9. Troubleshoot

9.1. License

9.1.1. No add-on license for user (Error 52003)

When a named license is in use, an error will be thrown when for the same SAP user a new license is requested:

Error 52003: No Produmex 'AddOnUser' license available for 'manager'RI=DOMAIN\WindowsUser@SERVERNAME PID 16928

This error message contains the information about the license that is in use:

- Manager is the user that requests a license.
- DOMAIN\WindowsUser is the windows user that is using the license.
- SERVERNAME is the server/PC where this license is being used.
- 16928 is the Process ID that uses the license. (This can be seen in the windows task manager, set PID column visible on 'Processes' tab)

9.2. Add-on

9.2.1. Exception occurred in AddOnLoader

Edit the DI-API configuration file to set server name: Go to **C:\Program Files (x86)\SAP\SAP Business One DI API\Conf** and Edit the **b1-local-machine.xml** file

In this file, change the LicenseServer <value> from **localhost** to the correct server name and save the file.

Now restart SAP Business One with the PDMX add-on and the problem should be solved.
If the error is still there, please re-install SBO DI-API on this client.

9.2.2. Wrong executable digital signature for Add-on

Please follow these steps on the local SBO Clients that have problems loading the Produmex Add-on.

Go to **C:\Program Files (x86)\SAP\SAP Business One** and modify
AddOnsLocalRegistration.sbo file as suggested below:

In the file: remove the Produmex Add-on tag and save the file.

OPTIONAL

If you cannot save due to user rights issues, Save As on the Desktop: Select type 'All files'

Then copy → paste (Replace/overwrite) the edited file in the program files folder.

9.2.3. SAP Business One authorization differences in MS SQL and HANA

SAP Business One for HANA version and the terminal user is trying to log on Produmex Mobile Client and the following error message is shown:

Note: The error is caused because of the following authorization object is not properly set in SAP Business One version for HANA:

**General Authorization → Administration → Setup → General →Languages
You should set Languages = Full Authorization**

After the authorization object is set, restart Produmex Mobile Client and you will be able to login.

Using Produmex WMS add-on along with other 3rd party add-on which requires 'Disable DI-API Permission' check to be turned off.

Follow these steps on the following article to avoid the authorization issue:

[Produmex WMS - SAP Business One authorization differences in MS SQL and HANA](#)

9.3. Reception

9.3.1. SSCC on label not in stock

When receiving items on the scanner, the system will book the receipt in one time for all registered logistic units.
But the system cannot print the logistic labels at the end, because then it is not clear for what physical logistic unit the label is printed. *(If 10 logistic units are received, it would mean that the system prints out 10 SSCC labels at the end)*

This is why the SSCC label is printed after the logistic carrier is registered, but before the receipt is booked into the system.
If now the receipt fails for some reason, you have logistic units with SSCC labels, but they are not in stock.
When scanning these SSCC's, the system will throw an error.

Solution: The user needs to redo the receipt. The labels that have been printed by the system can be used to scan when creating the delivery.

9.3.2. No open purchase document lines found

Issue:
The following error is displayed during Reception:
"ProdumexError 3000005: No open <Purchase Document type> lines found for item with code '<Item Code>' in <Purchase Document type> with doc entry '<Purchase Document type> <Doc Entry>' and cardcode '<Card Code>'."

When receiving stock on the mobile client, information collected about the received stock is stored in the PMX_ASND table. When the Goods Receipt PO document is created, the status of the related rows is set to closed. However when the receipt process is suspended, the status of these rows remains open. Upon restarting the reception, rows that have an open status and the same base document might cause this error.

Solution:
This issue was fixed in version 2023.12. therefore upgrading to 2023.12 or a higher version is a recommended.
Other possible solution is to stop all reception processes and manually delete rows where the LineStatus = 'O' from PMX_ASND table.