

Software Upgrades Required - SYSPRO 8 2023 and 2025 Onwards

SYSPRO 8

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Software Upgrades Required

This article outlines the critical software upgrades and configuration steps required when updating to **SYSPRO 8 2023** or **SYSPRO 8 2025**, both of which introduced significant enhancements that impact various aspects of the system - including reporting, emailing, and deployment architecture. These changes require additional preparation to ensure a smooth and successful upgrade.

In the ever-evolving world of ERP software, staying current with software updates is essential to unlocking new capabilities and maintaining system stability. With the releases of **SYSPRO 8 2023** and **SYSPRO 8 2025**, substantial enhancements were introduced that affect core components of the software - from reporting engines to emailing infrastructure and beyond.

This guide provides a detailed overview of the technical upgrades and configuration steps required when updating to either of these versions. It's important to note that even if you're upgrading from a version prior to **SYSPRO 8 2023** (e.g. to **SYSPRO 8 2024**), the foundational changes introduced in the **SYSPRO 8 2023** release still apply. Therefore, the guidance in this article remains relevant and should be followed to avoid disruption and ensure compatibility with the latest system architecture.

From understanding what needs to be recorded before upgrading, to configuring new capabilities post-installation, this guide is designed to help you navigate the transition with clarity and confidence.

Article Breakdown:

This article contains the following key elements:

- **Prerequisites**
Updated prerequisites from SYSPRO 8 2023 and SYSPRO 8 2025 respectively
- **Evaluation**
Important factors to consider before planning your update
- **Planning**
Aspects to consider when devising your update strategy
- **Execution**
Processes required when executing the necessary updates



Prerequisite Check

Generic Prerequisites

User Requirements

The following requirements must be met for the user performing the software upgrades:

- Administrative access with elevated access permissions



Administrative access grants the necessary permissions to modify critical system files and settings. Without elevated access, the update process may encounter issues or fail to complete.

This administrative access is required only during the update process and does not need to be permanently assigned to the user. Once the update is successfully installed, standard user permissions can be resumed.

SYSPRO 8 2025 Specific

License Requirements

The SYSPRO 8 2025 release requires a new SYSPRO product license prior to upgrading.

Ensure that you follow your standard license request and application process.

Technology Requirements

Application Server

The following must be installed on the Application server:

- New SYSPRO license
- SYSPRO Runtime 10
- Windows Server 2022 or later
- Microsoft Core 3.1.12 or higher Windows Hosting Bundle
- Microsoft .NET Framework 4.8.1
- .NETDesktop Runtime 8.0.10 x64 or higher
- .NETDesktop Runtime 8.0.10 x86 or higher

Microsoft SQL Server

The following must be installed on the Microsoft SQL Server:

- Microsoft SQL Server 2019 or later



Client

The following must be installed on the client machine:

- Windows 11
- SYSPRO Runtime 10
- .NET Desktop Runtime 8.0.10 x86 or higher

SYSPRO 8 2023 Specific

Technology Requirements

- Microsoft .NET Framework 4.8

From **SYSPRO 8 2023**, it's essential to have **Microsoft .NET Framework 4.8** installed, which replaces the previous requirement of Microsoft .NET Framework 4.6. This new framework version ensures optimal performance and compatibility.

In addition, the latest version of the **SYSPRO Installer Application** (i.e. 1.0.0.59) requires **Microsoft .NET Framework 4.8** as part of its prerequisites.

Therefore, please ensure that your system meets this requirement before running the latest version of the **SYSPRO Installer Application** (version 1.0.0.59) or attempting to update to SYSPRO 8 2023 (or later).

SYSPRO Reporting Software

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

- 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.

Additional Reporting Software 2020 is now required for the SYSPRO Client when using **SYSPRO 8 2023** and later versions.

The following indicates the prerequisites for **Additional Reporting Software 2020**:

Operating System Requirements

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

Technology Requirements

- Server Side Software:
 - Microsoft .NET Framework 4.6
 - 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 4.6
- 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 4.6
- 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



Evaluate

Before attempting to update to **SYSPRO 8 2023** or later, it is important to consider the following factors:

Impact on Machines and Users

- Evaluate how the release update will affect specific machines and their locations.

Identify the users associated with these machines and their roles.

- *Only applicable when updating from SYSPRO 8 2022 or prior:*

If client-side reporting is used, determine if any users can afford to be unavailable for a period of time.

Prioritize these users to minimize disruption.

SYSPRO Application Servers

- If any SYSPRO Application servers provide additional services other than SYSPRO (e.g. an online shopping cart), plan for an ideal time to apply the SYSPRO update and to reboot these servers.

This may involve coordinating the reboot of multiple servers simultaneously.

Third-Party COBOL Applications

- If you have any third-party COBOL applications integrated with SYSPRO, consider that they may require recompiling.

Make appropriate plans for recompiling these applications to ensure compatibility with the latest version.

By carefully evaluating these factors, you can minimize disruptions, prioritize critical users, and ensure the smooth transition to the respective version of SYSPRO.



Plan

To successfully update and upgrade the required software, a well-thought-out plan is essential. Therefore, to ensure smooth transitions and minimized disruption to client machines and user access; we recommend that you consider the following required aspects when devising your update strategy:

SYSPRO 8 2025

SYSPRO Runtime Update

- Updating the runtime is a significant step for SYSPRO to introduce new functionality and support newer operating systems in SYSPRO 8 2025.
- For large sites with distributed client machines, careful planning is required to tackle the task effectively. If the new runtime has not been deployed to client machines, users will be unable to use the SYSPRO 8 2025 client until the task is completed.

Reporting and Printing

The SYSPRO 8 2025 release marks a major milestone in our reporting capabilities with the introduction of our new **Reporting Services** solution. Designed for scalability, ease of use, and modern deployment, this new solution sets the foundation for the future of reporting in SYSPRO.

While **Reporting Services** is the recommended option moving forward, we understand that many customers are upgrading from earlier versions. That's why we continue to support SAP Crystal Reports 2020 in this release, allowing you to transition at your own pace.



SYSPRO will officially deprecate support for SAP Crystal Reports in 2027. While these features remain available in **SYSPRO 8 2025** for continuity, we strongly recommend planning your transition to the new Reporting Services solution to ensure future compatibility and support.

- Reporting Services

View the **SYSPRO Reporting Service** feature topic for more information on the deployment, user-friendly report design and maintenance.



If transitioning from Crystal Reports, allocate time for the uninstallation and setup, unless both solutions are intended to run in parallel.

- Legacy Reporting (Crystal)

- This release still allows the use of our legacy Reporting Software - SAP Crystal Reports 2020 - that was available from **SYSPRO 8 2023** and includes **Service Pack 4 (SP4)** for server-side and **Service Pack 35 (SP35)** for client-side.

View the **Upgrading to SYSPRO Reporting Software 2020 SP4** article for details on the processes to follow when updating your reporting software.

Emailing

The **SYSPRO 8 2025** release introduces our new Modern Emailing capability; a redesigned and more secure approach to managing outbound email communication from within the system, which supports **Microsoft Office 365** and email address configurations per document.

This enhancement replaces legacy emailing components with a more robust, scalable solution - but it also requires some preparation to ensure a smooth transition.

Before upgrading, please review the following considerations and requirements, to avoid disruption to your emailing functionality:

Pre-Upgrade: Record your existing email configuration

During the upgrade process, certain existing email and SMTP configuration settings will be cleared. To avoid losing critical setup information, we strongly recommend that you document your current configuration before proceeding with the update.

Key details to record include:

Location within SYSPRO	Company or System-wide or Operator level	Configuration to be recorded
Setup Options > Company > General	Company	■ Email/SMTP settings: ▫ Method when emailing ▫ Use system-wide SMTP details ▫ SMTP server IP address ▫ Outgoing email address ▫ Username ▫ Password ▫ Server port ▫ Use SSL



Location within SYSPRO	Company or System-wide or Operator level	Configuration to be recorded
Setup Options > System Setup > Connectivity	System	■ Email/SMTP settings: ▫ SMTP server IP address ▫ Outgoing email address ▫ Username ▫ Password ▫ Server port ▫ Use SSL ▫ Use system-wide settings ■ Office 365: ▫ Tenant id ▫ Exchange web service ▫ Client id ▫ Authority ▫ Discovery resource id  Please ensure to also record your Office Tenant details.
Personal Settings	Operator	■ Office 365 Credentials: ▫ Email option ▫ User name ▫ Password ▫ Tenant to use ▫ Tenant ID ▫ Client ID ▫ Exchange web service



Upgrade: Install and configure the new Emailing capability

1. After updating to **SYSPRO 8 2025**:

Install the **SYSPRO Email Service** using the **SYSPRO Installer Application** and ensure that the service is configured correctly and running.

2. Launch **SYSPRO 8 2025** and navigate to the *Setup Options > System Setup > Connector Gateway* form within the **Setup Options¹** program.
3. Select the **SETUP EMAILING** hyperlink against the **Email setup** field.

The **Emailing Profiles²** program is displayed.

- a. Within the **Profile** pane, proceed as follows:

- i. At the **Profile** toolbar field, enter the name of the new profile and press **TAB**.



The toolbar buttons, windows and listview are then enabled.

- ii. Enter the profile's description within the **Description** field.
- iii. Use the **Select provider** hyperlink to select the required provider.



The **Profile settings** section will be updated to display the fields associated with the selected provider.

- iv. Within the **Apply to** field, indicate whether the profile should be applied system-wide or per company.



If you select **Company**, the **Select companies** field will be enabled, from where you can indicate the companies to which the configured profile applies.

- v. Check the **Enabled** field to activate the email profile.
- b. In the **Functions** listview:
 - i. Select all the functions that require the current profile configuration.
4. Within the **Profile settings** pane:

¹Program: IMPCFG

²Program: IMPEPR



a. Complete all the relevant fields that are displayed once you have selected the provider:

- SMTP Host name
- Outgoing email address
- User name
- Password
- Port
- SSL



Ensure to double check sensitive fields as you can't view these again after saving.

b. If applicable, configure your delegate sender emailing by entering the following details:

- Tenant ID
- Client ID
- Redirect URL

5. Save the email profile configuration.

The profile configuration is then immediately available to the **SYSPRO Email Service**.

More information

View the following topic on the SYSPRO 8 Help Site to learn more about this new capability:

Email Integration



Feature Deprecation

As part of our ongoing commitment to modernization and platform alignment, we're streamlining the SYSPRO experience by retiring several older features. Please review the list below and take any necessary actions to ensure continued efficiency and support:

Capability	Status as at SYSPRO 8 2025	Next Step
SYSPRO Analytics	■ No longer supported on SQL Server 2019 and newer versions. ■ Replaced by Embedded Analytics from the SYSPRO 8 2022 release.	View the following topic on the SYSPRO 8 Help Site to learn more about Embedded Analytics and its requirements: <i>SYSPRO Embedded Analytics</i>
Screen Customization Kit	■ Deprecated from SYSPRO 8 2025.	Use updated customization capabilities introduced in the latest releases.
Microsoft Word Printing & "List of" SRS Reports	■ These legacy reporting tools will no longer be supported from the SYSPRO 8 2025 release onward.	Begin transitioning to SRS reports and SRS stationary formats.
SYSPRO 8 Web-based Product Configurator (legacy)	■ Deprecated from SYSPRO 8 2025. ■ Replaced by the Product Configurator.	View the following topic on the SYSPRO 8 Help Site to learn more about the updated Product Configurator and its requirements: <i>Product Configurator</i>
SYSPRO Bot	■ Decommissioned in SYSPRO 8 2024.	Stay tuned for our next-generation AI-driven agentic solutions.
Executive Dashboard	■ Built on the SAP BusinessObjects Xcelsius platform, deprecated since 2020.	Switch to Embedded Analytics, available since the SYSPRO 8 2022 release.

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.



Important Considerations

- 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.
- Ensure to uninstall any Diagnostic Hotfixes before attempting to update your release of **SYSPRO 8**.
- If you have a website residing on a server that has SYSPRO software, there is a chance that this server would require a reboot to release any locked runtime files.
Therefore, it's important that you consider other software running on the machine and any impact it may have if rebooted (e.g. sales portal).



SYSPRO 8 2023

SYSPRO Runtime Update

- Updating the runtime is a significant step for SYSPRO to introduce new functionality and support newer operating systems in SYSPRO 8 2023.
- For large sites with distributed client machines, careful planning is required to tackle the task effectively.

If the new runtime has not been deployed to client machines, users will be unable to use the SYSPRO 8 2023 client until the task is completed.

Client-Side Reporting

- If your site utilizes client-side reporting, then you must ensure that you are using **Additional Reporting Software 2020** (i.e. **SAP Crystal Reports 2020**).
Therefore, if you currently use **Additional Reporting Software 2013** or **Additional Reporting Software 2016**, this will need to be upgraded before you can update to SYSPRO 8 2023.
- Large sites can adopt various methodologies, or a combination thereof, to achieve the desired outcome:
 - Running the **SYSPRO Installer Application** on each client machine
 - Utilizing **Windows PowerShell** scripts

Updating SYSPRO Client Software

- Depending on your approach, it might be possible to update the SYSPRO Runtime and Additional Reporting Software without necessarily updating the entire SYSPRO Client software.
- The SYSPRO Client software consists of two or three parts, depending on your usage of client-side reporting:
 - Runtime
 - SYSPRO Client Software
 - Crystal Reporting (If you use Additional Reporting Software earlier than 2020)



Important Considerations

- It's crucial to avoid deploying both the **Additional Reporting Software 2020** and new **SYSPRO runtime** together on the client over a gradual period.

The reason for this is that older versions of SYSPRO are incompatible with this combination, leading to reporting failures. Instead, address the outstanding software on the client machines on the day of the server update.

- If the SYSPRO Application server has been updated, it's crucial to update the SYSPRO runtime on the client machine as a minimum requirement. This enables SYSPRO 8 client users to continue transacting and carry out their day-to-day tasks effectively. However, it's important to note that those users won't be able to access printing and reporting functionality until you perform the reporting software update to **Additional Reporting Software 2020**.
- If you have a website residing on a server that has SYSPRO software, there is a chance that this server would require a reboot to release any locked runtime files.
Therefore, it's important that you consider other software running on the machine and any impact it may have if rebooted (e.g. sales portal).
- Due to SAP Crystal Reports 2013 and SAP Crystal Reports 2016 having reached the end of their life cycles, **Additional Reporting Software 2013** and **Additional Reporting Software 2016** are no longer available for new installations from January 2024.



Determining Your Approach

To assist you further, the following indicates two different update approaches for you to consider:

Big Bang Approach

The big bang approach aims to achieve a comprehensive update by addressing multiple components simultaneously. It streamlines the process but requires careful planning and execution to minimize any potential impact on business operations.

This approach involves the following steps for Server and Client Updates:

1. **Uninstall previous software**
 - Uninstall the existing runtime and, if applicable, older versions of Additional Reporting Software.
2. **Install Runtime and Reporting Software**
 - Install the newer runtime and Additional Reporting Software 2020 software.
3. **Update to SYSPRO 8 2023**
 - Update the SYSPRO Application server to SYSPRO 8 2023.
 - Update the SYSPRO Client software on each client machine to SYSPRO 8 2023.



The big bang approach, while efficient, can have a higher impact on the business due to the time required for uninstalling older software and installing the newer software on client machines, as well as upgrading the SYSPRO Application server.



Gradual Approach

The gradual approach is well-suited for sites where some client machines are remote and may require on-site personnel to facilitate the update process.

The gradual approach looks at the following two different methods, however its up to you to determine the route that suits you best with the least impact:

Scenario 1

This optimal approach involves the following steps:

1. **Update to SYSPRO 8 2021 R2 or SYSPRO 8 2022**

- Updating to SYSPRO 8 2021 R2 or SYSPRO 8 2022 allows older versions of the SYSPRO Reporting Software to continue functioning.
- This step ensures compatibility while preparing for the eventual update to the latest SYSPRO 8 version.

2. **Gradual Client-side Reporting Update**

- Gradually update all client machines that use client-side reporting to **Additional Reporting Software 2020** over a period of time.
- This gradual approach minimizes disruption by spreading out the updates across multiple intervals.

3. **Update the SYSPRO Application Server**

- Update the SYSPRO Application server to SYSPRO 8 2023.

4. **Deploy the New Runtime**

- Deploy the new runtime on each client machine by uninstalling the old runtime and installing the new one.

5. **Self-Healing of SYSPRO 8 Client 2023**

- Once the server is updated to SYSPRO 8 2023, the SYSPRO 8 Client will self-heal upon user logon.
- This ensures a seamless transition for users and minimizes additional manual steps.

It's important to note that in this gradual approach, only two software components (the SYSPRO runtime and Reporting Software) are updated on the client machines.



Scenario 2

Another route to consider for sites that have client machines using **Additional Reporting Software 2013** would be as follows:

1. Deploy the New Runtime

- Deploy the new runtime on each client machine by uninstalling the old runtime and installing the new one.

2. Update the SYSPRO Application Server

- Update the SYSPRO Application server to SYSPRO 8 2023.

3. Self-Healing of SYSPRO 8 Client 2023

- Once the server is updated to SYSPRO 8 2023, the SYSPRO 8 Client will self-heal upon user logon.
- This ensures a seamless transition for users and minimizes additional manual steps.

4. Client-side Reporting Update

- Once the server is updated to SYSPRO 8 2023, update all client machines that use client-side reporting to **Additional Reporting Software 2020**.

By adopting the Gradual Approach, sites can achieve the necessary updates while managing potential disruptions and ensuring smooth compatibility throughout the transition.



Execute

Once you have constructed your update plan and check list, you're ready to begin with the update process.

The following instructions explain how to achieve the necessary updates (depending on your requirements) ensuring a seamless transition to the respective SYSPRO 8 version.

Generic Process Requirements

Uninstall the SYSPRO Runtime

To uninstall the previous SYSPRO runtime and reinstall the latest, proceed as follows:

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 the respective release (**SYSPRO 8 2023**, **SYSPRO 8 2024**, or **SYSPRO 8 2025**).

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



Software Deployment

For efficient software deployment, larger sites can use **Group Policy** or **Microsoft System Center** to roll out the latest software. Whereas, other sites might benefit from using **Windows PowerShell** scripting to aid deployment, rather than go to each machine and run the **SYSPRO Installer Application**.

Exporting the .BAT file via the SYSPRO Installer Application

The **SYSPRO Installer Application** offers an effective method to deploy the software by generating a .BAT file.



View the *SYSPRO Installer Application* topic for detailed steps on how to use the **Export** function.

This file can be used to extract the information required for integration with **Microsoft System Center** or group policy, simplifying the deployment process. By leveraging the .BAT file, users gain the ability to install individual components or deploy the entire suite, based on their specific requirements.

SYSPRO Installation programs are designed to be easily deployed in silent mode or with a basic user interface (UI). However, it is important to be familiar with the properties that can be passed to each installation and their respective format to ensure accurate deployment.

Sample .BAT file

The following sample file reflects 2 installation files and their properties per the respective release:

- SYSPRO 8 2025 = cs_100.exe and cs_100_pu01_364374.exe
- SYSPRO 8 2024 = cs_80.exe and cs_80_pu05_318643.exe
- SYSPRO 8 2023 = cs_80.exe and cs_80_pu05_318643.exe

Typically, the installation of the runtime is commented out in the .BAT file. However, for new clients, it is essential to uncomment this section to ensure a successful installation.

SYSPRO 8 2025 - Sample .BAT file

```
::SYSPRO RUNTIME
::To install the SYSPRO Runtime, uncomment the lines below.
::\\{MachineName}\SYSPRODeploy\syspro-8-2025\10.0.259\cs_100.exe -skipsafenet /Quiet /NoRestart
::SYSPRO RUNTIME PATCH
::To install the SYSPRO Runtime Patch, uncomment the lines below.
::\\ {MachineName}\SYSPRODeploy\syspro-8-2025\10.0.259\ cs_100_pu01_364374.exe /Quiet /NoRestart
```

SYSPOR 8 2024 - Sample .BAT file

```
::SYSPRO RUNTIME
::To install the SYSPRO Runtime, uncomment the lines below.
::\\{MachineName}\SYSPRODeploy\syspro-8-2024\8.0.00189\cs_80.exe -skipsafenet /Quiet /NoRestart
::SYSPRO RUNTIME PATCH
::To install the SYSPRO Runtime Patch, uncomment the lines below.
::\\ {MachineName}\SYSPRODeploy\syspro-8-2024\8.0.00189\cs_80_pu05_318643.exe /Quiet /NoRestart
```

SYSPO 8 2023 - Sample .BAT file

```
::SYSPO RUNTIME
::To install the SYSPO Runtime, uncomment the lines below.
::\\{MachineName}\SYSPODeploy\syspro-8-2023\8.0.00189\cs_80.exe -skipsafenet /Quiet /NoRestart
::SYSPO RUNTIME PATCH
::To install the SYSPO Runtime Patch, uncomment the lines below.
::\\ {MachineName}\SYSPODeploy\syspro-8-2023\8.0.00189\cs_80_pu05_318643.exe /Quiet /NoRestart
```

These files can be downloaded prior to your update and placed in a location of your choice.



Use the **Product File Downloads** function within the app to speed up the installation process by first downloading the installation files to a folder that the **SYSPO Installer Application** can use.

Scripting your Uninstall and Install Processes

Utilizing **Windows PowerShell**, you can script the uninstall and reinstall procedures to install new SYSPRO clients and update existing ones, as per the following examples:



Before running these scripts, ensure to replace the values in curly brackets with your own values specific to your environment.

FOR EXAMPLE:

'CUSTOMERCODE="{AccountCode}"' becomes 'CUSTOMERCODE="RSA-1234"'

Previous Runtime Uninstall

Depending on how the runtime was initially installed, the **Micro Focus License Manager** might also be present.

Therefore, the following **Windows PowerShell** commands will uninstall the previous **SYSPRO Runtime** components:

PowerShell Script: Component Uninstall (Prior 2025)

```
$Manager = Get-WmiObject -Class Win32_Product -Filter "Name = 'Micro Focus License Manager'"
$Manager.Uninstall()

start-process "C:\{Folderwhere the file resides}\cs_80.exe" -arg "-uninstall -quiet" -Wait
```

PowerShell Script: Component Uninstall (Prior 2023)

```
$Manager = Get-WmiObject -Class Win32_Product -Filter "Name = 'Micro Focus License Manager'"
$Manager.Uninstall()

start-process "C:\{Folderwhere the file resides}\cs_30.exe" -arg "-uninstall -quiet" -Wait
```

New Runtime Install

Following the uninstallation of the previous components, you can proceed with the installation of the new SYSPRO runtime and license manager using **Windows PowerShell**.

The script provided below exemplifies the installation process:

PowerShell Script: Component Install - SYSPRO 8 2025

```
start-process "{Folder where the file resides}\cs_100.exe" -arg "-skipsafenet -quiet" -Wait
```

PowerShell Script: Component Install - SYSPRO 8 2023

```
start-process "{Folder where the file resides}\cs_80.exe" -arg "-skipsafenet -quiet" -Wait
```

Executing the above script will install the newer **SYSPRO Runtime** components silently and wait for the installation process to be completed.

Install: New SYSPRO Client

To install a new SYSPRO client, you can utilize the following **Windows PowerShell** script.

PowerShell Script: Install New SYSPRO Client

```
$params = '/i', "{PathToms}\SYSPRO.8.Client.msi", 'GROUPID="{GroupIDGuid}"', 'RELEASEID="{ReleaseIDGUID}"',  
'CONTACTID={ContactID}', 'CUSTOMERCODE={AccountCode}', 'MEDIASHAREFOLDER=\\{MachineName}\SYSPRODeploy\','  
'WCFINSTANCE={ServerInstance}', 'HOSTNAME={SYSPROAppServer}', 'SYSPROCOMMSPORT={SYSPROPort}', 'UNINSTALLSYSPRO7=0',  
'INSTALLDIR="C:\SYSPROClient"', 'ACCEPTULA=Yes', '/qb!'  
$p = Start-Process 'msiexec.exe' -ArgumentList $params -NoNewWindow -Wait -PassThru  
$p.ExitCode
```

Executing the above script will install the new SYSPRO client with the specified parameters, ensuring a successful installation of the required release.

Install: Update for Existing SYSPRO Client

To update an existing SYSPRO client, you can use the following **Windows PowerShell** script:

PowerShell Script: Update Existing SYSPRO Client

```
$params = '/i', "{PathToms}\SYSPRO.8.Client.msi", 'REINSTALLMODE="vamus"', 'REINSTALL="ALL"', '/qb!'  
$p = Start-Process 'msiexec.exe' -ArgumentList $params -NoNewWindow -Wait -PassThru  
$p.ExitCode
```

Running the above script will update the existing SYSPRO client, applying any necessary modifications.



Using the **SYSPRO Installer Application**, you can perform an export of the SYSPRO Client to a .BAT file and obtain the GroupID, ReleaseID and other values.

SYSPRO 8 2023 Specific

Uninstall and reinstall SYSPRO Additional Reporting Software



For comprehensive detail and scenario guidelines regarding the uninstalling and installing of SYSPRO's Reporting Software, please review the following article:

Understanding the SYSPRO Reporting Software 2020 Upgrade

Uninstall Process

If you have existing reporting software installed, the following indicates how to uninstall the older versions using the **SYSPRO Installer Application**:

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, enter your email address associated with the **SYSPRO Online Profile**. If you have access to your emails, enter the received OTP in the **OTP or Password** field. If you do not have access to your emails, enter your **InfoZone** password in the **OTP or Password** field.



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

Partners



SYSPRO INSTALLER

SYSPRO

Sign in

Hi

Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.

Customer ID

Customer PIN

☐ Save Customer Details

CANCEL CONTINUE

Version 8.8.8.8

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.

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

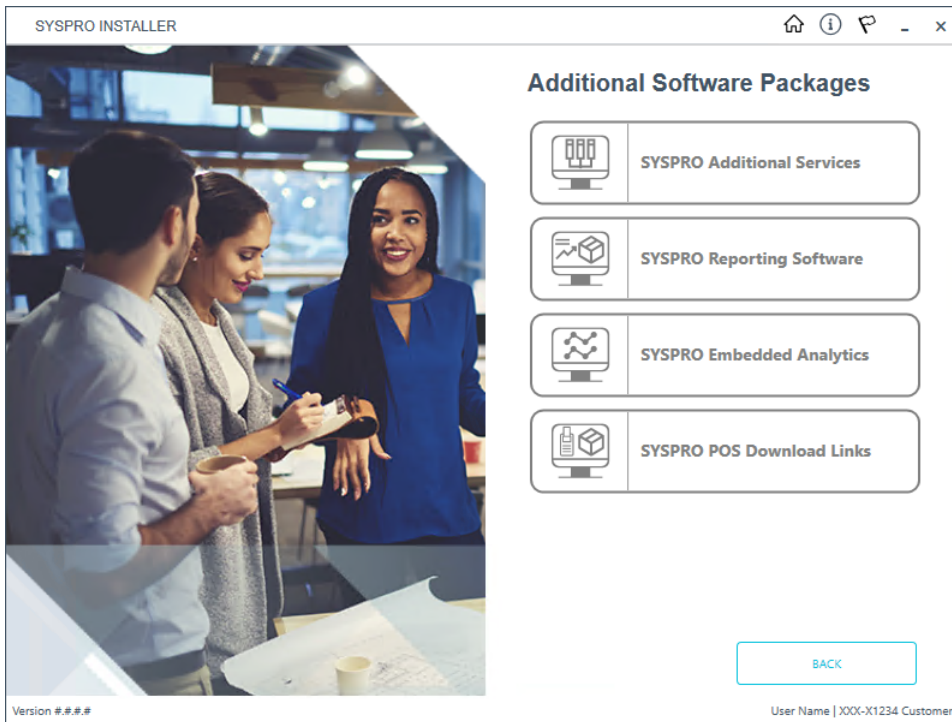


From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.



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 POS Download Links
- SYSPRO Embedded Analytics

Select the **SYSPRO Reporting Software** option.

4. SYSPRO Reporting Software



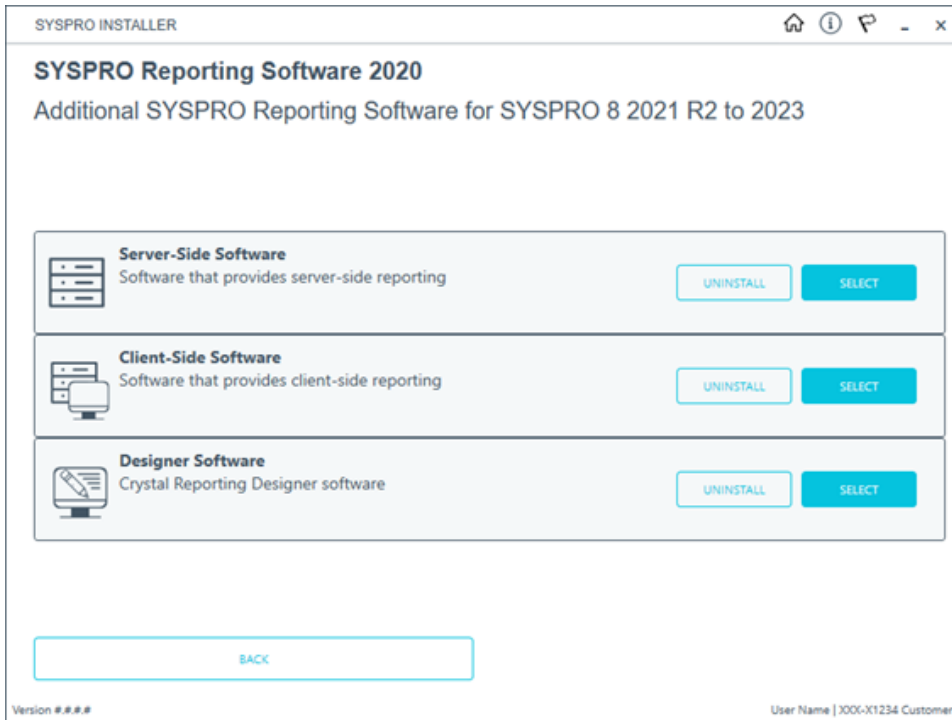
When this page loads, the app verifies that it has access to the required folders. If these are not available, the service creates the folder structure. These files are then verified using a `CHECKSUM`. If the verification fails, you will not be able to continue and will be returned to the **Deployment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



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

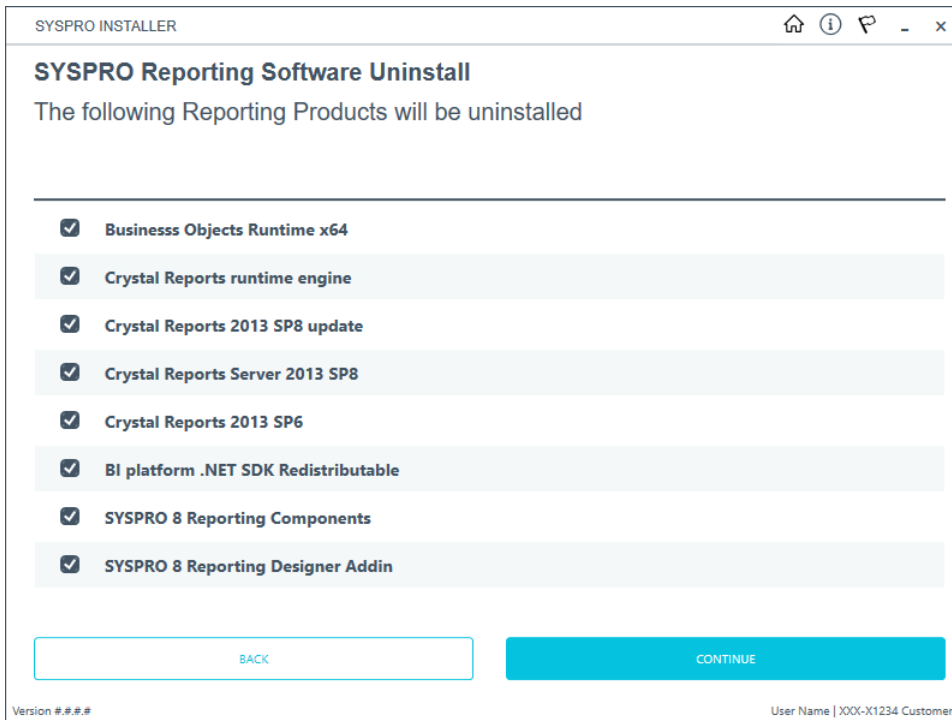


The remainder of this task uses **Additional Reporting Software 2020** as the example.



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.

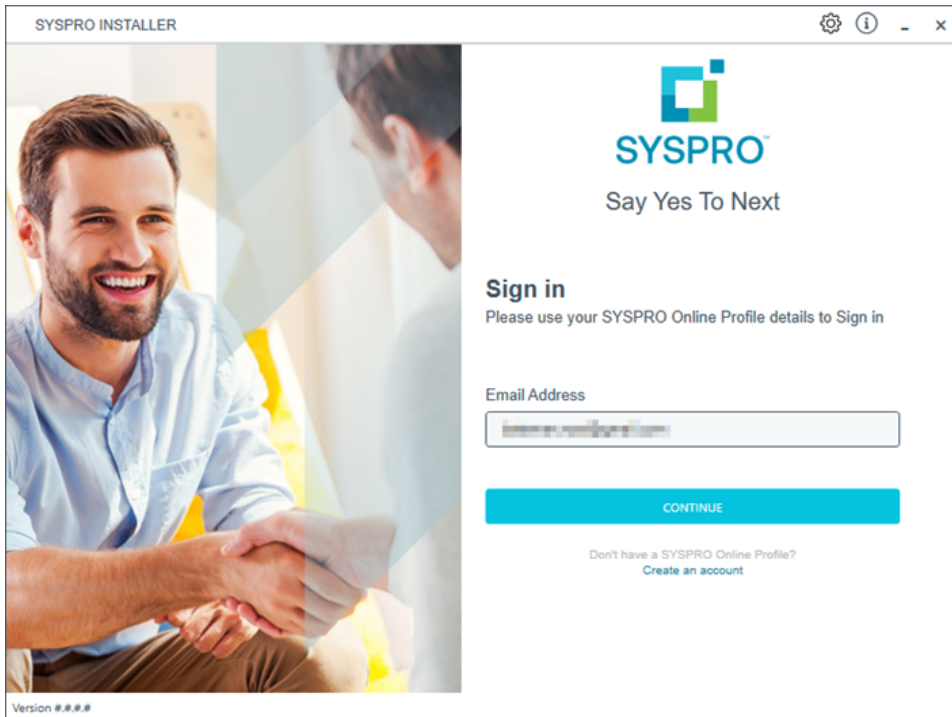


We recommend that you reboot the machine before attempting to install any new software.

Install Process

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

1. Login



The screenshot shows the SYSPRO Installer application window. The title bar reads "SYSPRO INSTALLER". The window features a large image of a smiling man on the left. On the right, the SYSPRO logo is displayed above the text "Say Yes To Next". Below this, the "Sign in" section prompts the user to use their SYSPRO Online Profile details. There is an "Email Address" input field with a placeholder email address. A blue "CONTINUE" button is positioned below the input field. At the bottom, a link for "Create an account" is provided for users who do not have a SYSPRO Online Profile. The version number "Version 8.8.8.8" is visible in the bottom left corner.

Once a connection is made to the **SYSPRO Deployment Service**, enter your email address associated with the **SYSPRO Online Profile**. If you have access to your emails, enter the received OTP in the **OTP or Password** field. If you do not have access to your emails, enter your **InfoZone** password in the **OTP or Password** field.



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 8.8.8.8 Installer window. The window has a title bar that says "SYSPRO INSTALLER" and standard Windows window controls. On the left side of the window is a large image of a smiling man in a light blue shirt. On the right side, the SYSPRO logo is at the top. Below the logo, the text "Sign in" is followed by "Hi". Then, it says "Please provide the Customer ID and Customer PIN for the Customer you are currently installing for." There are two input fields: "Customer ID" and "Customer PIN". Below these fields is a checkbox labeled "Save Customer Details". At the bottom, there are two buttons: "CANCEL" and "CONTINUE". The version number "Version 8.8.8.8" is visible in the bottom left corner of the window.

SYSPRO INSTALLER

SYSPRO

Sign in

Hi

Please provide the Customer ID and Customer PIN for the Customer you are currently installing for.

Customer ID

Customer PIN

☐ Save Customer Details

CANCEL CONTINUE

Version 8.8.8.8

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.

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

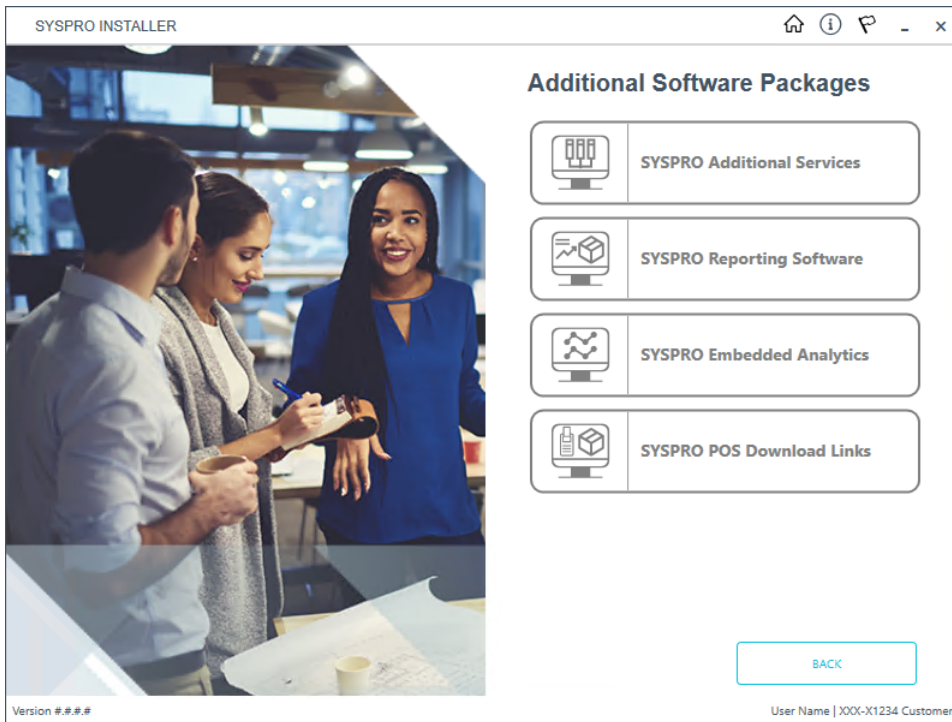


From the **SYSPRO Installer** home screen, select the **SYSPRO Additional Software** option.



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 POS Download Links
- SYSPRO Embedded Analytics

Select the **SYSPRO Reporting Software** option.

4. SYSPRO Reporting Software

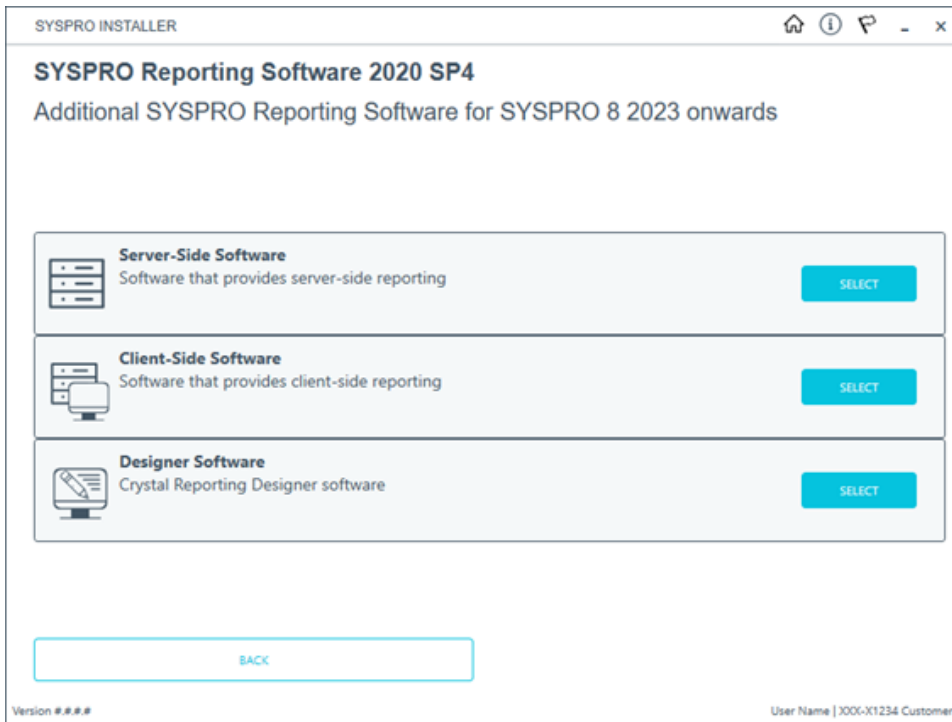


When this page loads, the app verifies that it has access to the required folders. If these are not available, the service creates the folder structure. These files are then verified using a `CHECKSUM`. If the verification fails, you will not be able to continue and will be returned to the **Deployment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



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

5. SYSPRO Reporting Software 2020



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

1. Select the type of software required:

- Server-Side
- Client-Side
- Designer

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

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

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

6. SYSPRO License Agreement

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



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

7. Products Ready to Install

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



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

Ensure that you copy your files to the correct location.

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

The appropriate status information is shown during the installation process.



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

8. Install Complete

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

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



FAQs

Install and Uninstall Timings

How long do the uninstall and install processes take on each client machine?

The following benchmark times are based on our internal testing and provide an indication of how long each of these processes can take:



This may vary depending on your hardware and software configuration.

Uninstall Processes:

- Uninstall of previous SYSPRO Runtime, directly followed by newer runtime install:

+ - 5 minutes

- Uninstall of previous Client-side Reporting Software 2013 and its associated components:

+ - 10 minutes

- Uninstall of previous Client-side Reporting Software 2016 and its associated components:

+ - 15 minutes

- Uninstall of previous Designer Reporting Software 2013 and its associated components:

+ - 25 minutes

- Uninstall of previous Designer Reporting Software 2016 and its associated components:

+ - 30 minutes

Install Processes:

- Install Client-side Reporting Software 2020 and its associated components:

+ - 5 minutes

- Install Designer Reporting Software 2020 and its associated components:

+ - 20 minutes



Remote Users

How should remote users be managed during the update process?

The SYSPRO software requires elevation to install. Therefore, depending on your deployment method, you might require some remote access software, or a person on-site when managing your remote users.

Reporting Software

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

The following `.config` files are related:

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

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.



SYSPRO 7 Upgrade considerations

Take note of the following when upgrading from **SYSPRO 7 Update 1**:

Why are custom form fields not displayed, nor saved on the form when re-added?

All custom form fields added in **SYSPRO 7 Update 1** are no longer displayed in the programs after converting from **SYSPRO 7 Update 1** to **SYSPRO 8 2025**. When attempting to add existing or new custom form fields to programs in **SYSPRO 8 2025**, the changes are not saved.

Follow these steps to restore custom form fields to programs after converting from **SYSPRO 7 Update 1** to **SYSPRO 8 2025**:

1. Select the SYSPRO button and choose the **Run a program** option from the menu.

The **Run Program** window is displayed.

2. At the **Program name** field enter **IMPCFC CONVERT** and select **Run Program**.

The **ADMPRO** file will be converted.



- The custom form fields added to programs are saved in the **ADMPRO** file within the **\Base\Settings** folder on the application server.
- Custom form fields added to programs are saved per program, system-wide and for all operators and roles.

Related Information

- *SYSPRO Installer Application*
- *Reporting Services*
- *Email Integration*
- *SYSPRO Embedded Analytics*
- *Product Configurator*
- *Understanding the SYSPRO Reporting Software 2020 Upgrade*



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