



Implementation Training @ Sage Summit 2013

MISys Manufacturing v6.1 Tips and Tricks



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### Pre Installation

#### Operating Systems: Windows 7 Pro, Server 2008, 2008 R2, Server 2012

Make sure the following Roles are enabled:

**NOTE:** The steps are based on Server 2008 and may differ depending on the O/S, but these are the Roles you're looking for.

1. Click Start | Administrative Tools | Server Manager.
2. In Roles Summary, click Add Roles.
3. Use the Add Roles Wizard to add the Web Server (IIS) role.
4. On the Select Role Services page, note the pre selected role services that are installed by default, and then select the following additional role services:
  - ASP.NET
  - .NET Extensibility
  - Request Filtering
  - ISAPI
  - ISAPI Extensions
  - IIS 6 Metabase Compatibility
  - IIS 6 Management Console
5. On the Summary of Features to Install page, confirm your selections, and then click Install.
6. On the Installation Results page, confirm that your installation of the Web Server (IIS) role and required role services completed successfully, and then click Close.

#### Server 2012 (specific)

1. Make sure the Roles above are enabled.
2. As of this writing you will want to contact MISys Technical Support to obtain an alternate MISys v6.1 install file.

**NOTE:** Our first public update to MISys v6.1 will include the changes in the alternate installation.



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### **Check for a Firewall before you leave the server.**

Check to see if there is a firewall running.

If there is a Firewall running on the server, you will need to make sure it's allowing traffic over Port 80. If not, make it so.

For example, if using Windows Firewall:

Navigate to Control Panel | Windows Firewall | Advanced Tab | Settings (for Network Connection Settings) | Allow Web Server (HTTP).

At that point test your login on the server through the Server Administration function (set to use Internet or Intranet as your Server Connection setting). If you're able to do so successfully and you're allowing traffic over Port 80, there's no reason to think the clients won't be able to connect.

Activate your system, Update Licensing and create their database as needed and move to the client machines.

If you have problems logging into the Server Administration function, there is most likely an issue with the IIS configuration.

## **Installation and IIS**

### **General Practice**

Once you've installed MISys on the Server, launch the MISys Server Administration Log in form.

Click on Edit | Server Connection and make sure it is set to Internet or Intranet.

The URL will show as follows:

<http://localhost/sbmwebservice61/miwebservice.asmx>

This is fine for the Server since the localhost will look locally to the server, however, the clients will need to use a URL that references the Server name. So, to verify the URL that the workstations will use, change the URL to reference the Server Name. Similar to:

<http://SERVERNAMEHERE/sbmwebservice61/miwebservice.asmx>

Try logging in. If you can log in properly, you can use this same URL as the Server Connection parameter from the MISys Client Log in form from the workstations.

**NOTE:** If you find the client machines don't work using the above URL, you can use the IP Address instead of Server Name. That said, it's a good idea to note the IP Address of the Server Machine before heading off to the client workstations.



## Trouble logging in after installing on the Server (troubleshooting IIS)

After you've installed MISys on the Server, you attempt to log into the Server Administration function and receive an error. These errors could be different depending on the problem; however, you may see any combination of the following:

- Cannot get current version from the web service.
- Unable to connect to Server.
- Server Exception Error.
- Invalid Input/Format Error.

## Troubleshooting IIS from the Server machine

1. Check the URL –
  - Set your Server Connection back to Internet or Intranet.
  - If you didn't change the URL to reference the Server Name do so now.
  - Make sure the URL is accurate. For example any of the following:  
<http://localhost/sbmwebservice61/miwebservice.aspx>  
<http://SERVERNAME/sbmwebservice61/miwebservice.aspx>  
<http://SERVERIPADDRESS/sbmwebservice61/miwebservice.aspx>
2. Try substituting localhost with the Servername and try logging in.
3. Try substituting localhost with IP Address try logging in.

**NOTE:** in both of the above cases, the rest of the URL can be left as is.

If none of the above works check the O/S of the Server.

## Server 2003

1. IIS could be prohibiting ASP.NET from functioning.
  - Click Start, point to Programs, and then click Control Panel.
  - Double-click Administrative Tools | Internet Information Services (IIS).

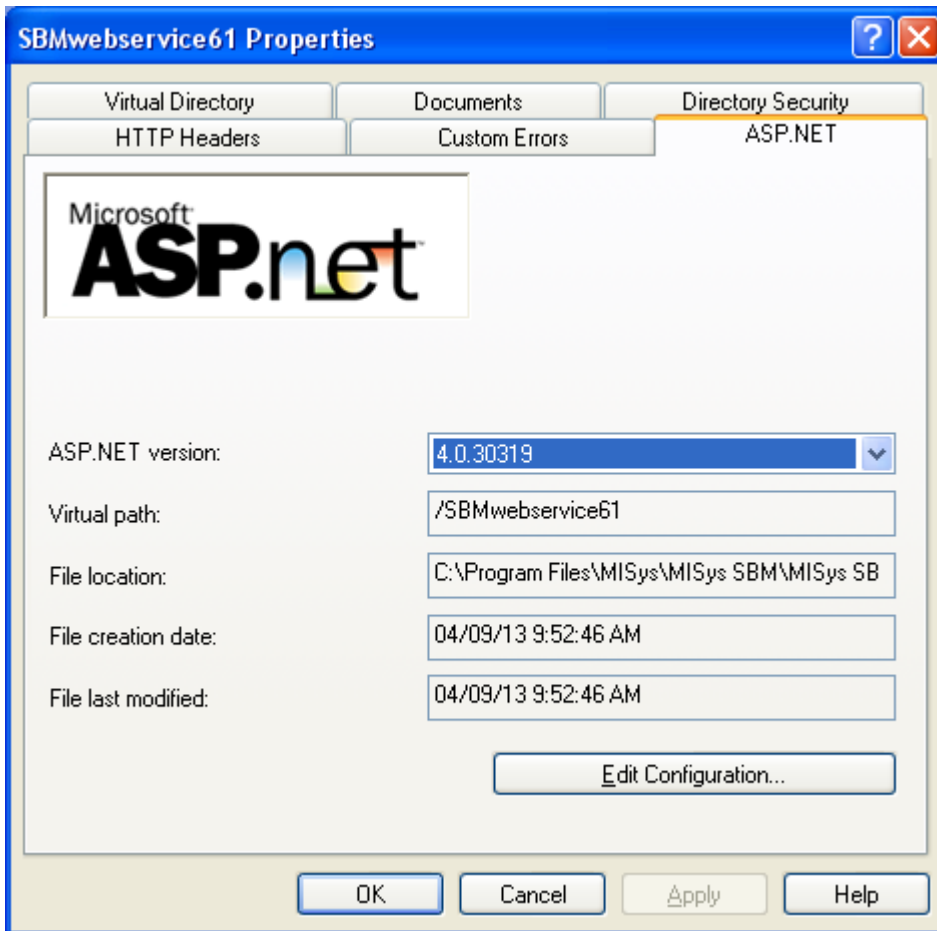


- Click Web Service Extensions (in the bottom of the left pane).
  - In the details pane, click ASP.NET v4.0.30319 in the Web Service Extension list.
  - Click Allow to change the status from Prohibited to Allowed.
  - Restart IIS and try logging in again.
2. If the problem remains check the ASPNET Version to ensure it's been set properly as per the **Server on XP** note below.

### **Server on XP**

Verify the .Net Version is set properly for sbmwebservice61.

- Navigate to the Control Panel | Administrative Tools | Internet Information Services (IIS).
- Expand the Server Name | Web Sites | Default Website.
- Under the Default Website right-click on sbmwebservice61 and select Properties.
- Select the ASPNET tab and set it to use v4.0.30319.
- See screenshot on next page:



- Restart IIS and then try logging in again.

## Advanced troubleshooting – IIS

**Note:** When you install the MISys Server component we configure our website to run under the IIS Default Website. So the first thing you need to do is to ensure that the default website is visible.

If the Default website is not visible, you will not be able to see the MISys website (sbmwebservice61) which runs under it.

### Make sure the Default Website is visible

1. Open the MISys Server Administration function and set the Server Connection URL to use the Server Name. So that it would look like this:





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<http://SERVERNAME/sbmwebservice61/miwebservice.asmx>

2. Copy the URL into a browser and remove everything except the server name so that it looks like this:

<http://SERVERNAME>

or

<http://localhost>

3. Click Go.

You're looking for the IIS home page to be displayed. Something like IIS 7 Home page or Site under construction, etc....

If you get an error here you have a problem with access to the default website and will need to resolve this before you'll be able to see the MISys website. Once you're able to access the default website it will open up visibility to the MISys website.

While this is outside of the MISys Server application, some common causes of this are:

- Anti Virus software blocking access.
- Another Web Server (for example Apache) is monitoring Port 80.

If any of the above are running try disabling them and see if you gain access to the default website and try the MISys login again. This might help isolate where the bottleneck is.

If you're unable to gain access to the default website you will want to run this by the IT staff for assistance. You can also contact MISys Technical Support and while we can't make any guarantees we can also research the error/problem to see what we can come up with as well.

### **Default Website is Visible but you cannot log into MISys on the Server**

You can see the default website but you still get an error when logging into MISys. Again these are typically along the lines of:

- Cannot get current version from the web service.
- Unable to connect to Server.
- Server Exception Error.
- Invalid Input/Format Error.



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1. Open the MISys Server Administration Log in form | Edit Server Connection | Internet or Intranet.
2. Copy the URL and then Paste the entire URL into a Browser. It should look similar to this:  
<http://SERVERNAME/sbmwebservice61/miwebservice.asmx>
3. When you click go, you are looking for a list of the MISys Controls to appear however, you may get one of a number of different errors in the browser. At this point you should contact MISys Technical Support for assistance; however, I've listed some common errors you may run into below:

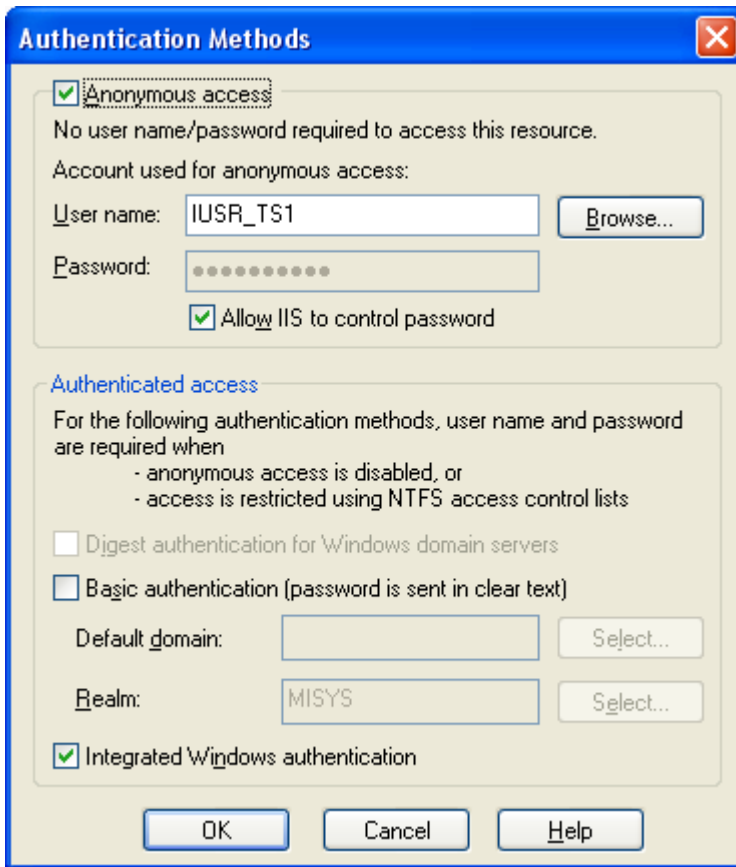
### **You get a login prompt.**

This is an indication that IIS is unable to resolve the default Anonymous User defined for the website. By default you'll see that IIS sets an Anonymous User to handle the login (for example IUSR\_MACHINENAME).

Try setting up a new network User and Password with Admin rights (if only on a temporary basis).

Then through IIS set the website to use the new User you created. For example, let's say I create a network User called MISYS with a Password of misys. I can configure the website to use this User by doing the following (steps may be different but these are pulled from IIS 6):

1. Open up IIS | Web Sites | Default Web Site.
2. Right click on sbmwebservice61 and select Properties.
3. Directory Security Tab.
4. Click Edit in the Anonymous Access and Authentication Control section.
5. Replace the current IUSR\_MACHINENAME User with the new User and Password you created.



6. Restart IIS and try logging in again.

- If that still yields a login prompt verify the suggested MISys permissions (see MISys Security section below for details).

- Set any permission as needed.

- Restart IIS and try logging in again.

If you're still unable to log in contact MISys Technical Support for assistance.

### **You get a page that says Page cannot be displayed (404 Error).**

1. Restart IIS and make sure that the default website and the MISys websites are running. Make sure you don't see Red Xs displayed adjacent to the website, etc...
2. Check your URL and make sure it is pointing to the correct website and it is in the correct format. By default this would be: <http://SERVERNAME/sbmwebservice61/miwebservice.asmx>

**NOTE:** If a character or slash is missing, make the correction and try again.

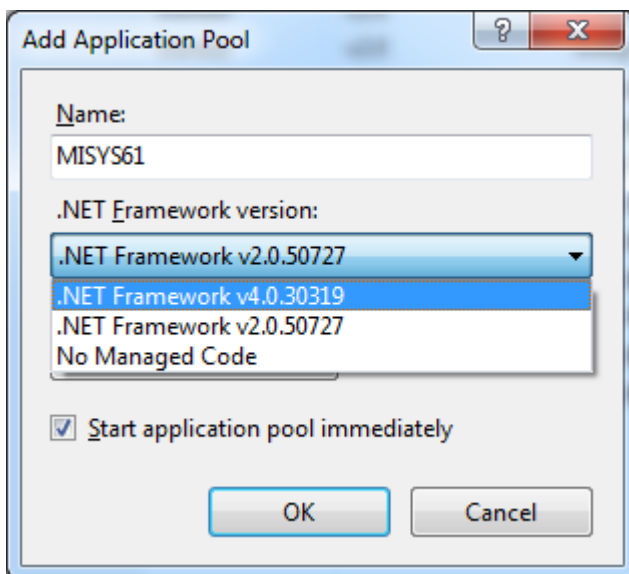
3. If this is Server 2003, see above for IIS prohibiting ASP.NET.
  - Go into the Web Service extensions and make sure ASP.NET v4.0.30319 is Allowed.
4. Contact MISys Technical Support for assistance.

**NOTE:** If you get this from a Client Machine it typically indicates that the Server is running a Firewall and/or IIS isn't running. See the notes above for allowing access to Port 80.

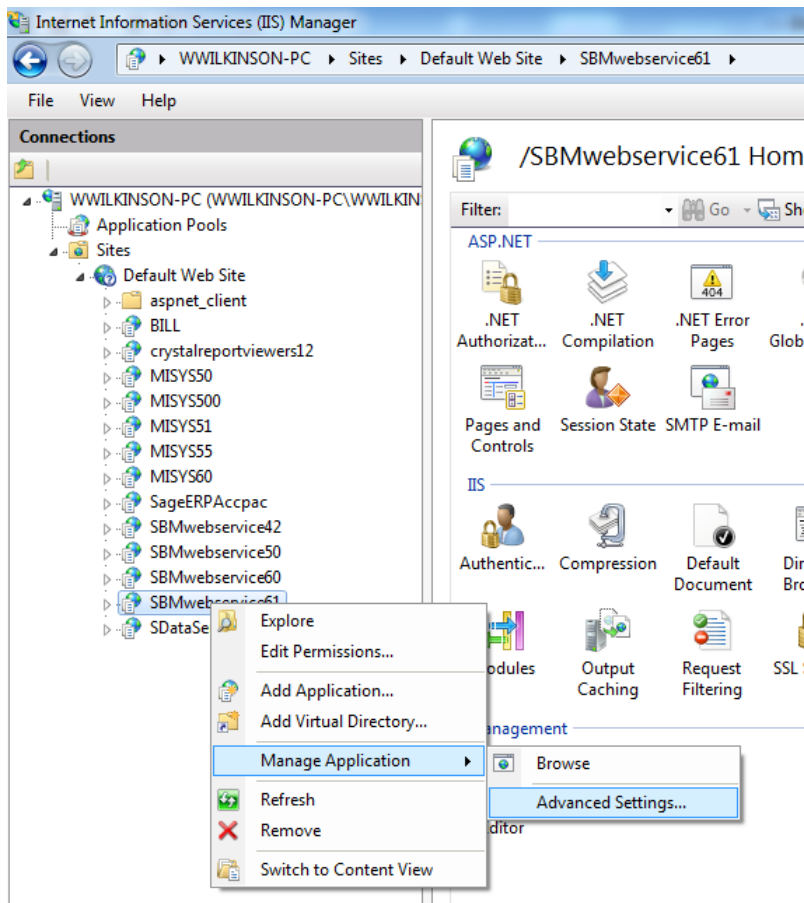
### You get a 503 Service Unavailable error.

This indicates there is an issue with the configuration of the sbmwebservice61 website. Make these changes specific to the MISys virtual folder.

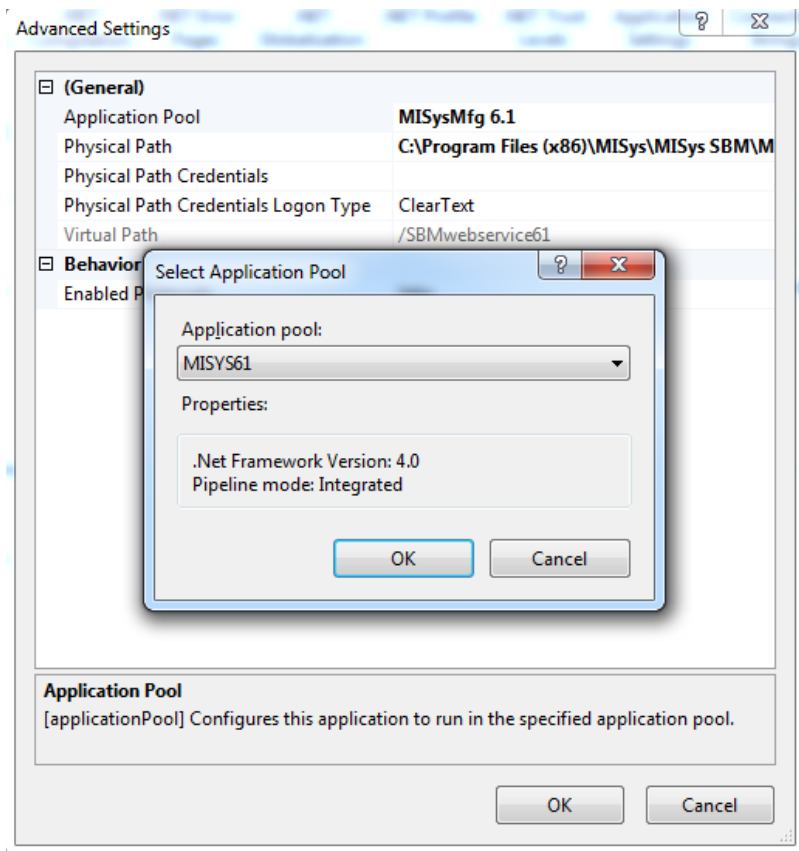
1. Create a new Application Pool. (Note the steps/locations may differ depending on IIS version)
  - Open up IIS.
  - Add Application Pools over to the upper right section of IIS (IIS 7).
  - New Application Pool called whatever you like (for example MISys61).
  - Use .NET v4.0.30319



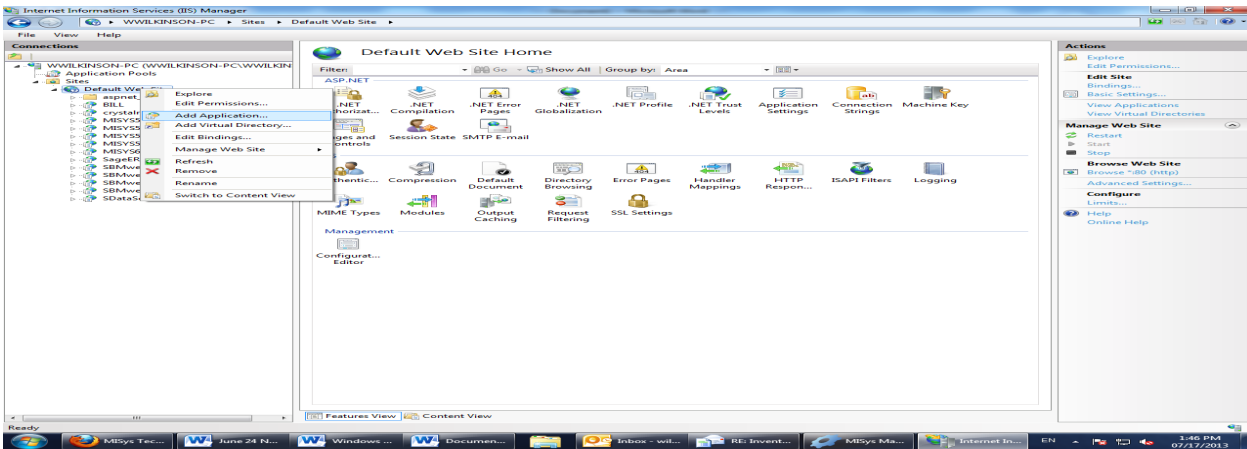
- Once that's created use Advanced Settings (as per the screen below) or to the upper right hand section for the website (by default sbmweb-service61).



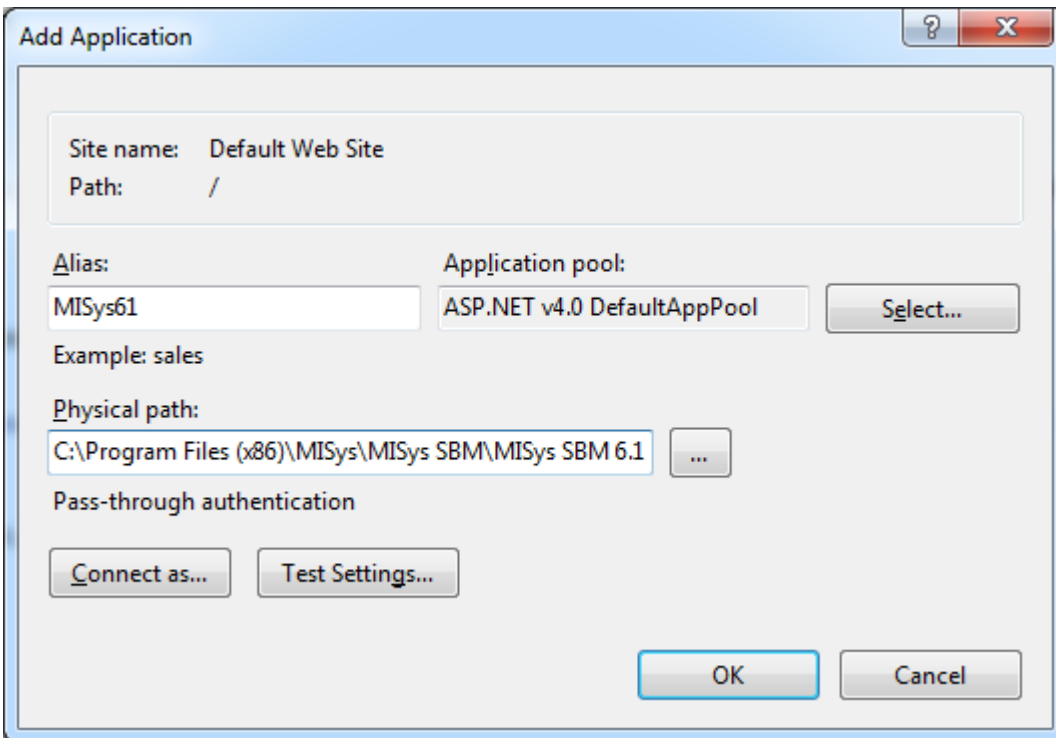
- Select Application Pool and replace the default App Pool for the website with the new one you created.



- Restart IIS.
  - Try the URL again.
2. If that doesn't work create a New Application and use that as your Server Connection URL for the Login forms.
- Go into IIS 7.
  - Open Server Node.
  - Open Sites folder.
  - Right Click on Default Web Site.
  - Select the Add Application.



- Call it whatever you like for an Alias (for example – MISys61).
- Browse to the ..\MiSys\MiSys SBM\MiSys SBM 6.1 Server\MiSysWSE directory.
- Defaults are fine.

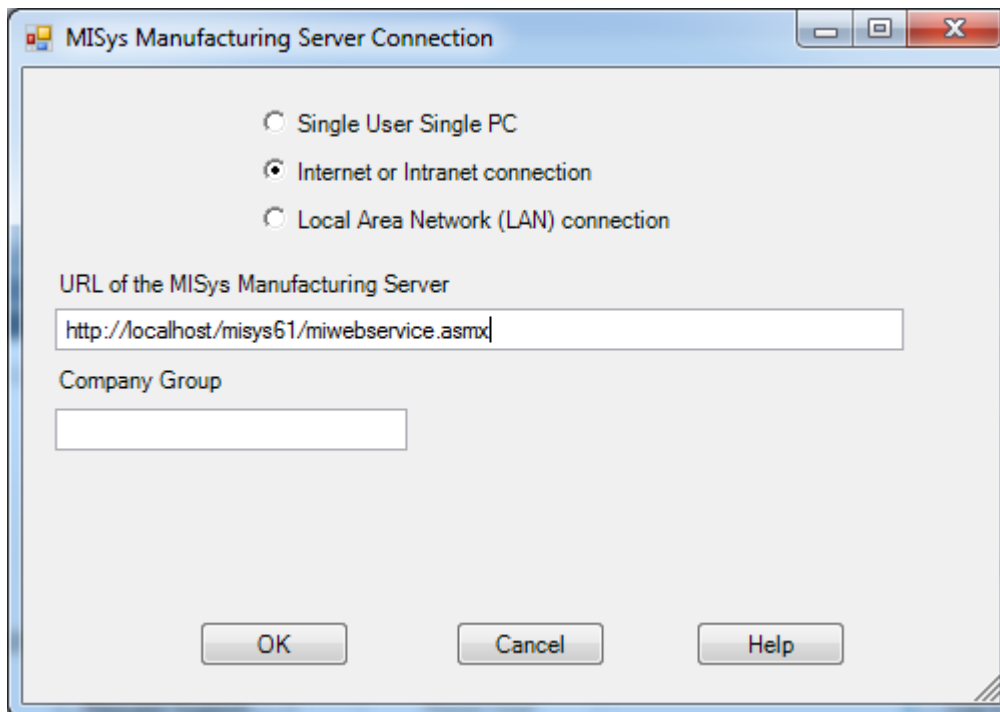


- Click Ok to save the New Application.
- Restart IIS.
- Open the MISys Server Administration Login and replace the existing URL

<http://localhost/sbmwebservice61/miwebservice.aspx>

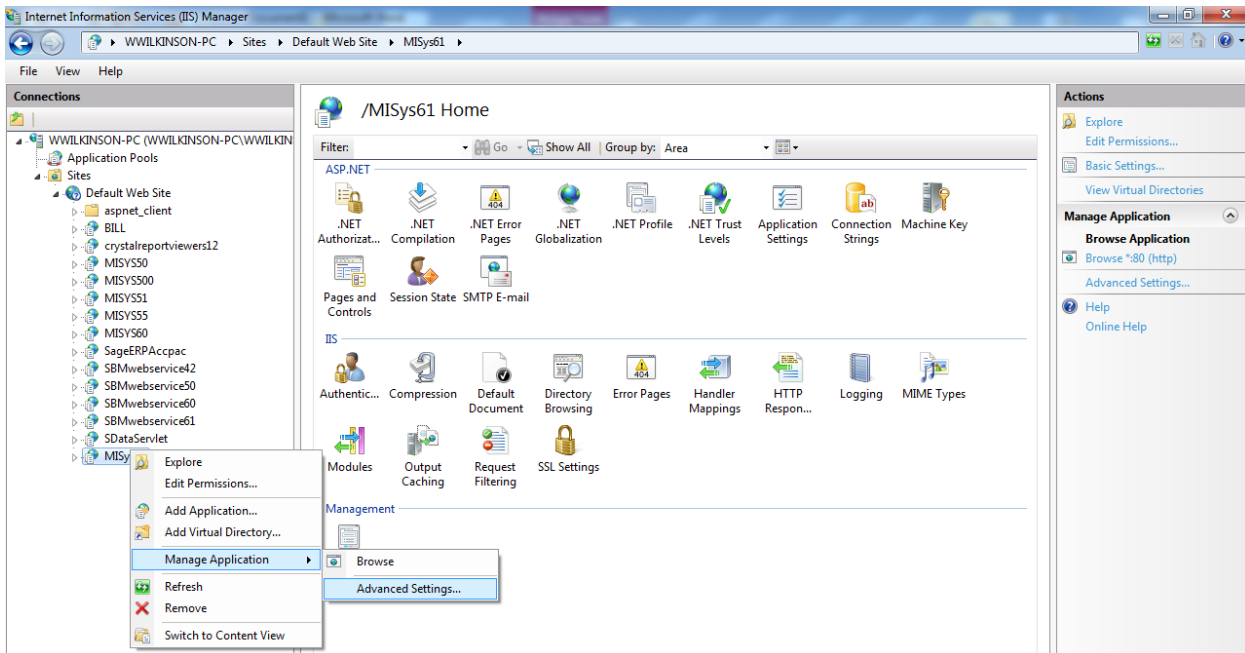
With: <http://localhost/MISys61/miwebservice.aspx>.

For example:

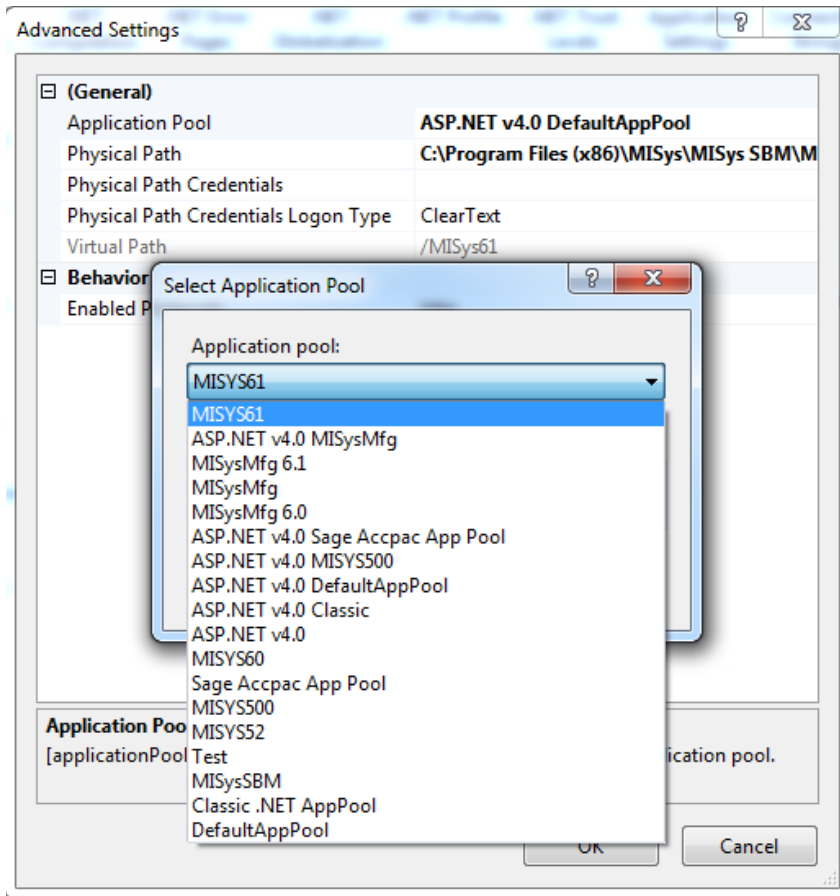


3. If that doesn't work add your new Application Pool you created in Step 1, to the new website you created in Step 2 by using Advanced Settings for the new Application you just created (in this case MISys61).





- Select Application Pool and replace the default App Pool for the website with the new one you created.

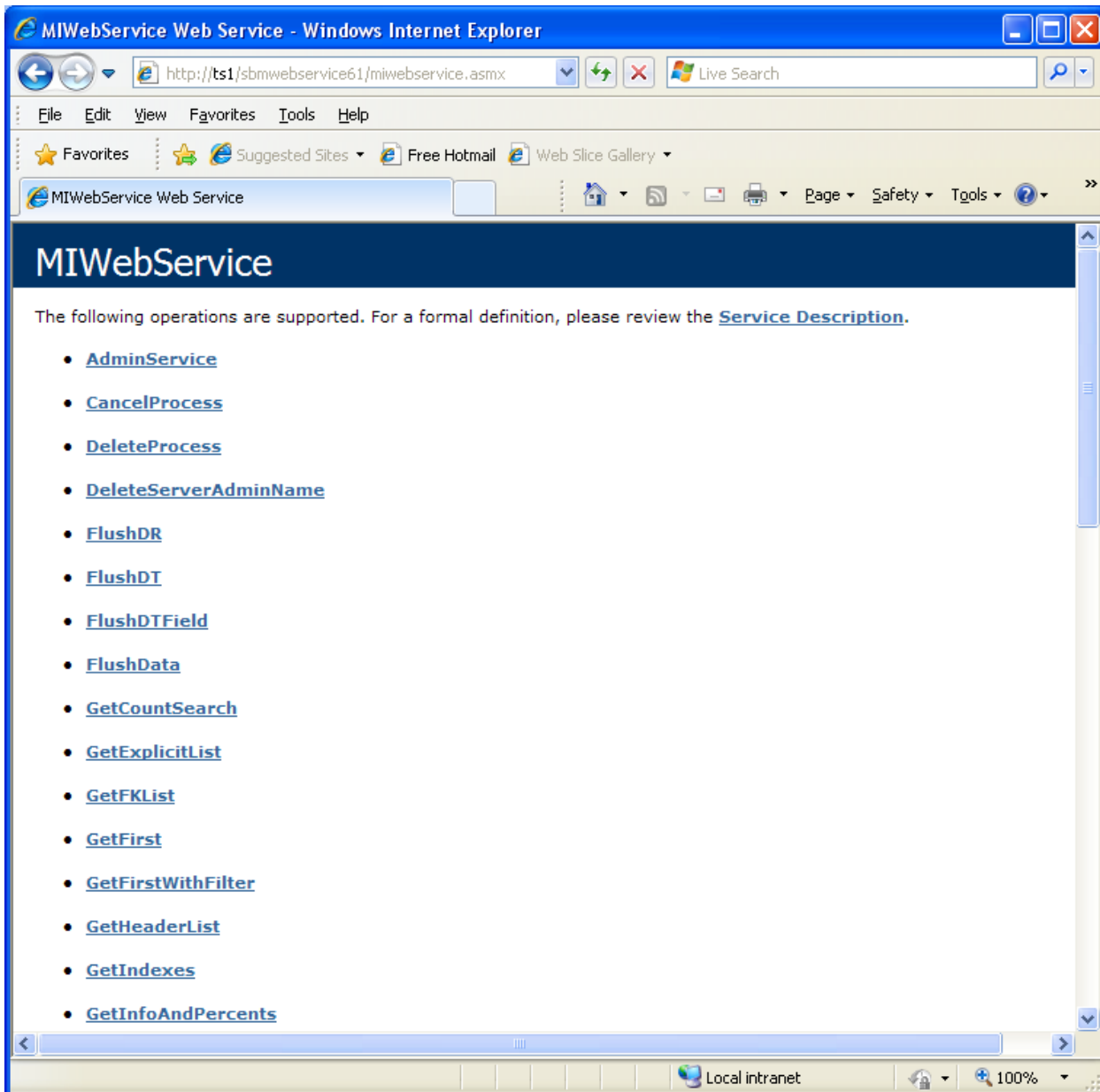


- Restart IIS.
- Try the URL again.

If you're still stuck, contact MISys Technical Support for assistance.

**You are getting the proper Controls to appear but still cannot login.**

Ideally you want the full URL to appear as per the screenshot below. Once you get this listing to appear, there's a strong likelihood that you have resolved the issue and will be able to log into MISys.



If you get a listing of Controls as per the above screenshot and you still cannot log into MISys. Try the following:

1. Disable any Anti-Virus and then try logging into MISys Server Administration.
2. Verify the Security/Permissions for the MISys Folders and Registry (see Required permissions for MISys Folders and Registry below).



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- If you have to make any changes be sure to Restart IIS and then try logging in again.
- 3. Try creating a new User for the MISys Website with ADMIN permissions.
- 4. If you're still unable to log in, contact MISys Technical Support for assistance.

### **MISys Client Connection from the client workstation**

Once you have the Server connection working head to the client machines.

**NOTE:** Be sure to review the MISys Installation guide (available on our website) for detailed install instructions.

1. Start by launching the MISys Client.
2. From the Log in form click Edit | Server Connection.
3. Select Internet or Intranet and use the URL you verified on the Server:

<http://SERVERNAME/sbmwebservice61/miwebservice.aspx>

or

<http://SERVERIPADDRESS/sbmwebservice61/miwebservice.aspx>

4. Select the appropriate company and try Logging in with the default User and password:

**User:** ADMIN

**Password:** password (all lower case)

### **Trouble logging in after installing on the Client**

After you've installed MISys on the client workstations, you attempt to log into the MISys Manufacturing Client programs and receive an error. These errors could be different depending on the problem; however, you may see any combination of the following:

- Cannot get current version from the web service.
- Unable to connect to Server.
- Server Exception Error.
- Invalid Input/Format Error.
- Company Database missing or Invalid.
- Invalid user or password. Login not allowed.



At this point your first action should be to ensure that you verified the URL was working as per the **Troubleshooting IIS from the Server machine** section above. If you've done that and still receive errors you can contact MISys Technical Support for assistance, however, below you will find the most common errors and some tips that might help as well.

## Common Errors from the MISys Client Log in

### **Company Database missing or Invalid or Invalid Company, login not allowed –**

This error usually indicates that the URL you're using for the Server Connection is incorrect or the Company you're attempting to log into has not been created.

1. Verify that the URL you're using is accurate. Be aware of slashes and the virtual directory being referenced.
2. Alternatively try using the IP Address to the Server rather than the Servername in the connection URL and try logging in again (or vice-versa if you were starting with the IP Address).
3. Verify the your SQL Instance is running on the Server machine (through the Services Manager). The default instance is called SQL Server (MISYSSBMSE). If you used your own version of SQL Server you'll need to contact the Database Administrator for the instance name.
4. If none of the above resolve the problem, contact MISys Technical Support for assistance.

### **Invalid user or password. Login not allowed. –**

You have entered the User and Password incorrectly. This message is very specific and indicates that the User or Password you think you entered is wrong. Check things like Caps lock, make sure the User has not changed the password, type slowly, or try a different User/Password combination.

### **Server Exception error (WSE910) –**

This error can indicate a few different conditions and may warrant some communication with MISys Technical Support. The most common causes are:

1. Check the system time on your client machine and verify that it is in synch with the system time on the Server. If they are out of synch, make the times the same and try logging in again.
2. If this is a Windows 7 machine, configure the following:
  - Open the Control Panel | Classic View | Programs and Features | Turn Windows feature on or off | Internet Information Services | Web Management Tools | IIS6 Management Compatibility (expand node) | Turn on IIS 6 Management Console.



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- Enable .NET Extensibility and ASP.NET for IIS. To do this, while you're still in Internet Information Services | World Wide Web Services | Application Development Features | Turn on .NET Extensibility and ASP.NET (verify that ISAPI Extensions and ISAPI Filters then get selected).
  - Try logging in again.
3. If you're unable to get past the error with one of the above methods contact MISys Technical Support for assistance.

#### **Could not load file or Assembly 'Microsoft.Web.Services3, version=3.0.0.0, etc... -**

This message indicates that Microsoft WSE 3.0 Runtime is not installed or needs to be re-installed on this machine. Support can assist if you're unable to locate the download.

#### **Object reference not set to an Instance of an Object –**

This type of error on a client workstation could indicate that there was a problem with the installation of the MISys programs. In particular the install may be missing a required Registry key. Try the following:

1. Uninstall the MISys programs through the Add/Remove Programs function of Windows.
2. Reboot the workstation making sure to Log into the machine as a Local Administrator.
3. Disable Anti Virus software that may be running in the background.
4. Right-click on the MISys Install file and select Run as Administrator (if available).
5. Reinstall the MISys Client programs.

If you're unable to get past the error, contact MISys Technical Support for assistance.

#### **Unhandled Exception. Access to the path '..\MISys\MISys SBM\MISys SBM 6.1 Client\MISys.SBM.exe.config' is denied.**

1. Verify that the MISys Security settings are set properly on this machine (see Required permissions for MISys Folders and Registry on the last page of this document).
2. Alternatively, uninstall the MISys programs through the Add/Remove Programs function of Windows as per the steps below:
  - Reboot the workstation making sure to Log into the machine as a Local Administrator.
  - Disable Anti Virus software that may be running in the background.



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- Right-click on the MISys Install file and select Run as Administrator (if available).
- Reinstall the MISys Client programs

### **Unable to connect to server or Cannot get current version from the web service.**

- Verify the URL is accurate through Edit | Server Connection.
- Verify that the MISys Security settings are set properly on this client workstation (see Required permissions for MISys Folders and Registry on the last page of this document).
- Copy the URL from the Server Connection form and paste into a Browser and see what page is displayed.
- If the format of the URL looks correct, make sure that it's referencing the correct website. Especially when upgrading to a new version, you don't want to be using the earlier version's URL. For example, after upgrading to MISys Manufacturing v6.1 you would not want to use the URL for MISys Manufacturing v6.0.

For MISys Manufacturing v6.1:

<http://localhost/sbmwebservice61/miwebservice.asmx>

For MISys Manufacturing v6.0:

<http://localhost/sbmwebservice60/miwebservice.asmx>

**After copying the URL to a browser you get the following:** Page cannot be displayed (404 error code) or something similar.

This indicates that this machine doesn't have visibility to the URL being referenced.

1. Make sure the Server is not running a Firewall and if you find that it is, see Firewall instructions on Page 2 of this document.
2. Try using the IP Address in place of the Server Name in the URL.
3. Check to make sure that IIS is running on the server machine.
4. Disable Anti Virus that is running locally (even temporarily) and try again.
  - This will tell you if AV is interfering with visibility.
5. Verify that another Web Server is not running on the server and monitoring Port 80.
6. If you're unable to get past the error contact MISys Technical Support for assistance.



**If you get a listing of MISys Controls** (as per the screenshot on page 10) and you still cannot log into MISys.

Try the following:

1. Disable any Anti-Virus and then try logging into MISys Server Administration.
2. Verify the Security/Permissions for the MISys Folders and Registry (see Required permissions for MISys Folders and Registry on the last page of this document).
3. If you're unable to get past the error contact MISys Technical Support for assistance

## Accounting Integration

The Accounting Integration is set through the MISys Client | Administration | Company Options | Accounting Tab.

1. Be sure to review the setup section in the F1 Help | Integration Guides | select your Accounting Package.
2. Company Options | Accounting Tab is machine specific and needs to be defined from each workstation.
  - When configuring this the first time, be sure to log into both MISys and your Accounting package as the Administrator User.
  - With QB, Sage 50 US, Sage 50 CAN, make sure the path to the database is identical to the path being used when logging into the Accounting software directly.
  - If you/they have a workstation that ONLY processes in MISys you can toggle the Disable on this PC checkbox to avoid error prompts.
  - Once you've configured the Accounting Integration, the Save button will trigger the authentication of the third party application with your Accounting package (the first time where applicable – Sage 50 US, Intuit QB).
3. After setting the Accounting Tab use the Sales Item Finder (Master Files | Items) or Check Missing Accounts in the Period End function to verify communication is working properly.

## General

### Sage ERP Lanpaks -

MISys Manufacturing uses Lanpaks when integrating with Sage 300 ERP. It does need at least 1 Lanpak to be available when you're going to use the various integration points.





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We do our best to use the Lanpak for whatever process is being done, and then release it as soon as we no longer need it. Once we're done communicating and updating ACCPAC the Lanpak will be available again.

### **Sage ERP Cross Grades –**

We have a cross-grade process built into MISys Manufacturing that pulls in all the MISys SAE data (you have the option of how much History you wish to convert).

1. Run the Data Integrity Check in MISys SAE with the Fix Option selected and ensure it runs through cleanly without errors. Contact Support for assistance with any of these.

**NOTE:** It is possible for you to encounter other problems with cross grade that the Data Integrity won't pick up. Contact MISys Technical Support for assistance as needed.

2. MISys Manufacturing Client company | Administration | Company Options | Accounting Tab and select Sage ERP. Set your database and Accounting Options.
3. Be sure to select the other options you use in MISys SAE as needed. For example, turn on other integration that you also use such as SL Tracking, BOM Revision Control etc...
4. Ideally you want Sage ERP and MISys running locally on a temp machine to do perform the cross grade.

- Once you've successfully cross graded the data, you can then Backup the database and Restore it on the live system.

- If you can't do that, consider Cross Grading locally on the Server with your Server Connection set to Single User/Single PC. Cross grades can take an extended amount of time and this bypasses the use of IIS to connect to the database and cuts down on the time it can take to process.

### **Consider a Shared Custom Report directory for custom reports**

By default Custom Reports are stored locally on each workstation. They are located in the ..\MISys\MISys SBM\MISys SBM 6.1 Client\reports\Custom directory.

This means that if they/you have any Custom Reports they need to be copied around to each workstation. However, you do have the ability to define a shared Custom Reports directory on your network somewhere

You can define a path to a shared directory within the Custom Reports field (in Company Options). When MISys detects a Custom Reports path, the system is going to expect there to be a directory structure in existence under your target folder (defined as Reports\custom)...and that is where we'll look for the reports and the CustomReportsEng.xml and the .RPT files



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For example, let's say you create and share the folder **Z:\ACME** so that all machines have access to it. You then go into your MISys Client | Administration | Company Options | General Tab | Custom Reports field and point to **Z:\ACME** and Save.

When you click Save, MISys will create a directory structure under **Z:\ACME** such that you would have **Z:\ACME\reports\custom**, **Z:\ACME\reports\usercustom** and **Z:\ACME\reports\mq** (if those folders were not already there)

MISys is then going to expect the Custom Report files (both the .RPT and the CustomReportsEng.xml) to be located in **Z:\ACME\reports\custom**.

### Using tools to access the MISys database directly (ODBC)

MISys uses a SQL Database engine. As such you can access the SQL Database in the same manner you could any other SQL Database. You'd just need the SQL Instance Name and the Log in parameters to get access to it.

So, if you're using the SQL Express that's provided with the MISys installation, the Instance name we use is called:

#### **MISYSSBMSE**

**User:** sa

**Password:** MISys\_SBM1 (case sensitive)

If you're using your own Database engine, you'd have to get in touch with your Database Administrator for the SQL Instance name and log in parameters.

**NOTE:** The database password is also used as the login for our MISys Emergency Console.

### You receive an error message - User Already Logged in when attempting to log into MISys

Try the following steps:

1. Bring up the MISys Client log in and attempt logging into your company.
2. When you get the message User is already Logged in, click okay on the error message.
3. Click the Reset User button on the Log in form.
4. Try logging in again.

If the Reset User button on the MISys Client is not Active or the error message continues to come up, close the log in form and try the following:

1. Go to the Server Machine.



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2. Log into the MISys Server Administration function (you'll need the Server Admin password or ask your Server Administrator to assist).
3. Click on the Company Tab.
4. Click on the Reset Users button.
5. Highlight your User and click Reset, to clear your User.
6. Go back to your machine and try logging into the MISys Client again.

One of those should resolve the issue, however, if you have further problems please contact MISys Technical Support.

#### **If you're getting this message while logging into the MISys Server Administration function -**

Try typing in the Password from the Server Administration log in form but DO NOT click Log in.

Instead with the password typed in, hit the Tab key on your keyboard, and click Reset User. Then try logging in again.

If the problem remains or you receive a different error, contact MISys Technical Support for assistance.

#### **Inventory Value/Qty on a given date –**

While the data doesn't really support this type of report due to the fact that we don't store what the quantity and cost was for Items on a given date there are some alternatives to consider to plan for this need up front.

Here are a couple options to consider that typically work well for users looking for this type of report:

1. We have a Stock Movement Report.

The Stock Movement function (under Stock Control in MISys) allows you to take a snapshot of the current stock quantities when you click Record (through Stock Control | Stock Movement).

Included with the quantity at that point in time, we also capture the current Item Cost (at that point in time).

You can then print the report (under the Items Report Group) as a comparison between 2 given dates. However, if you wanted the value for a specific Date you would print the report From and To the date you're interested in.

This report doesn't show you a Range of dates, it only reports from the snapshot for a specific date. So, you're getting what the quantities and cost were on that specific date (of the snapshot).



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Normally you have to force the snapshot of inventory by clicking the Record button through Stock Movement...however, there is also an automated recording taken if you have the Take Inventory Snapshot checkbox selected in your Period End form.

This is on by default when you perform a Period End.

**NOTE:** Each Snapshot you Record is stored in it's own table and contains a record for every Item at every Location in the database. Over time this table can add a substantial amount to the size of the database.

2. Establish a Day/Week end procedure where printing a copy of the Item Valuation is part of that process. Even if it's printed to a .PDF and stored somewhere it will give them the information they're looking for in greater detail should they need it in the future.

### **Purchase Orders –**

1. MISys comes with a PO Report that displays the PO Detail UofM (MIPOH001A.RPT). See below for instructions to use that Report.
2. MISys Client | Purchasing | Print/Send Orders | Definition File field allows you to browse to your custom PO Report.
  - The file being referenced here is used by MISys when the user Prints directly from a Purchase Order.
  - This path is machine specific.

### **Shortcuts and Dashboard Alerts –**

1. Be aware that the User can configure their own Shortcuts to functions that they commonly use (from the My Menu function). They can Edit them by clicking Tools | Edit Shortcuts).
2. Dashboard Alerts can be used to create any number of views based on User defined logic for any number of situations (Dashboard function)

### **MISys Manufacturing performance –**

There's not a whole lot in the way of settings or switches they're going to be able to tweak in MISys to gain anything performance-wise, but here are some things to consider.

What else is running in the background or in the System Tray?

1. Turn off Anti Virus software temporarily and disable any other non-critical applications and try processing in MISys for an hour or so. See if there are any gains.
  - If performance improves it might indicate one of the other applications is affecting the



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performance of MISys.

- In the case of Anti-Virus be sure to at the very least check to see if it's set to actively scan. If it is and they need it to run this way, be sure to set an exception for MISys and/or the Accounting software they run.

### 2. Check the function(s) that are performing sluggishly.

- If the List views are loading slowly edit the Records Per Page by clicking View | Display Options.

- If the Schedule takes a long time to Initialize see if they are Auto-building. If so try Never and see if Resolve Shortages (post Initialization saves time).

- Keep the database tidy. Use the Purge functions to remove old and unnecessary Orders and History (this might help if they are finding extended load times when clicking on the various tabs that display Orders and Transaction History).

- If the Period End taking too long to run, check to see if they are taking Inventory Snapshots. Clear the selection and see if the next one has any gains in performance. This can have a big effect on databases with a substantial number of Items and Locations.

### 3. Do they have a full version of MSSQL available?

- MISys comes with SQL Express 2005. This is a free database engine (similar to what you'd be able to download on your own). If they have a full version, consider using that instead.

- This gives a Database Administrator the ability to use server management tools to tweak the database settings to suit their environment.

- Alternatively you can also download and configure a new version of SQL Express (such as SQL Express 2008 R2).

- Be aware of the database size and its ability to Grow and the setting being utilized in SQL Server.

- MISys requires the use SQL Authentication or Mixed mode.

### Required permissions for MISys Folders and Registry

We are typically dealing with 2 Users when troubleshooting permissions. Authenticated Users and Network Service both need to be configured with Full Control access as follows:

1. Navigate to the .NET Folder (..\WINDOWS\Microsoft.NET\Framework\v4.0.30319 for 32-bit machines) or (..\WINDOWS\Microsoft.NET\Framework64\v4.0.30319 for 64-bit machines) and right click on the v4.0.30319 folder and select Properties | Security Tab.



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- If either User is not there, Add them and then give them Full Control. Then Click Advanced for each User and then check the box at the bottom of the form that says Replace permission entries for all child objects with entries that apply to child objects (so that it is selected).
- 2. Authenticated Users needs Full Control as does Network Service.
- 3. Click Okay and then Okay again when prompted.
- 4. Navigate to the MISys Folder (by default this would be C:\Program Files\MISys or C:\Program Files(x86)\MISys – 64bit) and then right click on the MISys folder and select Properties | Security Tab.
- 5. Authenticated Users needs Full Control as does Network Service.
- 6. Click Okay and then Okay again when prompted.
  - If either User is not there, Add them and then give them Full Control. Then Click Advanced for each User and then check the box at the bottom of the form that says Replace permission entries for all child objects with entries that apply to child objects (so that it is selected).
- 7. Click Start | Run and type regedit to open the Registry Editor. Navigate to the MISys Registry Key (My Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\MISys) for a 32-bit machine or (...Wow6432Node\MISys) for a 64-bit machine.
- 8. Right click on the MISys key and then select Permissions.
- 9. Authenticated Users needs Full Control as does Network Service.
  - If either User is not there, Add them and then give them Full Control. Then Click Advanced for each User and then check the box at the bottom of the form that says Replace permission entries for all child objects with entries that apply to child objects (so that it is selected).
- 10. Restart IIS if needed.

**Note:** You will want to spot check sub directories and keys to ensure the permissions were propagated properly to the lower levels.