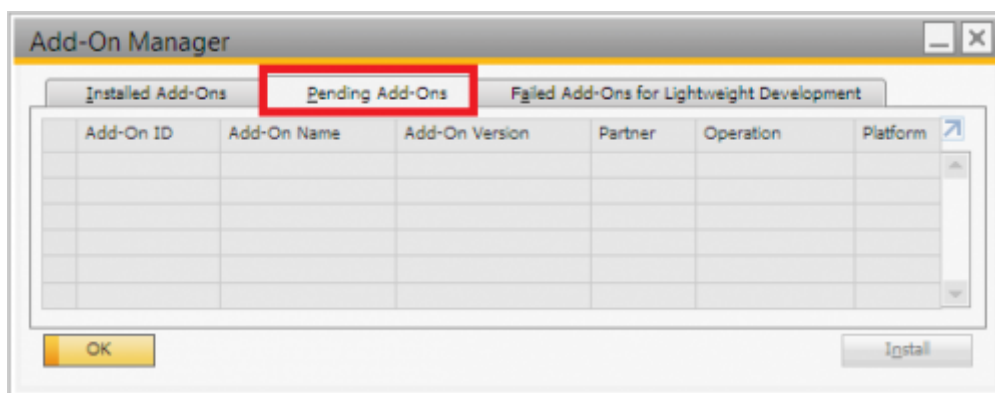


# Produmex Manufacturing: Troubleshooting

**Produmex Manufacturing is a legacy product and Boyum IT Solutions no longer sells new installations for it.**

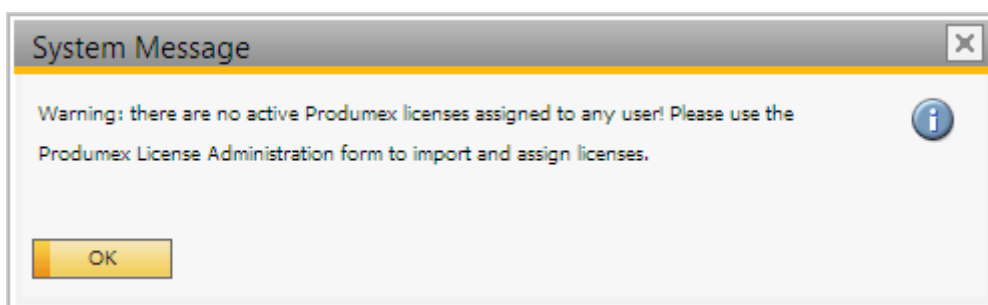
## 1. Failed installation

If installation fails for some reason, you usually find the add-on at the Pending add-ons tab, from where you can try the installation again. Select the line of the Produmex add-on, then click on the 'Install' button.



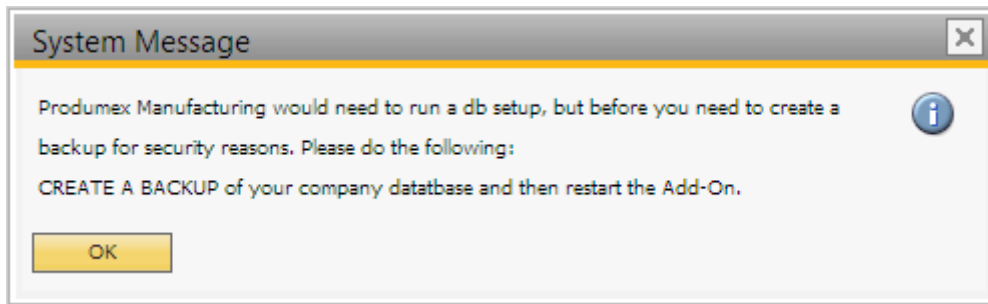
## 2. Getting a license

An active license is needed for running correctly this add-on. For more information about licensing please see: [Licensing System](#)

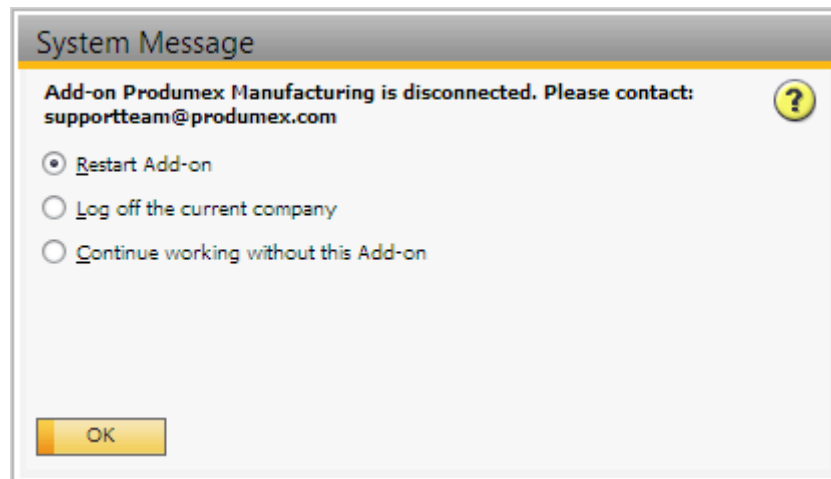


## 3. No backup detected

If the system detect that there is no backup, it will show this window:



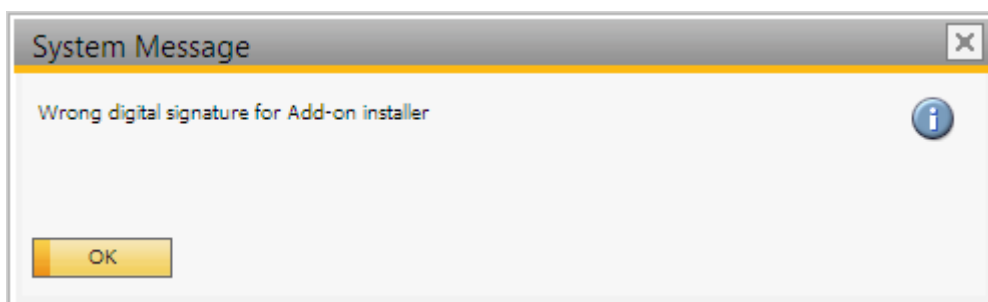
Press OK. As the add-on stopped, the system will ask you how you want to continue:



Choose the last option: Continue working without this Add-on, and then press OK. It will stop the add-on. To continue, back up the current customer database.

#### 4. Wrong digital signature for Add-on installer

When starting the Produmex Manufacturing add-on after the installation, the following error message appears: 'Wrong digital signature for Add-on installer'

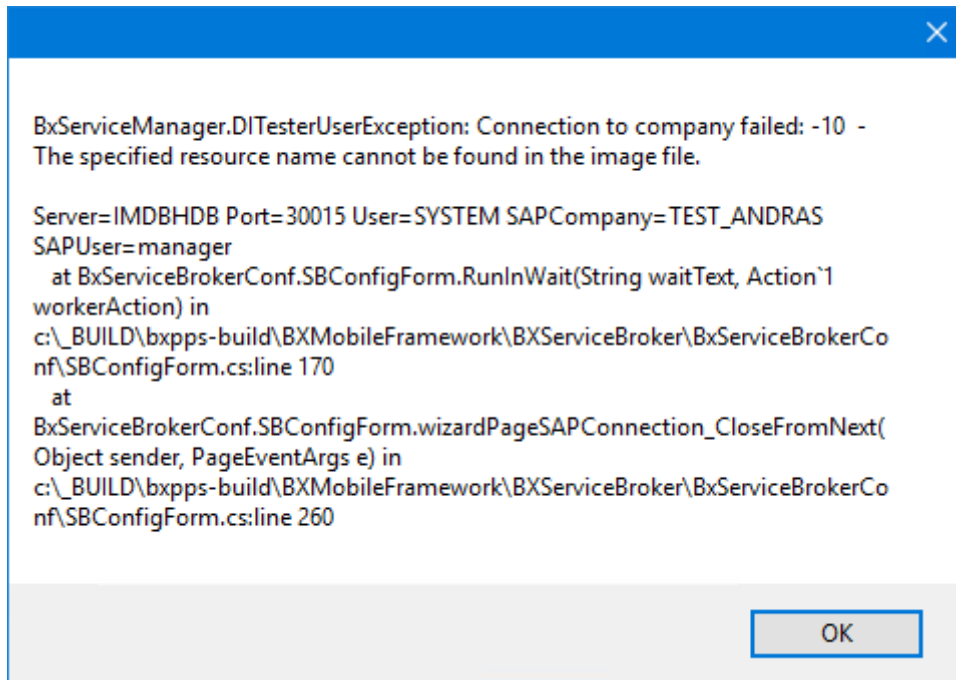


The most likely cause for this issue is that the installation .exe file was corrupted during the extraction process. Extract the installation .zip folder again and start the installation afresh.

#### 5. Connection to the company failed on HANA

During the installation of the Service Broker on HANA environment, the following error message

appears after the default SAP company was specified:



It means that the connection cannot be established to the database server. Go back to the Database connection screen of the [Service Broker installer](#) and enter the name of the database server with the exact same format as it was defined during the installation of the SAP Business One client.

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