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6. Troubleshooting

6.1. 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.

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6.2. Getting a license

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

6.3. No backup detected

System Message

OK

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

backup for security reasons. Please do the following:



CREATE A BACKUP of your company datatbase and then restart the Add-On.

Produmex Manufacturing would need to run a db setup, but before you need to create a

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

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6.4. 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'

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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.

6.5. 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:

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BxServiceManager.DITesterUserException: Connection to company failed: -10 - The specified resource name cannot be found in the image file. Server=IMDBHDB Port=30015 User=SYSTEM SAPCompany=TEST_ANDRAS SAPUser=manager at BxServiceBrokerConf.SBConfigForm.RunInWait(String waitText, Action`1 workerAction) in c:_BUILD\bxpps-build\BXMobileFramework\BXServiceBroker\BxServiceBrokerCo nf\SBConfigForm.cs:line 170 at BxServiceBrokerConf.SBConfigForm.wizardPageSAPConnection_CloseFromNext(Object sender, PageEventArgs e) in c:_BUILD\bxpps-build\BXMobileFramework\BXServiceBroker\BxServiceBrokerCo nf\SBConfigForm.cs:line 260	
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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.

