

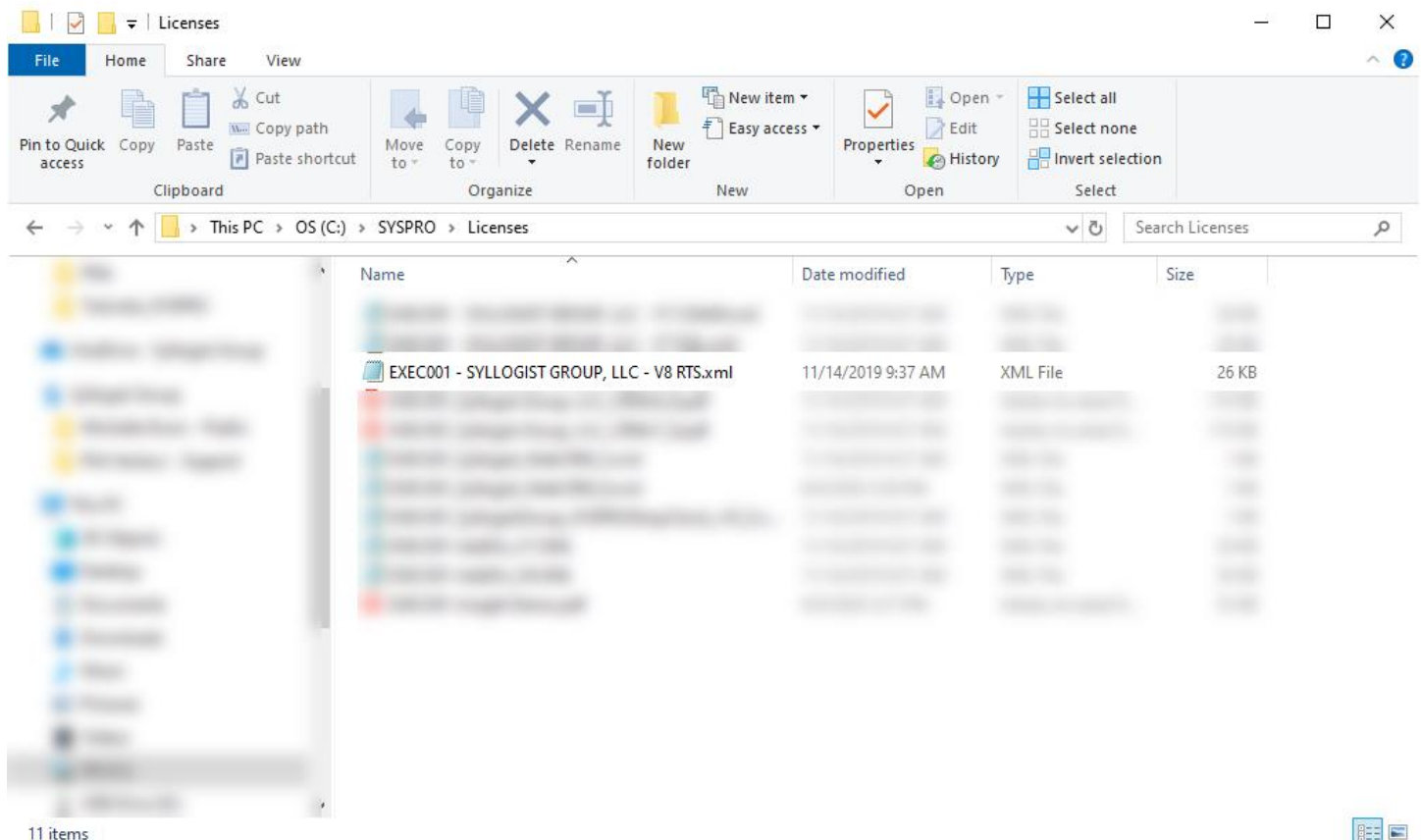
# How to Install your SYSPRO License Using License Manager (SYSPRO 8)

*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 8.*

**\*\*IMPORTANT – If your new 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.

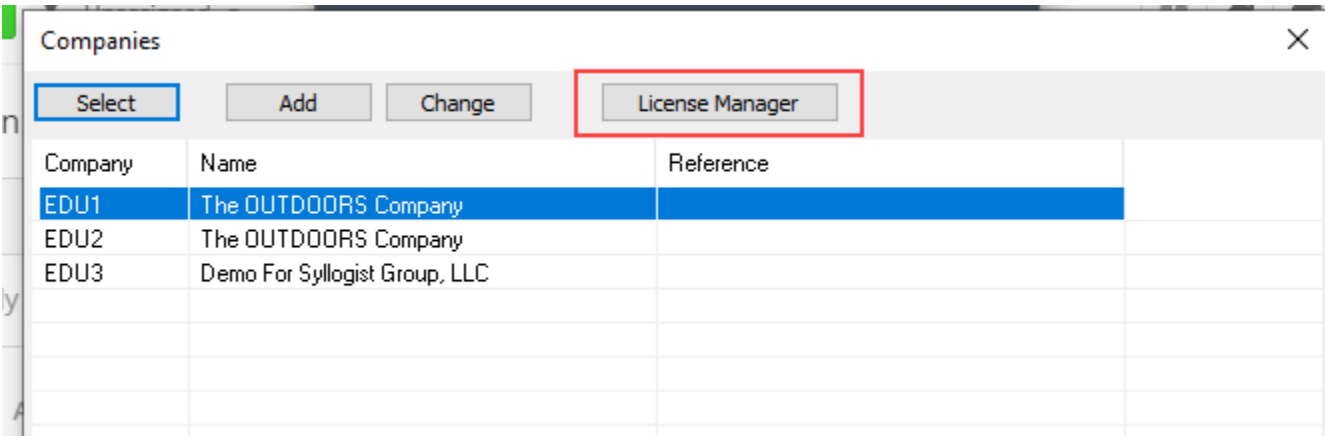
1. First, save your SYSPRO license file on the SYSPRO Application Server. SYSPRO recommends that the license be saved in your SYSPRO/Work folder, but it can be saved in another location if you prefer (we {Syllogist} typically save our licenses in a “Licenses” folder beneath the “SYSPRO” folder on the server). Your license file should look similar to the one below.



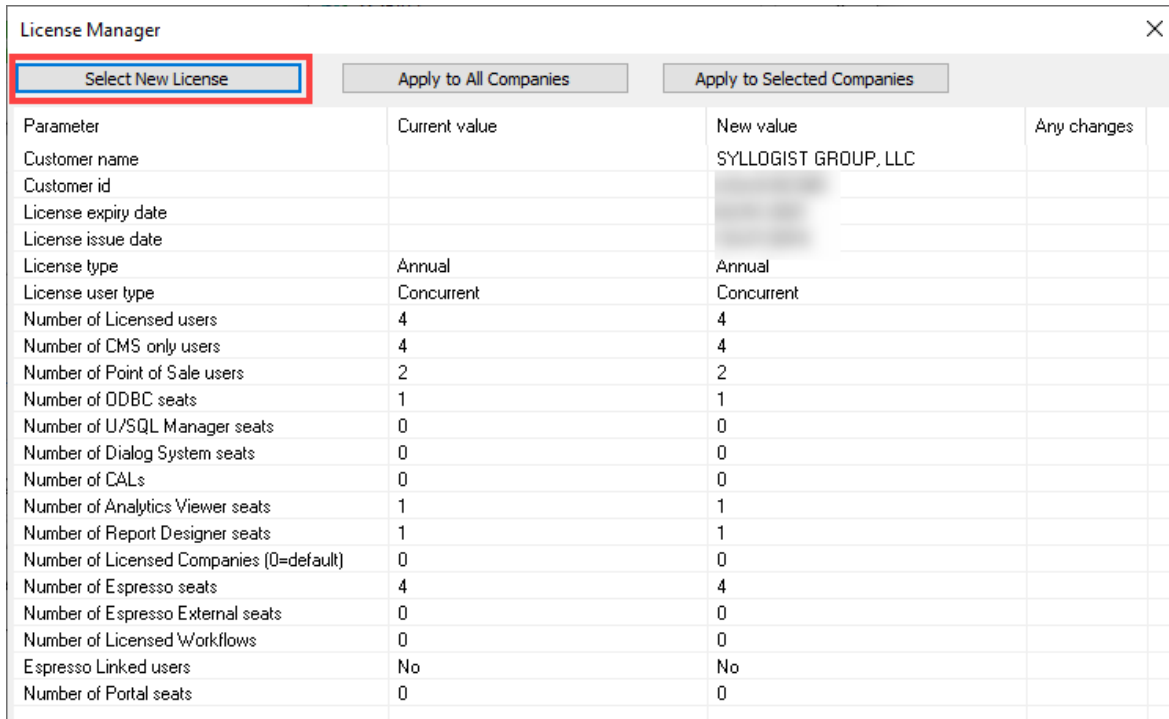
- 2. Next, logout of SYSPRO (if you're logged in) and go to the login screen. Enter your username and password and TAB down to the company field (the magnifying glass can only be clicked after you have entered your credentials and they have been validated, that is why tabbing down is the best option). Click on the magnifying glass next to the Company Field:



- 3. Next, click on "License Manager"

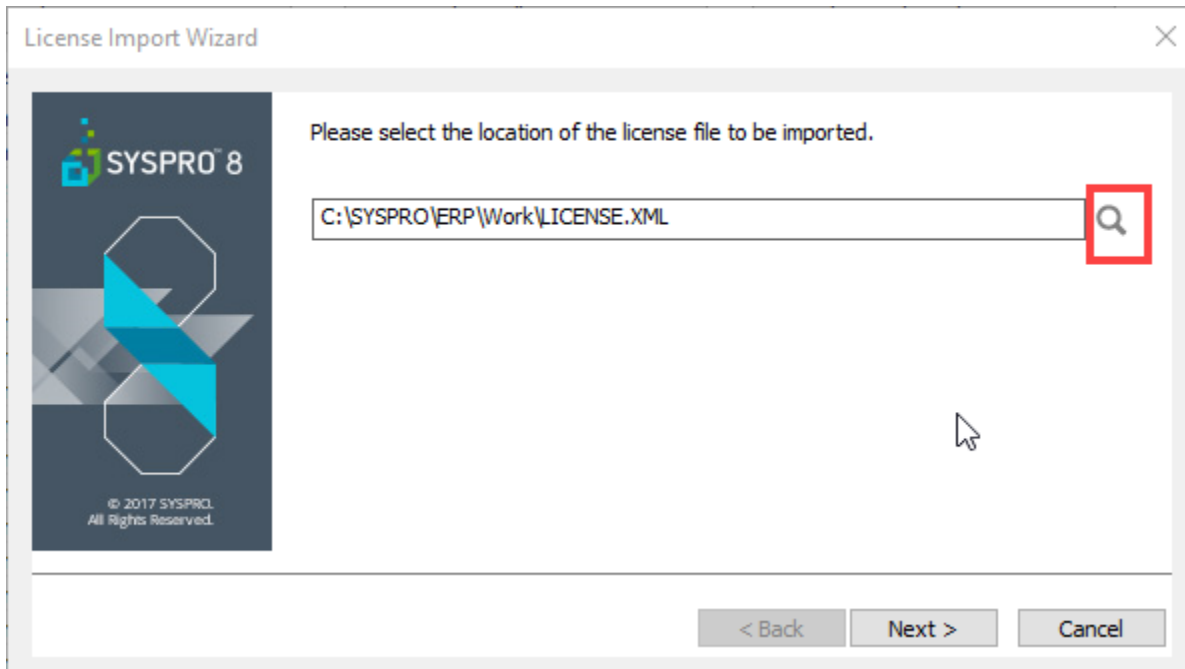


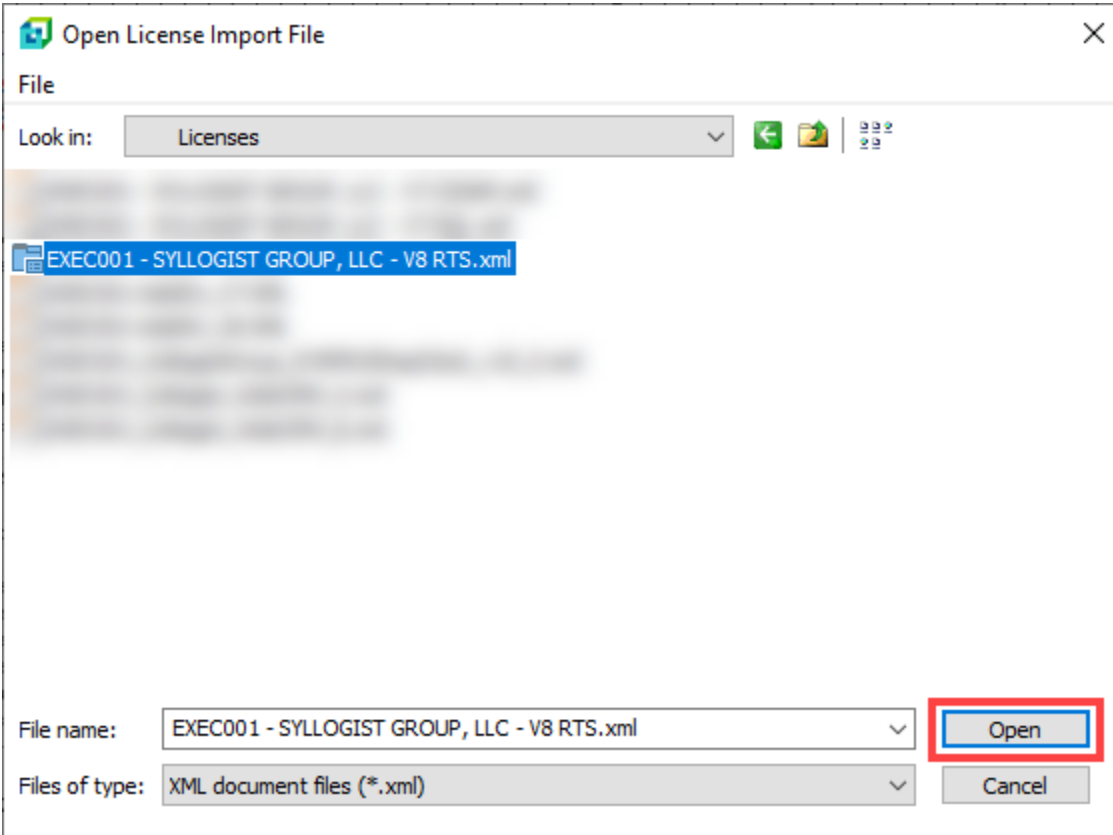
4. Click on “Select New License”



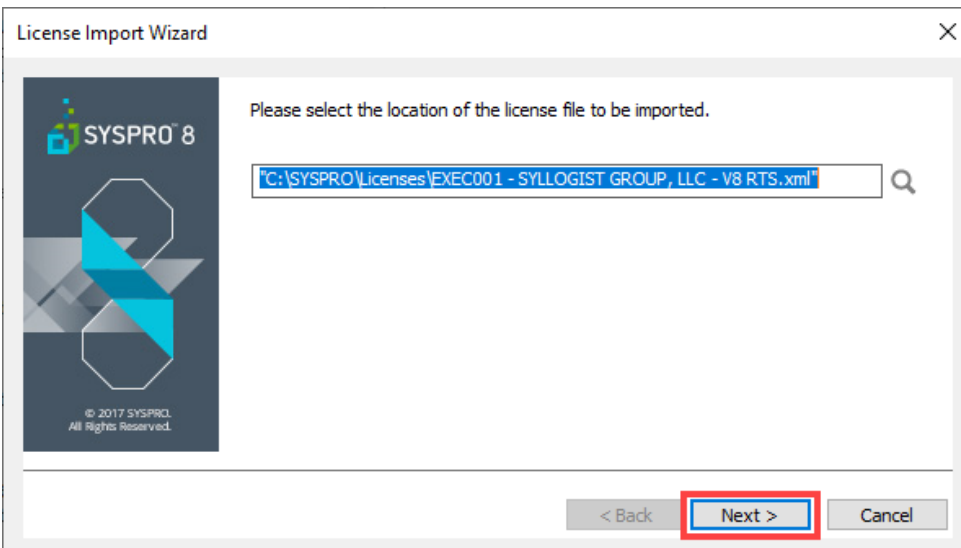
| Parameter                                | Current value | New value            | Any changes |
|--|---------------|----------------------|-------------|
| Customer name                            |               | SYLLOGIST GROUP, LLC |             |
| Customer id                              |               |                      |             |
| License expiry date                      |               |                      |             |
| License issue date                       |               |                      |             |
| License type                             | Annual        | Annual               |             |
| License user type                        | Concurrent    | Concurrent           |             |
| Number of Licensed users                 | 4             | 4                    |             |
| Number of CMS only users                 | 4             | 4                    |             |
| Number of Point of Sale users            | 2             | 2                    |             |
| Number of ODBC seats                     | 1             | 1                    |             |
| Number of U/SQL Manager seats            | 0             | 0                    |             |
| Number of Dialog System seats            | 0             | 0                    |             |
| Number of CALs                           | 0             | 0                    |             |
| Number of Analytics Viewer seats         | 1             | 1                    |             |
| Number of Report Designer seats          | 1             | 1                    |             |
| Number of Licensed Companies (0=default) | 0             | 0                    |             |
| Number of Espresso seats                 | 4             | 4                    |             |
| Number of Espresso External seats        | 0             | 0                    |             |
| Number of Licensed Workflows             | 0             | 0                    |             |
| Espresso Linked users                    | No            | No                   |             |
| Number of Portal seats                   | 0             | 0                    |             |

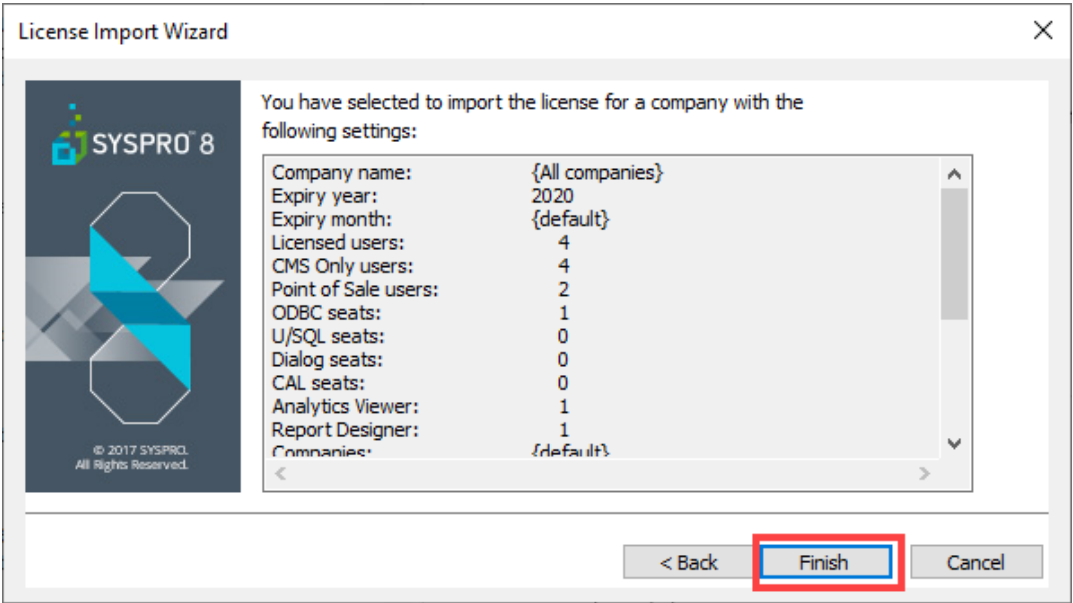
5. Click on the magnifying glass to browse to the license you just saved and click “Open” once selected:



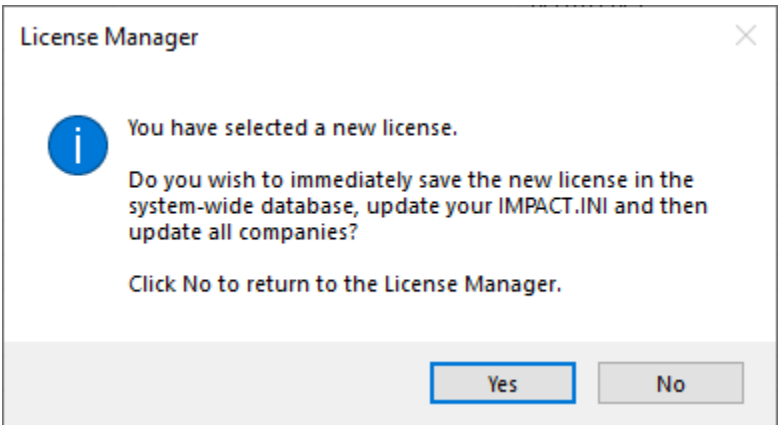


6. Click "Next" until you get to the last screen, then click "Finish"

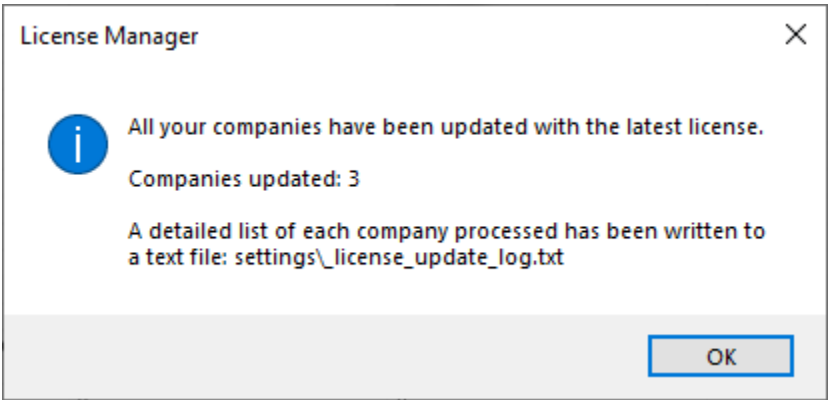




7. You may receive a message asking if you want to apply the license to all of your companies. Assuming you do, click “Yes”:



8. Finally, you should receive a message that says all of your companies have been updated with the latest license:



9. If you have e.Net, please verify all users are out of the system, then go to the Program List and open Administration > e.net Solutions > Admin e.net License Apportionment

**\*\*THESE STEPS (9-13) WILL NOT BE NECESSARY IF YOU ARE ON SYSPRO 8 2020 R2 OR LATER – THIS PIECE IS DONE AUTOMATICALLY IN THOSE VERSIONS\*\***

Program List

Program description

- ▾ SYSPRO Reporting Services
- ▾ SYSPRO Espresso
- ▾ Harmony
- ▾ SRS Documents
- ▾ Business-to-Business Trading
- ▾ SYSPRO to SYSPRO Interface
- ▾ Administration
  - ▾ About SYSPRO
  - ▾ System Information
  - ▾ Application Builder
  - ▾ General Setup
  - ▾ Amendment Journals
  - ▾ At a Glance
  - ▾ Archiving
  - ▾ Electronic Signatures
  - ▾ e.net Solutions
    - ▾ e.net Browse Setup
    - ▾ e.net Menu Setup
    - ▾ Admin e.net License Apportionment
  - ▾ Job Logging
  - ▾ Language Translation
  - ▾ Security
  - ▾ Setup
  - ▾ Installation and Hotfixes
  - ▾ Document Flow Manager
  - ▾ Utilities

10. Select “Import license”:

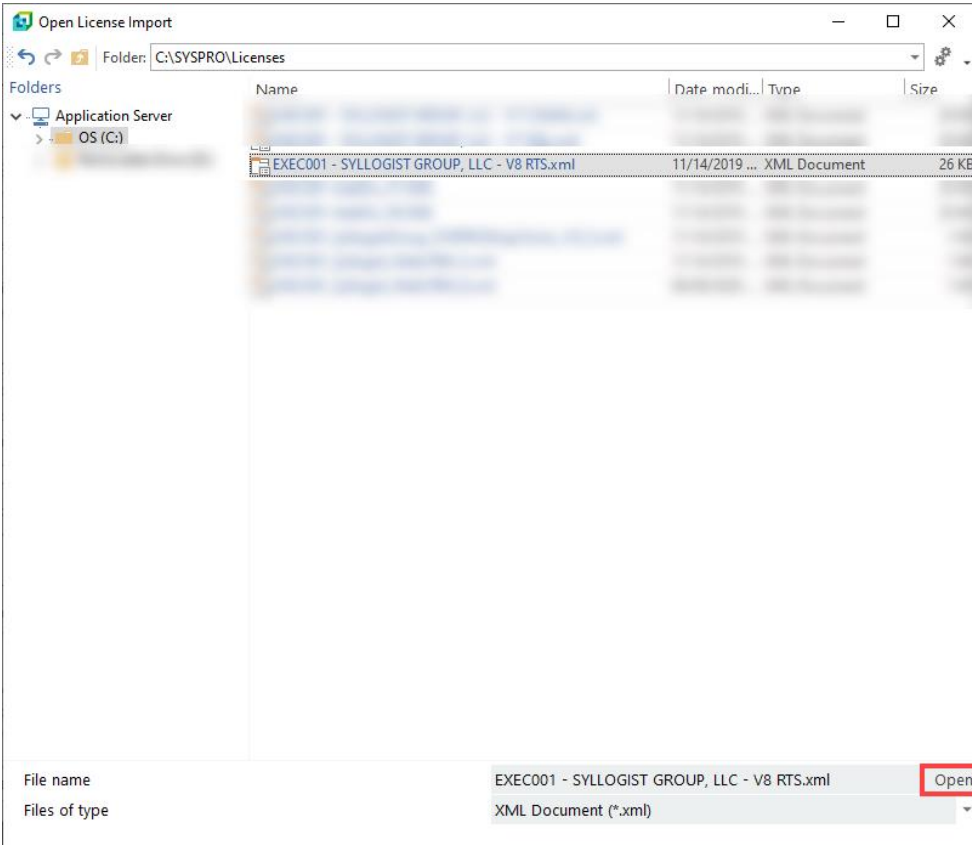
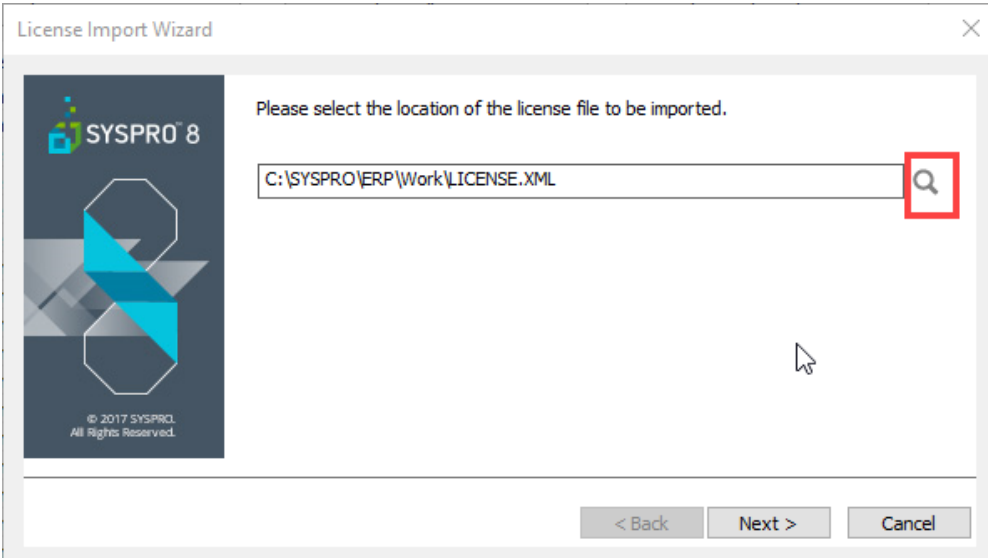
Apportion e.net Licenses - Business Objects

Save and exit Import license Show Custom Filter

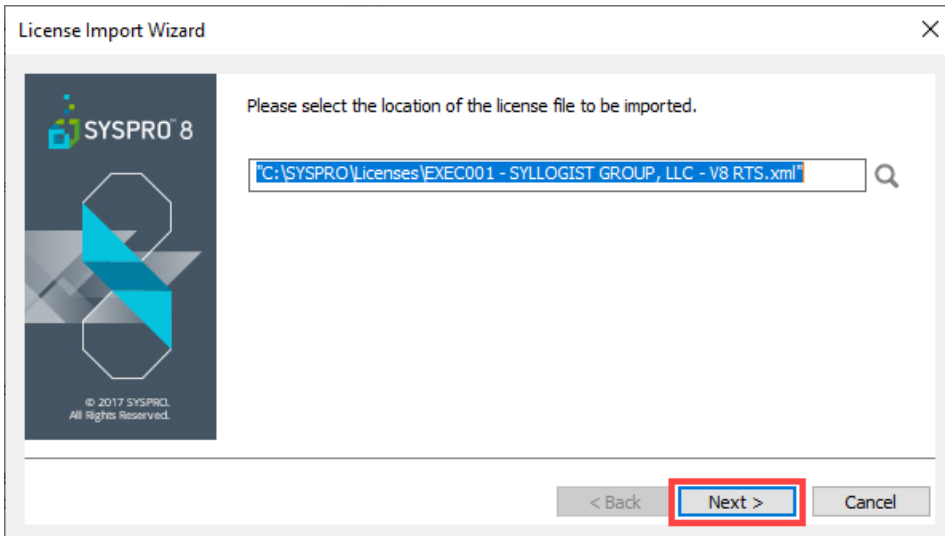
| Operator                            | Name                          | Users | ApQuery | ApTransaction | ArQuery | ArTransaction |
|-------------------------------------|-------------------------------|-------|---------|---------------|---------|---------------|
| <input checked="" type="checkbox"/> | ADMIN<br>SYSPRO Administrator | 1     | 1       | 1             | 1       | 1             |
| <input type="checkbox"/>            | ALAN<br>Alan Brown            | 1     |         |               |         |               |
| <input type="checkbox"/>            | ALBE<br>Albert Rabisi         | 1     |         |               |         |               |
| <input type="checkbox"/>            | ANDREW<br>Andrew Kenilworth   | 1     |         |               |         |               |
| <input type="checkbox"/>            | ANT<br>Anthony Gardner        | 1     |         |               |         |               |

| License summary  |          |           |
|------------------|----------|-----------|
| Module           | Licensed | Allocated |
| ApQuery          | 5        | 3         |
| ApTransaction    | 5        | 3         |
| ArQuery          | 5        | 3         |
| ArTransaction    | 5        | 3         |
| AssetQuery       | 5        | 0         |
| AssetTransaction | 5        | 0         |

11. Click the magnifying glass to browse to the same XML license file that you imported above, click “Open”



12. Click “Next” and the “Finish”



13. If you do not need to change your e.net apportionment, you can exit the screen.

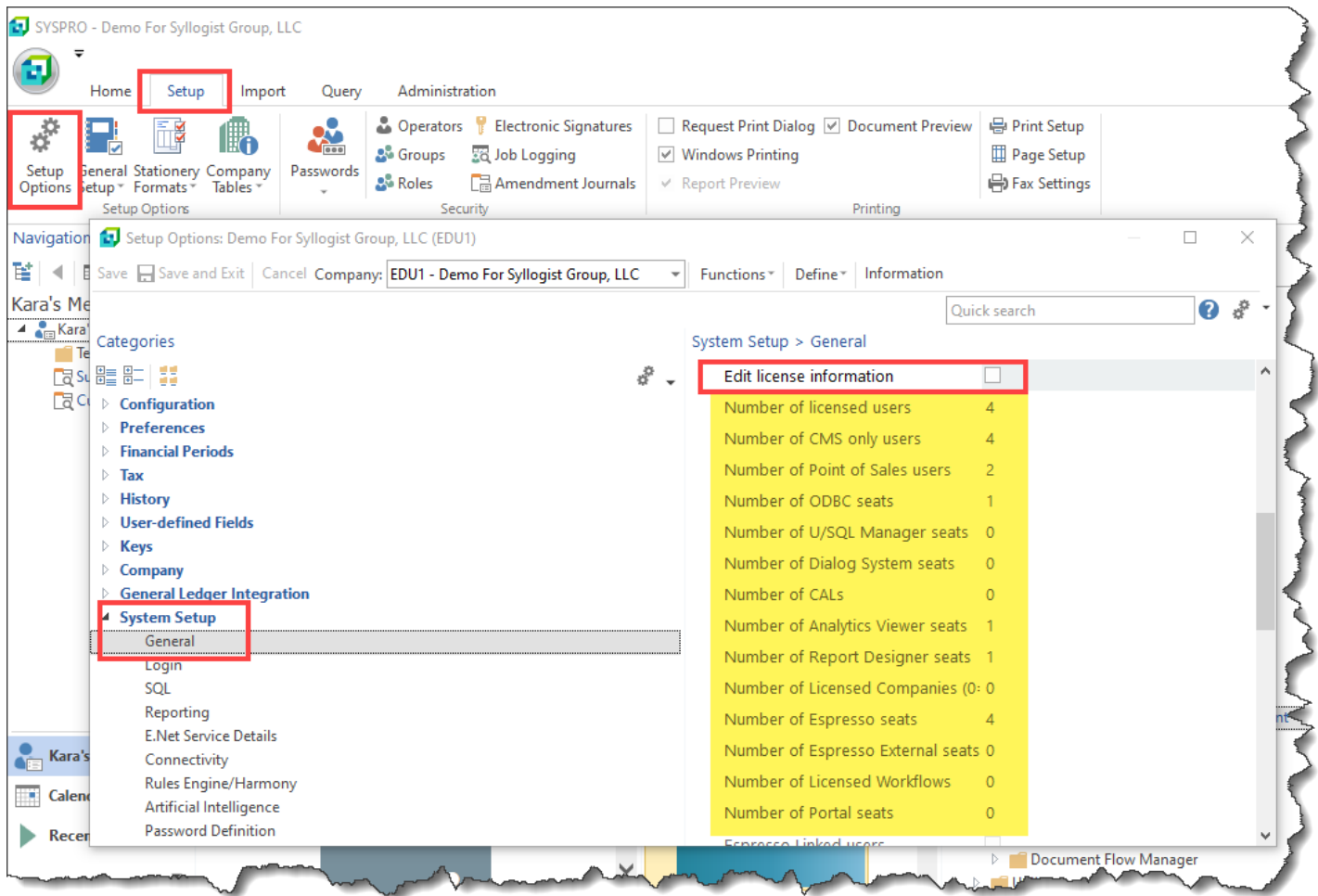
14. Your e.net license is now updated. If you have an Add-On license, please refer to the Add-On license installation guide.



## 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 > Setup Options > 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.

```

C:\SYSPRO\Licenses\EXEC001 - SYLLOGIST GROUP, LLC - V7 SQL.xml
C:\SYSPRO\Licenses\EXEC001 - SYLLOGIST GROUP, LLC - V7 SQL.xml
  <Customer>
    <User>4</User>
    <CmsOnlyUser>4</CmsOnlyUser>
    <PosUser>2</PosUser>
    <Odbc>1</Odbc>
    <Usql>0</Usql>
    <Dialog>0</Dialog>
    <Cals>0</Cals>
    <AnalyticsViewer>1</AnalyticsViewer>
    <ReportDesigner>1</ReportDesigner>
    <LicensedCompanies>0</LicensedCompanies>
    <EspressoSeats>4</EspressoSeats>
    <EspressoExternalSeats>0</EspressoExternalSeats>
    <LicensedWorkflows>0</LicensedWorkflows>
    <EspressoLinkedUsers>0</EspressoLinkedUsers>
    <PortalSeats>0</PortalSeats>
    <ServerOs>Windows</ServerOs>
    <Storage>SQL</Storage>
    <ExpiryYear>2020</ExpiryYear>
    <ExpiryMonth>0</ExpiryMonth>
    <StartDate>0000-00-00</StartDate>
    <Product>SYSPRO</Product>
    <Version>7.0</Version>
    <Timestamp>2019-10-27 18:20:40:05</Timestamp>
    <Region>USA</Region>
    <CustomerCode> </CustomerCode>
    <CustomerName> </CustomerName>
    <Site>1</Site>
    <System>SYSPRO 7 SQL</System>
    <Class>OD</Class>
    <PreactorGrpPlnBrd>1</PreactorGrpPlnBrd>
    <PreactorFinSch>1</PreactorFinSch>
    <PreactorAdvSch>1</PreactorAdvSch>
    <Reference> </Reference>
  </Customer>

```

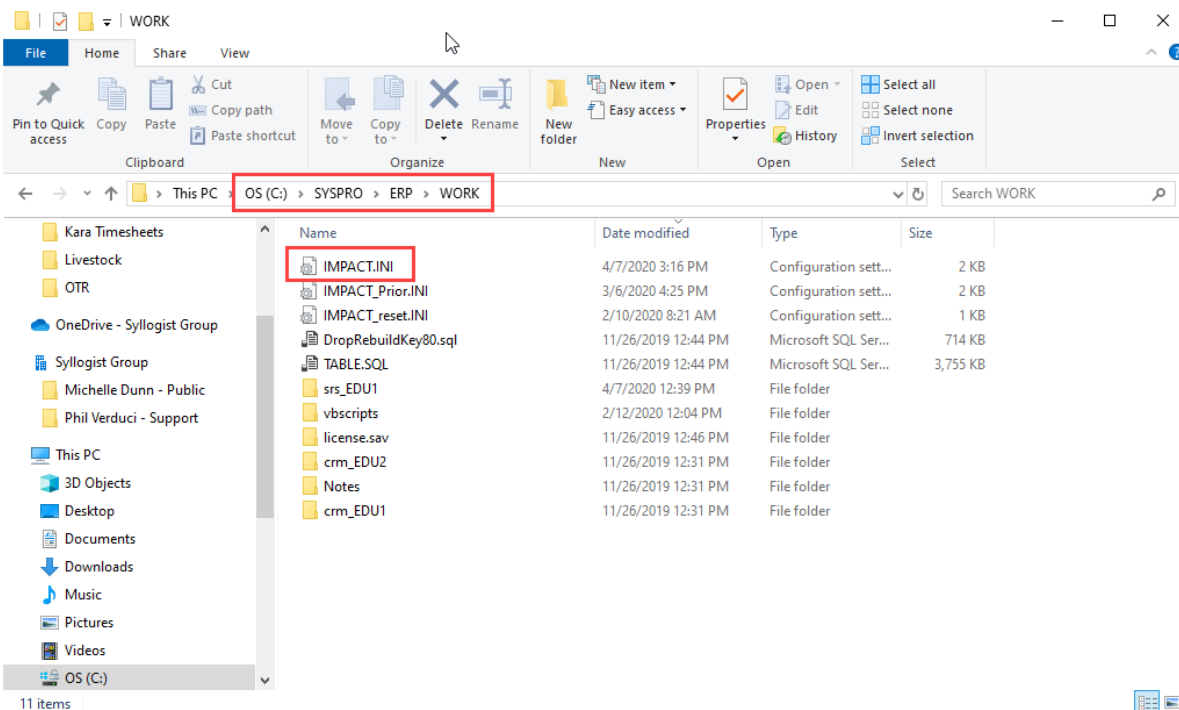
- D. To continue updating the license, go back to step 2 on page 1 and follow the instructions from there.

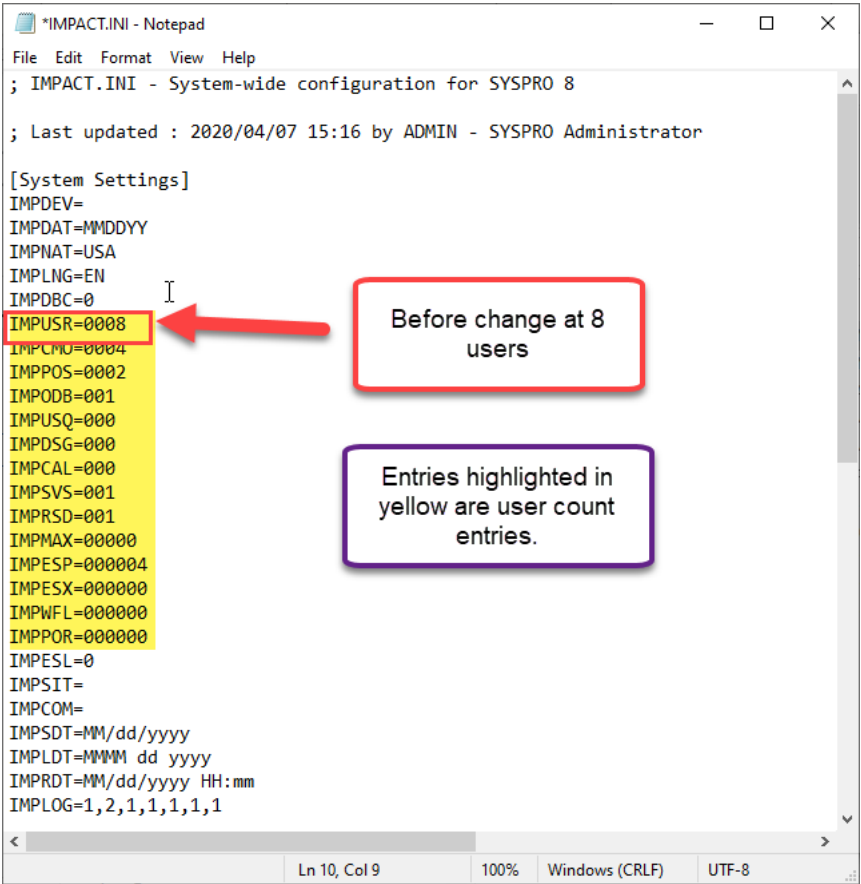
If you find that your license has an issue and you need to re-apply your previous license, please proceed to the next page for information on how to change the user count(s) without logging into SYSPRO.

## 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.*

- E. If you have made it to step D 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.).
- F. 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, ?:\SYSPRO7\WORK or ?:\SYSPRO8\WORK.
- G. 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:





\*IMPACT.INI - Notepad

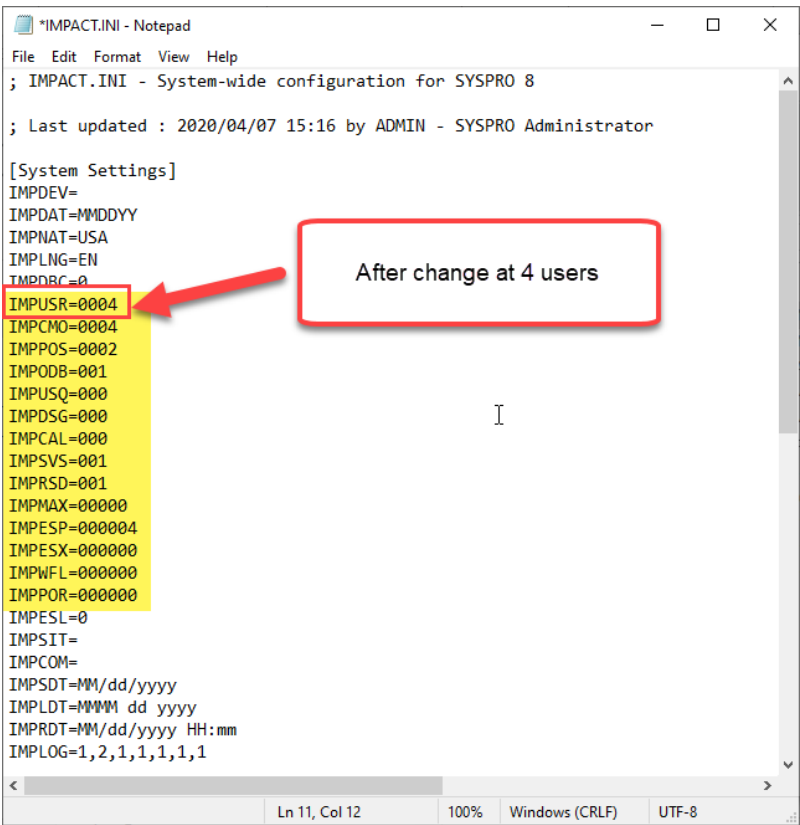
```
File Edit Format View Help
; IMPACT.INI - System-wide configuration for SYSPRO 8

; Last updated : 2020/04/07 15:16 by ADMIN - SYSPRO Administrator

[System Settings]
IMPDEV=
IMPDAT=MMDDYY
IMP NAT=USA
IMPLNG=EN
IMPDBC=0
IMPUSR=0008
IMPCMO=0004
IMPPOS=0002
IMPODB=001
IMPUSQ=000
IMPDSG=000
IMPCAL=000
IMPSVS=001
IMPRSD=001
IMP MAX=00000
IMPESP=000004
IMPESX=000000
IMPWFL=000000
IMP POR=000000
IMPESL=0
IMP SIT=
IMP COM=
IMP SDT=MM/dd/yyyy
IMP LDT=MMMM dd yyyy
IMP RDT=MM/dd/yyyy HH:mm
IMP LOG=1,2,1,1,1,1,1
```

Before change at 8 users

Entries highlighted in yellow are user count entries.



\*IMPACT.INI - Notepad

```
File Edit Format View Help
; IMPACT.INI - System-wide configuration for SYSPRO 8

; Last updated : 2020/04/07 15:16 by ADMIN - SYSPRO Administrator

[System Settings]
IMPDEV=
IMPDAT=MMDDYY
IMP NAT=USA
IMPLNG=EN
IMPDBC=0
IMPUSR=0004
IMPCMO=0004
IMPPOS=0002
IMPODB=001
IMPUSQ=000
IMPDSG=000
IMPCAL=000
IMPSVS=001
IMPRSD=001
IMP MAX=00000
IMPESP=000004
IMPESX=000000
IMPWFL=000000
IMP POR=000000
IMPESL=0
IMP SIT=
IMP COM=
IMP SDT=MM/dd/yyyy
IMP LDT=MMMM dd yyyy
IMP RDT=MM/dd/yyyy HH:mm
IMP LOG=1,2,1,1,1,1,1
```

After change at 4 users

H. Next, save your changes and perform steps starting at number 2 above through 14.