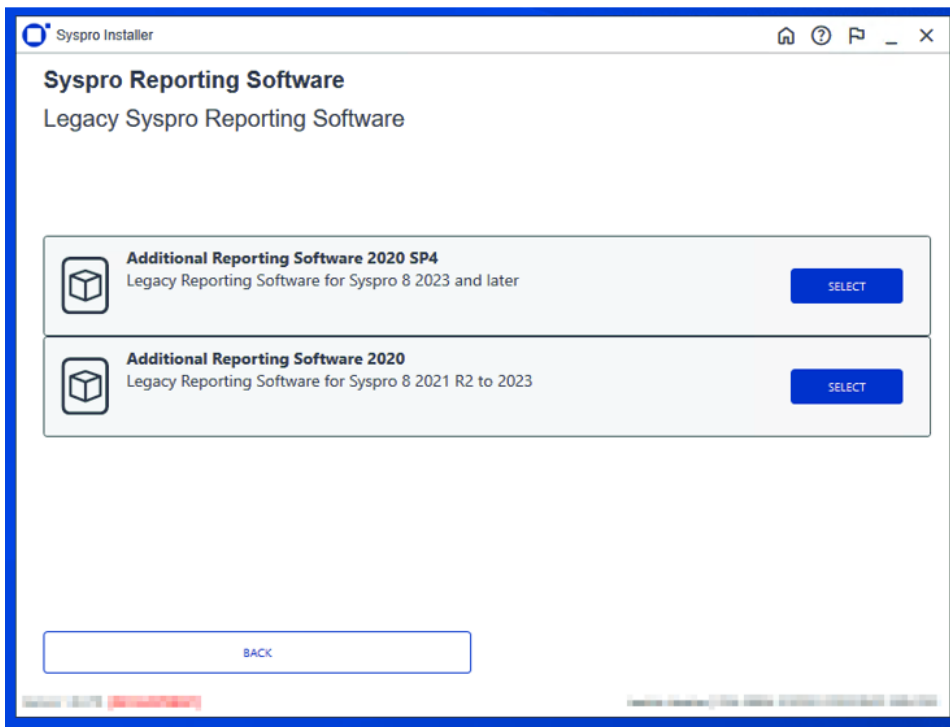
- Syspro Additional Services
- Syspro Reporting Software
- Syspro Embedded Analytics
- Syspro Standalone Products

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. If these are not available, the service creates the folder structure. These files are then verified using a `CHECKSUM`. If the verification fails, you will not be able to continue and will be returned to the **Deployment Groups** page.



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

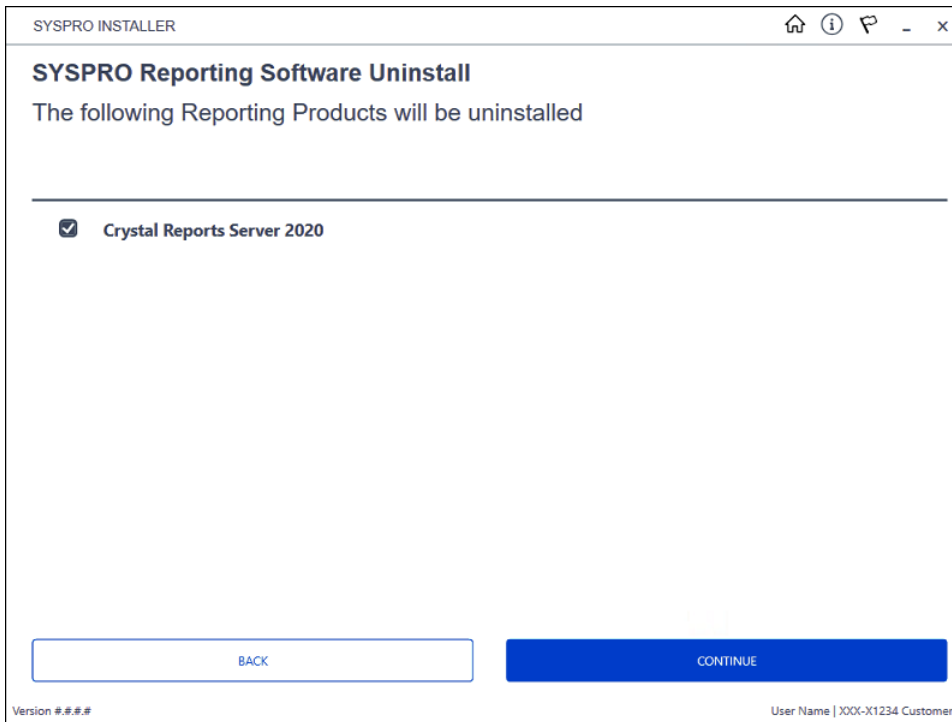


The remainder of this task uses **Additional Reporting Software 2020** as the example.



From the **Syspro Reporting Software** 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.

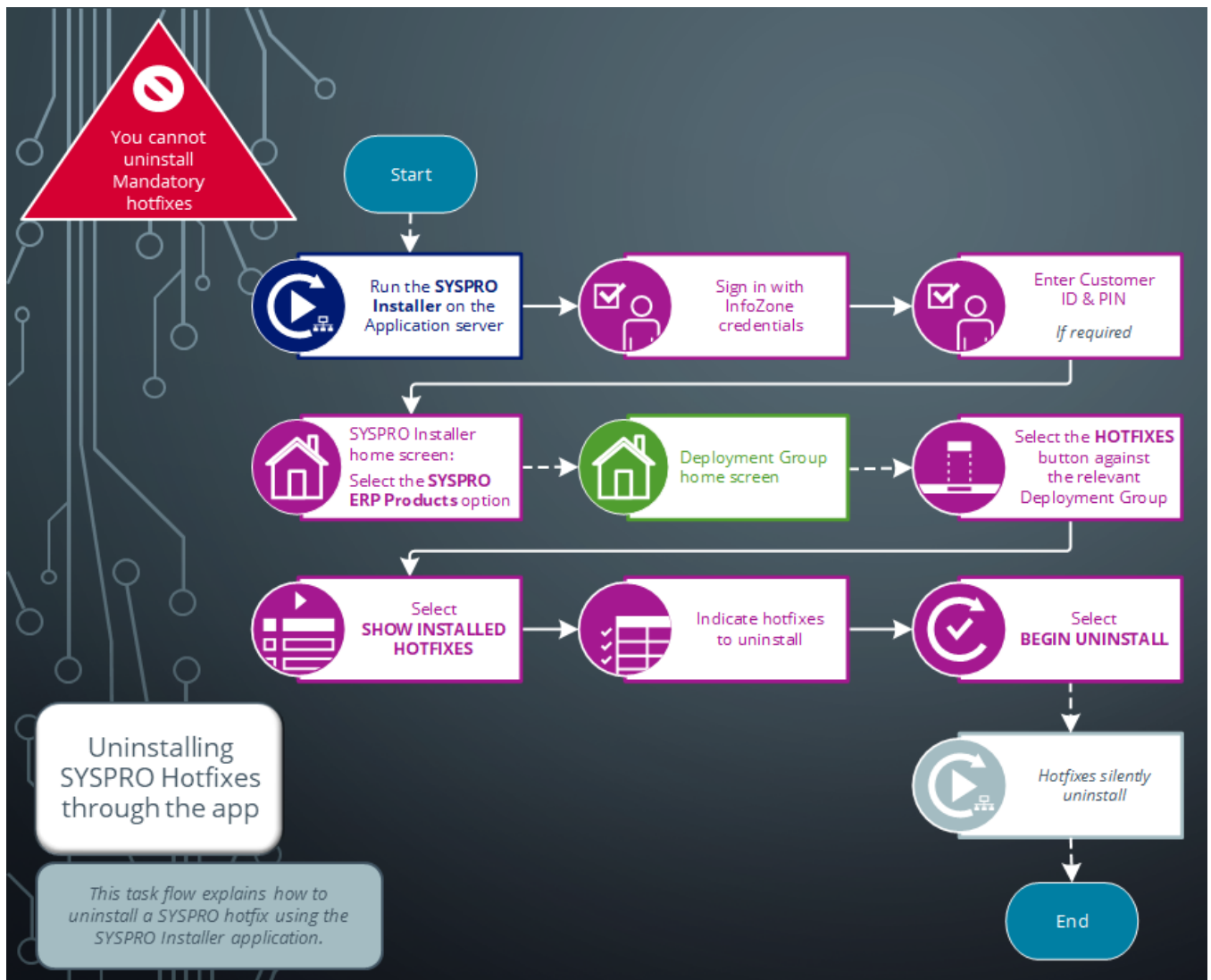
Uninstalling Syspro Hotfixes

When uninstalling hotfixes, you can either do this through the [Syspro Installer Application](#), or [Microsoft Windows](#).



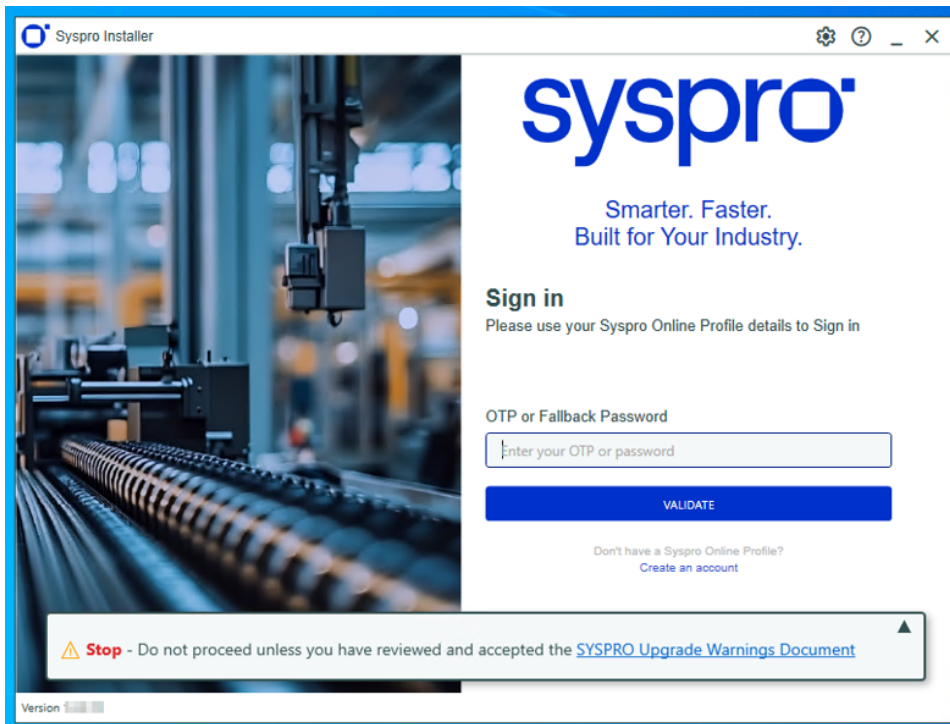
If you uninstall a **Consolidated Hotfix**, ensure that you immediately install any outstanding **Mandatory Hotfixes** to avoid possible problems in SYSPRO.

Uninstalling hotfixes through the app



Ensure to run the [Syspro Installer Application](#) on the SYSPRO application server before attempting to uninstall a hotfix.

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.

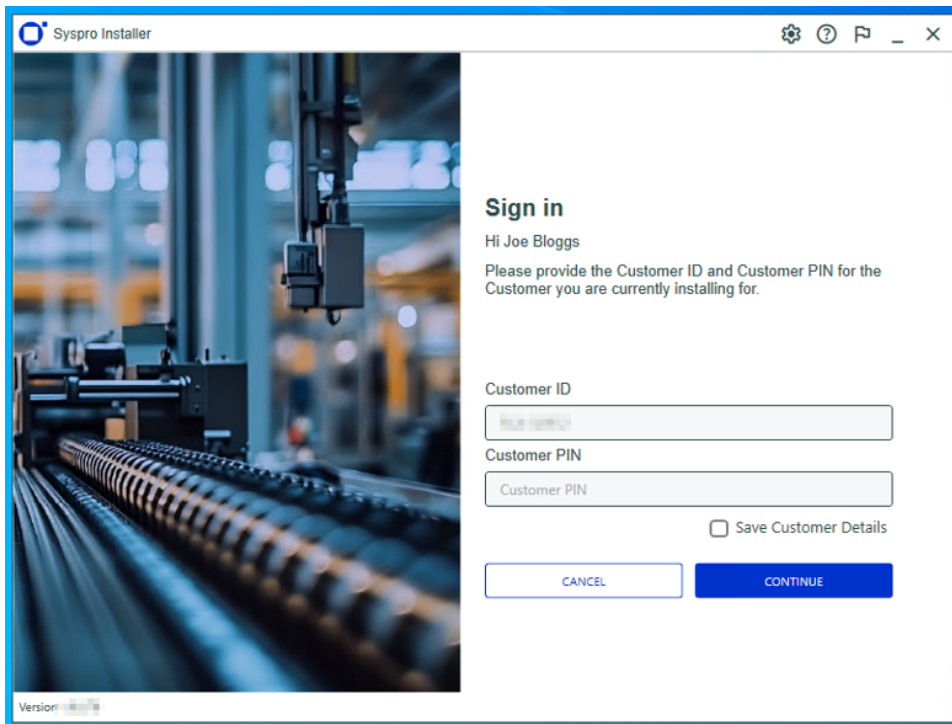


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

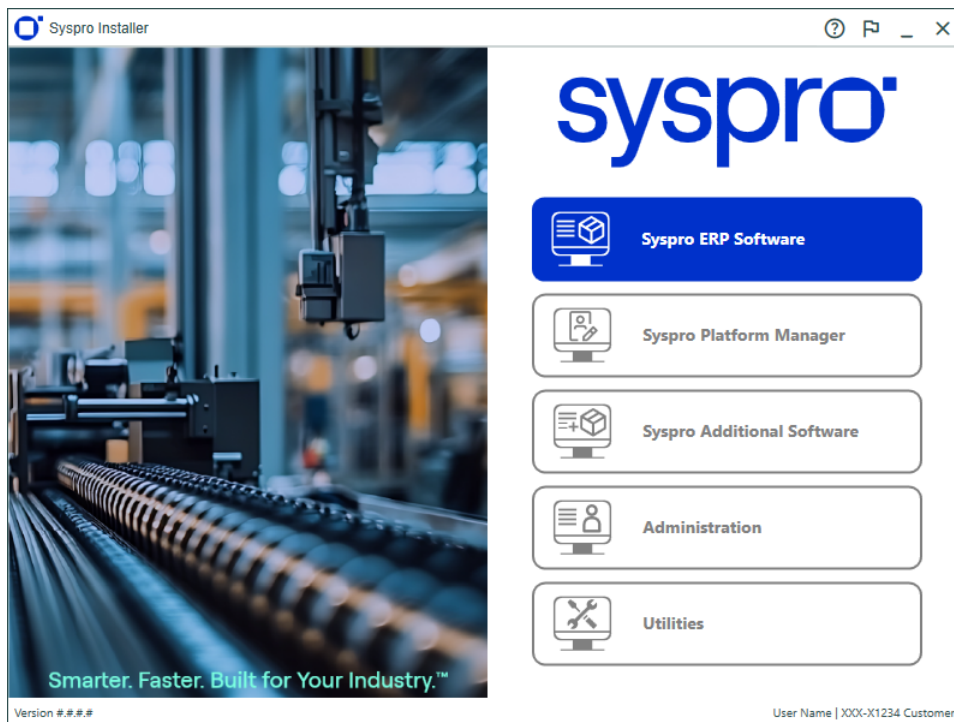


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

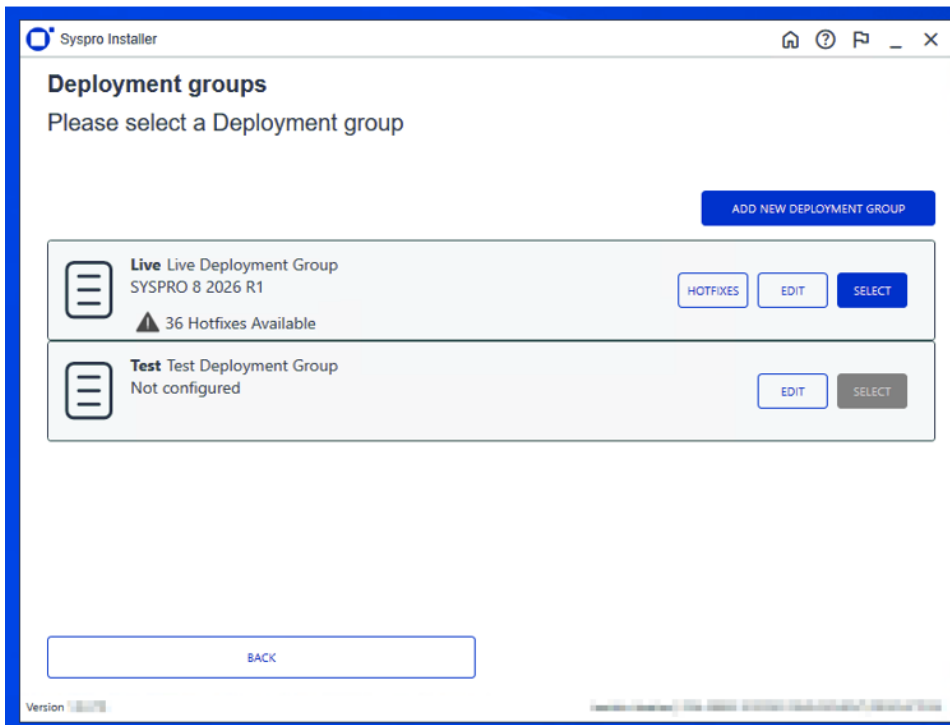


From the **Syspro Installer** home screen, select the **SYSPRO ERP Software** option.



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.

3. Deployment Groups

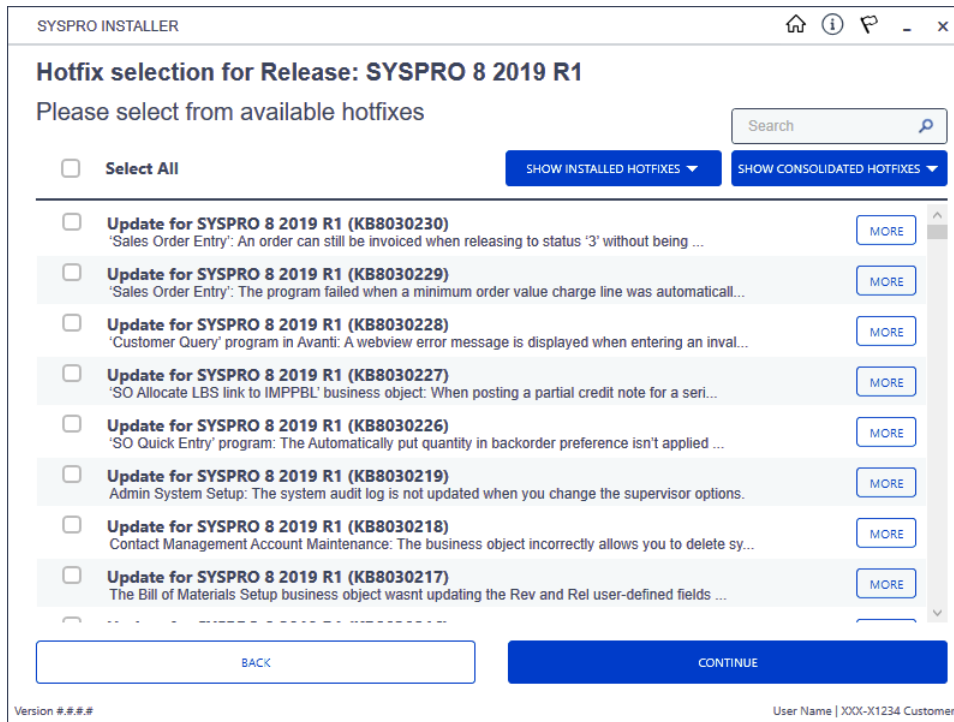


From the **Deployment Groups** page, select the **Hotfixes** button against the relevant deployment group.



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

4. Hotfix Selection



SYSPRO INSTALLER

Hotfix selection for Release: SYSPRO 8 2019 R1

Please select from available hotfixes

☐ Select All

SHOW INSTALLED HOTFIXES SHOW CONSOLIDATED HOTFIXES

Search

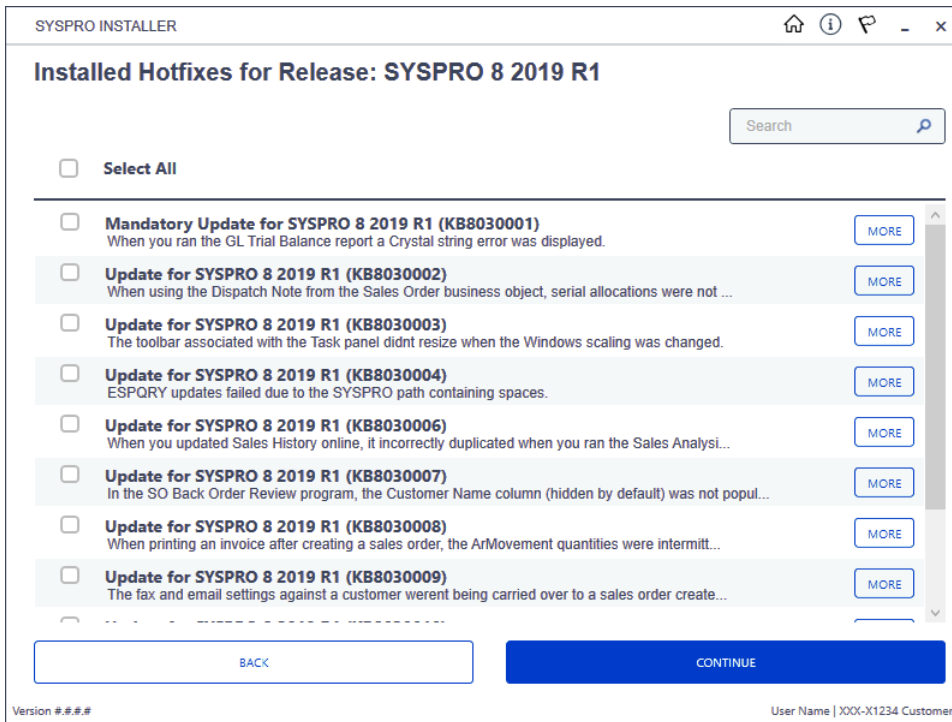
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030230)**
'Sales Order Entry': An order can still be invoiced when releasing to status '3' without being ... MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030229)**
'Sales Order Entry': The program failed when a minimum order value charge line was automaticall... MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030228)**
'Customer Query' program in Avanti: A webview error message is displayed when entering an inval... MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030227)**
'SO Allocate LBS link to IMPPBL' business object: When posting a partial credit note for a seri... MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030226)**
'SO Quick Entry' program: The Automatically put quantity in backorder preference isn't applied ... MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030219)**
Admin System Setup: The system audit log is not updated when you change the supervisor options. MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030218)**
Contact Management Account Maintenance: The business object incorrectly allows you to delete sy... MORE
- ☐ **Update for SYSPRO 8 2019 R1 (KB8030217)**
The Bill of Materials Setup business object wasnt updating the Rev and Rel user-defined fields ... MORE

BACK CONTINUE

Version ##.##.## User Name | XXX-X1234 Customer

From the **Hotfix Selection** screen, select the **Show Installed Hotfixes** button to view all hotfixes installed for the deployment group.

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.



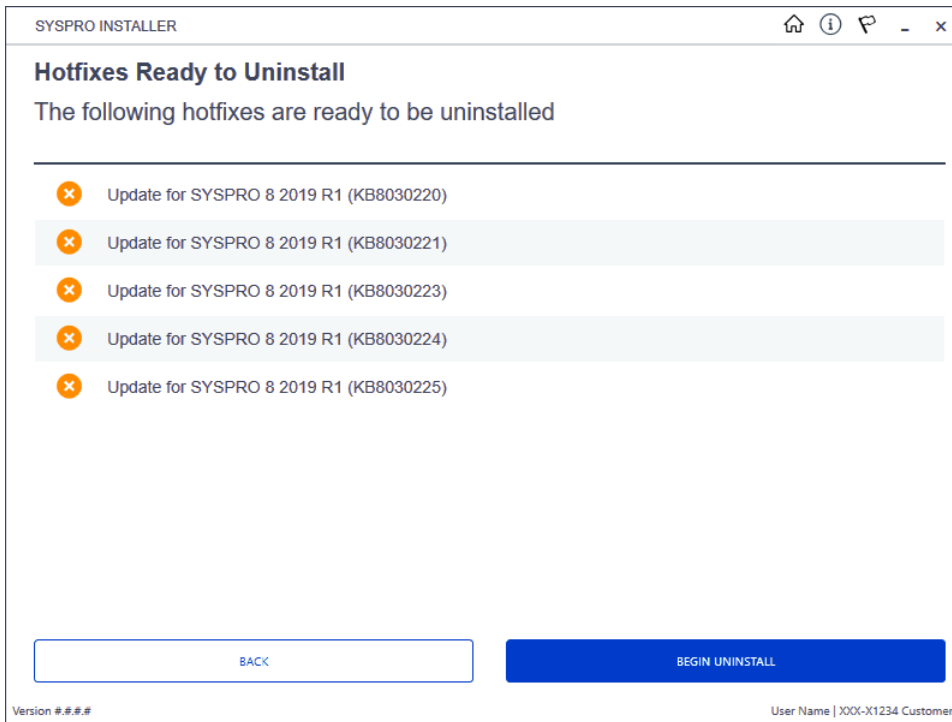
To find out more information about each hotfix that is installed, read the synopsis or select the **More** button to view additional information.

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.

6. Hotfixes Ready to Uninstall

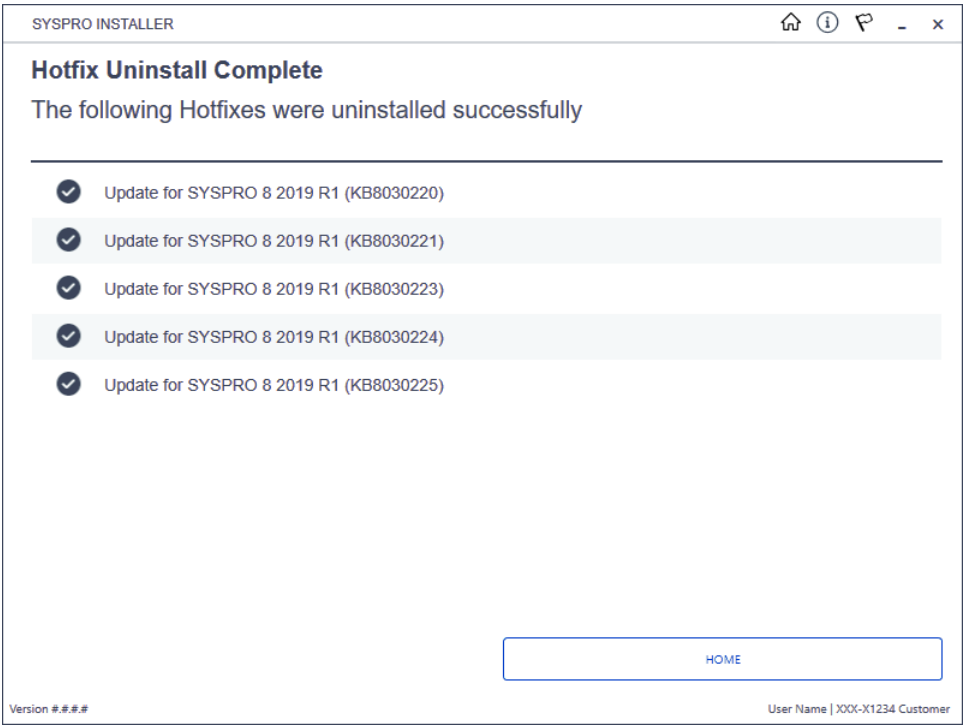


Once you have confirmed your hotfix selection, the **Hotfixes Ready to Uninstall** screen is displayed.

Select the **Begin Uninstall** option to uninstall the selected hotfixes.

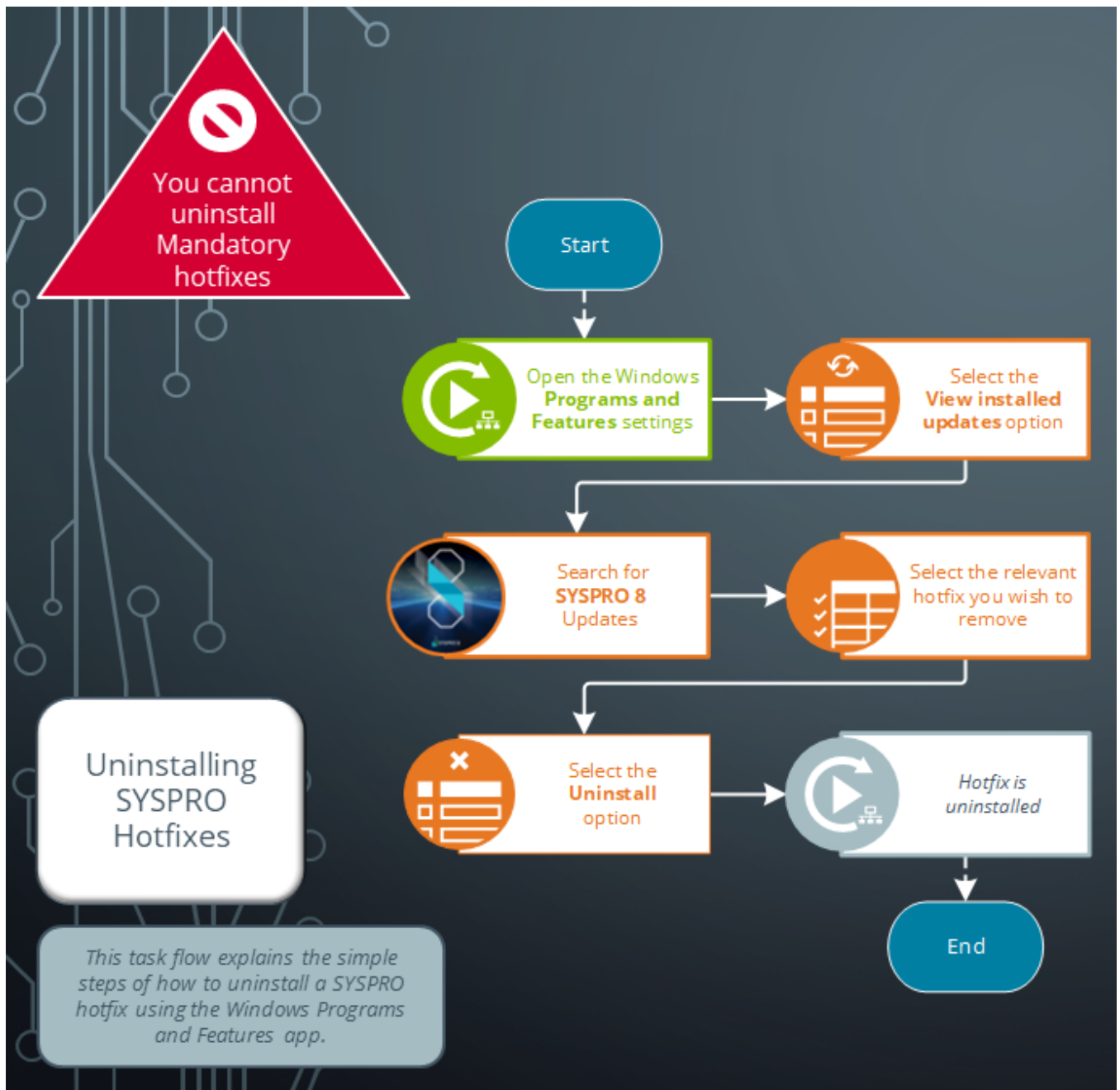


7. Hotfix Uninstall Complete



Once the hotfixes have uninstalled successfully, the **Hotfix Uninstall Complete** screen is displayed.

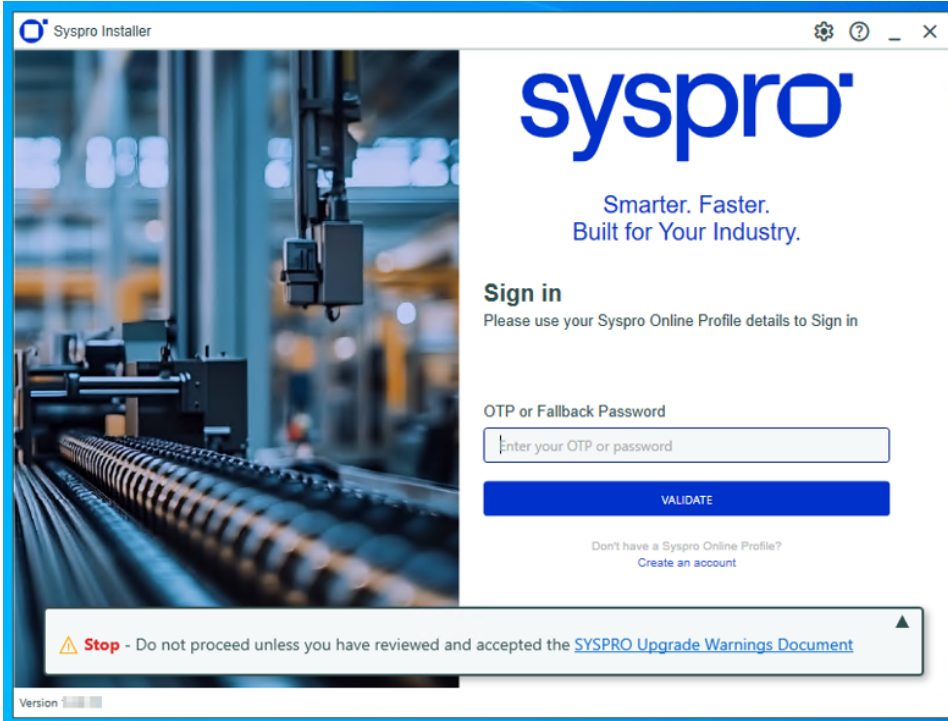
Uninstalling hotfixes through Microsoft Windows



Uninstalling Additional Service Instances

This task explains how to uninstall or remove an additional service instance.

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.

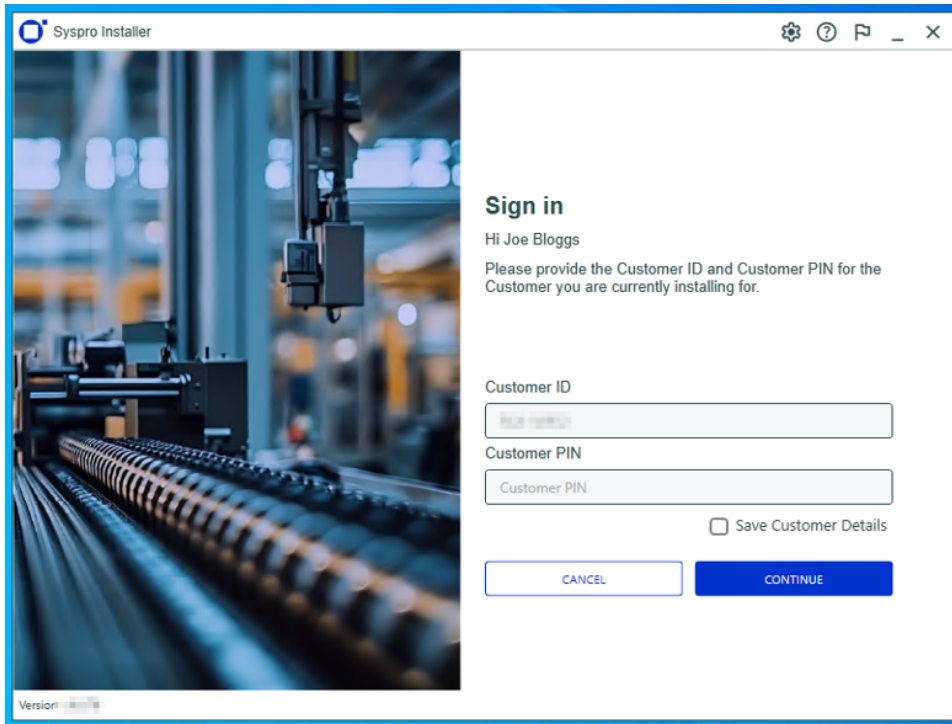


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

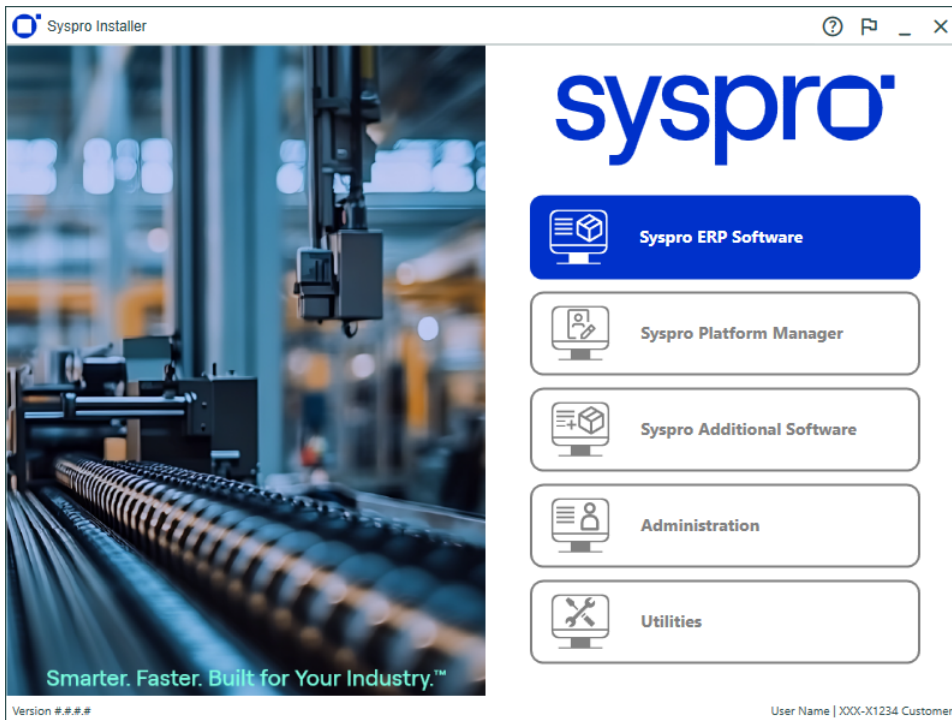


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

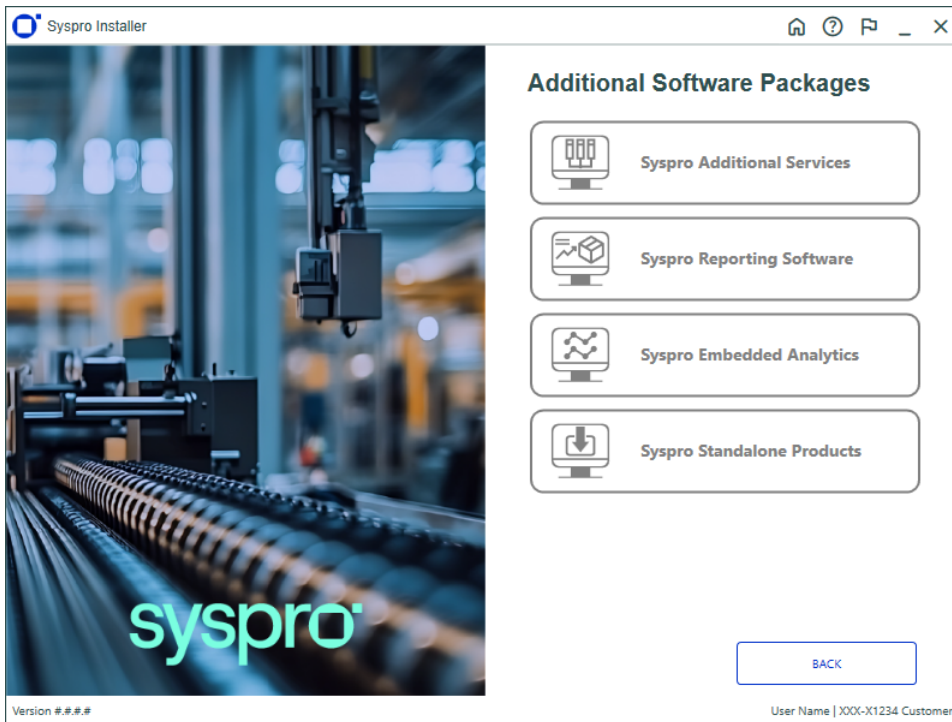


From the **Syspro Installer** home screen, select the **Syspro Additional Software** option.



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.

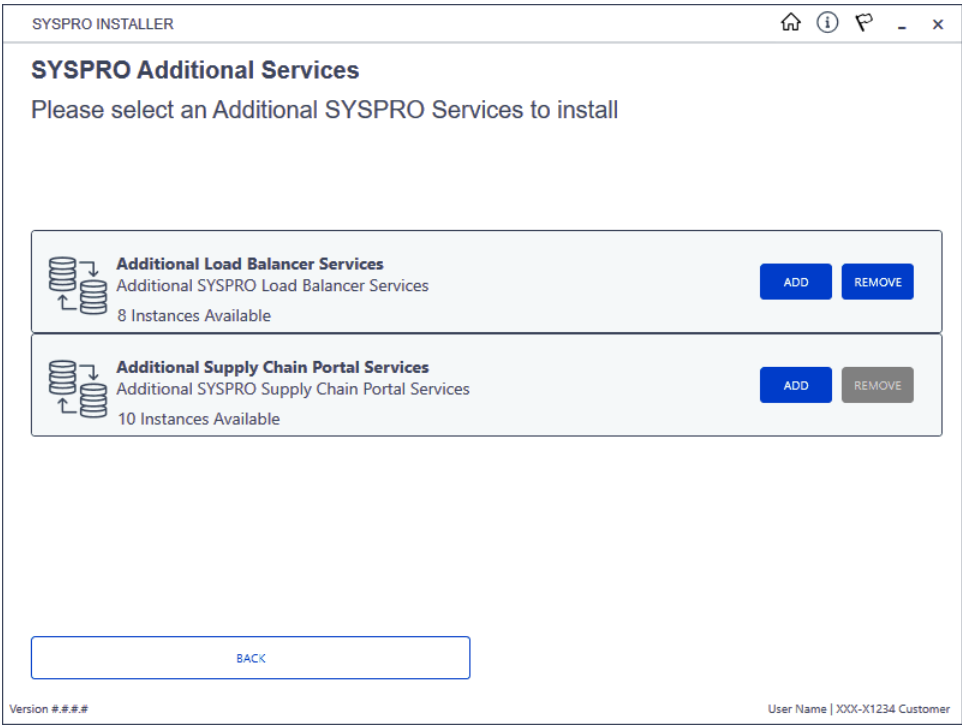
Currently, the following products are available:

- Syspro Additional Services
- Syspro Reporting Software
- Syspro Embedded Analytics
- Syspro Standalone Products

Select the **Syspro Additional Services** option.



4. Syspro Additional Services

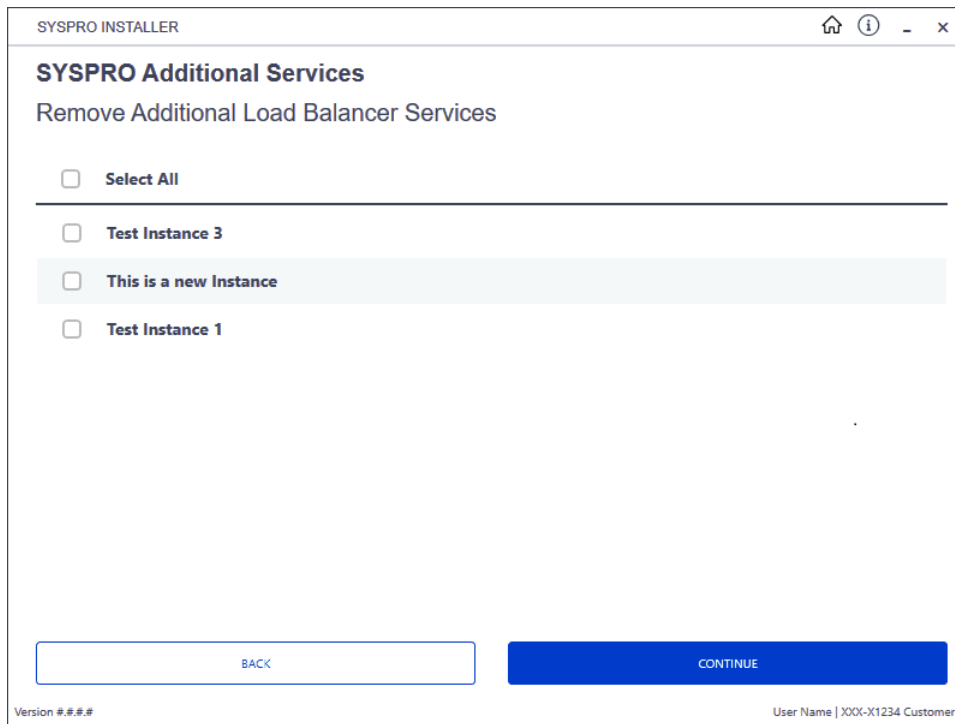


The **Syspro Additional Services** screen displays all additional services available to install or remove.

To uninstall an additional service instance, select the **Remove** button.

5. Remove Additional Services

■ Additional Load Balancer Service



The screenshot shows the 'SYSPRO Additional Services' window with the title 'Remove Additional Load Balancer Services'. It features a list of services with checkboxes: 'Select All', 'Test Instance 3', 'This is a new Instance' (highlighted), and 'Test Instance 1'. At the bottom, there are 'BACK' and 'CONTINUE' buttons. The footer includes 'Version #.#.#.#' and 'User Name | XXX-X1234 Customer'.

SYSPRO INSTALLER

SYSPRO Additional Services

Remove Additional Load Balancer Services

☐ Select All

☐ Test Instance 3

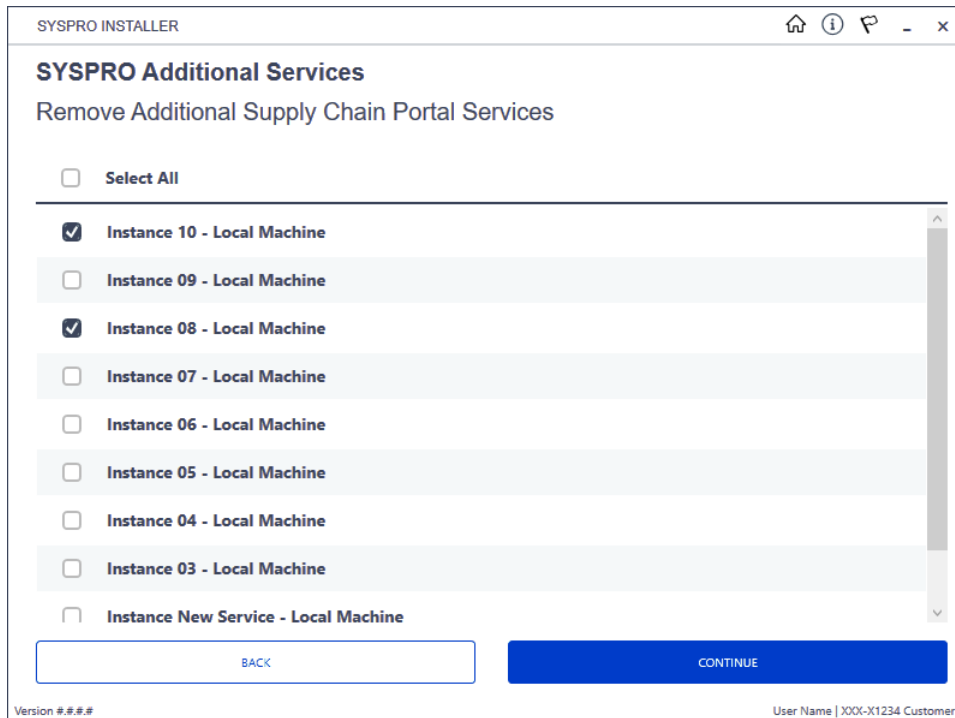
☐ This is a new Instance

☐ Test Instance 1

BACK CONTINUE

Version #.#.#.# User Name | XXX-X1234 Customer

■ Additional Supply Chain Portal Service



The screenshot shows the 'SYSPRO Additional Services' window with the title 'Remove Additional Supply Chain Portal Services'. It features a list of services with checkboxes: 'Select All', 'Instance 10 - Local Machine' (checked), 'Instance 09 - Local Machine', 'Instance 08 - Local Machine' (checked), 'Instance 07 - Local Machine', 'Instance 06 - Local Machine', 'Instance 05 - Local Machine', 'Instance 04 - Local Machine', 'Instance 03 - Local Machine', and 'Instance New Service - Local Machine'. At the bottom, there are 'BACK' and 'CONTINUE' buttons. The footer includes 'Version #.#.#.#' and 'User Name | XXX-X1234 Customer'.

SYSPRO INSTALLER

SYSPRO Additional Services

Remove Additional Supply Chain Portal Services

☐ Select All

☒ Instance 10 - Local Machine

☐ Instance 09 - Local Machine

☒ Instance 08 - Local Machine

☐ Instance 07 - Local Machine

☐ Instance 06 - Local Machine

☐ Instance 05 - Local Machine

☐ Instance 04 - Local Machine

☐ Instance 03 - Local Machine

☐ Instance New Service - Local Machine

BACK CONTINUE

Version #.#.#.# User Name | XXX-X1234 Customer



From the **Remove Additional Services** screen, select which instances that you want to uninstall.

Select the **Continue** button to proceed.

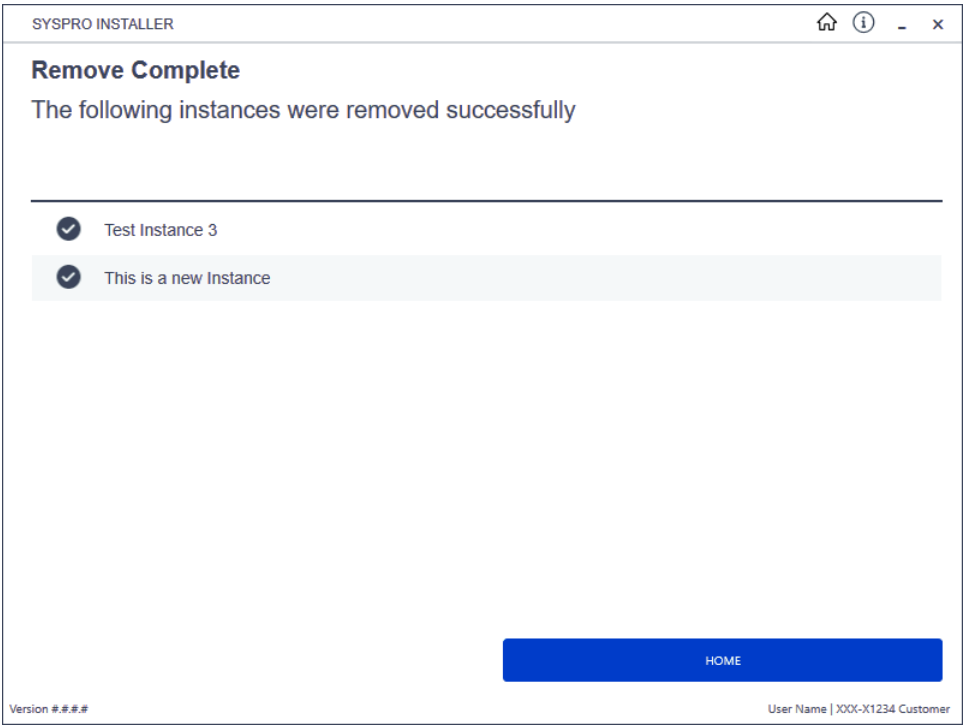
6. Confirm removal

The screenshot shows a window titled "SYSPRO INSTALLER" with a standard Windows title bar. The main content area is titled "SYSPRO Additional Services" and "Confirm removal of Additional Load Balancer Service". Below this, there is a list of instances to be removed, each preceded by an orange 'x' icon. The instances are "Test Instance 3" and "This is a new Instance". At the bottom of the window, there are two buttons: "BACK" and "CONTINUE". The "CONTINUE" button is highlighted in blue. The footer of the window displays "Version ###.##" on the left and "User Name | XXX-X1234 Customer" on the right.

Confirm that you want to continue with the uninstall process.



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.



Managing hotfix notifications and fallback password

The **Administration** panel enables you to manage hotfix notifications and the fallback password:

- **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**

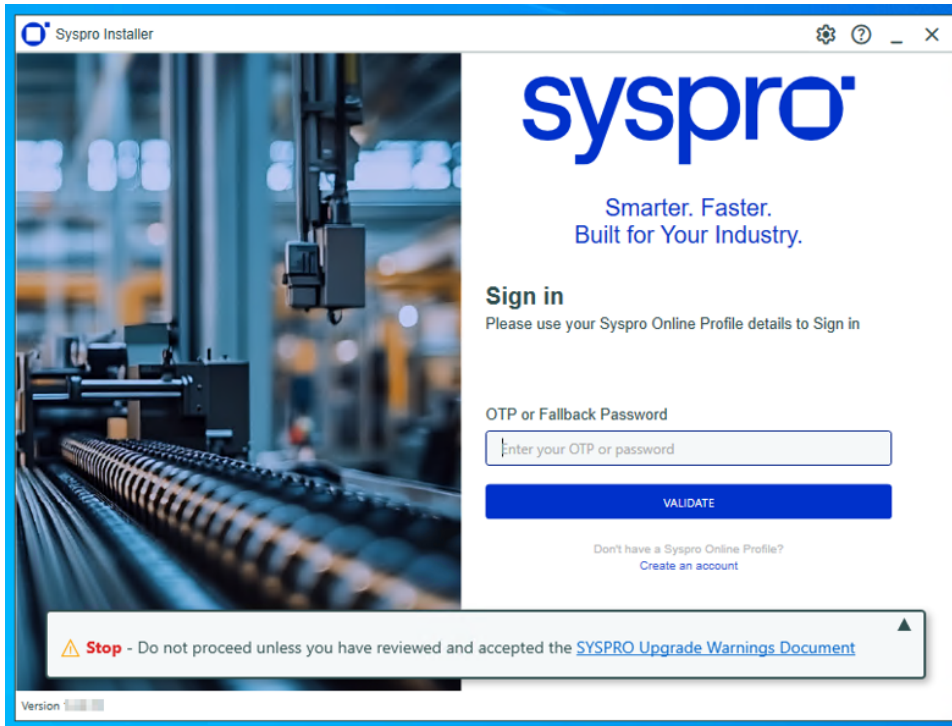
This section enables you to opt into receiving an email with a summary of the recently released hotfixes and to indicate whether the email should be sent on a weekly or monthly basis.

- **Manage Fallback Password**

This section enables you to set up a deployment fallback password is typically required in highly secured environments where access to the OTP sent via email may be restricted. The fallback password allows you to use a time-limited password when logging into the **Syspro Installer**.

Manage This Sites Notifications

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.

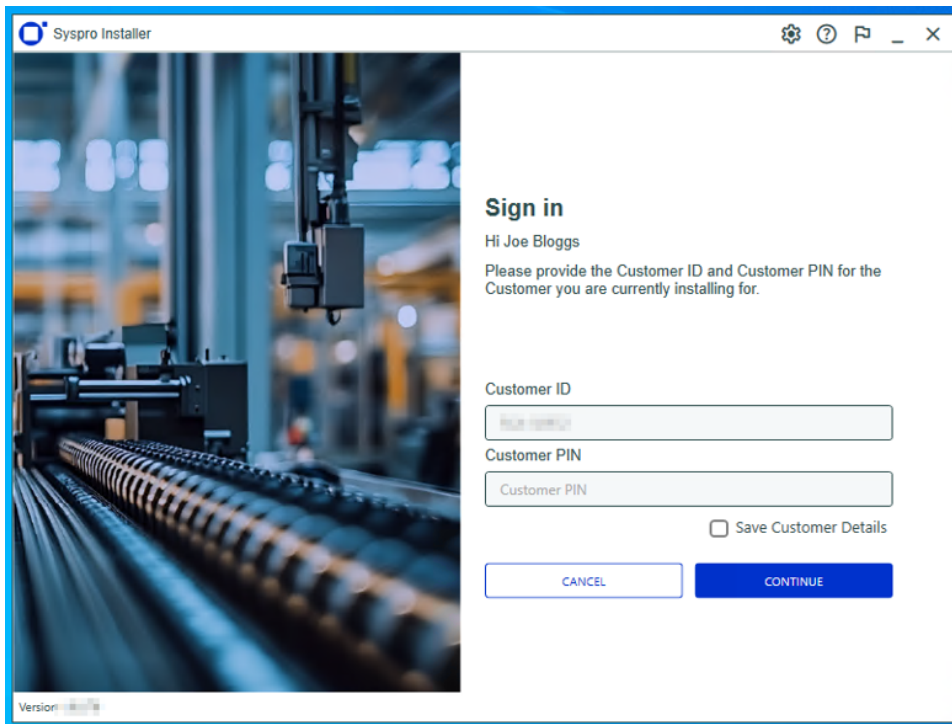


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

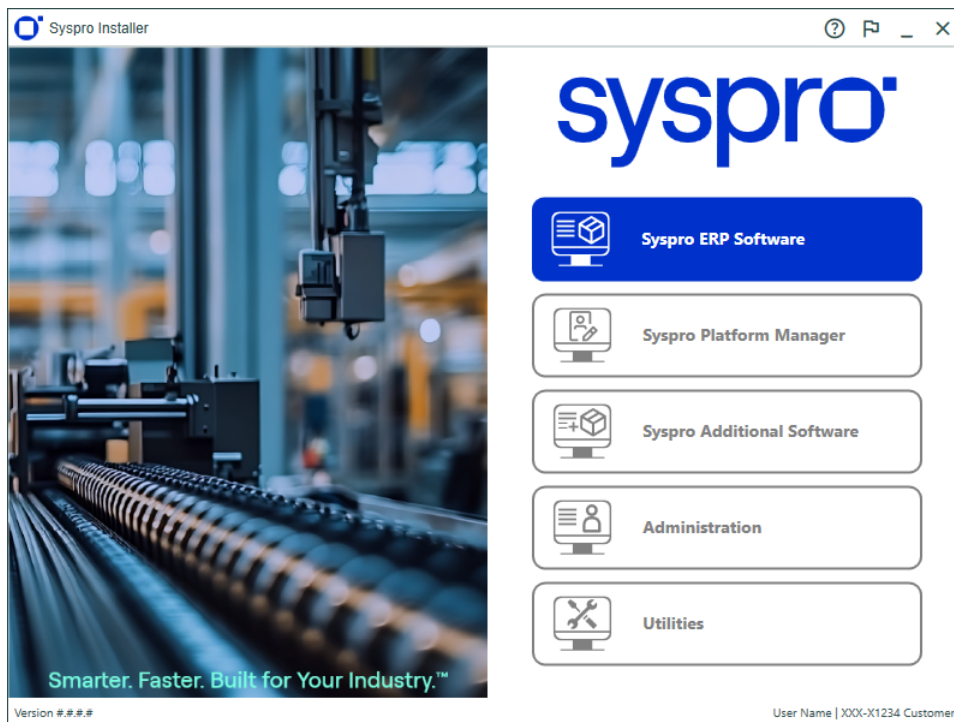


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

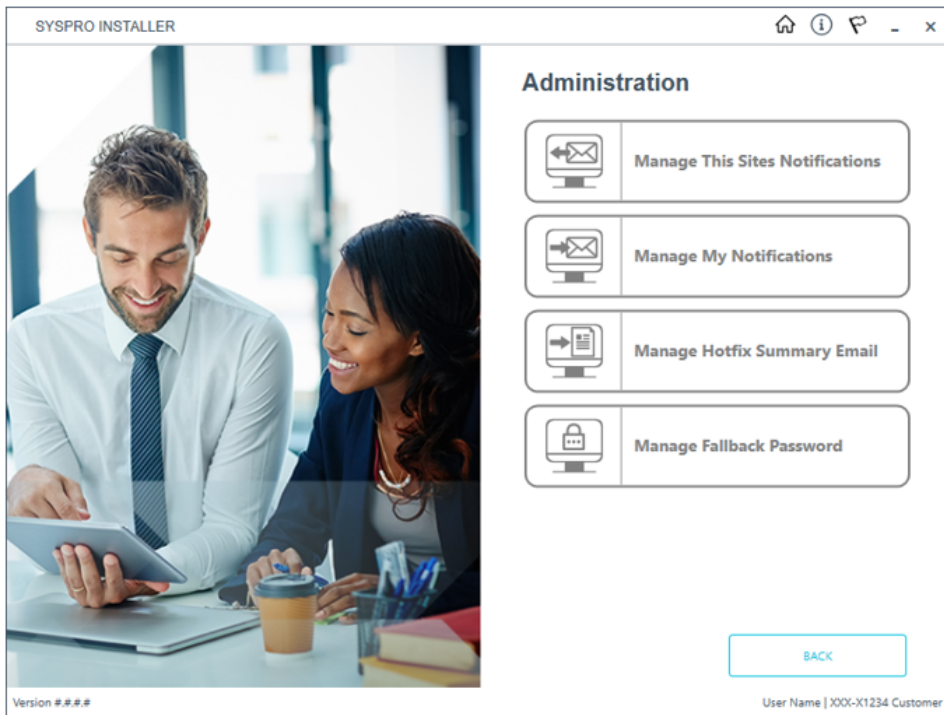


From the **Syspro Installer** home screen, select the **Administration** option.



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.

3. Administration screen



From the **Administration** screen, select the **Manage This Sites Notifications** option.

4. Notification Administration

SYSPRO INSTALLER

Notification Administration

Select which users can receive notifications

☐ Select All

- ☒ Rosa Salazar (rosa.salazar@syspro.com)
- ☒ Neil Hayes (neil.hayes@syspro.com)
- ☒ Ingrid Aubrey (ingrid.aubrey@syspro.com)
- ☒ Therese du Plessis (therese.duplessis@syspro.com)

BACK SAVE

Version ###.## User Name | XXX-X1234 Customer

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.

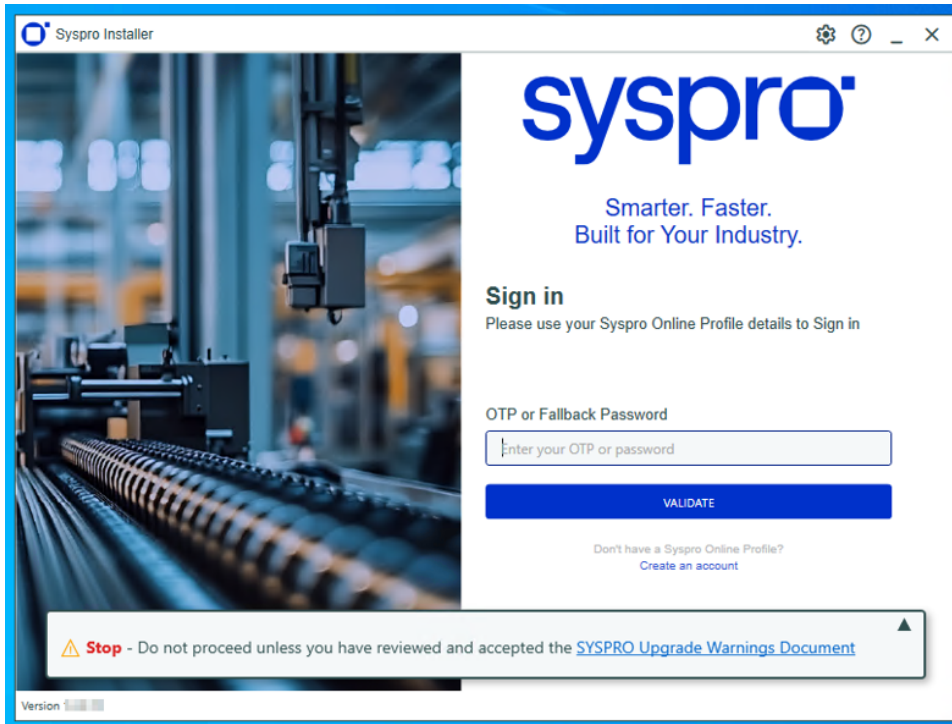


These details are saved to the local `CustomerContacts` table and will be pushed to Azure on the Service push (by default every 6 hours).

The settings chosen here take precedence over the user's settings.

Manage My Notifications

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.

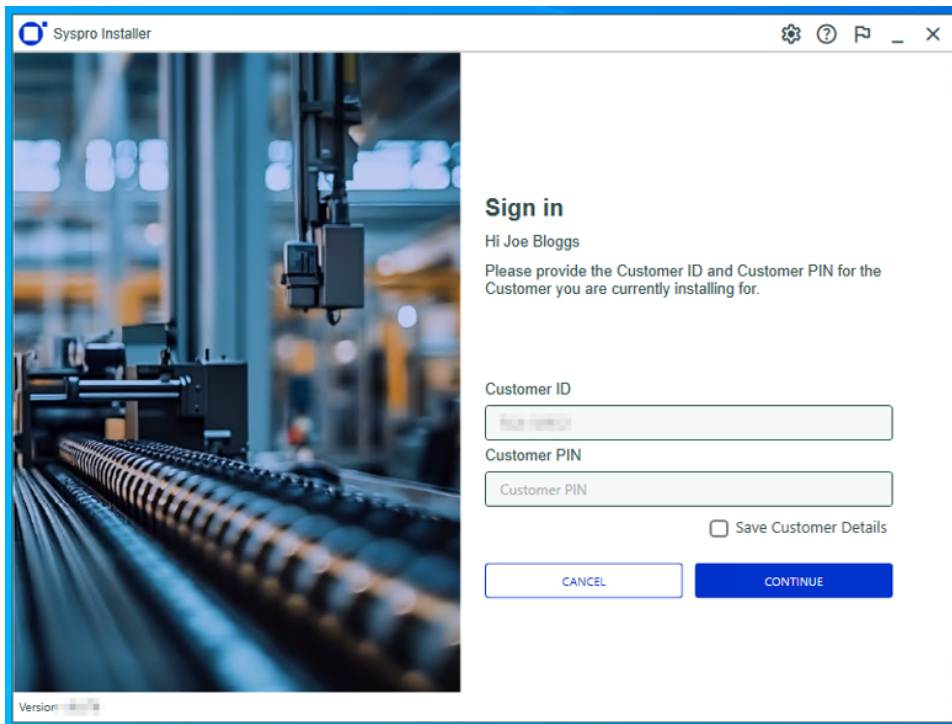


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

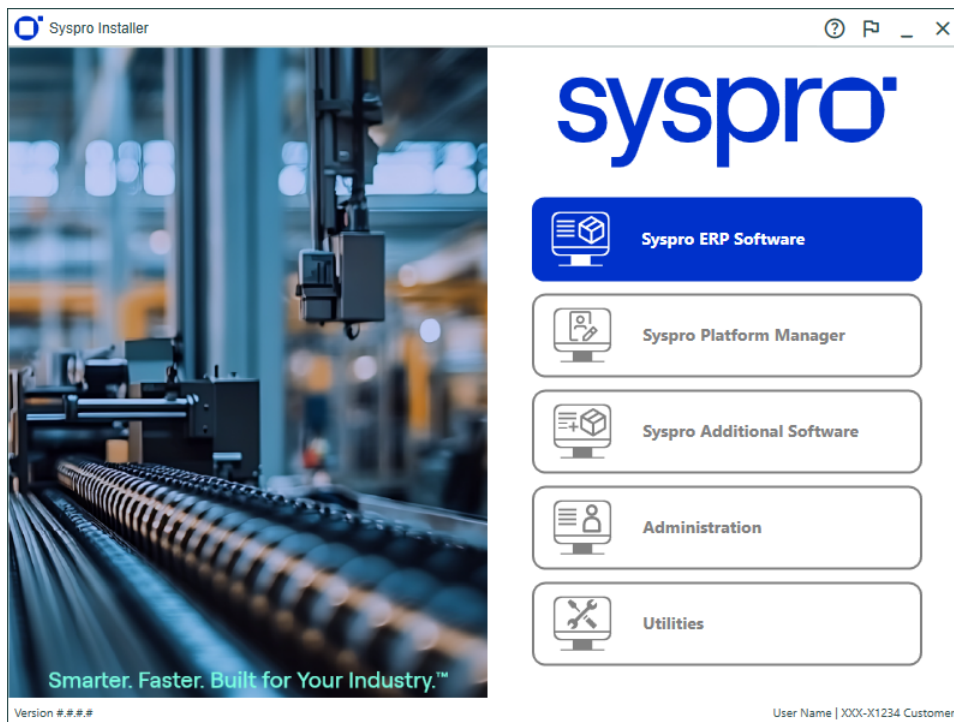


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

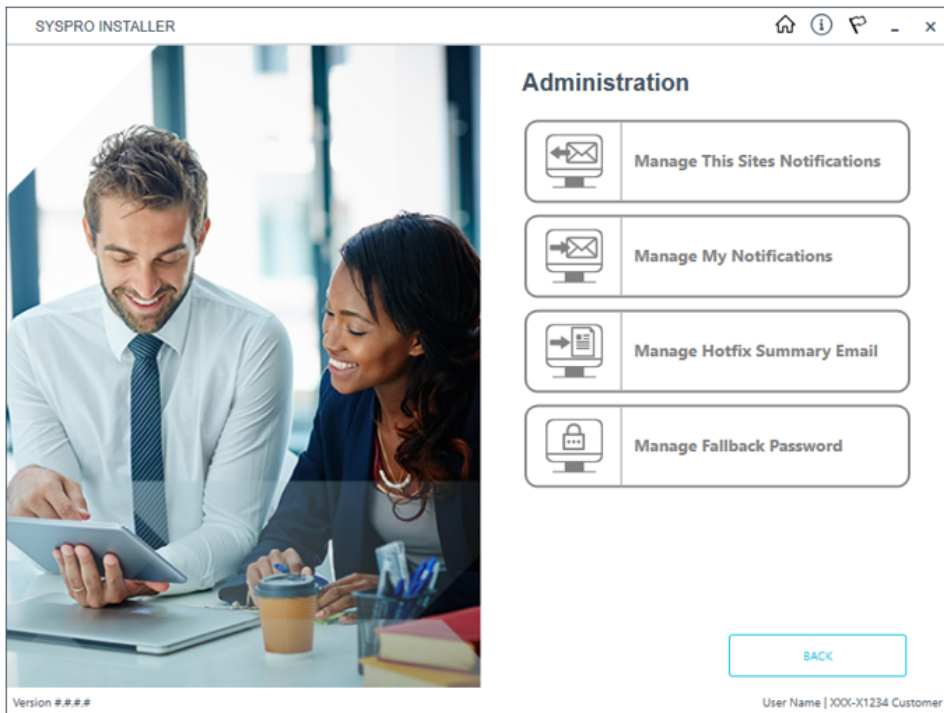


From the **Syspro Installer** home screen, select the **Administration** option.



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.

3. Administration screen



From the **Administration** screen, select the **Manage My Notifications** option.

4. Notification Administration

SYSPRO INSTALLER

Notification Administration

Select the companies for which you want to receive notifications.

☐ Select All

- ☒ [SYSPRO] SYSPRO DEVELOPMENT/PRODUCTION
- ☒ [SYSPRO] SYSPRO CORPORATE SERVICES
- ☒ [SYSPRO] SYSPRO (PTY) LTD

BACK SAVE

Version #.#.#.# User Name | XXX-X1234 Customer



The data displayed here is affected by the Notification flag set by the Client.

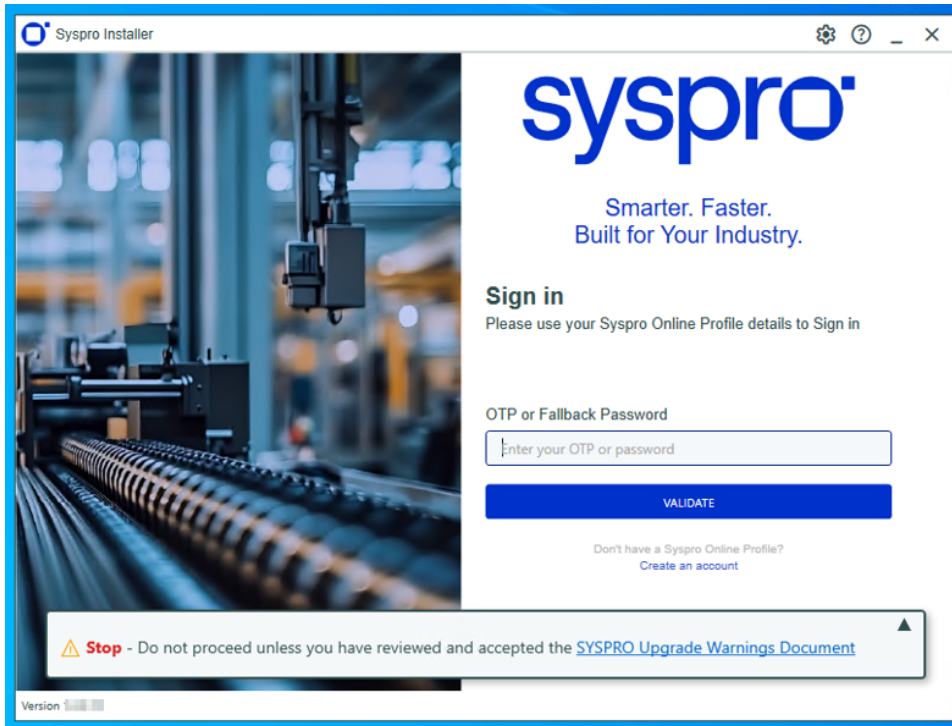
If you have chosen not to allow a user to receive notifications for their company, that setting will have preference over this list.

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.

Manage Hotfix Summary Email

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.

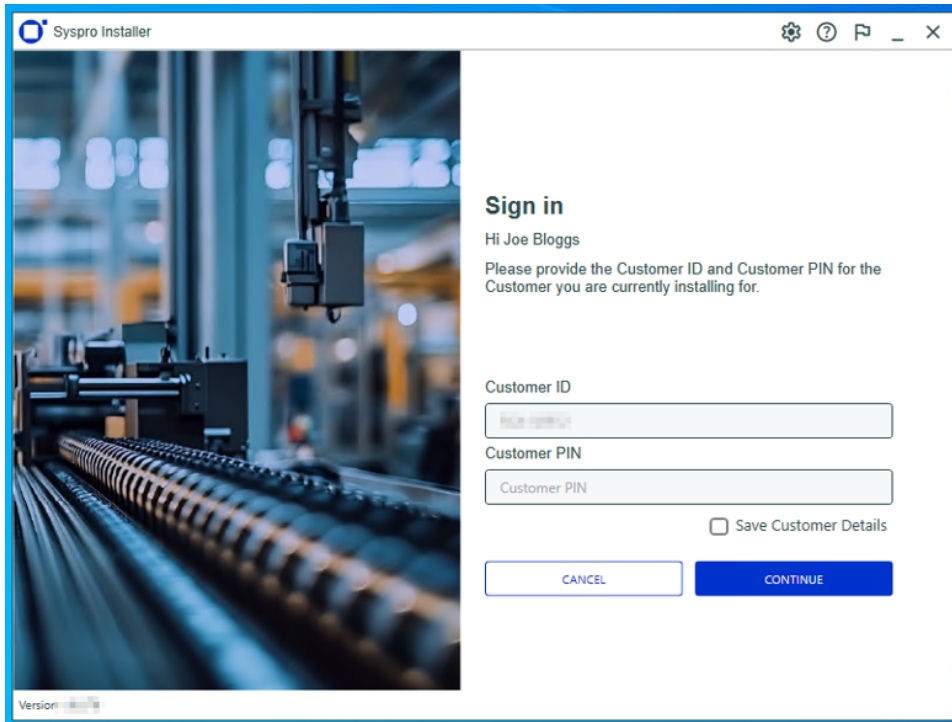


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

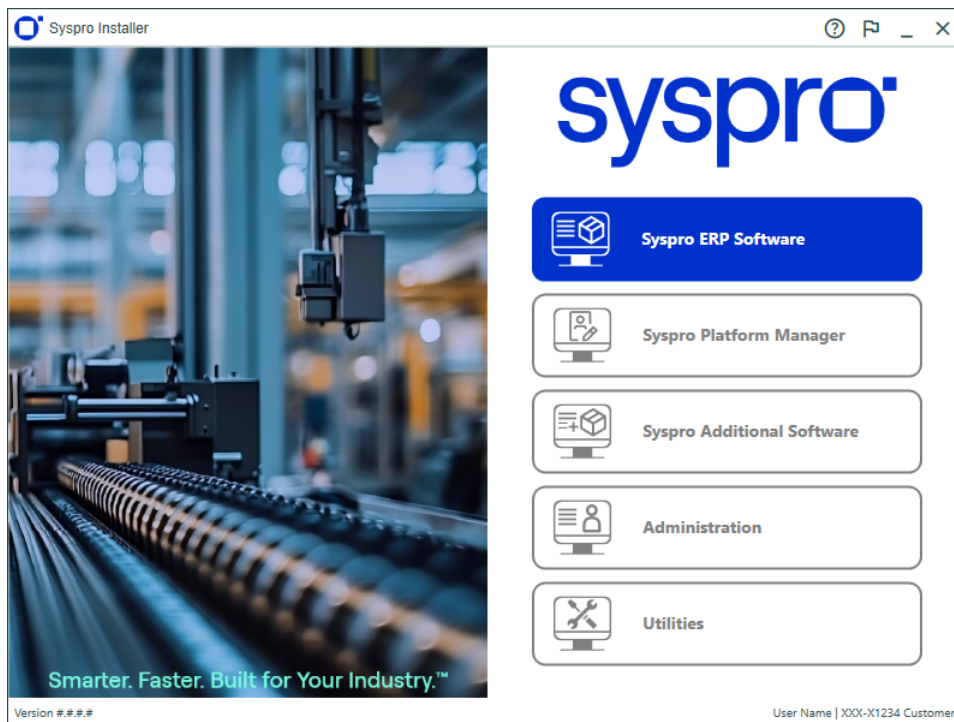


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

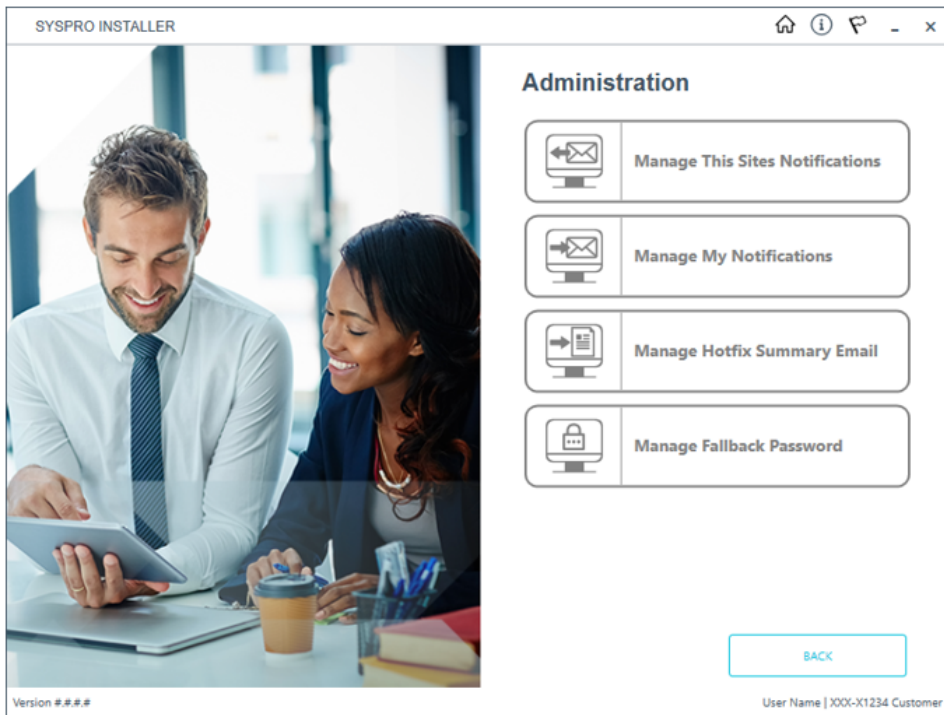


From the **Syspro Installer** home screen, select the **Administration** option.



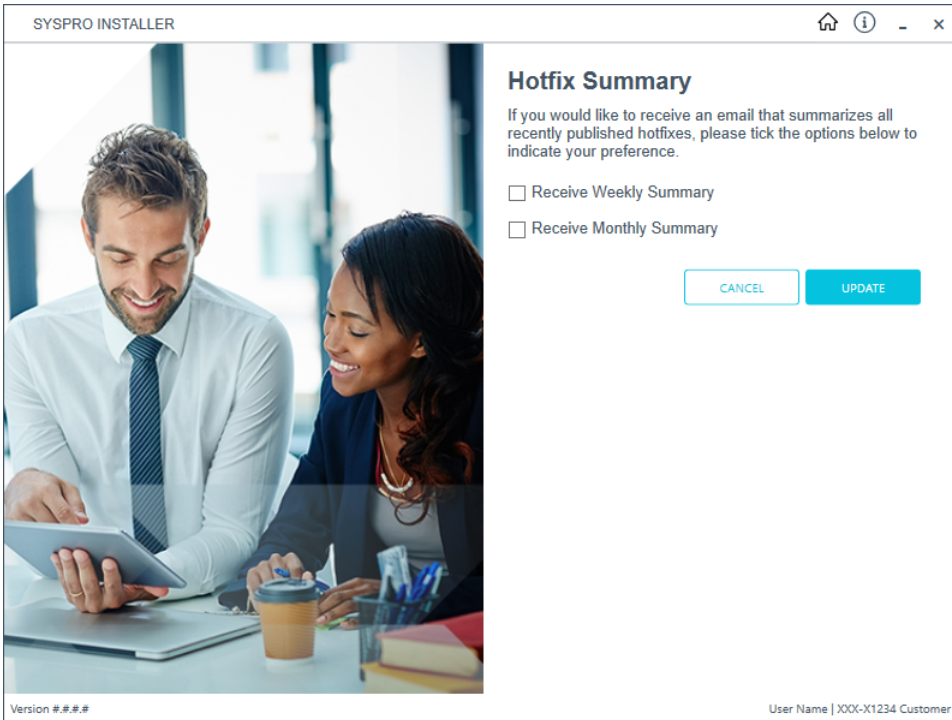
You can navigate back to this home page from any point in the app by selecting the home icon (🏠) from the toolbar at the top of each screen.

3. Administration screen



From the **Administration** screen, select the **Manage Hotfix Summary Email** option.

4. Hotfix Summary



SYSPRO INSTALLER

Hotfix Summary

If you would like to receive an email that summarizes all recently published hotfixes, please tick the options below to indicate your preference.

☐ Receive Weekly Summary

☐ Receive Monthly Summary

Version 8.8.8.8

User Name | XXX-X1234 Customer

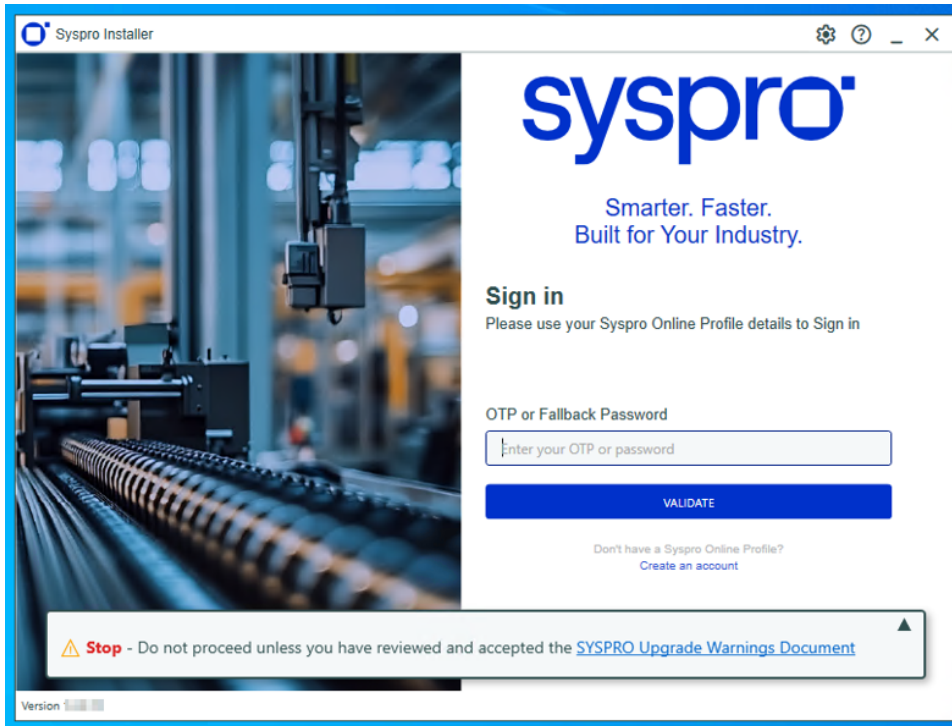
From the **Hotfix Summary** screen, indicate your preference on how often you wish to receive the Hotfix Summary Email: Weekly or Monthly.

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.

Manage Fallback Password

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.

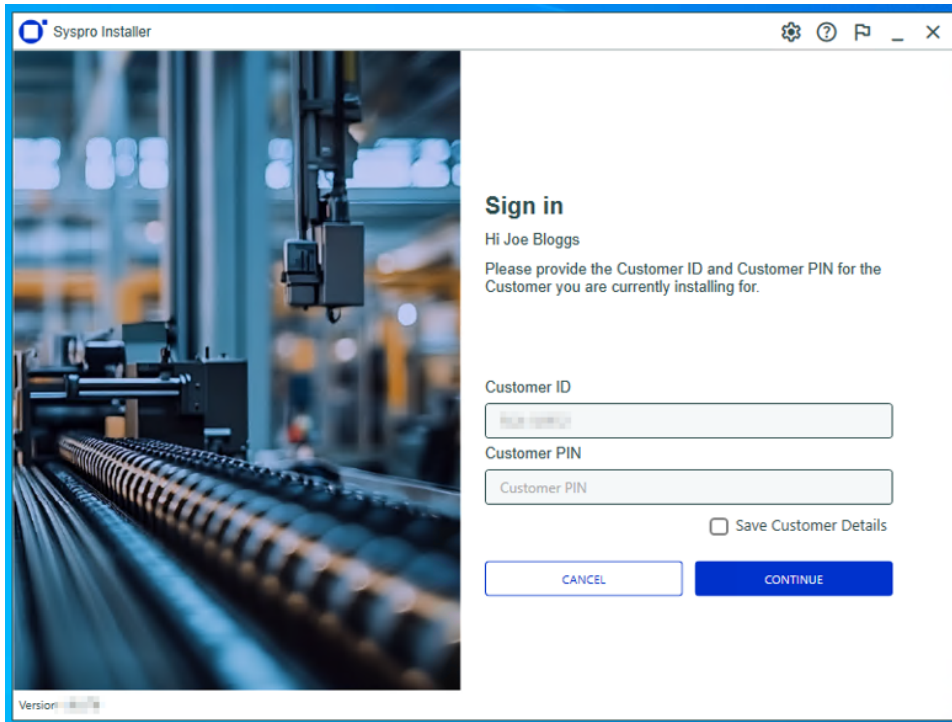


- The deployment fallback password allows customers that don't have access to the OTP (typically in highly secure sites) to set up a time limited password which can be used to log into the **Syspro Installer** without the OTP.



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.

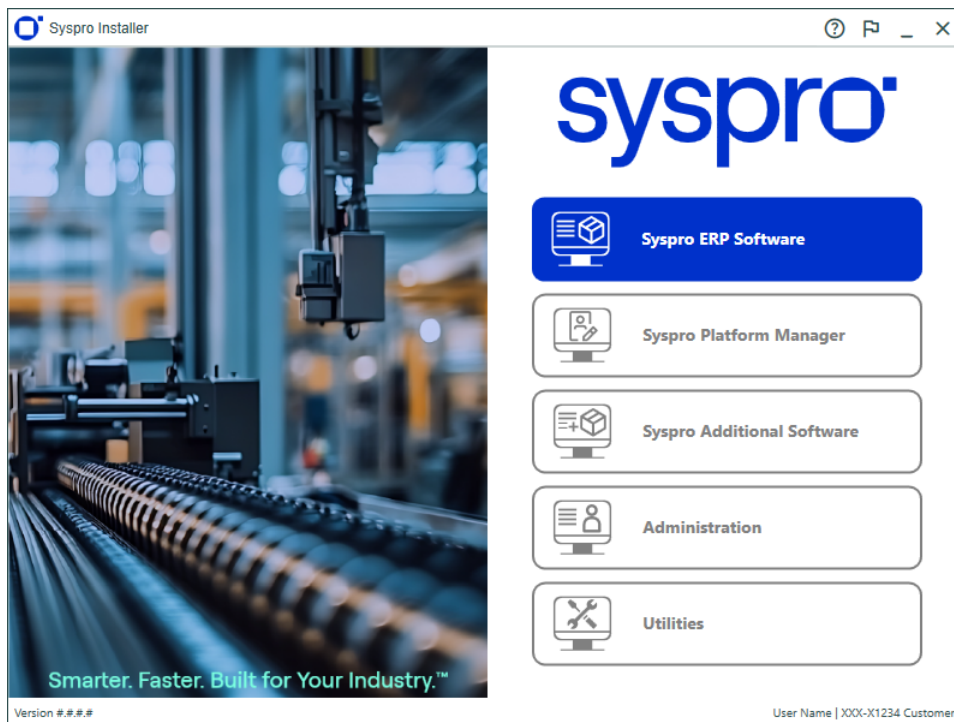


- The **Customer ID** defaults to the customer code retrieved from [Syspro Online Profile](#), therefore you *must* ensure that it matches the Syspro account that you are installing.
- Customer code changes are automatically detected, allowing you to enter the new PIN without providing the previous customer 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

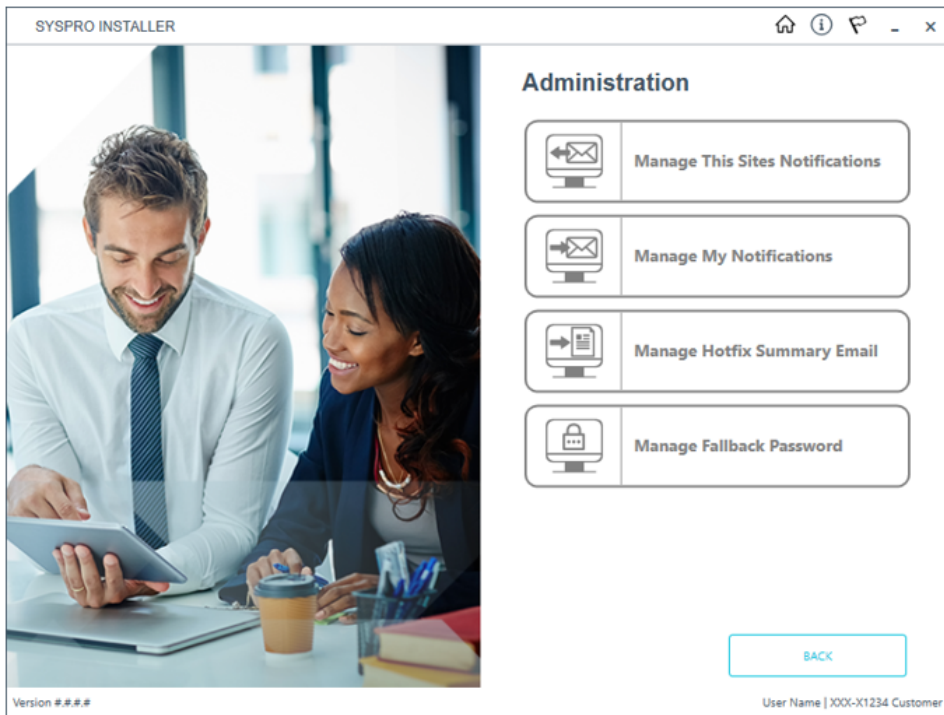


From the **Syspro Installer** home screen, select the **Administration** option.



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.

3. Administration screen



From the **Administration** screen, select the **Manage Fallback Password** option.

4. Fallback Password

SYSPRO INSTALLER

Fallback Password

If you require a fallback password, please enter your desired password below. This is linked to the password and UserID that you are currently logged in with and will be available for 7 days before expiring.

Email Address

Password

Confirm Password

Version #.#.#.# User Name | XXX-X1234 Customer

1. The user's or customer's email address is displayed and can't be changed, as it is used in the validation process.
2. Provide a fallback password and re-enter it in the **Confirm Password** field.

The following password rules must be adhered to:

- Minimum length of 8 characters
 - Maximum length of 128 characters
 - Validation occurs against known common passwords (e.g. password, 123456, syspro, admin, etc.)
 - May not contain your email address, user ID or customer code
 - May not have a leading or trailing space
3. Save the fallback password.



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).

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.

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 Application Gateway Service
- Syspro 8 Active Directory Sync Service
- Syspro 8 Analytics
- Syspro Avanti Web Service
- Syspro 8 Avanti Initialization 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 Embedded Analytics
- 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 OData Service
- SYSPRO 8 Product Configurator
- Syspro 8 Reporting API
- Syspro 8 Reporting Host Service
- Syspro Reporting Services



- Syspro 8 Rules Data Service
- Syspro 8 Rules Engine Service
- SYSPRO 8 Runtime
- SYSPRO 8 Server
- 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 2025 and onwards:

- Reporting Services
- Legacy Reporting (Crystal)
 - Server-side reporting software:
 - SAP Crystal Reports Server 2020 SP4
 - Syspro 8 Reporting Host Service
 - Client-side reporting software:
 - SAP Crystal Reports Server 2020 SP4 (this installs SAP Crystal Reports Server 2020 SP35)
 - Crystal Reports Runtime Engine number
 - SYSPRO 8 Reporting Components
 - Designer software:
 - Crystal Reports Runtime Engine
 - SYSPRO 8 Reporting Components
 - SAP Crystal Reports 2020 SP4
 - BusinessObjects .NET SDK 64bit 4.3 SP4
 - SYSPRO 8 Reporting Designer Addin



Syspro 8 2023 and onwards:

- Server-side reporting software:
 - SAP Crystal Reports Server 2020 SP4
 - Syspro 8 Reporting Host Service
- Client-side reporting software:
 - SAP Crystal Reports Server 2020 SP4 (this installs SAP Crystal Reports Server 2020 SP35)
 - Crystal Reports Runtime Engine number
 - SYSPRO 8 Reporting Components
- Designer software:
 - Crystal Reports Runtime Engine
 - SYSPRO 8 Reporting Components
 - SAP Crystal Reports 2020 SP4
 - BusinessObjects .NET SDK 64bit 4.3 SP4
 - SYSPRO 8 Reporting Designer Addin

Syspro 8 2021 R2 and onwards:

- Server-side reporting software:
 - SAP Crystal Reports Server 2020
 - Syspro 8 Reporting Host Service
- Client-side reporting software:
 - Crystal Reports Runtime Engine
 - SYSPRO 8 Reporting Components
- Designer software:
 - Crystal Reports Runtime Engine
 - SYSPRO 8 Reporting Components
 - SAP Crystal Reports 2020 SP2
 - BusinessObjects .NET SDK 64bit 4.3 SP2
 - SYSPRO 8 Reporting Designer Addin



Crystal Reports is unavailable for new customers from **Syspro 8 2025** and is scheduled for full deprecation in 2027.



Syspro Embedded Analytics

- Syspro Embedded Analytics

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



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	■ Microsoft .NET Framework 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.  The Syspro 8 Active Directory Sync Service must be run as a named user that has READ permission to access Microsoft Active Directory (AD).
Syspro 8 Analytics	Requirements to perform business analysis on your SYSPRO data: ■ SQL Server Analysis Services ■ SQL Server Integration Services ■ Microsoft .NET Framework 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options² 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 4.8 ■ OLEDB data providers for SQL Server Analysis Services ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options³ program of Syspro 8.

¹Program: IMPCFG

²Program: IMPCFG

³Program: IMPCFG



Product	Prerequisites
Syspro Application Gateway Service	Microsoft .NET Desktop Runtime 6
Syspro 8 Avanti Initialization Service	 This service must be installed on the same application server as the Syspro 8 Server. - Microsoft .NET Framework 4.8 - Syspro 8 Service Upgrade Manager - Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8. The following technology is also required when using more than 30 instances of the Syspro Web UI (Avanti) - as defined against the MAXIMUM NUMBER OF INSTANCES ALLOWED setup option (<i>Setup Options > System Setup > System-Wide Personalization</i>): - Windows Server 2022: Datacenter Edition - Syspro Application Gateway Service service

¹Program: IMPCFG



Product	Prerequisites
Syspro Avanti Web Service	■ Microsoft .NET Framework 4.8 ■ SYSPRO 8 Server ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ 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  We recommend that you use Windows Server 2019 (or higher) when running Syspro Web UI (Avanti). The following technology is also required when using more than 30 instances of the Syspro Web UI (Avanti) - as defined against the MAXIMUM NUMBER OF INSTANCES ALLOWED setup option (<i>Setup Options > System Setup > System-Wide Personalization</i>): ■ Windows Server 2022: Datacenter Edition ■ Syspro Application Gateway Service service
SYSPRO 8 Client	■ Microsoft .NET 8 ■ Microsoft .NET Framework 4.8 ■ SYSPRO 8 Runtime

¹Program: IMPCFG



Product	Prerequisites
Syspro 8 Communications Service	 This service must be installed on the same application server as the Syspro 8 Server. ■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.
Syspro 8 Document Flow Manager Folder Poller	■ Microsoft .NET Framework 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options² program of Syspro 8.
Syspro 8 Document Flow Manager Queue Poller	■ Microsoft .NET Framework 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options³ program of Syspro 8.
Syspro Embedded Analytics	■ Syspro Application Gateway Service service ■ PostgreSQL 14 or 16 (Configured server-side) ■ Microsoft Edge WebView2 This controller must installed on the Syspro Desktop Client for SYSPRO users to be able to design and deploy dashboards.  This is built into the Client install from Syspro 8 2022 onwards.

¹Program: IMPCFG

²Program: IMPCFG

³Program: IMPCFG



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 4.8 ■ 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 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.  SYSPRO e.net Diagnostics only supports SYSPRO connections using the Syspro 8 e.NET Communications Load Balancer service, which is a prerequisite when installing Syspro 8.
SYSPRO 8 Espresso	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options² program of Syspro 8. ■ Syspro 8 Espresso Notification Service ■ Internet Information Services (IIS) ■ SSL Certificate A valid SSL certificate is required to run the Espresso application and connect to an IP address on an Android device.

¹Program: IMPCFG

²Program: IMPCFG



Product	Prerequisites
Syspro 8 Espresso Notification Service	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.
Syspro 8 Harmony Service	■ Microsoft .NET Framework 4.8 ■ 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 Options² program of Syspro 8.
Syspro 8 Harmony API Service	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options³ 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)
SYSPO 8 Language packs	 This applies to all language packs available from the Product Selection (French, Chinese, German, Russian, Spanish). ■ SYSPO 8 Server

¹Program: IMPCFG

²Program: IMPCFG

³Program: IMPCFG



Product	Prerequisites
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 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.



Product	Prerequisites
Syspro OData Service	 We strongly recommend exposing this service over HTTPS to ensure security. ■ Microsoft .NET Framework 4.8 ■ Internet Information Services (IIS) - including: ▫ .NET Core hosting bundle (version 3.1.12 or higher) Minimum .NET Core frameworks required by the Syspro OData API:  ▫ Microsoft.AspNetCore.App (version 3.1.8 or higher) ▫ Microsoft.NETCore.App (version 3.1.0 or higher) ▫ NETStandardLibrary (version 2.1.0 or higher) ▫ SSL Certificate for live production sites  The Syspro OData deployment must be secured by an IIS certificate. An SSL certificate can be purchased online and deployed on the host server. It is essentially the remit of the solution platform provider to assist in deploying a valid SSL certificate into the IIS instance and to configure the solution for access on Port 443. ■ A connection to Microsoft SQL Server ■ A connection to the Syspro 8 e.NET Communications Load Balancer via net.tcp



Product	Prerequisites
SYSPRO 8 Office Integration	■ Microsoft .NET Framework 4.8 ■ Microsoft Visual Studio 2010 Tools for Office ■ SYSPRO 8 Server <i>or</i> SYSPRO 8 Client  Syspro Office Integration is not supported with any 64-bit version of Microsoft Office and is not compatible when running Microsoft Office 365 Click-to-Run.
Syspro Point of Sale	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ SYSPRO 8 Runtime ■ Syspro 8 Point of Sale e.net Communication Service A valid endpoint must be configured in the Setup Options¹ program of Syspro 8. ■ Syspro 8 Point of Sale Synchronize Service ■ Syspro Point of Sale ■ Syspro 8 Avanti Initialization Service  This service must be installed on the same application server as the Syspro 8 Server. ■ SYSPRO POS Offline Foundation (for offline branches) ■ Internet Information Services (IIS) WebSocket Protocol Feature
SYSPRO 8 Product Configurator	■ Microsoft .NET Framework 4.8 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options² program of Syspro 8. ■ Internet Information Server (IIS) 7.0

¹Program: IMPCFG

²Program: IMPCFG



Product	Prerequisites
SYSPRO Reporting Software and Syspro 8 Reporting Host Service	 The Syspro 8 Reporting Host Service must be installed on the same application server as the Syspro 8 Server. SYSPRO Additional Reporting Software 2020 SP4 (Available from Syspro 8 2023 onwards. This is only applicable within Syspro 8 2023 if Hotfix KB8100663 has been applied.) ■ Server-Side Software: □ Microsoft .NET Framework 4.8 □ SAP Crystal Reports Server 2020 SP4 □ 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 4.8 □ SAP Crystal Reports Server 2020 SP35 □ 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 4.8 □ SAP Crystal Reports Runtime Engine □ SYSPRO 8 Runtime □ SYSPRO 8 Reporting Components □ SAP Crystal Reports Server 2020 SP4 □ BusinessObjects .NET SDK 64bit 4.3 SP4 □ SYSPRO 8 Reporting Designer Addin SYSPRO Additional Reporting Software 2020 (Available from Syspro 8 2021 R2 to Syspro 8 2023)



Product	Prerequisites
	■ Server Side Software: ▫ Microsoft .NET Framework 4.8 ▫ 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 4.8 ▫ 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 4.8 ▫ 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 SYSPRO Additional Reporting Software 2016 (Applicable for use from Syspro 8 2020 R2 to Syspro 8 2021 R2)  Due to SAP Crystal Reports 2016 having reached the end of its life cycle, the Additional Reporting Software 2016 is no longer available for new installations from January 2024. ■ Server Side Software: ▫ Microsoft .NET Framework 4.8



Product	Prerequisites
	■ ▫ SAP Crystal Reports Server 2016 SP8 ▫ SYSPRO 8 Runtime ▫ Syspro 8 Reporting Host Service ▫ SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP8 ■ Client-Side Software: Requirements to print SYSPRO reports using the SRS technology, via client-side: ▫ Microsoft .NET Framework 4.8 ▫ Business Objects Runtime 2016 x86 ▫ 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 4.8 ▫ Business Objects Runtime 2016 x86 ▫ SYSPRO 8 Runtime ▫ SYSPRO 8 Reporting Components ▫ SAP BusinessObjects BI platform .NET SDK Redistributable 64bit 4.2 SP8 ▫ SAP Crystal Reports 2016 SP8 ▫ SYSPRO 8 Reporting Designer Addin SYSPRO Additional Reporting Software 2013 (Applicable for use up to and including Syspro 8 2020 R1)  Due to SAP Crystal Reports 2013 having reached the end of its life cycle, the Additional Reporting Software 2013 is no longer available for new installations from January 2024. ■ Client-Side Software: Requirements to print SYSPRO reports using the SRS



Product	Prerequisites
	■ technology, via client-side: ▫ Microsoft .NET Framework 4.8 ▫ SAP Crystal Reports Runtime engine ▫ SYSPRO 8 Reporting Components ▫ SYSPRO 8 Runtime ■ Designer Software: Requirements to change the standard SYSPRO SRS reports or design your own reports / documents, via client-side: ▫ Microsoft .NET Framework 4.8 ▫ SAP Crystal Reports Runtime engine ▫ SYSPRO 8 Runtime ▫ SYSPRO 8 Reporting Components ▫ SAP Crystal Reports 2013 SP6 ▫ SAP Crystal Reports 2013 SP8 update ▫ BI platform .NET SDK Redistributable ▫ SYSPRO 8 Reporting Designer Addin  The SYSPRO 8 Reporting Components enable you to print reports through SYSPRO when the REPORTING CONFIGURATION setup option is defined as Client-side reporting using SQL or Client-side reporting using XML (<i>Setup Options > System Setup > Reporting</i>).
Syspro 8 Rules Data Service	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.

¹Program: IMPCFG



Product	Prerequisites
Syspro 8 Rules Engine Service	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.
SYSPRO 8 Server	■ Microsoft .NET 8 ■ Microsoft .NET Framework 4.8 ■ SYSPRO 8 Runtime ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options² program of Syspro 8.
Syspro 8 Service Upgrade Manager	■ Microsoft .NET Framework 4.8
Syspro Supply Chain Portal	■ Microsoft .NET Framework 4.8 ■ 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 ■ Syspro 8 Reporting Host Service
Additional Supply Chain Portal Service	■ Syspro Supply Chain Portal

¹Program: IMPCFG

²Program: IMPCFG



Product	Prerequisites
Syspro 8 Web Service	 Web-based Applications are not installed on the SYSPRO Application Server. ■ Microsoft .NET Framework 4.8 ■ Internet Information Server (IIS) 7.0 ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options¹ program of Syspro 8.  SYSPRO Web Services is a wrapper around the Syspro 8 e.NET Communications Load Balancer service, which is a prerequisite when installing Syspro 8.
Syspro 8 Workflow Service	■ Microsoft .NET Framework 4.8 ■ Syspro 8 Service Upgrade Manager ■ Syspro 8 e.NET Communications Load Balancer A valid endpoint must be configured in the Setup Options² program of Syspro 8.

¹Program: IMPCFG

²Program: IMPCFG



Product parameter details

For your ease of reference, the following sections cover each product's parameters and their considerations:

Syspro Application Gateway Service

Parameter	Description and considerations
HTTP Port	Indicate if you want to use an HTTP port. Default port number provided: 30800 Accept the default provided or change manually to match your preference.
Add HTTP port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.
HTTPS Port	Indicate if you want to use an HTTPS port. Default port number provided: 30801 Accept the default provided or change manually to match your preference.  SSL certificate details are required when selecting this port type.
Add HTTPS port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.
Certificate Store	This indicates the SSL certificate store found against your system.  This field is read only and can't be changed.
Certificate Subject	Select the Browse icon to retrieve the relevant SSL certificate to use for running your web client. This launches the Parameter Certificate Browser screen with the valid and current SSL certificates available under the default stores.  The selection defaults to the first item found in the Store list which subsequently loads the Subjects (also defaulting to the first item in the list). From here you can browse for and select the applicable SSL certificate.



Parameter	Description and considerations
Certificate Subject Overwrite	This indicates the current SSL certificate subject, if the Overwrite Subject option was enabled within the Parameter Certificate Browser screen.  This field is read only and can't be changed.
Please enter the SYSPRO Gateway Read Only Authentication key	Enter a read-only authentication key for the Syspro Application Gateway Service service. FOR EXAMPLE: AppGateWayPass123 You can define any password, pass-phrase or secret for this authentication key, and once defined its stored in the Gateway's configuration as a hashed value.  Ensure that you take note of this key as it is required later when configuring the gateway in the Setup Options¹ program.
Please enter the SYSPRO Gateway Authentication key	Enter a value for the Syspro Application Gateway Service authentication key. FOR EXAMPLE: AppGatewayKey321 You can define any password, pass-phrase or secret for this authentication key, and once defined its stored in the Gateway's configuration as a hashed value. If you plan on installing the Syspro Embedded Analytics module:  Ensure that you take note of this key as it will be required during the install for Syspro Embedded Analytics, as well as within the Setup Options² program when configuring your environment.

¹Program: IMPCFG

²Program: IMPCFG



Parameter	Description and considerations
Destination Folder	Default provided: C:\Program Files\SYSPRO\SYSPRO Application Gateway Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> 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	For best practice, 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.
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.



Parameter	Description and considerations
Security group suffix	Default provided: <code>SYSPRO.ERP</code> 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: <code>SYSPRO.ERP.ACC</code> This field can be left blank if required.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO Active Directory Sync Service</code> Accept the default provided or change manually to match your preference.



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	For best practice, 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	For best practice, 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.



Syspro Avanti 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.
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: <code>net.tcp://localhost:30190/SYSPROInitializationService</code> 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: <code>C:\Program Files\SYSPRO\SYSPRO Avanti Initialization Service</code> Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
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: <code>C:\SYSPRO8Client</code> Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
Enter a service name	Default provided: <code>SYSPRO 8 Communications</code> Accept the default provided or change manually to match your preference.
Enter a service description	Default provided: <code>Service used for client-server communication of SYSPRO</code> Accept the default provided or change manually to match your preference.
Enter a port number	Default provided: <code>30110</code> Accept the default provided or change manually to match your preference. The recommended range is <code>1024 - 49151</code>



Parameter	Description and considerations
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.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO 8 Document Flow Manager Folder Poller</code> Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO 8 Document Flow Manager Queue Poller</code> Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
Enter a SOAP port number	Default provided: 30140 Accept the default provided or change manually to match your preference.
Add SOAP port to firewall	For best practice, 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	For best practice, 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.



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.  The WebSocket (Ws) port number is used by other services and is automatically applied and validated during installation.
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.

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 Embedded Analytics

Parameter	Description and considerations
Do you want to upgrade the existing installation	 This only applies if you have a prior version of Syspro Embedded Analytics installed. Enabling this option upgrades your existing product.
PostgreSQL Hostname	This indicates the name of the machine on which the PostgreSQL service is hosted. FOR EXAMPLE: localhost
PostgreSQL Port	This indicates the port on which the PostgreSQL service is running. Default port number provided: 5432 Accept the default provided or change manually to match your preference.
PostgreSQL Password	Enter the password for the database super user (postgres) which you defined when installing PostgreSQL. This enables access to the PostgreSQL database.
SYSPRO Embedded Analytics Hosting Port	Indicate the port on which the Syspro Embedded Analytics endpoint will be hosted. Default port number provided: 8090 Accept the default provided or change manually to match your preference.  If the Syspro Application Gateway Service and Syspro Embedded Analytics are installed on different machines, ensure that you add port 8090 to your firewall to ensure successful communication between them.
SYSPRO Embedded Analytics Consul Server Port	Indicate the SERVER port on which the Zoomdata_consul service will be hosted. Default port number provided: 30803 Accept the default provided or change manually to match your preference.



Parameter	Description and considerations
SYSPRO Embedded Analytics Consul Lan Port	Indicate the LAN port on which the Zoomdata_consul service will be hosted. Default port number provided: 30804 Accept the default provided or change manually to match your preference.
SYSPRO Embedded Analytics Consul Wan Port	Indicate the WAN port on which the Zoomdata_consul service will be hosted. Default port number provided: 30805 Accept the default provided or change manually to match your preference.
SYSPRO Application Gateway Endpoint	This indicates the hosting endpoint for the Syspro Application Gateway Service service. FOR EXAMPLE: <code>http://localhost:30800</code>
SYSPRO Application Gateway Authentication Key	Enter the authentication key for the Syspro Application Gateway Service, as defined during the install of the Syspro Application Gateway Service service. FOR EXAMPLE: <code>AppGatewayKey321</code>



Parameter	Description and considerations
Data Connectors	Select the applicable cloud based data connectors that you want included within your installation: ■ BigQuery ■ Cloudera ■ Couchbase ■ Hive ■ MongoDB ■ Presto ■ Amazon Redshift ■ Amazon S3 ■ Spark SQL ■ MemSQL ■ Snowflake ■ MySQL ■ Oracle



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	 Accept the default provided or change manually to match your preference. When Syspro 8 is installed, an available <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
SYSPRO 8 Espresso Notification endpoint	Default provided: <code>net.tcp://localhost:30180/SYSPROEspressoNotificationService</code> Accept the default provided or change manually to match your preference.
SYSPRO 8 Espresso File Service Port	Default provided: <code>30181</code> Accept the default provided or change manually to match your preference.
Website external IP address	Default provided: <code>http://localhost</code> Accept the default provided or change manually to match your preference.



Parameter	Description and considerations
Destination Folder	Default provided: C:\Program Files\SYSPRO\SYSPRO 8 Espresso File Service Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
Web Socket Server Address	Default provided: <code>http://localhost:8081/SYSPROEspresso</code> 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.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.



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 Accept the default provided or change manually to match your preference.
Destination Folder	Default provided: C:\Program Files\SYSPRO\SYSPRO 8 Harmony Service Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> 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	For best practice, 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: <code>C:\Program Files\SYSPRO\SYSPRO 8 Machine Learning</code> Accept the default provided or change manually to match your preference.



Syspro OData 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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
Browse for IIS Web Site	Indicate the address of your IIS website by selecting the appropriate entry using the browse function. The following information is displayed for each entry: ■ Web Site Name ■ Protocol (http / https) ■ Site ID ■ Port Your selection is returned as a string that the system then passes to the install file parameters.  You can't select a website that isn't running in IIS.



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 .



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer SOAP Port Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
SYSPRO 8 e.net Communications Load Balancer REST Port Endpoint	Default provided: <code>http://localhost:31002/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.



SYSPRO Reporting API

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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Ws Port Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.  The WebSocket (Ws) port number defined in the Syspro 8 e.NET Communications Load Balancer service is validated during installation. If the user validates all parameters and subsequently changes the Ws port number in the Syspro 8 e.NET Communications Load Balancer, the system initiates a revalidation. This revalidation prompts the Syspro Installer to scan all selected products and update the Syspro 8 e.NET Communications Load Balancer Ws port endpoint to reflect the new port number.
Enter a service port number	Default provided: 30830 Accept the default provided or change manually to match your preference.
Add service port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.



Parameter	Description and considerations
Enter a telemetry port number	Default provided: 30831 Accept the default provided or change manually to match your preference.
SYSPRO Reporting Service Endpoint	Default provided: <code>http://machine name:51980</code> Accept the default provided or change manually to match your preference.
Please enter the DOMAIN name required for the service credentials	Enter the domain name and credentials of the user that's going to run this as the Syspro 8 Reporting API service. <i>Considerations:</i> ■ This account must have <code>Log on as a service</code> rights and be a member of the local administrators group of the machine on which the service is being installed. ■ Only alpha and numeric characters are permitted. ■ The entry <i>can</i> contain a dot (.) or hyphen (-). ■ Your entry <i>cannot</i> start with a dot (.), hyphen (-) or number. If these details are invalid, the service will fail.



Parameter	Description and considerations
Please enter the User Name required for the service credentials	Enter the user name for the account that will host the Syspro 8 Reporting API service. If these details are invalid, the service will fail.  Ensure that the User Name entered has the correct Microsoft Windows Local Security Policy permissions assigned before validating. This is achieved as follows: 1. Open the Local Security Policy program within Microsoft 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.
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 Reporting API service. If these details are invalid, the service will fail.
SYSPRO Application Gateway Endpoint	Enter the application gateway endpoint. Default when using HTTP: <code>HTTP://machine name: 30800</code>. Default when using HTTPS: <code>HTTPS://machine name: 30801</code>.
SYSPRO Application Gateway Authentication Key	Enter the value for the Syspro Application Gateway Service authentication key.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO 8 Reporting API</code> Accept the default provided or change manually to match your preference.

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	 Accept the default provided or change manually to match your preference. When Syspro 8 is installed, an available <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> 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	For best practice, enable this option to ensure that the port number is added to your firewall.
Enter a REST port number for the Reporting Host Service	Default provided: 20129 Accept the default provided or change manually to match your preference.



Field	Description and considerations
Add REST port to firewall	For best practice, enable this option to ensure that the port number is added to your firewall.
Full qualified Domain or Machine name (used for printing service account)	Enter details of the service that will host the Syspro 8 Reporting Host Service. <i>Considerations:</i> ■ This account must have <code>Log on as a service</code> rights and be a member of the local administrators group of the machine on which the service is being installed. ■ Only alpha and numeric characters are permitted. ■ The entry <i>can</i> contain a dot (.) or hyphen (-). ■ Your entry <i>cannot</i> start with a dot (.), hyphen (-) or number. 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 Microsoft Windows Local Security Policy permissions assigned before validating. This is achieved as follows: 1. Open the Local Security Policy program within Microsoft 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.
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.



Field	Description and considerations
Temp folder for Printing Service Account	This field must match the <code>temp</code> environment variable value for the service account. When the service starts, it will run in the context of the service account and use the <code>%TEMP%</code> value associated with that profile. The entered value must match for the service to function correctly. FOR EXAMPLE: <code>C:\users\JohnDoe\AppData\Local\Temp</code> This folder is used to cache and print the SRS Reports. Once a report is cached and printed, it is then removed from the <code>temp</code> location. If this entry is invalid, the SRS reports won't be able to cache the reports which will result in errors.  This entry cannot be changed once entered.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO 8 Reporting Host Service</code> Accept the default provided or change manually to match your preference.



Syspro 8 Reporting Server

Parameter	Description and considerations
SQL Connection String	Provide the correct SQL Server connection string for your environment. FOR EXAMPLE: <pre>Data Source=SQLServer;User ID=user; Password=password; TrustServerCertificate=False;</pre> When using the example above, replace SQLSERVER with the SQL Server name, user with the SQL Server user name and password with the SQL Server user's password.
Installation Directory	Default provided: C:\Program Files\Wyn Enterprise Accept the default provided or change manually to match your preference.

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.



Parameter	Description and considerations
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> Accept the default provided or change manually to match your preference.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO 8 Rules Data Service</code> Accept the default provided or change manually to match your preference.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> 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: <code>C:\Program Files\SYSPRO\SYSPRO 8 Rules Data Service</code> Accept the default provided or change manually to match your preference.



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.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO Avanti Initialization Service Endpoint	Default provided: <code>net.tcp://localhost:30190/SYSPROInitializationService</code> Accept the default provided or change manually to match your preference.
SYSPRO Company	Enter the company ID.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO Avanti Initialization Service Endpoint	Default provided: <code>net.tcp://localhost:30190/SYSPROInitializationService</code> 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.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> 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.



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 <code>BaseDir</code> entry is created for Syspro 8. This entry can be found under: ■ <code>HKLM\SOFTWARE\SYSPRO\e.net solutions.</code> 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 <code>BaseDir</code> entry. For 32 bit applications, the <code>BaseDir</code> entry can be found under: ■ <code>HKLM\SOFTWARE\WOW6432Node\SYSPRO\e.net solutions.</code>
SYSPRO 8 e.net Communications Load Balancer Endpoint	Default provided: <code>net.tcp://localhost:31001/SYSPROWCFService</code> 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	For best practice, 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	For best practice, enable this option to ensure that the port number is added to your firewall.
Destination Folder	Default provided: <code>C:\Program Files\SYSPRO\SYSPRO 8 Workflow Service</code> Accept the default provided or change manually to match your preference.



Supplementary Software via Autorun

The following components are available from the **Installer** as part of an ISO image and launched via the relevant Autorun:

SYSPRO8Autorun

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)

Server Features

- Visual APS Server
- Manufacturing Operations Management Web Site
- Smart LYNQ Web Site

Client Features

- Visual APS Client

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