


6. General / Installation issues


6.1. Exception occurred in AddOnLoader


Issue

When starting the add-on loader, the following error message appears: 

Solution

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.

6.2. Wrong executable digital signature for Add-on

Issue

When the Produmex add-on is starting, you get the following error message:

Wrong executable digital signature for Add-on



Solution
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.



6.3. Failed to load plugin

Issue

Failed to load plugin(s): Produmex.Sbo.logex.AddonPlugun → Error 41113: The software version is incorrect. Please update the software on your local device.



A newer version of the add-on was installed, and the DB versions are updated by the DB update tool.

Solution

The solution is to install a newer PMX version.

/* THE RIGHT SOLUTION:

http://wiki.produmex.name/doku.php?id=support:supportguidev2:dbissues:dbupgrade#unable_to_update_db_tools_sql

WRONG SOLUTION

6.4. Collation Conflict

Issue

Cannot resolve the collation conflict between 'SQL_Latin1_General_CP850_CI_AS' and 'SQL_Latin1_General_CP1_CI_AS' in the equal to operation.



Solution

The SAP database should always have collation setting **SQL_Latin1_General_CP1_CI_AS**



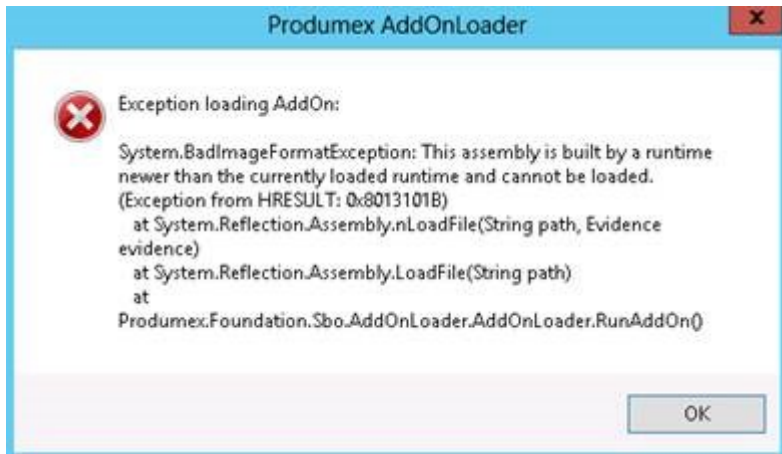
*/

6.5. Bad Image Format Exception

Issue

Error message like this:

System.BadImageFormatException



Solution

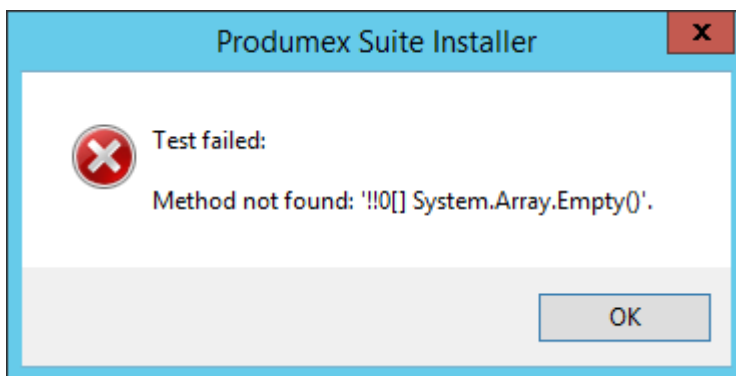
1. Install the correct AddOnLoader version.
The new AddOnLoader is build on .NET framework 4.6.2, while the old one is build on 3.5.
2. Make sure that you have installed the correct Produmex Tools version. The SBO client, the Add-on Loader and Produmex Tools must be on the same platform. Make sure that you either use the 32 bit or the 64 bit version of the software per environment.

6.6. Method not found - System.Array.Empty()

Issue

Error message like this:

```
System.MissingMethodException: Method not found  
System.Array.Empty()
```



Solution

Install the .NET framework 4.6.2.

6.7. Software components not loading from Produmex Suite Installer

Issue

Software components (Produmex Tools, Produmex License server, Produmex Fat Client, Produmex SB1 Notification Listener, Produmex ScaleComm) that are opened from the Produmex Suite Installer do not load.



Error details:

System.ComponentModel.Win32Exception (0x80004005): The operation was canceled by the user

```
at System.Diagnostics.Process.StartWithShellExecuteEx(ProcessStartInfo startInfo)
at System.Diagnostics.Process.Start(ProcessStartInfo startInfo)
at
Produmex.Sbo.Logex.Tools.ProdumexSuiteInstaller.UI.ConfigurationForms.ProdumexToolsConfigForm.btnRunUpdateDatabase_Click(Object sender, EventArgs e) in
D:\Projects\PNG\branches\V2020_06_WMS\Src\Logex\Produmex.Sbo.Logex.Tools.ProdumexSuiteInstaller\UI\ConfigurationForms\ProdumexToolsConfigForm.cs:line 96
at System.Windows.Forms.Control.OnClick(EventArgs e)
at System.Windows.Forms.Button.OnClick(EventArgs e)
at System.Windows.Forms.Button.OnMouseUp(MouseEventArgs mevent)
at System.Windows.Forms.Control.WmMouseUp(Message& m, MouseButtons button, Int32 clicks)
at System.Windows.Forms.Control.WndProc(Message& m)
at System.Windows.Forms.ButtonBase.WndProc(Message& m)
at System.Windows.Forms.Button.WndProc(Message& m)
at System.Windows.Forms.NativeWindow.Callback(IntPtr hWnd, Int32 msg, IntPtr wparam, IntPtr lparam)
```

Solution

Run each component that does not load from Command Prompt as Administrator.

Standard folder where componenets are installed: C:\Program Files\Produmex\Produmex Tools

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