# How to Install your SYSPRO License

It is recommended that all users be out of the system before installing your license. This guide also includes instructions on updating the e.Net license. The instructions below are for SYSPRO 7/7.1, but the same general instructions will also work for earlier versions.

IMPORTANT – If your license has a different SYSPRO user count (or user count for report designers etc.) you will need to update your license details with the new user information. Perform Step 1 below and then proceed to Page 9 of this document before continuing!!

You should have received an email from SYSPRO including your XML license file(s). You may have received two; one being your "core" license, and another being your "add-on" license. If you only received one, this is the only set of instructions you will need. If you received an add-on license, you will need to refer to our "How to install your SYSPRO Add-On License" guide.

1. First, save your SYSPRO license file on the SYSPRO Application Server. SYSPRO recommends that the license be saved in your SYSPRO/Work folder, but it can be saved in another location if you prefer. Your license file should look similar to the one below.
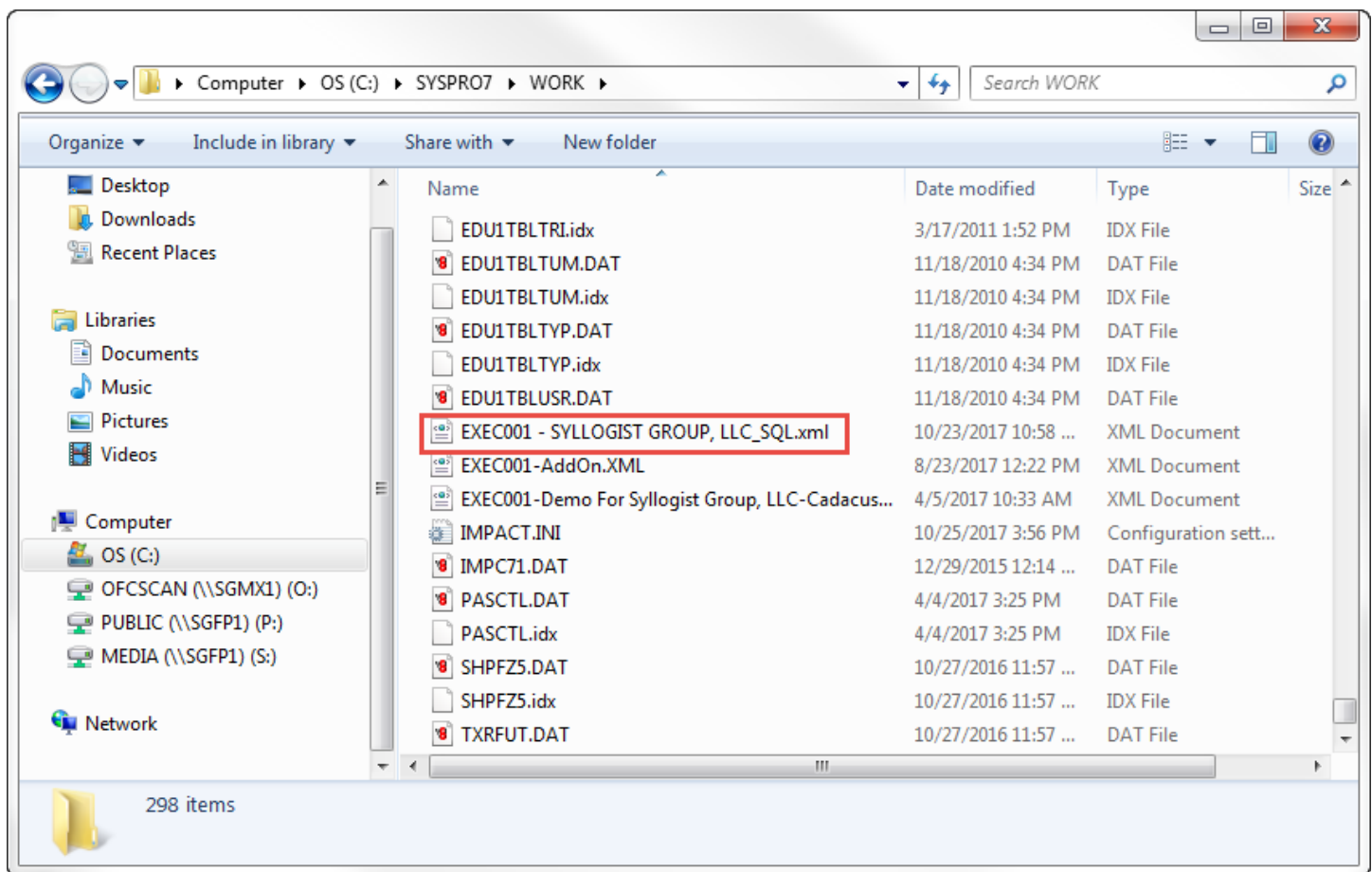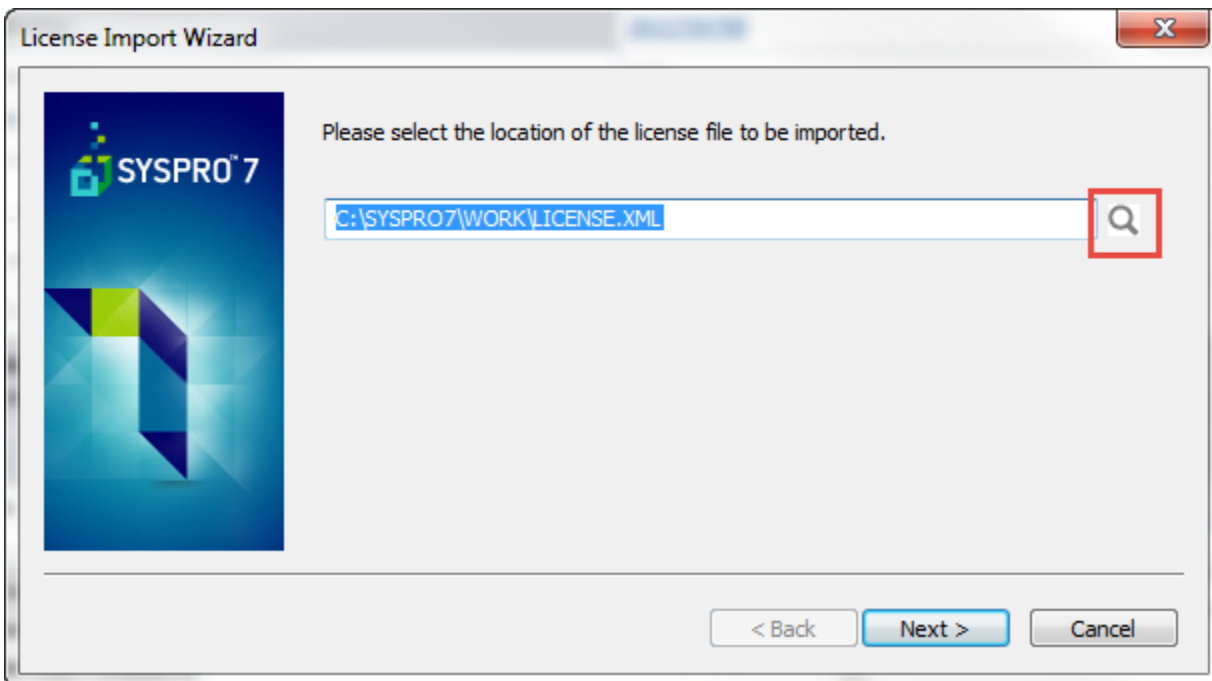
2. Next, login to SYSPRO (preferably on the server) and go to Setup > General Setup > Company Setup > "Select Company" > Change. Please keep in mind, these steps will need to be performed for all companies.
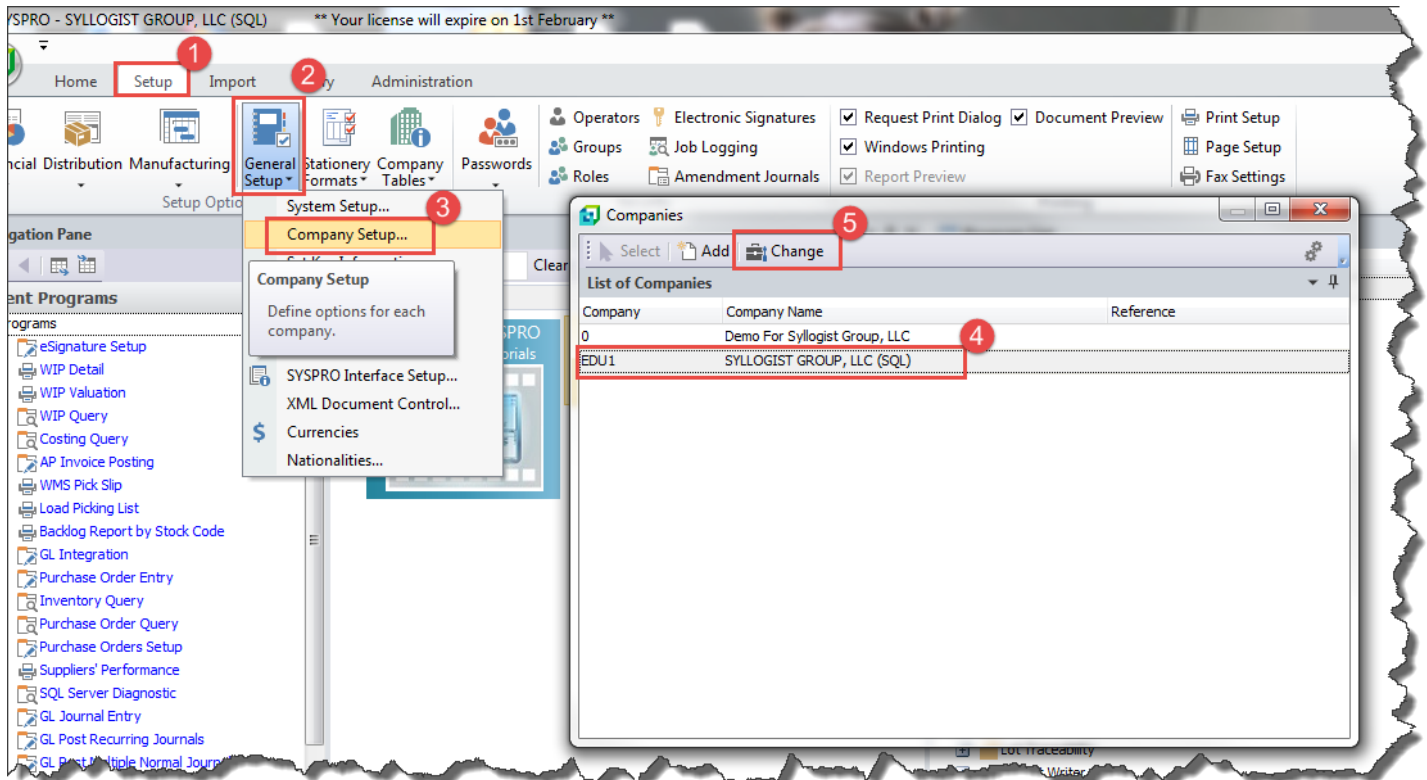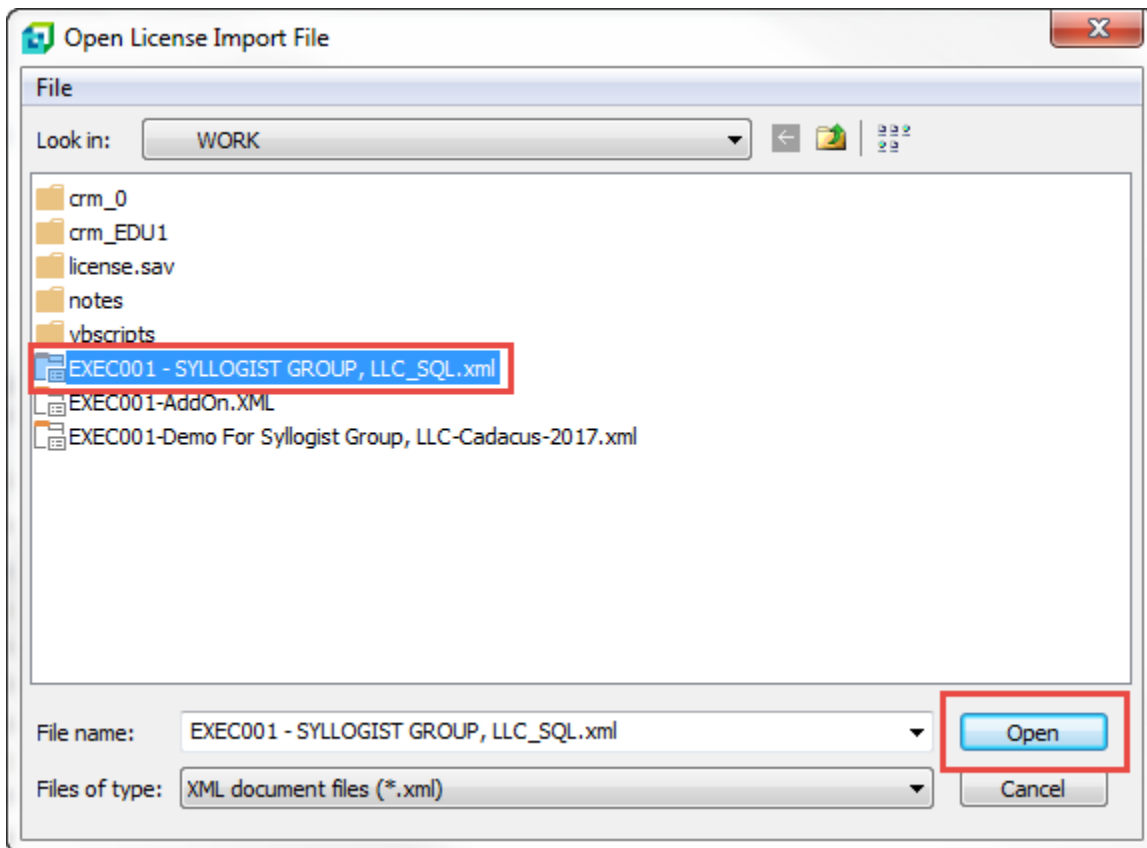

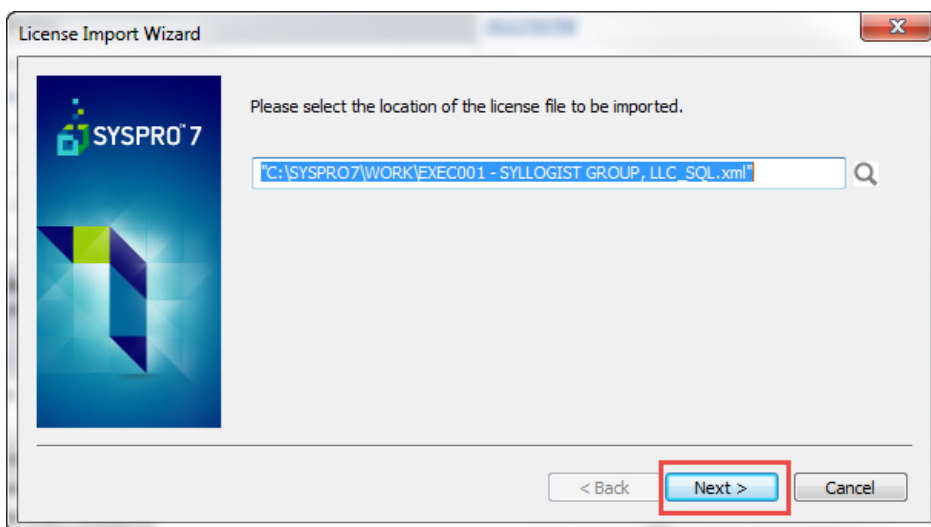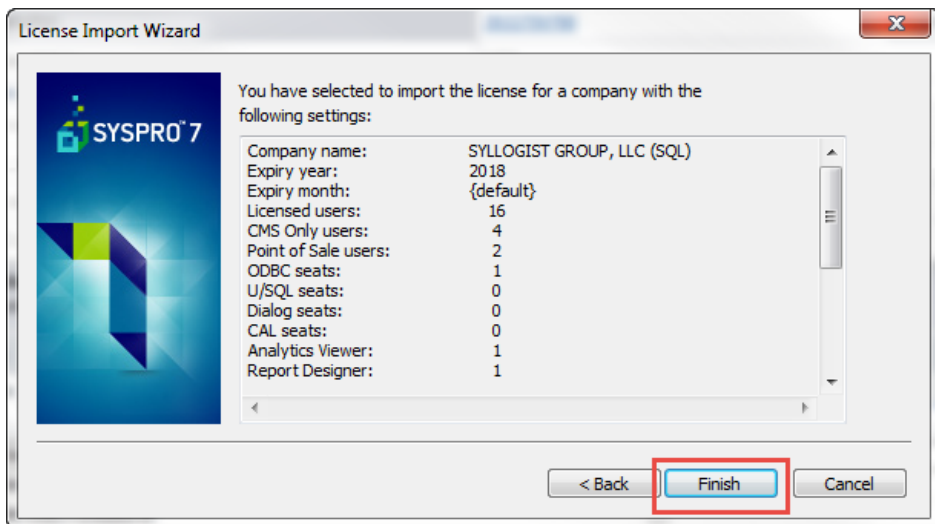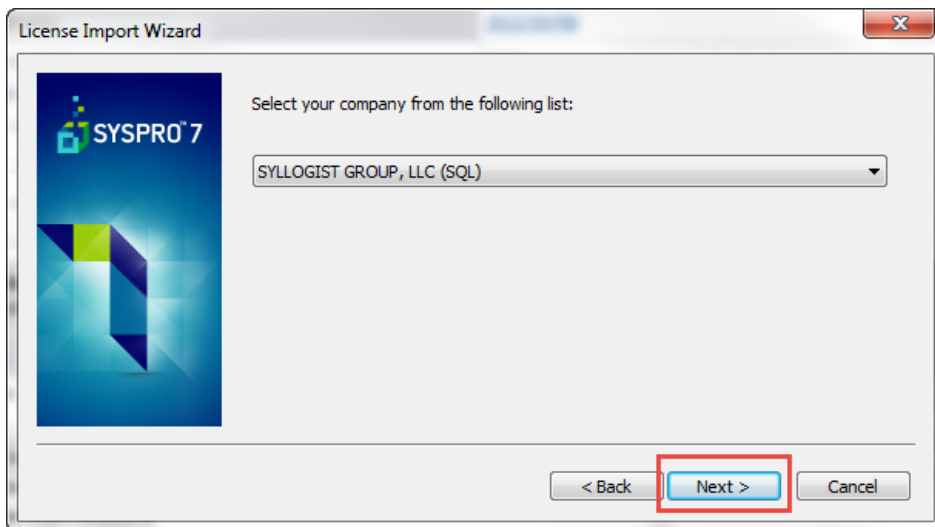3. Next, open the Registration tab and click "Import License"
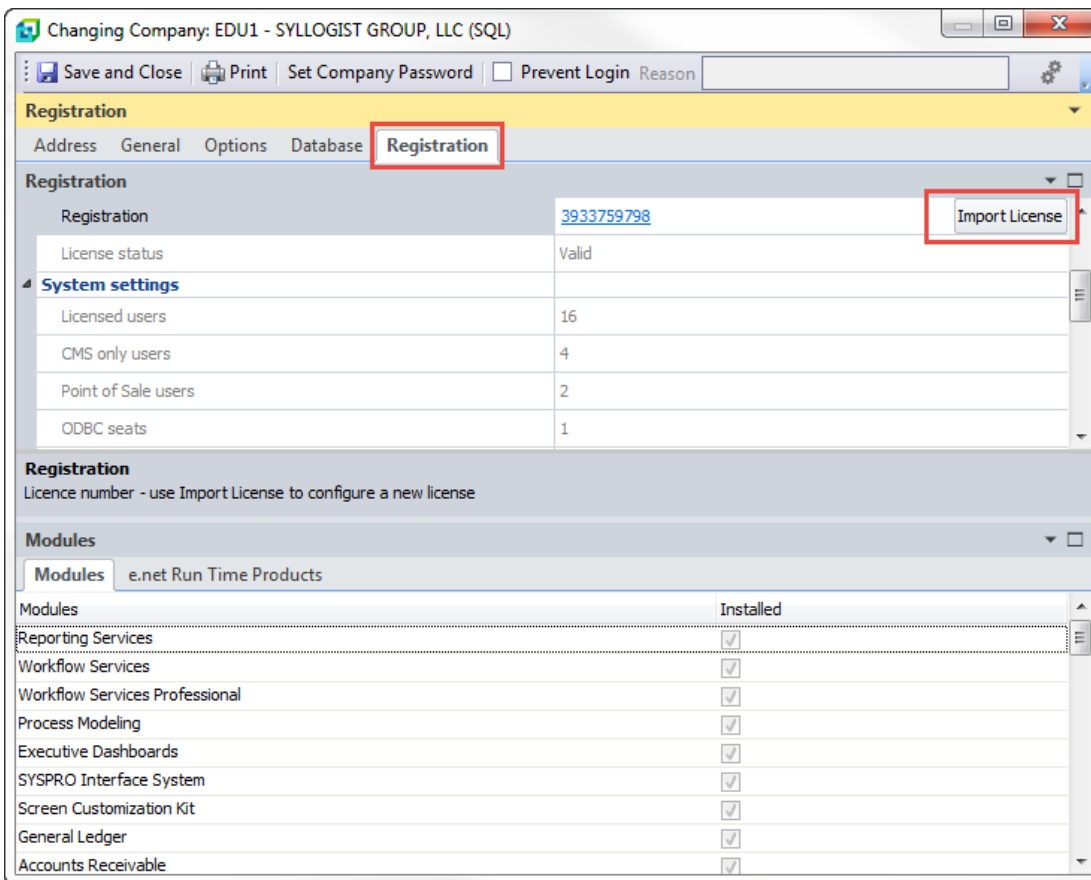
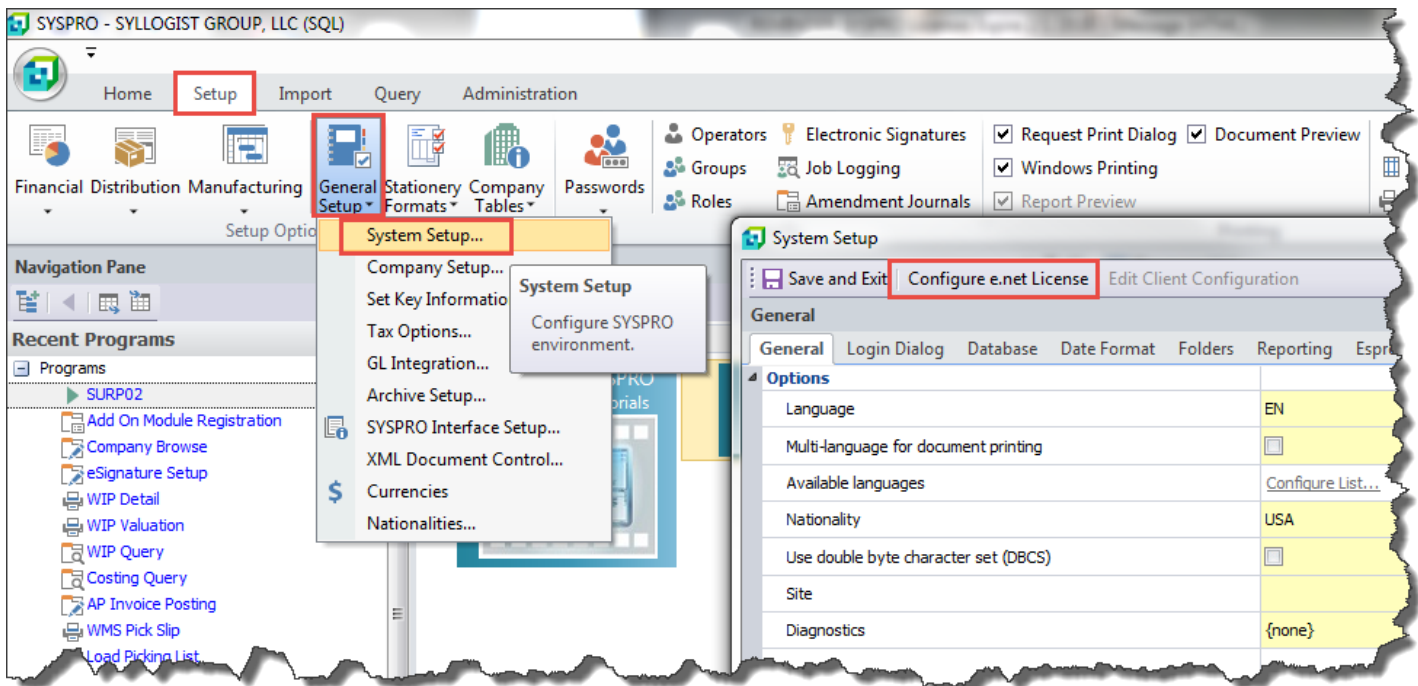4. Click the magnifying glass to browse to the license file you just saved

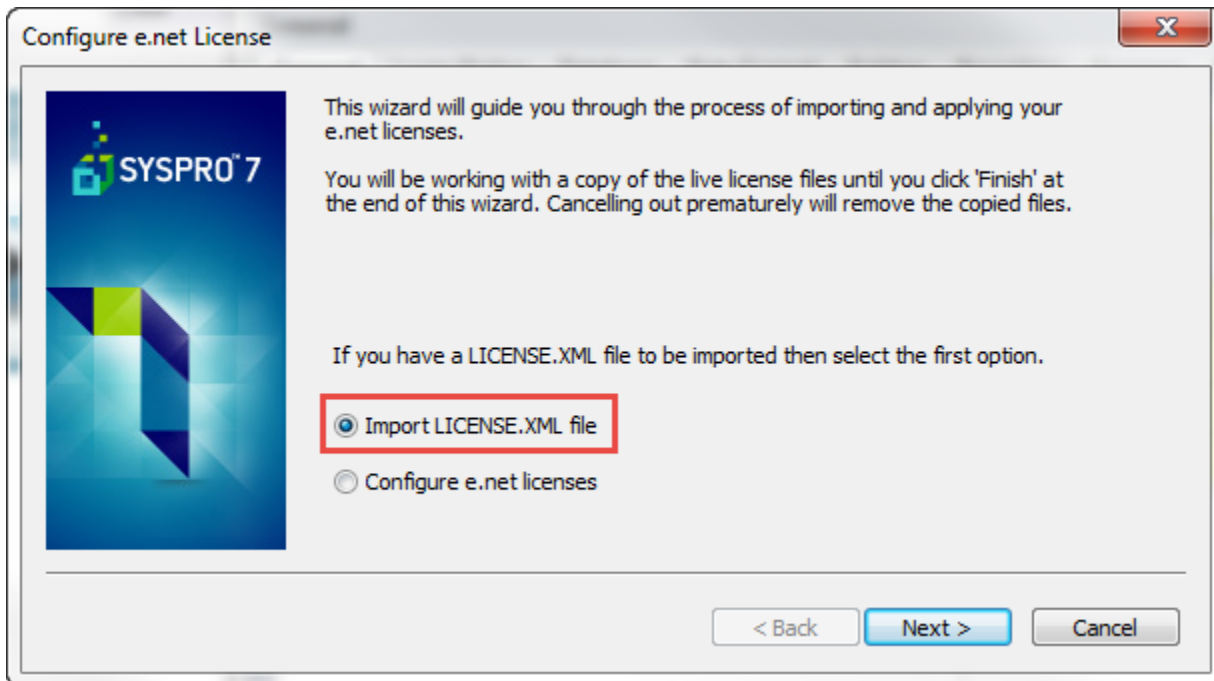5. Click "Next" until you get to the last screen, then click "Finish"

6. Repeat the above steps for all of your SYSPRO Companies. *If you are licensed for e.Net, please continue to the next steps.*

7. Please verify all users are out of the system, then go to Setup > General Setup > System Setup > Configure e.net License
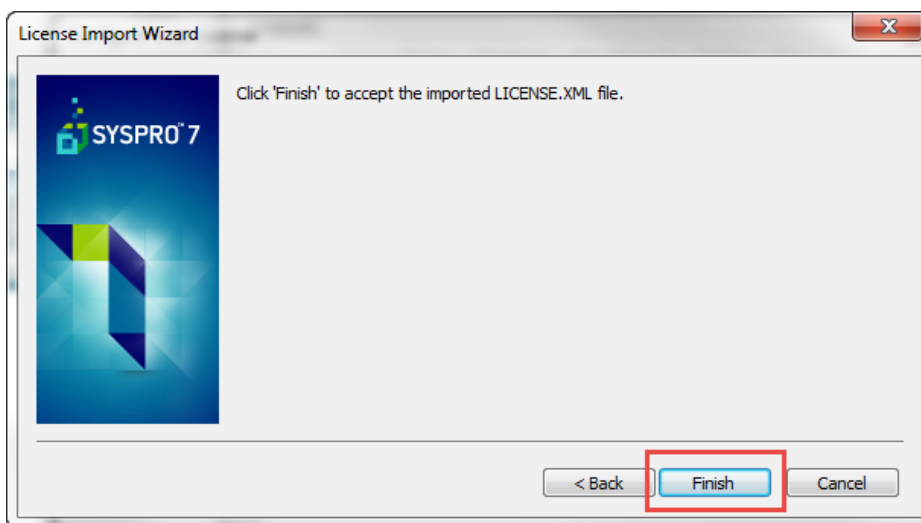
8. Select to "Import LICENSE.XML file" and click "Next"

9. Click the magnifying glass to browse to the same XML license file that you imported above, click "Open"
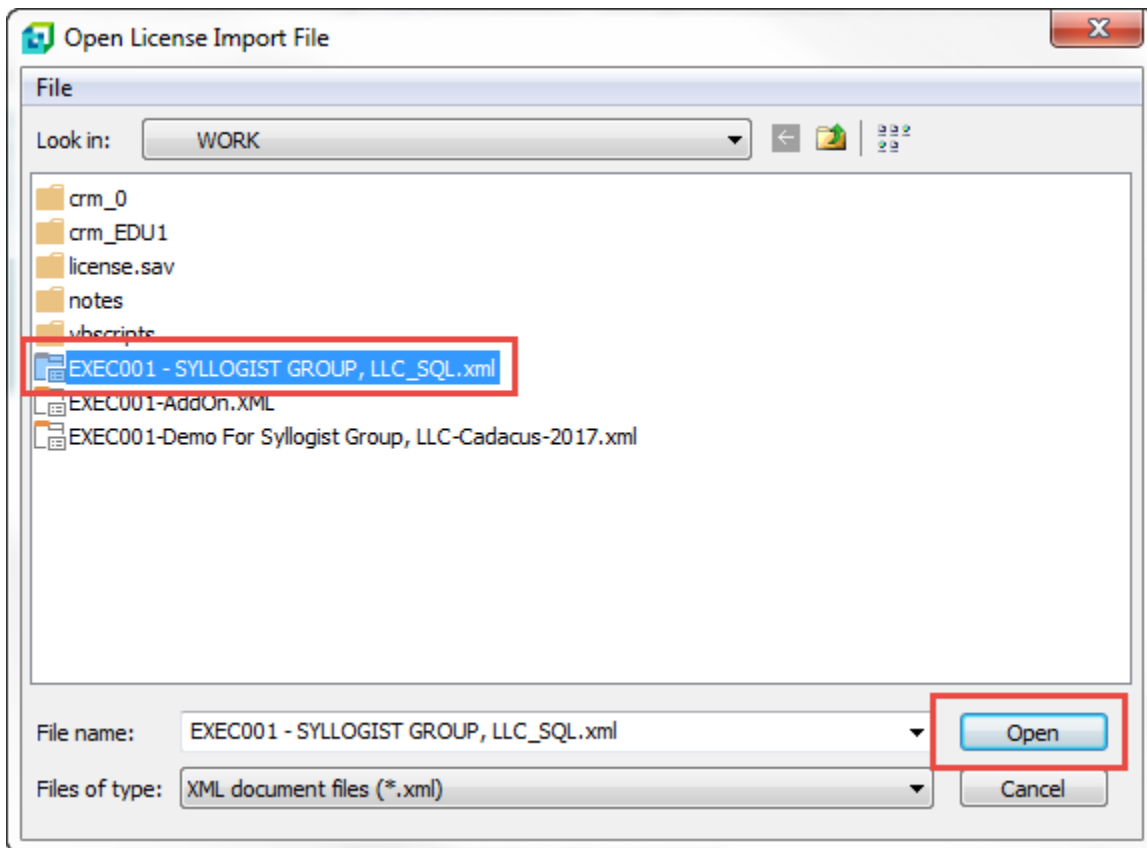
10. Click "Next" and "Finish"

11. Another screen will now come up asking you to apportion business objects and web applications. If you have not purchased any new objects/web apps or new licenses for those, then you can just click "Next"
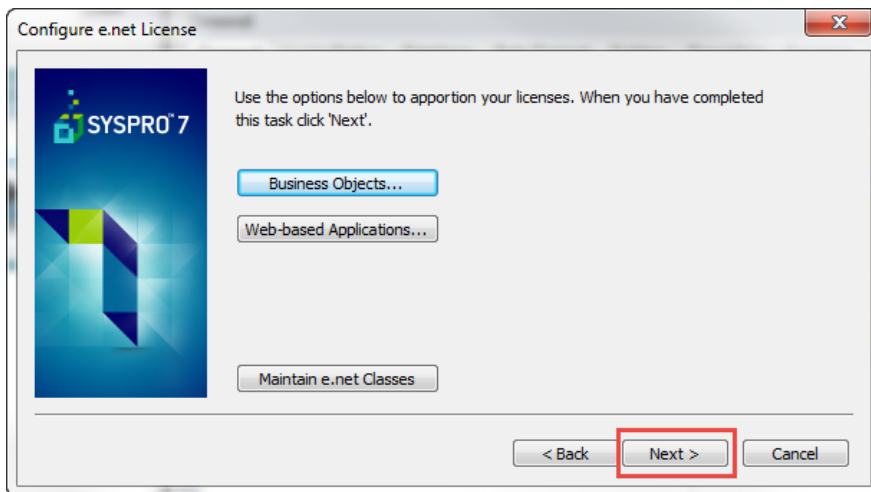
12. Another box may pop up if you are not currently using e.net. If it does, you can click "OK" to continue and the licenses can be apportioned when you do start using it.
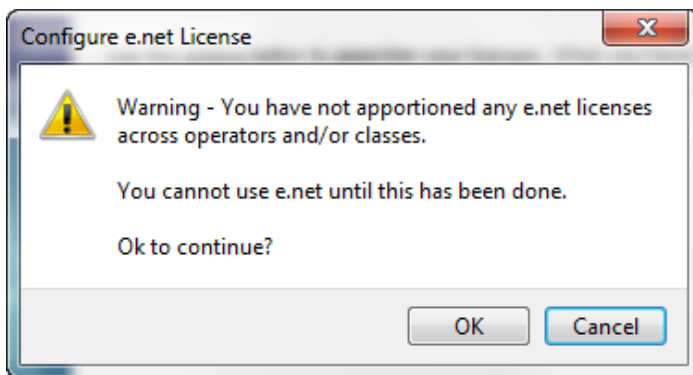

13. Click "Finish"
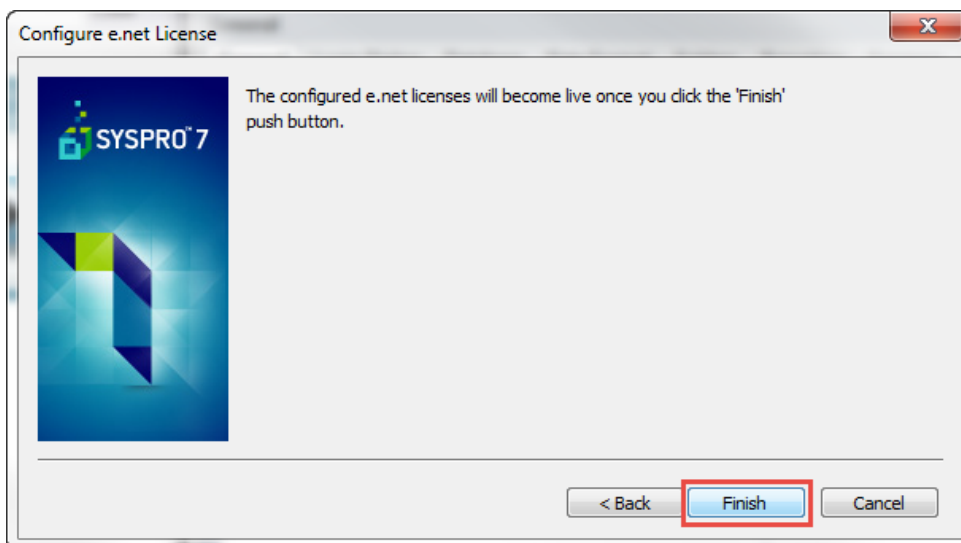
14. Your e.net license is now updated. If you have an Add-On license, please refer to the Add-On license installation guide.

How to update your License Details

If your new SYSPRO license has a different user count (either for SYSPRO itself, report designers, CMS users, Espresso etc.) than your existing license, your license details will need to be changed to accommodate those differences.

A.   Please perform Step 1 on this document (saving your license file(s)) before proceeding.

B.   Open your license file and then login to SYSPRO and go to Setup > General Setup > System Setup > General and check the box for "Edit License Information".
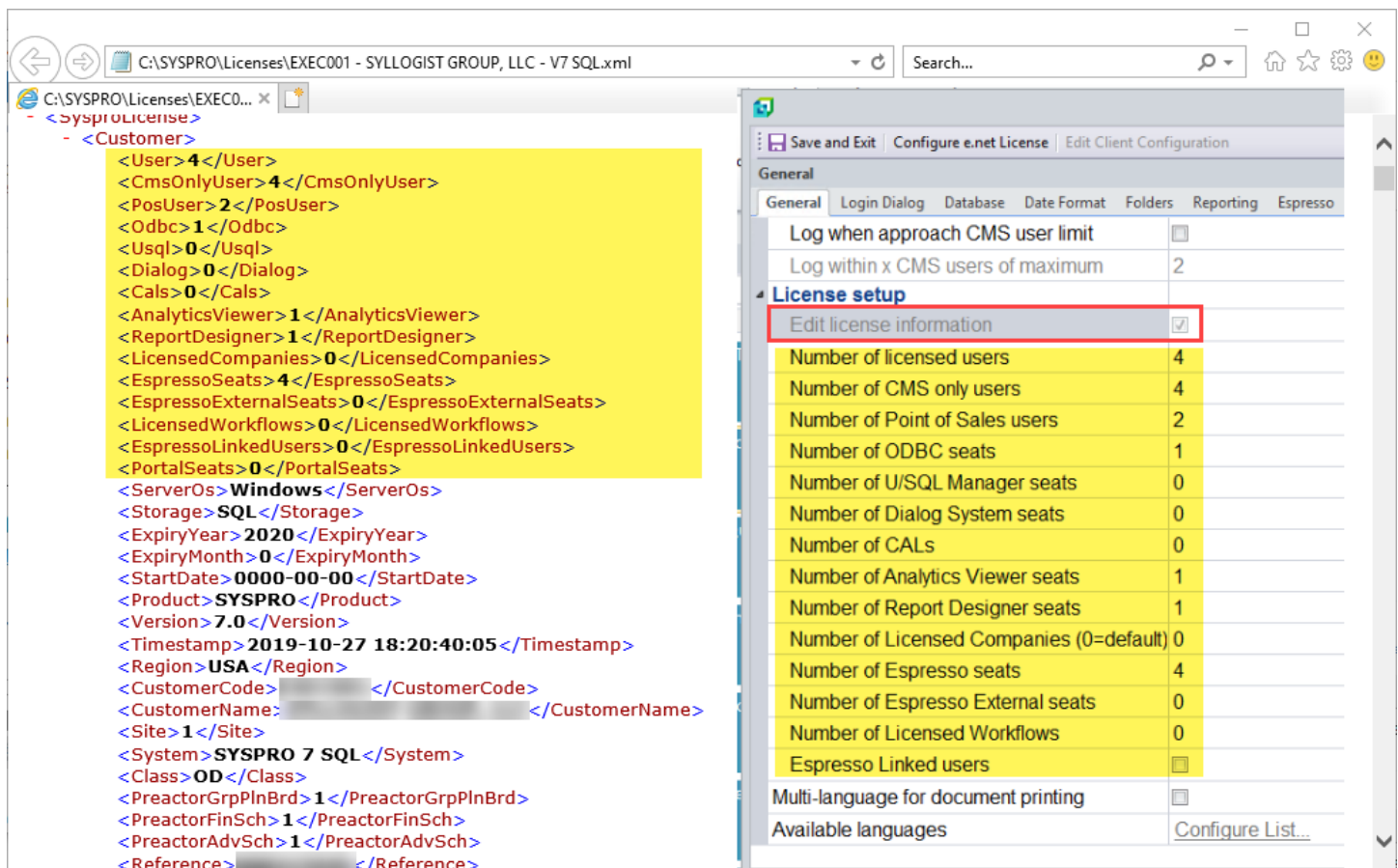
C.   Enter the new values from your license file for any user counts that have changed (Note the user listing on the license is in the same order as it is in the System Setup) and click "Save & Exit". The system will force you to log out, but you will not be able to log back in until the license is updated.

D.   To update the license from the login page, enter your SYSPRO credentials and then tab down to the company ID and click on the magnifying glass next to your company ID:
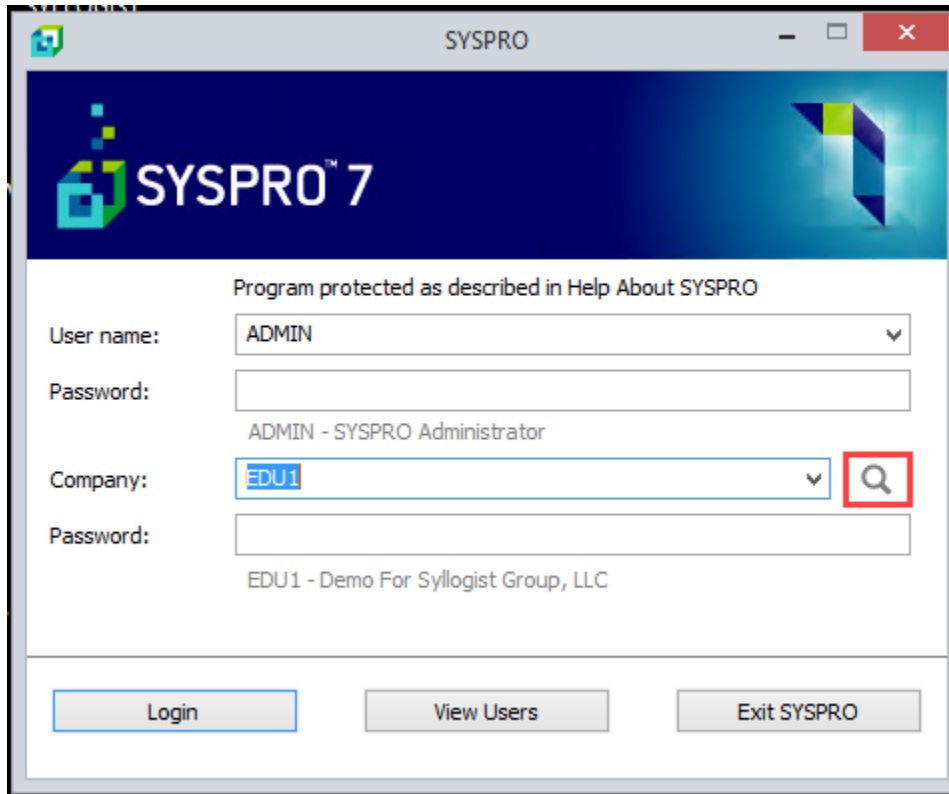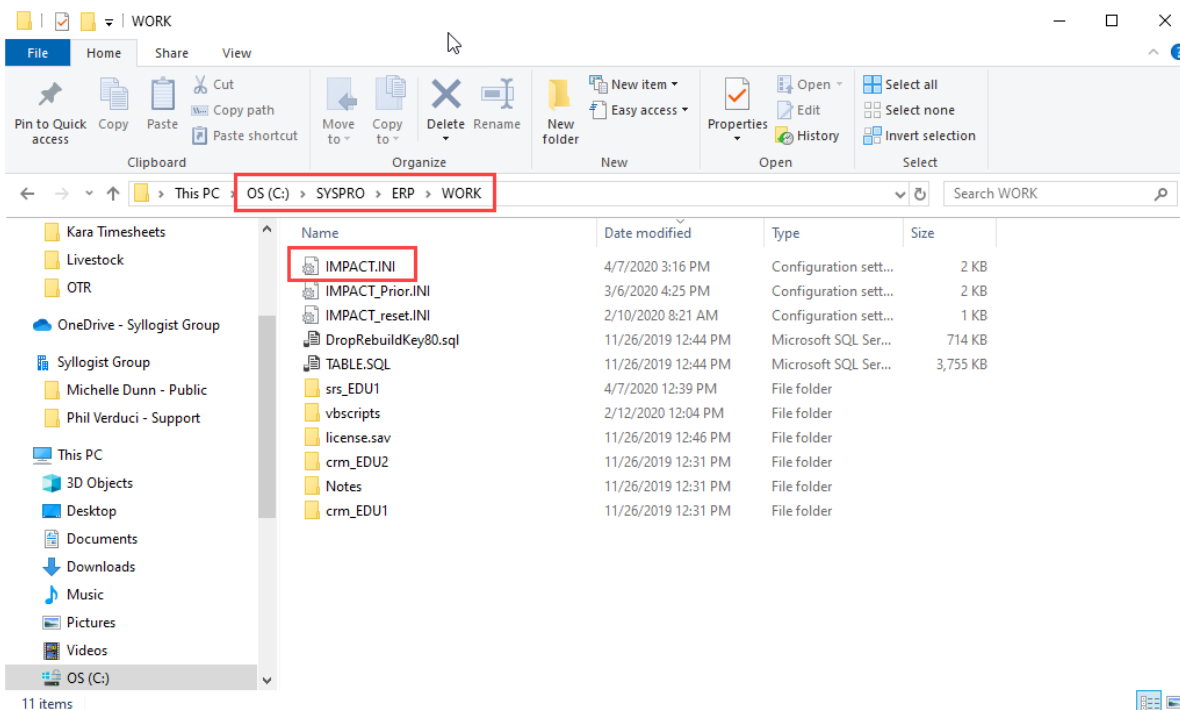
E. Select your company and click "Change"
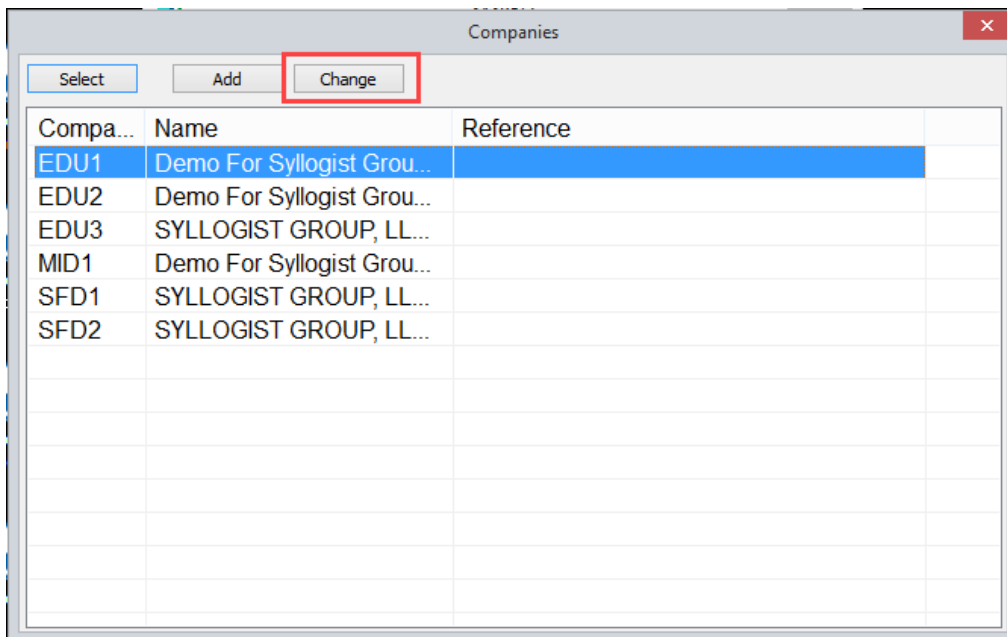
F. Continue with Step 3 on Page 2 of this document.

If you find that your license has an issue and you need to re-apply your previous license, please proceed to the next page for information on how to change the user count(s) without logging into SYSPRO.

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How to update your License Details if you Can't Login to SYSPRO

This is sometimes needed if you have already performed the steps in SYSPRO to change the license details and you log out of SYSPRO to import the new license, but the license has an issue. It could be a bad license, the wrong version etc. and you need to re-apply your previous license temporarily.

G. If you have made it to step F on the previous page and realize you're not able to install your new SYSPRO license for some reason (i.e. wrong version, the license has an issue and is giving an error etc.) and you need to re-install your previous license, you will need to edit the license details before you can import the license. Unfortunately, at this point, you're unable to get back into SYSPRO. Exit completely out of the SYSPRO screens (login, company setup etc.).

H. On your SYSPRO Application Server, navigate to your ?:\SYSPRO\ERP\WORK folder (? = drive letter). Note that your path may be slightly different it could be something like ?:\SYSPRO61\WORK, ?:\SYSPRO60\WORK or ?:\SYSPRO7\WORK.

I. Locate the IMPACT.ini file and **make a copy of it before making any changes**. Once you have a copy, open the IMPACT.ini file in Notepad and change the necessary entries for the user counts. Note that the entries are listed in the same order as the license file. In this example, I need to change my core SYSPRO user count back to 4 from 8:

J.   Next, save your changes and perform steps starting at Letter D above through Letter F.