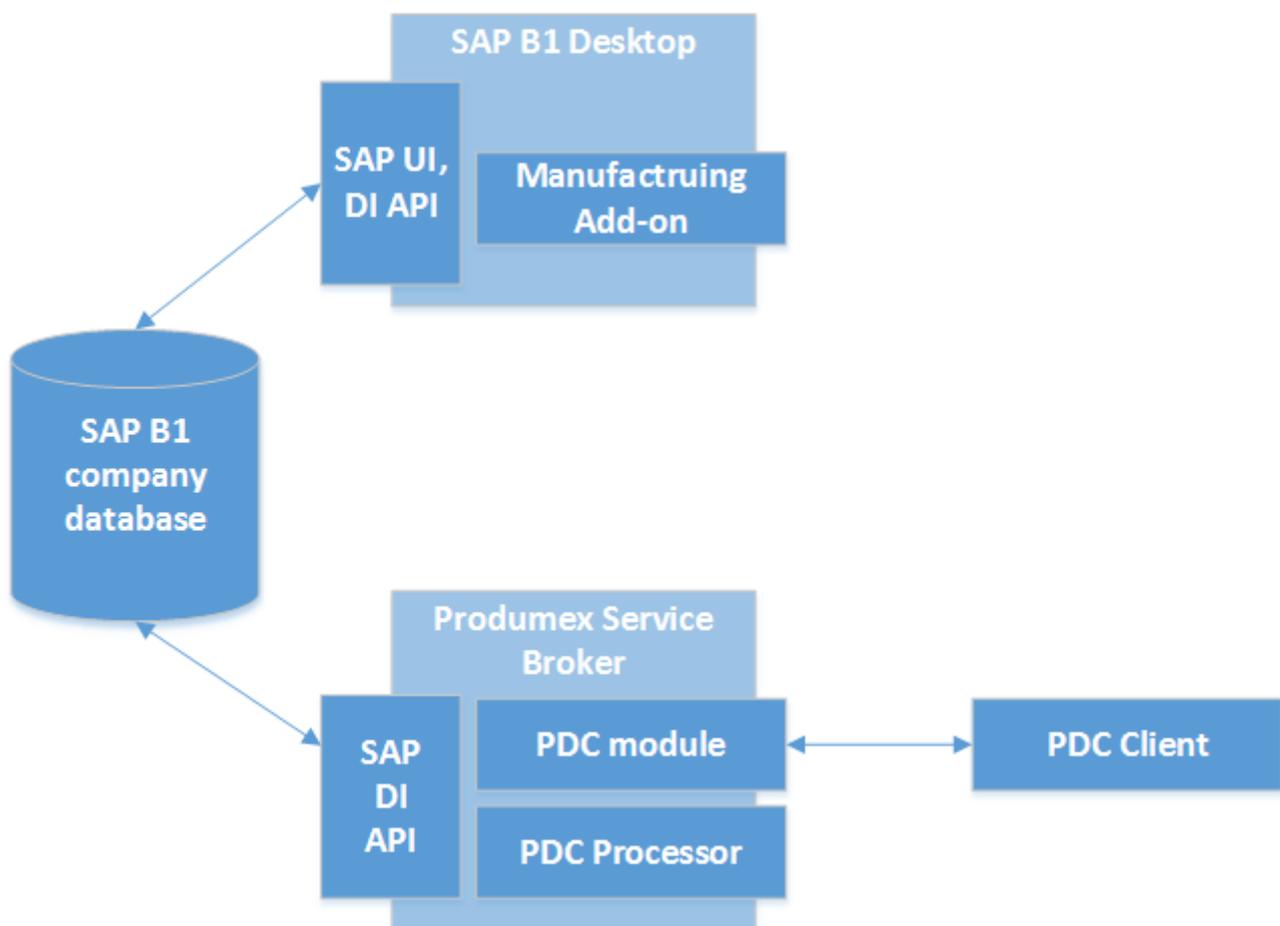


Produmex Manufacturing Installation Guide

This document describes how to install Produmex Manufacturing, and how to troubleshoot installation problems. Produmex Manufacturing consists of the following components:

- Produmex Manufacturing add-on
- Produmex Service Broker
- Produmex Service Manager
- PDC Processor
- Produmex PDC Client



Produmex Manufacturing: Performing a Version Update

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

Make sure that you check the [release notes](#) of the new version before starting the upgrade, because it might contains important information regarding the upgrade.

1. Produmex Manufacturing Add-on

The steps of a version upgrade for the Produmex Manufacturing add-on are identical to a [new installation](#).

If you are upgrading from a version higher than 17.05, it is not required to uninstall the current version before starting the upgrade.

When the add-on is started the first time after the upgrade, the database setup will run. In order to run the database setup, a database backup that was created within an hour is required on an MSSQL environment.

Please note: Before performing an SBO patch level upgrade, remove the foreign keys if there were installed. You can remove the foreign keys by: Tools > Produmex Manufacturing > Produmex Data Management > Remove Foreign Keys.

2. Produmex Service Broker

If you are upgrading from version 17.09 or higher, it is not required to install a new version of the Service Broker for an upgrade of Produmex PDC/Scan. If you are upgrading from a version previous to 17.09, please take the extra steps described here: [Version 17.09](#). The steps of a version upgrade are identical to a [new installation](#).

If you would like to uninstall the 32-bit DI API when upgrading to the 64-bit Service Broker, it is advised to uninstall both the 32-bit and the 64-bit DI API and then install the 64-bit DI API again because on certain SBO versions the uninstallation of the 32-bit DI API can cause issues for the 64-bit DI API.

Compatibility matrix

		Service Broker Version				
		18.2.	18.1.	17.11.	17.09.	17.05.
Server Module version	18.2.	✓	✓	✓		
	18.1.		✓	✓		
	17.11.			✓		
	17.09.				✓	
	17.05.					✓

3. Server Module

The steps of the version upgrade for the server module are identical to a [new installation](#).

4. Produmex PDC Processor

The steps of the version upgrade for the PDC Processor are identical to a [new installation](#).

5. Produmex PDC Client

The steps of the version upgrade for the PDC Client are identical to a [new installation](#). If you are upgrading from a version higher than 17.09, it is not required to uninstall the current version before starting the upgrade.

Adding a new database to an existing installation

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

1. Assign the Produmex Manufacturing Add-On to the database.
2. Start the add-on and run the database setup. When working on a MS SQL environment, create a database backup before starting the database upgrade.
3. Open Produmex Service Manager. Click the Setup Companies button and add the database. Click the Companies button and enable the company.
4. Run the configurator for Produmex PDC. On the General tab, select the database from the list of databases and click OK.

Produmex Manufacturing: Troubleshooting

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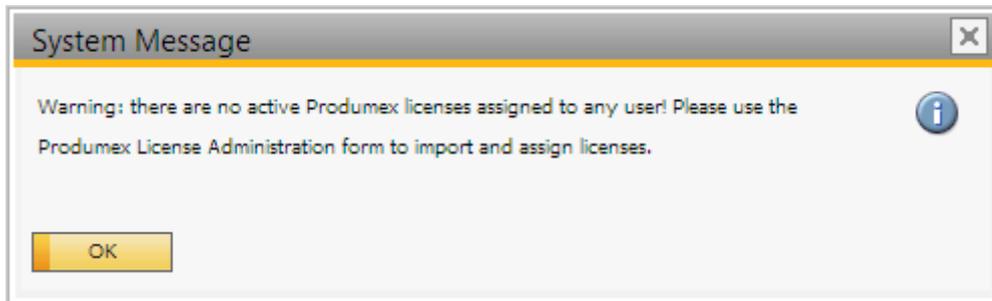
1. Failed installation

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.



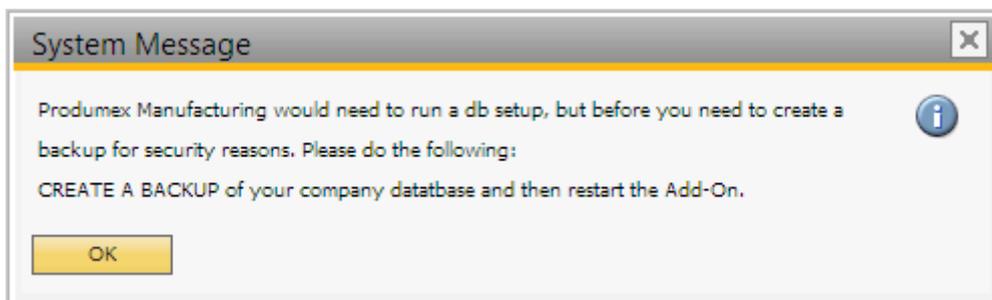
2. Getting a license

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

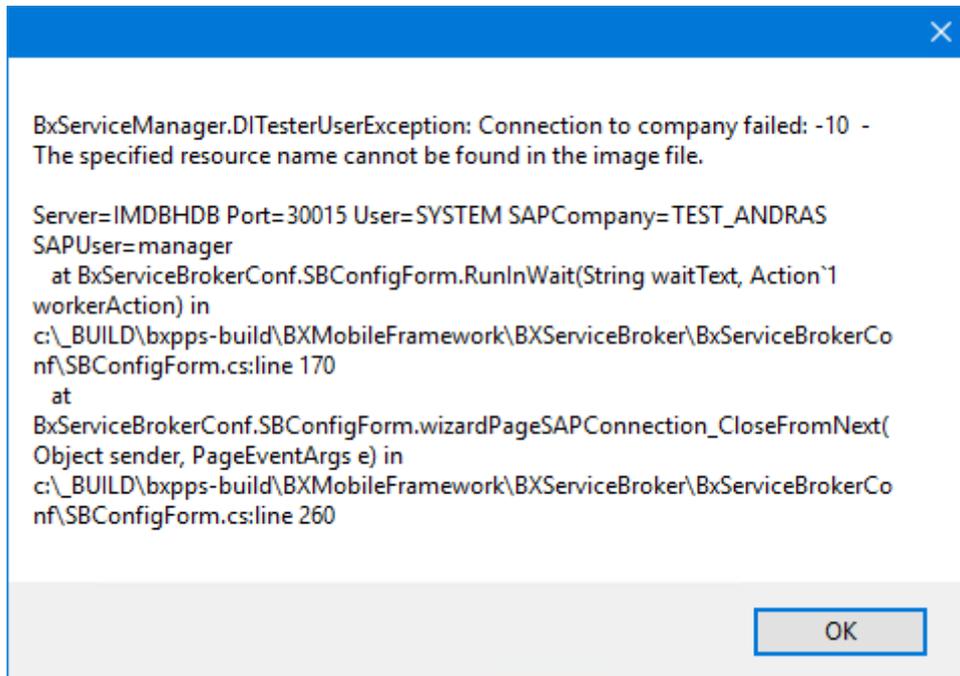
When starting the Produmex Manufacturing add-on after the installation, the following error message appears: 'Wrong digital signature for Add-on installer'



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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