Sage 100 ERP 2015 Intelligence Reporting Installation Guide

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Introduction

How to Use this Guide

This guide is designed to assist you to install or set up a new installation of Sage Intelligence Reporting.

This guide provides the information you need to:

- Install Sage Intelligence Reporting.

- License Sage Intelligence Reporting.

The order of topics in this guide matches the sequence of tasks you would typically perform to install and set up Sage Intelligence Reporting.

We assume that you:

- Understand Sage 100 ERP installation and setup.

- Have experience working with Sage 100 ERP.

Note: This guide contains troubleshooting tips and technical information on configuring supported accounting systems and database engines for use with Sage Intelligence Reporting. However, this guide is not a replacement for a qualified network or database administrator.

Topic Summary

Topic	Summary
Getting Started	Requirements for Installing Sage Intelligence Reporting.
Installing Sage Intelligence Reporting on the First Workstation	How to install and register Sage Intelligence Reporting and run it for the first time.
Installing Sage Intelligence Reporting on Subsequent Workstations	How to install Sage Intelligence Reporting and run it on subsequent workstations.
Using Sage Intelligence Reporting	How to work with Sage Intelligence Reporting.
Troubleshooting	Troubleshooting Tips and Technical information

Network Configurations

You can configure Sage Intelligence Reporting in a number of ways. The best configuration for your company depends on the number of users who need to use Sage 100 ERP programs and data concurrently, your chosen database engine, and your network setup. Sage Intelligence Reporting can be set up to operate in any of these configuration types.

Each network configuration contains the following components:

- Server – The computer that hosts the Sage 100 ERP Standard or Advanced and Sage Intelligence Reporting data repository. In a small workgroup, a workstation may act as a server, providing other workstations with access to Sage 100 ERP data and Sage Intelligence Reporting.

- Workstation – A computer that connects to a server to access Sage 100 ERP programs and/or data.

- Database Engine – the software used to create, retrieve, update, and delete data from a database.

Typical Network Configurations

This section describes the most common network configurations, including:

- Single computer.

- Windows peer-to-peer network.

- Client-server network.

Configuration 1: Single "Standalone" Computer

Installing on a single computer is the simplest configuration. All components are installed on one computer.

Configuration 2: Windows Peer-to-Peer Network

A Windows peer-to-peer network allows the server and workstations to share resources. This type of network is good for small workgroups, consisting of two to five workstations networked together using Microsoft Windows Network. One of the workstations acts as a server, allowing other computers to access data stored on its hard drive.

If more than two users require concurrent access to Sage 100 ERP data or programs, the workstation acting as the server should be dedicated. You may encounter performance issues if you run Sage 100 ERP on the server at the same time as other users are accessing Sage 100 ERP from their workstations.
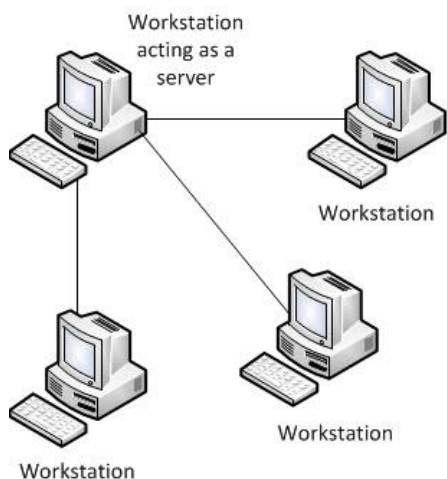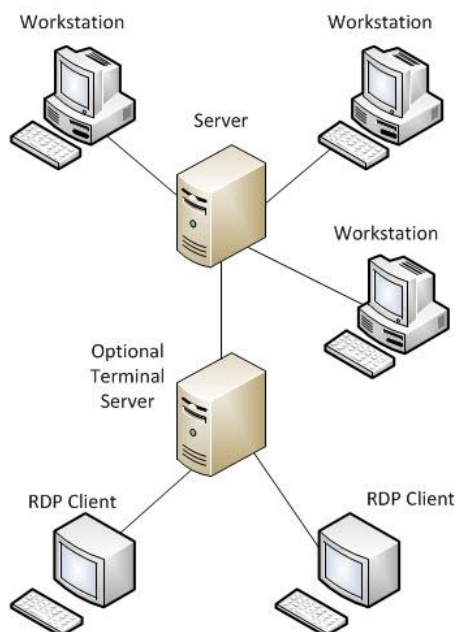

Configuration 3: Client-Server Network

In a client-server configuration, Sage 100 ERP programs and databases are on one or more dedicated servers.

The optional Terminal Server may also reside on the same physical server.

Workstations may access programs as well as data from the server(s), or may have programs installed locally for better performance.

Note: For Network setups, Sage Intelligence Reporting must be installed on the server as well as every workstation that requires access to it.

Getting Started

System Requirements

Before you can install Sage Intelligence Reporting on a workstation or server ensure that your hardware and software meets at least the recommended system requirements.

Recommended System Requirements

- One of the following operating systems fully installed and operational:

    - Windows 7 (32 or 64 bit),

    - Windows 8 (32 or 64 bit),

    - Windows Server 2008 R2,

    - Windows Server 2012,

    - Windows Terminal Server

- Ensure Sage 100 ERP Standard, Advanced or Premium, is fully installed and operational. For a complete guide on installing Sage 100 ERP, please refer to the Sage 100 ERP Installation Guide.

- Microsoft .Net Framework 4.0 (This will be installed if not present)

- Microsoft Visual Studio 2010 Tools for Office Runtime (This will be installed if not present).

- Microsoft Excel 2007, 2010 and 2013, 32 and 64 bit with versions that support Excel automation. Open Microsoft Excel at least once to ensure that it is fully licensed and activated before installing Sage Intelligence Reporting. Close Microsoft Excel before beginning the installation.

- Hardware: CPU > 1.3 GHz

- Memory: 2GB RAM, Hard Drive Space: 350MB

Database Connectivity Supported

Sage Intelligence Reporting uses ODBC and OLEDB technology to gain access to Open Database Systems. Sage Intelligence Reporting includes direct support for most popular database systems and Connection Types which are included within the Connector. For systems where a Connection Type does not exist but where the system has an ODBC driver these can be accessed via the **System DSN** connection types within the Connector.

The Sage 100 ERP database types supported are:

- Microsoft SQL Server

> **Note:** Sage Intelligence Report Designer requires Microsoft SQL CE 3.5 SP2 version 8080.

- Providex

Installing Sage Intelligence Reporting on the First Workstation

Installing Sage Intelligence Reporting on the First Workstation

This topic details the process which must be followed when installing Sage Intelligence Reporting on the first workstation. The installation process for Sage Intelligence Reporting is the same for Sage 100 ERP Standard, Advanced and Premium. If you are using Windows 2008, Windows 7 or Window 8, you must log in as the Windows administrator the first time you run Sage Intelligence Reporting. A user with Windows administrator privileges must register the ActiveX component, BICore.exe, which Intelligence Reporting requires. Once the component is registered, other types of users can then use Sage Intelligence Reporting.

The following Sage Intelligence Reporting modules are all installed in one process.

- Connector

- License Manager

- Report Manager

- Report Viewer

- Security Manager

- Report Designer

1. Ensure Sage 100 ERP Standard, Advanced or Premium, is fully installed and operational. By default the **Sage Intelligence Reporting** option is enabled during installation. For a complete guide on installing Sage 100 ERP, please refer to the Sage 100 ERP Installation Guide.
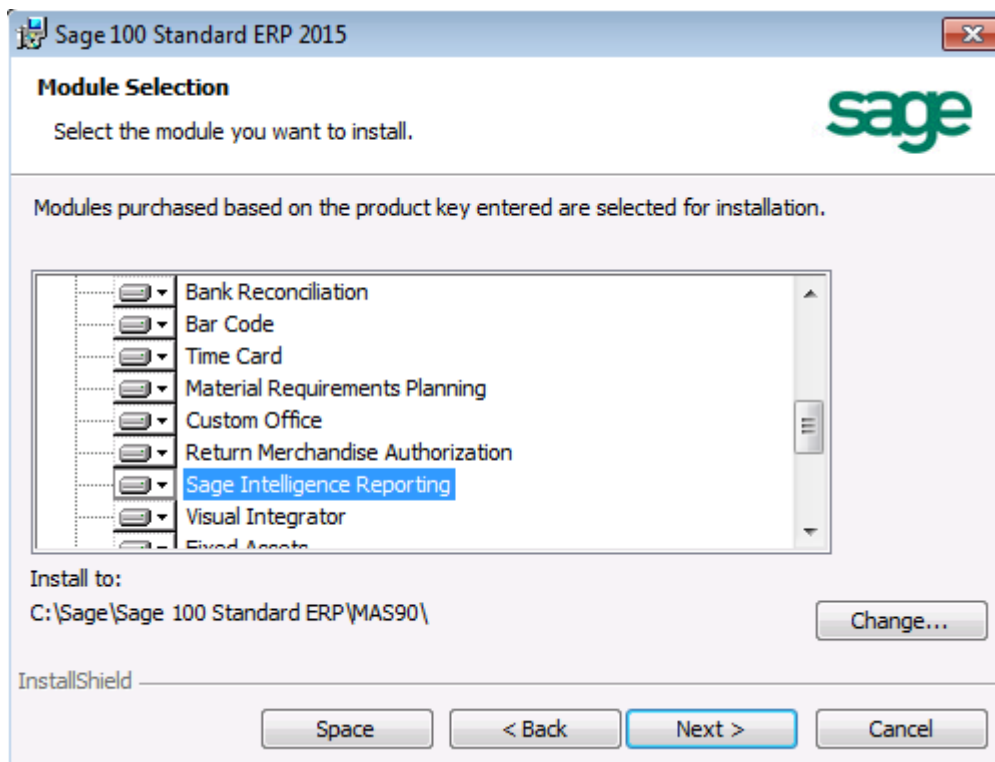

2. Ensure your company has been activated and set up in Sage 100 ERP.

3. Ensure roles have been set up that have access to Sage Intelligence Reporting and users have been assigned to the roles.
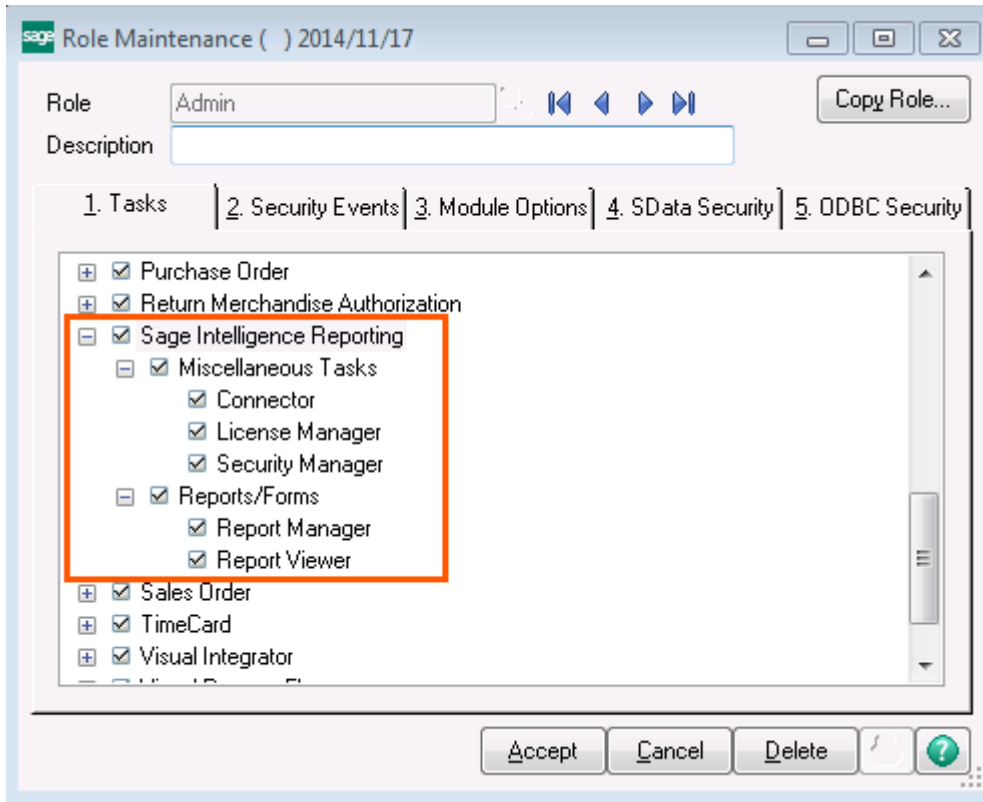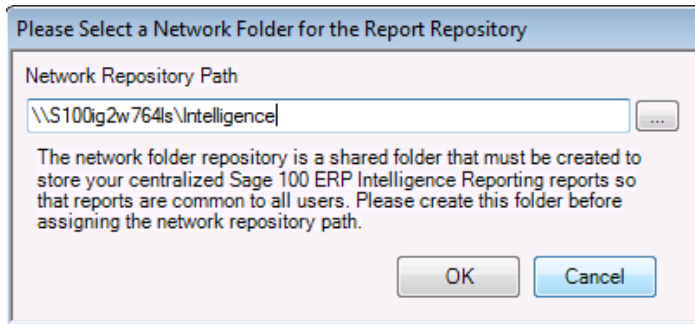

4. Start Microsoft Excel to ensure that is it licensed and activated. Close Microsoft Excel before setting up Sage Intelligence Reporting.

5. Create a shared folder where you would like your Sage Intelligence Reporting files to be stored outside of Sage 100 ERP. This is a separate folder which will store your settings and report templates and is referred to as the Repository. The Repository allows you to keep your Sage 100 ERP files and Sage Intelligence Reporting files separate so you can back up all of your data in one location. The Repository also allows report templates to be accessed by multiple users.

6. Grant Sage Intelligence Reporting users read and write permissions to the shared folder.

7. Open the Report Manager from within Sage 100 ERP.
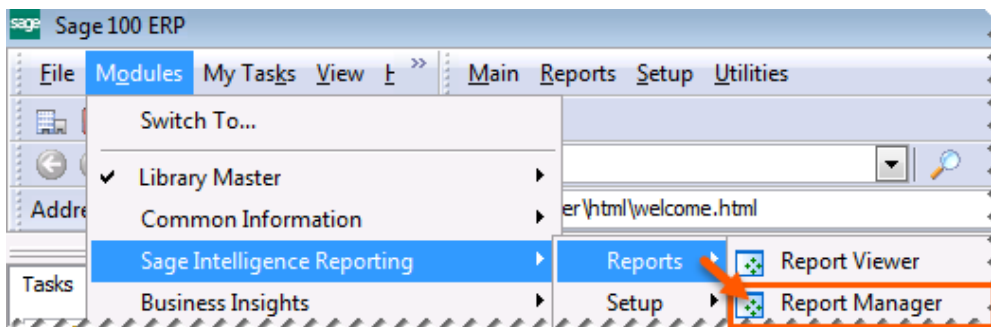
8. When the window appears asking for the path to the repository, enter the UNC path of the shared folder you created earlier. You must use a UNC format when entering the repository path: **\\server\share name**.

9. Click **OK**.

Please Select a Network Folder for the Report Repository

Network Repository Path

\\S100ig2w764ls\Intelligence

The network folder repository is a shared folder that must be created to store your centralized Sage 100 ERP Intelligence Reporting reports so that reports are common to all users. Please create this folder before assigning the network repository path.

OK   Cancel

10. If you have not previously licensed Sage Intelligence Reporting, a window will appear informing you that Sage Intelligence Reporting has not been registered. Click **Yes** to run the License Manager.

Sage 100 ERP Intelligence Reporting has not been registered

Sage 100 ERP Intelligence Reporting has not been registered. To register your product, launch License Manager from the workstation with Windows Administrative privileges. Do you want to run License Manager now?

Yes   No

11. Proceed to the topic: Registering your Installation Online.
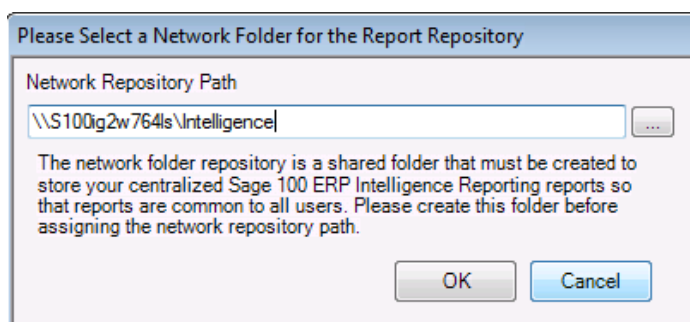
Licensing Sage Intelligence Reporting

Opening the License Manager for the First Time

If you are using Windows Vista, Windows 2008, or Window 7, you must log in as the Windows administrator the first time you run Sage Intelligence Reporting. A user with Windows administrator privileges must register the ActiveX component, BICore.exe, which Intelligence Reporting requires. Once the component is registered, other types of users can then use Sage Intelligence Reporting.

1. If you have not already done so as part of the installation process, create a shared folder where you would like your Sage Intelligence Reporting files to be stored outside of Sage 100 ERP. This is a separate folder which will store your settings and report templates and is referred to as the Repository. The Repository allows you to keep your Sage 100 ERP files and Sage Intelligence Reporting files separate so you don't need to move your BI files every time you upgrade to a new version of Sage 100 ERP and you can back up all of your data in one location. The Repository also allows report templates to be accessed by multiple users. Grant Sage Intelligence Reporting users read and write permissions to the shared folder.

2. In Sage 100 ERP, open the Sage Intelligence Reporting license manager.
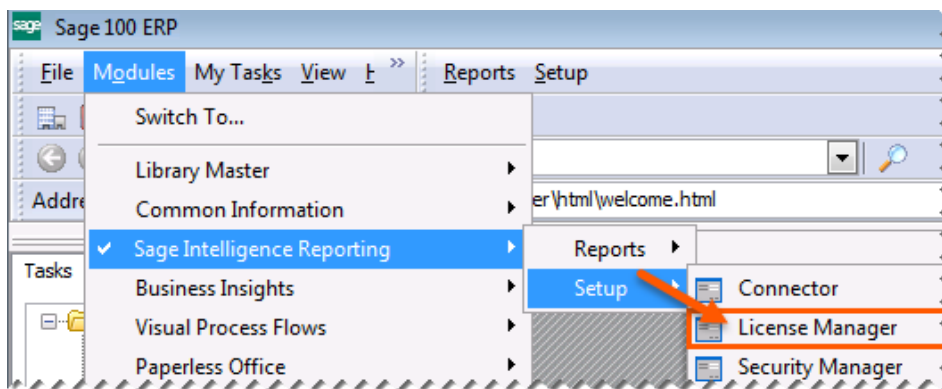
3. If you have not previously launched any of the Sage Intelligence Reporting modules, a window appears asking for the path to the repository. Enter the UNC path of the shared repository folder you created earlier. You must use a UNC format when entering the repository path: **\\server\share name**. Local path must be in the format: **\\ComputerName\SharedFolder**.

4. Click **OK**.

5. The License Manager will open.

How to Find Your Sage Intelligence Reporting Serial Number

If you do not have the serial number for Sage Intelligence Reporting, you can locate it in the Sage customer portal.

1. Go to https://customers.sagenorthamerica.com/ and log on using your user name and password. If you do not have a login or have forgotten it, follow the directions on the screen.
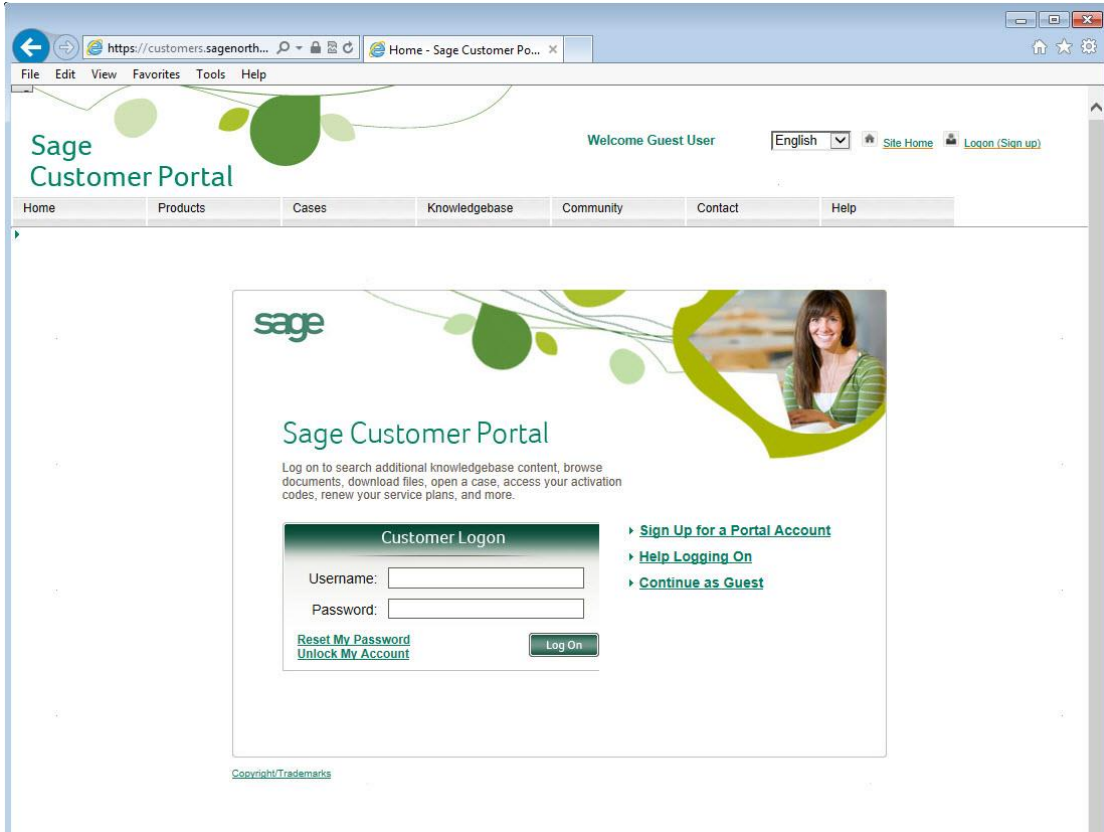
2. Click **Products** and select **Details** in the upper left hand of the screen.
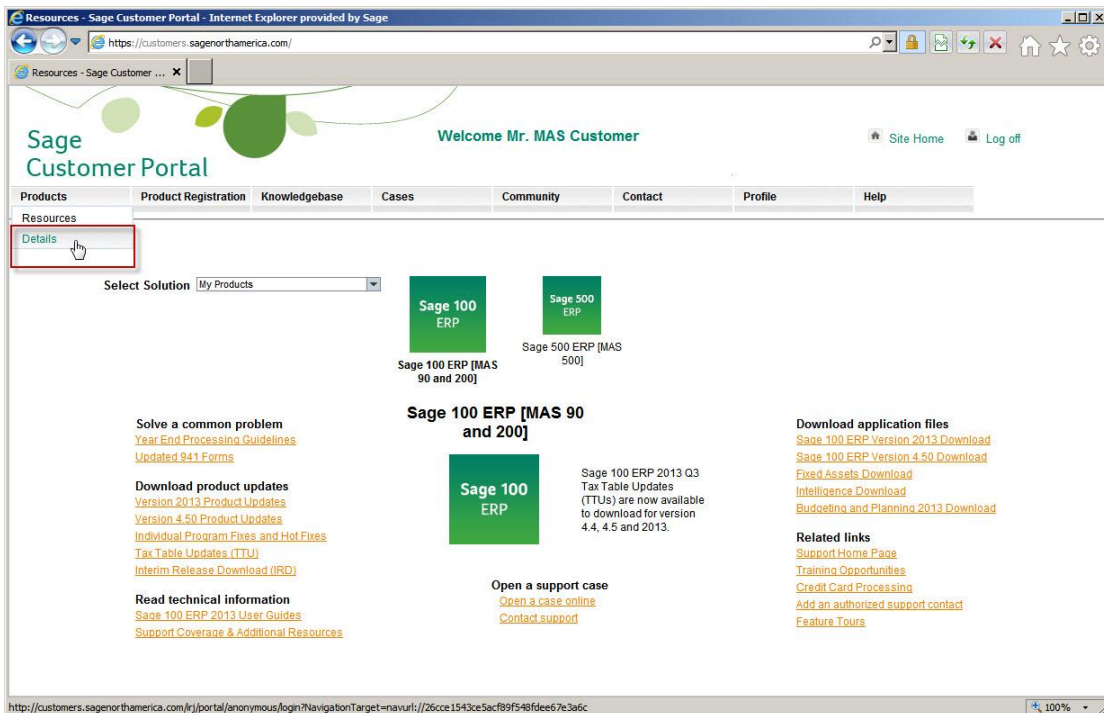
3. On the **My Products** page, under **Product Details**, find and locate your Unlocking Key for the Application titled **Intelligence Report Mgr.**

The serial number you need to unlock all of Sage Intelligence Reporting is located in the **Unlocking Key** column. This is case-sensitive, and all punctuation marks must be copied or keyed into the License Manager exactly as displayed in order to activate and use Sage Intelligence Reporting. You can also email or print your product details.

There are several modules in Sage Intelligence Reporting including the Report Manager, Report Viewer, Report Designer and Connector. Because these components are sold separately, your record will only list the components your company owns. Regardless of how many additional components of Sage Intelligence Reporting you own, the serial number found in the **Intelligence Report Manager** record is the only one you need to unlock all of Sage Intelligence Reporting.

The Report Manager and Report Viewer are user-based components, which means they are sold for each individual who will need access to their specific functionality. The **User Count** column displays how many users in your company have access to the Report Manager and Report Viewer respectively.

Registering your Software

Registering your Sage Intelligence Reporting Installation Online

Performing Registration for the first time:

Over the Internet

1. Open the License Manager.

2. Enter the account number and the Sage Intelligence Reporting serial number supplied to you.
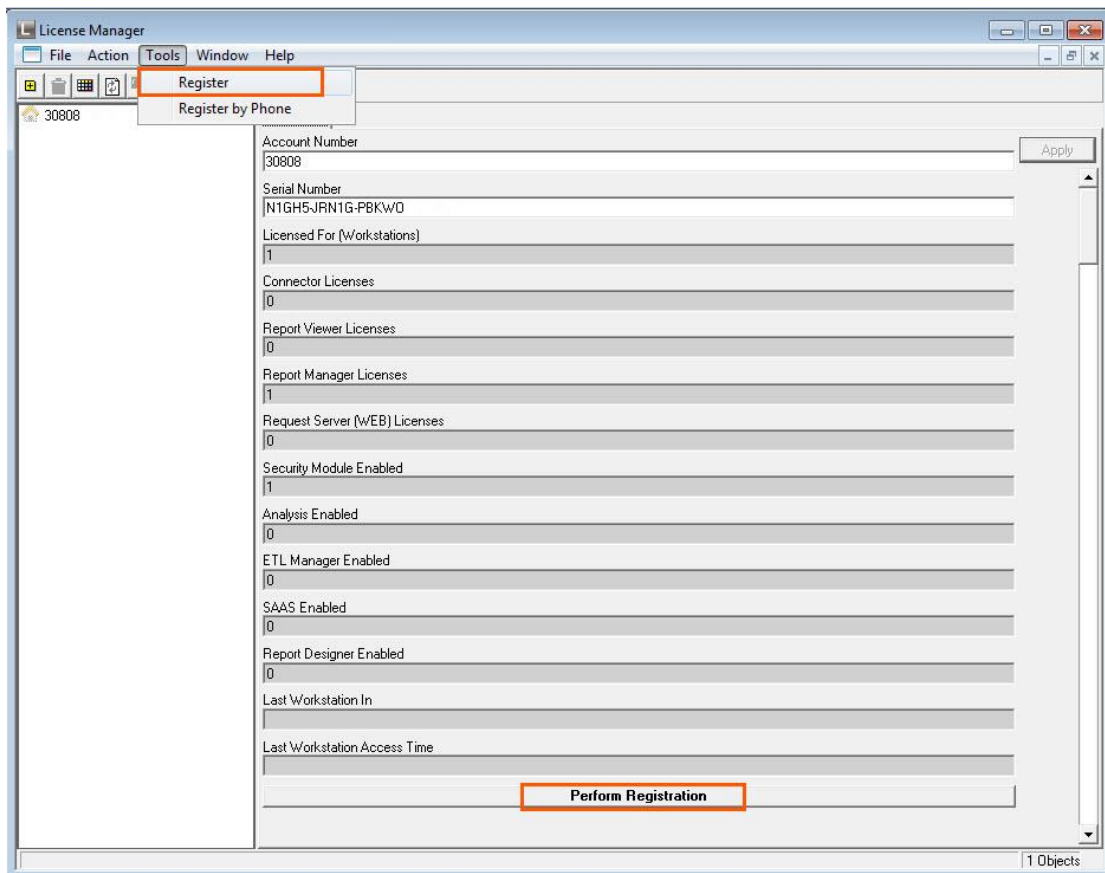
3. Click **Apply**.

4. Ensure that you are connected to the internet and click on **Perform Registration** at the bottom of the page.

Sage Intelligence Reporting will contact the Update Server and if authentication with the Update Server is successful (i.e. a valid Company Name and Serial Number) then the necessary files and information to enable Sage Intelligence Reporting will be downloaded and you will receive a confirmation.

5.   Click **OK**. The License Manager will exit.

If you go back into the license manager, the number of licenses for each module will be displayed. The Connector, Report Viewer and Report Manager are examples of user-based components, which means they are sold for each individual who will need access to their specific functionality. The number displayed indicates how many users in your company will be licensed for each of the modules.

Some module licenses are applied at a site level. They will be indicated as **1** if enabled or **0** if not enabled. The Report Designer is an example of a site-level license.

The MetaData Repository

The MetaData Repository stores all of your important information including connection, container, report information and Reporting Trees in one folder.

The Benefits of the MetaData Repository

- Sharing the MetaData Repository folder allows report templates to be accessed by multiple users.

- By storing all of your important information in one folder, backing up this folder will ensure that all of your connection, container, reporting trees and report templates can be easily restored in the event of data loss.

Locating your MetaData Repository

1. Open the Report Manager or Connector.

2. In the window that opens, look on the **Properties** tab. Your MetaData Repository location will be displayed.

Tip: Add this folder to your daily backups to ensure that all of your connection, container, reporting trees and report templates can be easily restored in the event of data loss.

Allowing Report Templates to be accessed by Multiple Users

1. On the server or workstation which contains the metadata repository that you'd like to share, use windows explorer to share the folder that the metadata repository is located in.

2. When opening Sage Intelligence Reporting for the first time on another workstation, you will be prompted for the location of the metadata repository. Browse to the shared folder on the network.

   OR
   If you have already installed Sage Intelligence Reporting, open the Report Manager and on the **File** menu, select **Metadata Options**, **Change**. Type the path or browse to the shared folder on the network.

Note: In a small workgroup, a workstation may act as a server, providing other workstations with access to Sage Intelligence Reporting.

Setting up User Access

Security Manager

The Security Manager is an administration tool that lets an administrator manage roles (user groups) and assign users and reports to each role. When security is enabled the user will be required to login and then will only have access to the reports selected for the role that the user belongs to. The Security Manager ensures that access to important or sensitive reports is securely controlled.
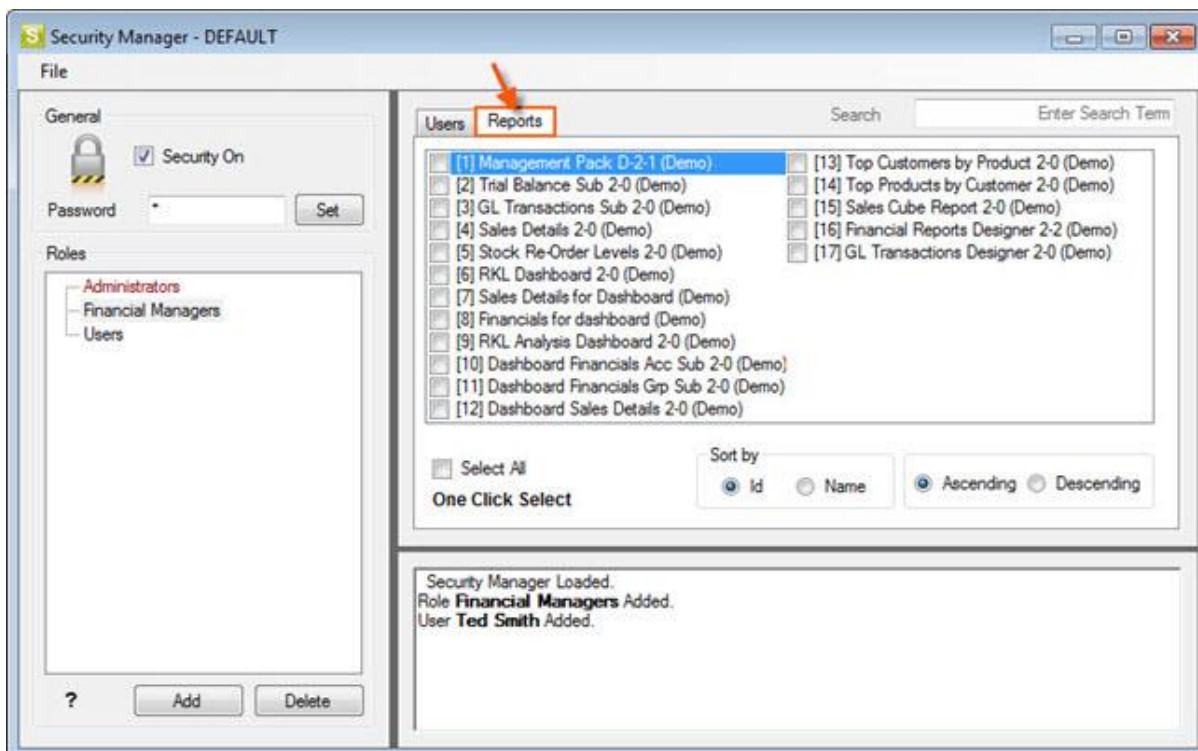
> **Warning**: It is highly recommended that security be enabled to prevent unauthorized user access into the security manager.

The following rules apply:

- Report level security will by default be switched off at installation and must be switched on within Security Manager to take effect.

- Only users added to the **Administrators** role will be allowed to Add/Edit/Delete reports within the Report Manager.

- The list of users within the Security Manager will be synchronized from the Sage 100 ERP user list.

The Security Manager allows you to:

- Set Security On or Off

- Manage Roles

- Select which users belong to which Roles.

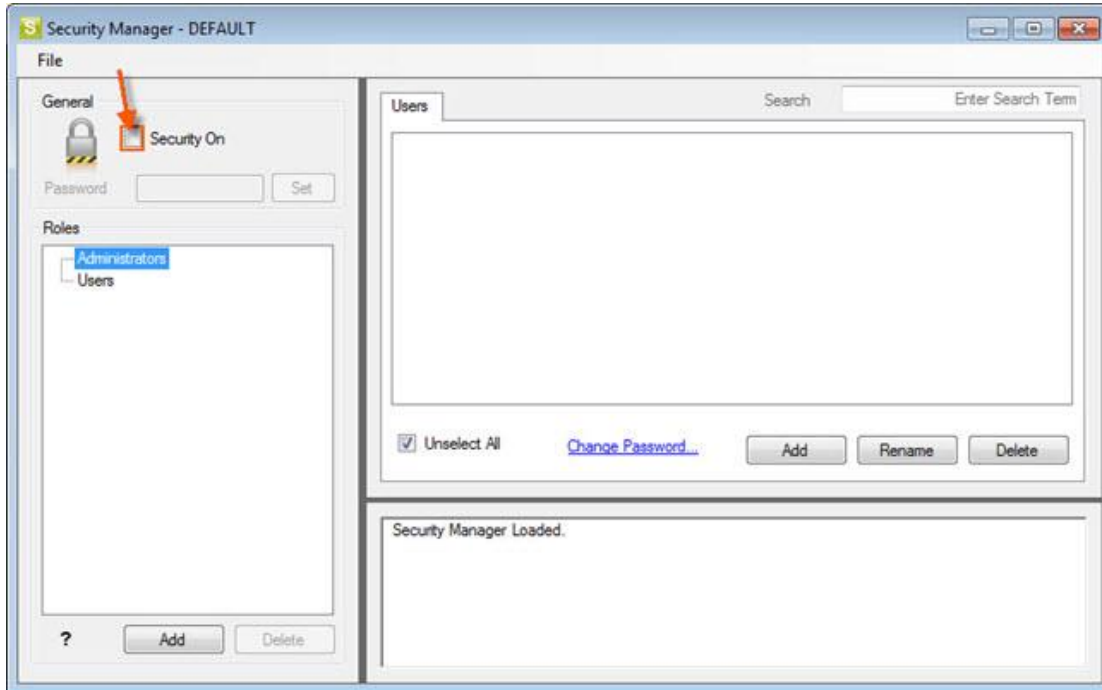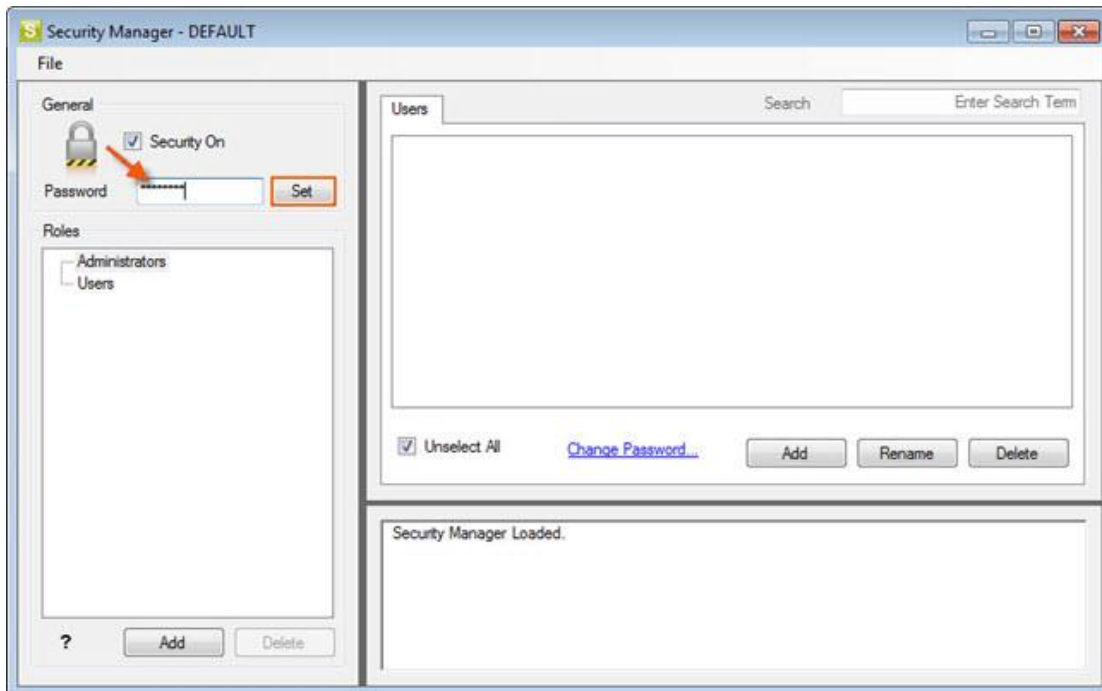- Select which Reports belong to which Roles.

Activating the Security Manager

It is highly recommended that security be enabled to prevent unauthorized user access into the security manager.
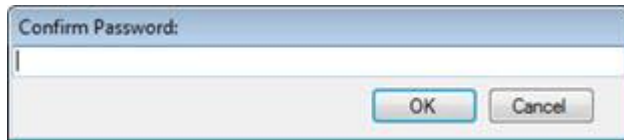
1. Open the Security Manager.

2. Click the **Security On** checkbox to enable it.

3. You will be prompted for a password. Type in a password and click **Set**.
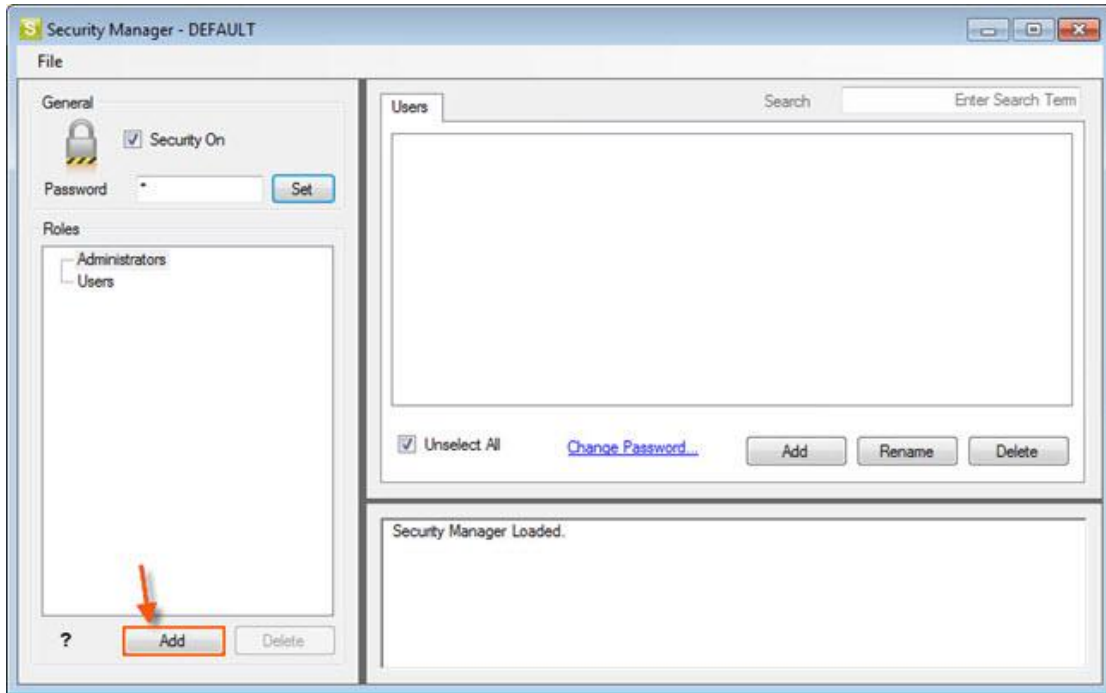
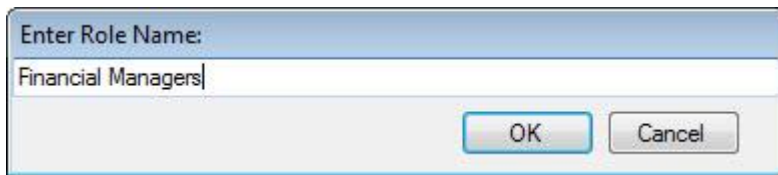4. Confirm your password. This password will be required in future to gain access to the Security Manager.

5. Click **OK**. A confirmation window will appear.

6. Click **OK**.

7. Proceed to Add Roles.

Adding Roles

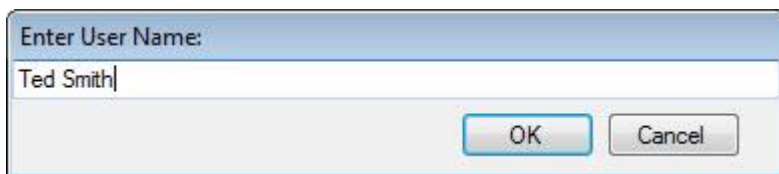1. From the **Users** tab, click **Add** under the **Roles** pane to add a new role.

2. Enter a name for the Role.

3. Your role will now be added. In the right pane, select **Add** to add the users that should belong to the new role.

> **Note:** If integrated security is used, those users listed are those set up in your Sage 100 ERP security.

4. Type the users name and select **OK**.

5. Enter a password for the user and click **OK**. It is suggested passwords are set for users so they match their Sage 100 ERP passwords.

6. Repeat this process for any additional roles you would like to add, then proceed to Add Reports to Roles.

Adding Reports to Roles

1. Click on the **Reports** tab to assign access to specific reports for each role.
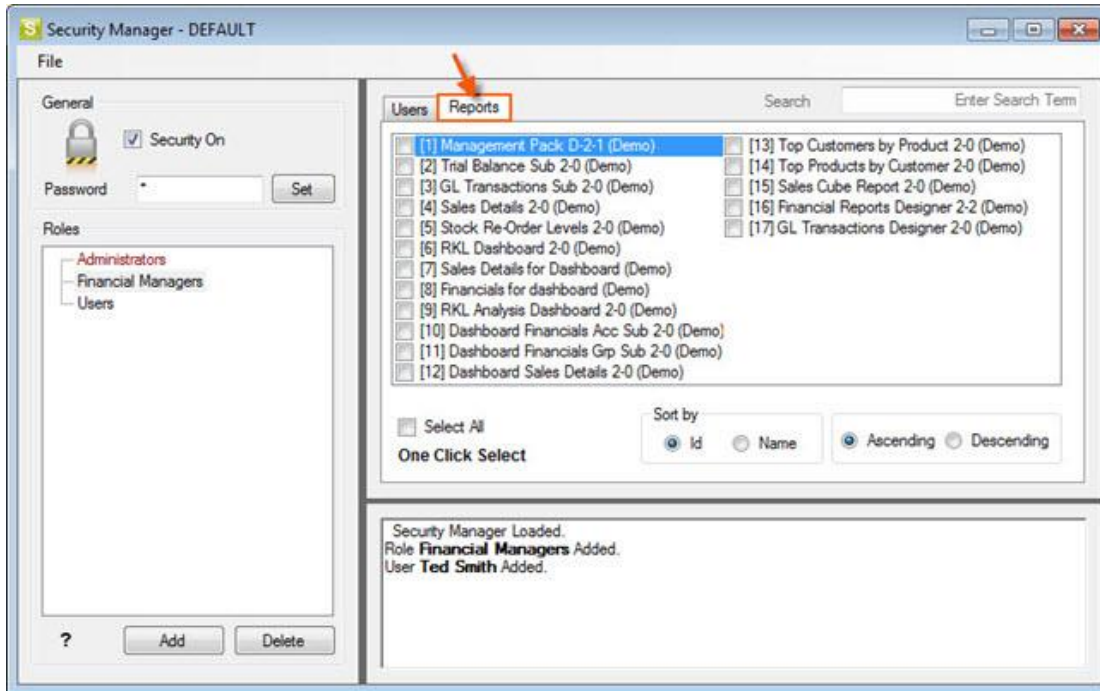
2. Ensure the correct role is selected in the left pane, then select the reports in the right pane which that role must have access to.

Note: Union/sub reports are automatically added when the main report is added.
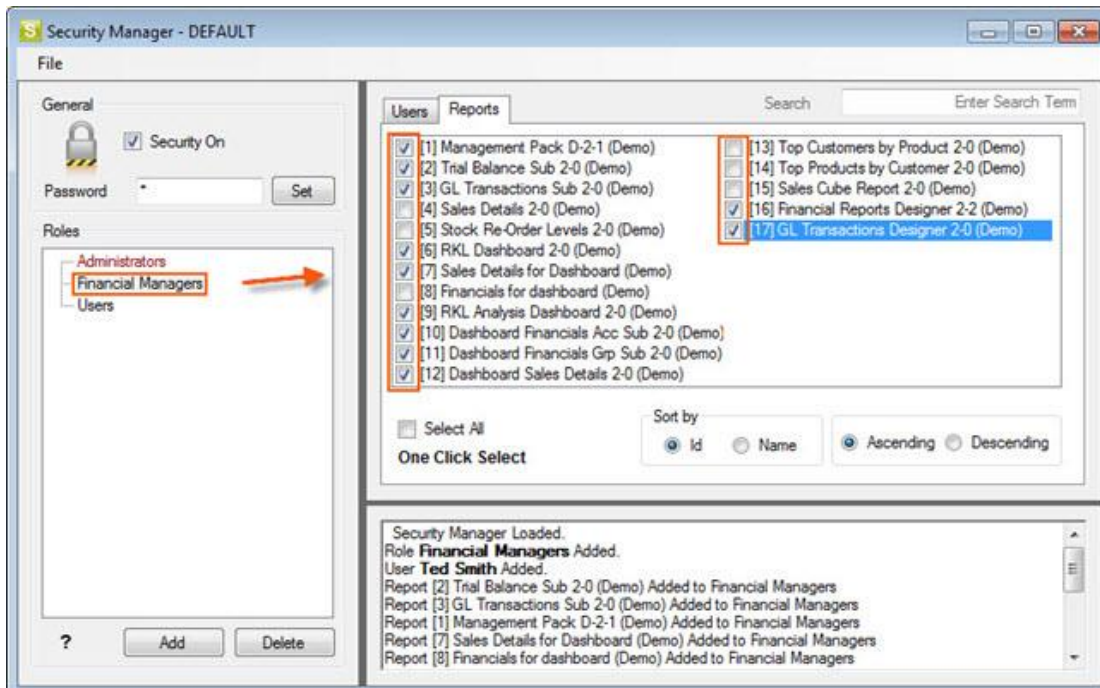

The users now assigned to that role, have access to the reports that the system administrator has assigned to the role.

# Installing Sage Intelligence Reporting on Additional Workstations

This topic details the process which must be followed when installing Sage Intelligence Reporting on additional workstations. The installation process for Sage Intelligence Reporting is the same for Sage 100 ERP Standard, Advanced and Premium. The installation process is the same for Sage 100 ERP Standard, Advanced and Premium. If you are using Windows 2008, Windows 7 or Windows 8, you must log in as the Windows administrator the first time you run Sage Intelligence Reporting. A user with Windows administrator privileges must register the ActiveX component, BICore.exe, which Intelligence Reporting requires. Once the component is registered, other types of users can then use Sage Intelligence Reporting.

The following Sage Intelligence Reporting modules are all installed in one process.

- Connector

- License Manager

- Report Manager

- Report Viewer

- Security Manager

- Report Designer

1. Ensure Sage 100 ERP Standard, Advanced or Premium workstation is fully installed and operational. By default the **Sage Intelligence Reporting** option is enabled when running the workstation installation. For a complete guide on installing Sage 100 ERP, please refer to the Sage 100 ERP Installation Guide.
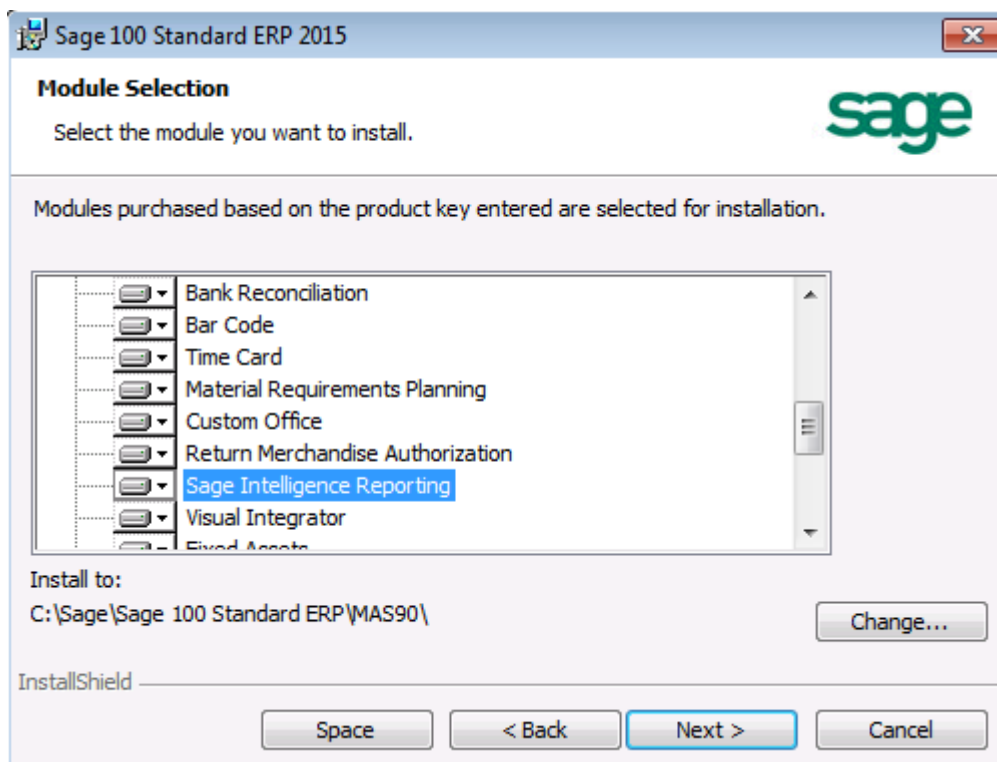
2. Ensure your company has been activated and set up in Sage 100 ERP.

3. Ensure roles have been set up that have access to Sage Intelligence Reporting and users have been assigned to the roles.
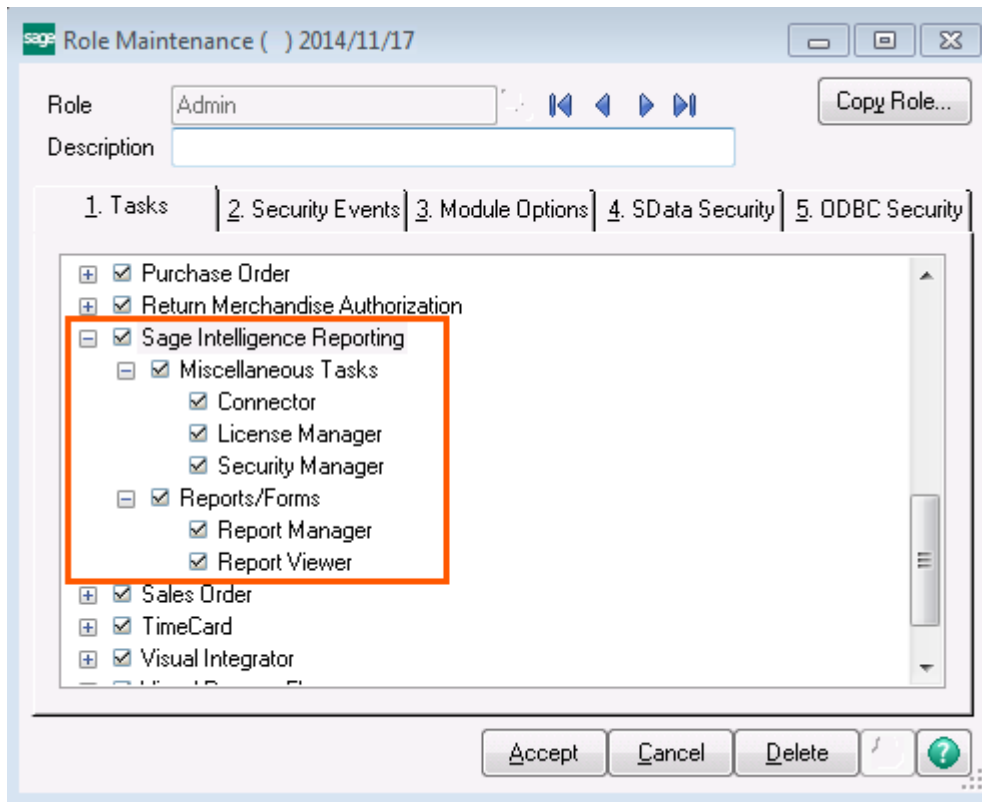
4. Start Microsoft Excel to ensure that is it licensed and activated. Close Microsoft Excel before setting up Sage Intelligence Reporting.

5. Open the Report Manager from within Sage 100 ERP.
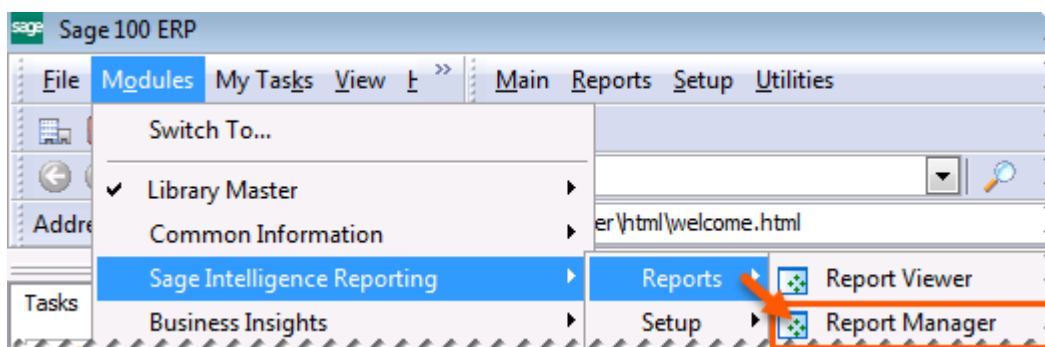
6. When the window appears asking for the path to the repository, enter the UNC path of the shared folder you created when you installed the first workstation. You must use a UNC format when entering the repository path: **\\server\share name**.

7. Click **OK**.

Please Select a Network Folder for the Report Repository

Network Repository Path

`\\S100ig2w764ls\Intelligence` [...]

The network folder repository is a shared folder that must be created to store your centralized Sage 100 ERP Intelligence Reporting reports so that reports are common to all users. Please create this folder before assigning the network repository path.

[OK]   [Cancel]
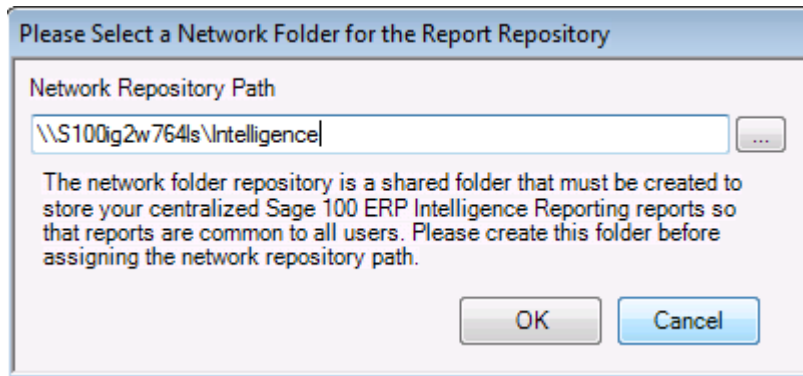
## Opening Sage Intelligence Reporting Modules for the First Time

If you are using Windows Vista, Windows 2008, or Window 7, you must log in as the Windows administrator the first time you run Sage Intelligence Reporting. A user with Windows administrator privileges must register the ActiveX component, **BICore.exe**, which Intelligence Reporting requires. Once the component is registered, other types of users can then use Sage Intelligence Reporting.

The first time you run the Connector, Report Manager, Report Viewer or Security Manager, you will be prompted for the location of the Report Repository.

1. When the window appears asking for the path to the repository, enter the UNC path of the shared folder you created when you installed the first workstation. You must use a UNC format when entering the repository path: **\\server\share name**.

2. Click **OK**.
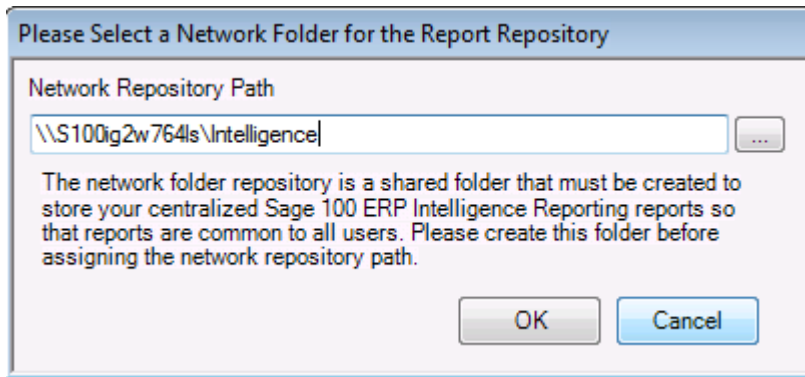
3. Click **OK**.

4. The **Select License Type** window will appear. Select the mode which suits the access required for this workstation.
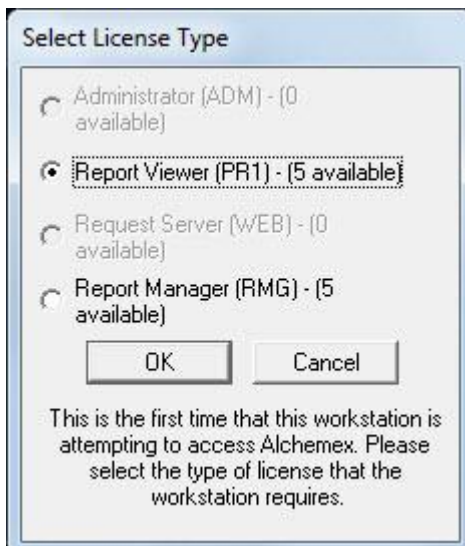
A workstation in a Sage Intelligence Reporting installation can be licensed to run in one of 4 modes. These modes are -

- Administrator (ADM) - In this mode the workstation can be used to access both the Connector and Sage Intelligence Reporting as well as to run reports from Shortcut files.
- Report Viewer (Shortcut) - In this mode the workstation can be used to run reports from Shortcut files.
- Request Server (WEB) – Unavailable in Sage 100 ERP.
- Report Manager (RMG) - In this mode the workstation can be used to access the Report Manager as well as to run reports from Shortcut files.

5. Click **OK**.

Installing Sage Intelligence Reporting on Citrix

This installation guide is intended to explain the process to be followed when attempting to install Sage 100 ERP Intelligence on a Citrix XenApp/XenDesktop Load Balanced or Single Server Instance.

> **Note**: Sage 100 Intelligence Reporting does not yet officially support Citrix and Terminal Services environments as comprehensive testing in these environments has not yet been completed.
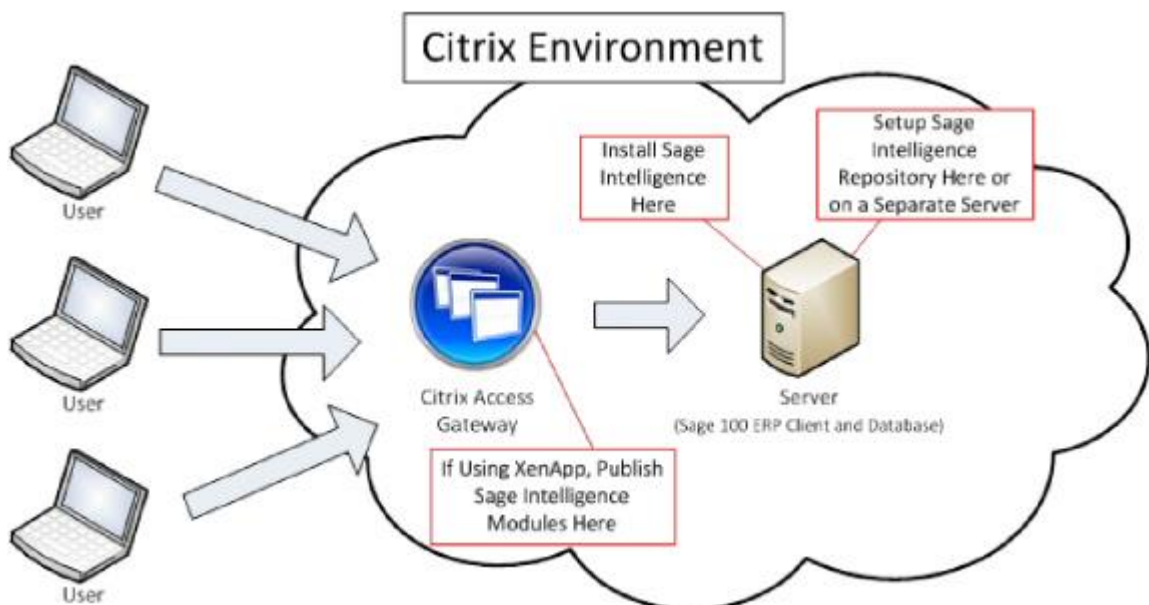
The Sage Intelligence Reporting repository contains metadata and a database where Sage Intelligence stores all reports, security rules, license details and other configurations. This repository should always be setup on a server or workstation which is centrally accessible via a network connection to all workstations which have Sage Intelligence Reporting installed.

Licensing

Sage Intelligence Reporting uses a workstation licensing model whereby licenses are assigned to workstations which need access to the Intelligence modules. Four license types are available to be assigned and offer varying degrees of access:

- Connector License - This site license enables full access to all modules for the machine it is licensed on, all other workstations will have access to the connector but will consume another license (i.e. Report Manager), to launch Intelligence Reporting Modules.
- Report Manager License - This workstation license enables access to Report Manager and Report Viewer.
- Report Viewer License - This workstation license enables access only to Report Viewer.
- Report Designer License - This site license will allow all workstations connected to the SVD access to the Report Designer module once it has been activated.

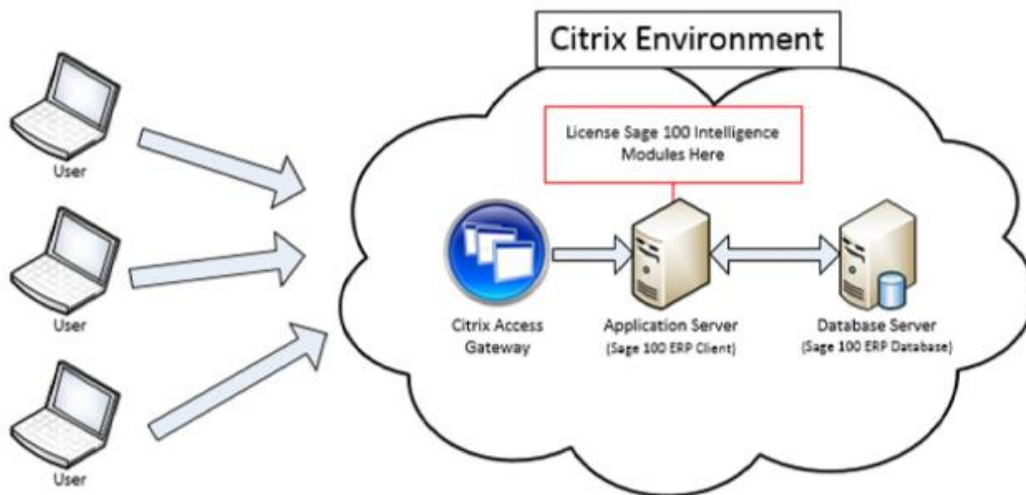## Sage 100 ERP Standard Single Server Citrix Environment

Installation

- Sage Intelligence Reporting report repository should be created on either the same server as Sage 100 ERP or another server which is accessible to the Sage 100 ERP server. Setting up the repository on a separate server caters for server count growth if load balancing is implemented later. It is important to ensure that all Sage 100 ERP users need to have read/write access to this repository.
- In order to allow users to launch reports, Excel (2007 and above) must be installed on the workstation the user is launching the report on.

Licensing

Within a single Application Server Citrix environment the same workstation server is used by all users to access Sage Intelligence Reporting (through Sage 100 ERP), as Sage Intelligence Reporting can only assign one license to a workstation - all users whom access Sage Intelligence Reporting via the single workstation server will share the same workstation license. In this scenario, purchasing a single connector license is recommended. This will allow all users to access all modules of Sage Intelligence Reporting, therefore it is recommended user roles are set within Sage 100 ERP. These roles will be associated with a username and therefore will only allow the user signed into the workstation the access rights that have been permitted.

Sage 100 ERP Advanced and Premium Single Client and Single Database Server Citrix Environment
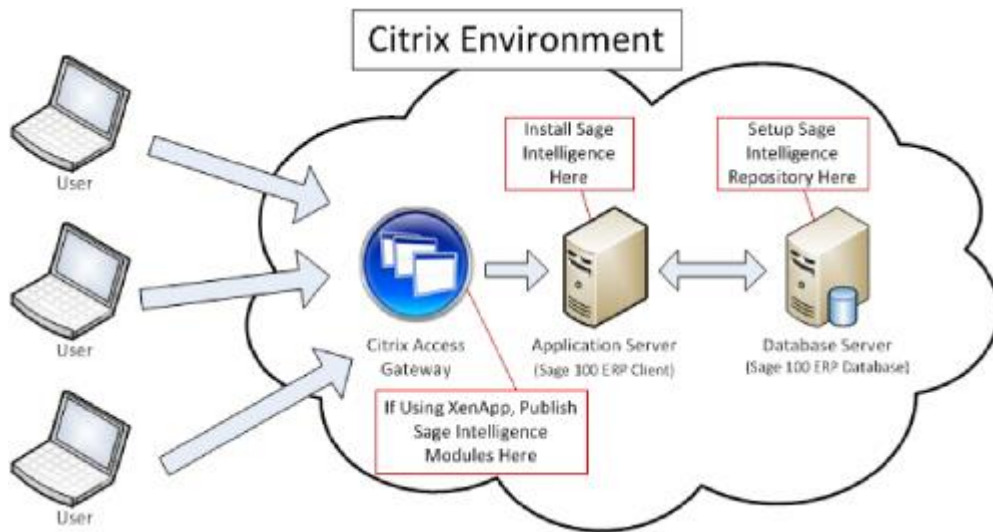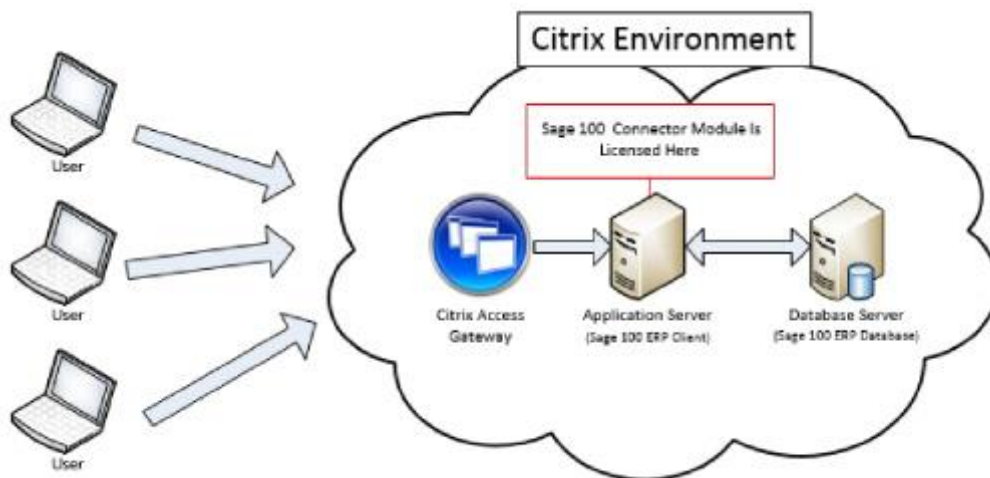

Installation

- Setup the Sage Intelligence repository shared folder on a server which is accessible to the Application Server such as the Sage 100 ERP Database Server. Ensure all Sage 100 ERP users have read/write access to this folder.
- Register Sage Intelligence using the License Manager to activate your licenses.

Licensing

Within a single Application Server Citrix environment the same workstation is used by all users to access Sage Intelligence Reporting (through the Sage 100 ERP), as Sage Intelligence can only assign one license to a workstation - all users whom access Sage Intelligence Reporting via the single workstation will share the same workstation license. In this scenario, purchasing a single connector license is recommended this will allow all users to access all modules of Sage Intelligence Reporting, therefore it is recommended that user roles are set within the Sage 100 ERP. These roles will be associated with a username and therefore will only allow the user signed into the workstation the access rights that have been permitted.
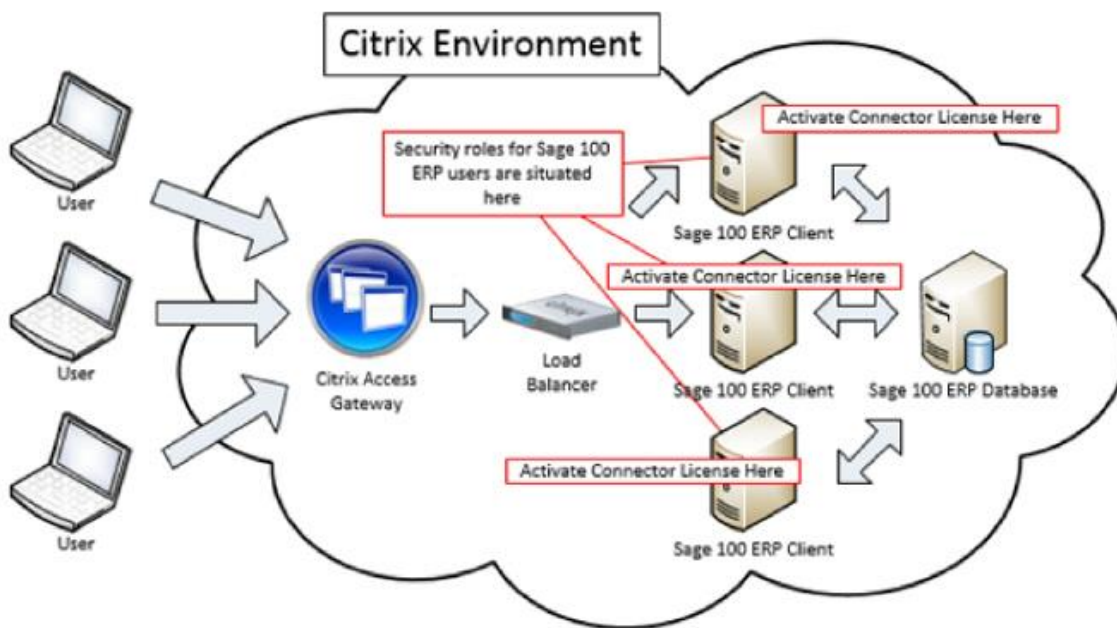
Installation

- Setup the Sage Intelligence repository shared folder on a server which is accessible to the Application Servers such as the Sage 100 ERP Database Server. Ensure all Sage 100 ERP users have read/write access to this folder.
- In order to allow users to launch reports Excel (2007 and above) must be installed on the workstation the user is launching the Intelligence report on
- Launch Sage Intelligence Reporting on each Application Server, when launching for the first time, a prompt will appear requesting the location of the repository path. Enter the full network location of the repository shared folder which was created.
- Register Sage Intelligence Reporting using the License Manager to activate the licenses you have purchased. You will only need to perform this step once on one Application Server, as once you have done this, the remainder of Sage Intelligence Reporting workstation installations on other Applications Servers, will detect the licensing from the repository (only if users are sharing a metadata repository) when the modules are run.

Licensing

Within a load balanced Citrix environment a user will be directed to any one of the available Application Servers based on the load of the Application Server. This means all Application Servers need to have a license in order to launch Sage Intelligence. In this scenario, purchasing a connector license is also recommended, however you will need to request multiple connector licenses from Sage. The number of connector licenses you request is dependent on how many Application Servers you have installed Sage Intelligence Reporting on, for example, if you have 3 load balanced Application Servers you will need to request 3 connector workstation licenses.

Having each Application Server assigned a Connector license will allow all users to access all modules of Sage Intelligence Reporting (through the Sage 100 ERP), therefore it is recommended that user roles are set within the Sage 100 ERP. These roles will be associated with a username and therefore will only allow the user signed into the workstation the access rights that have been permitted.
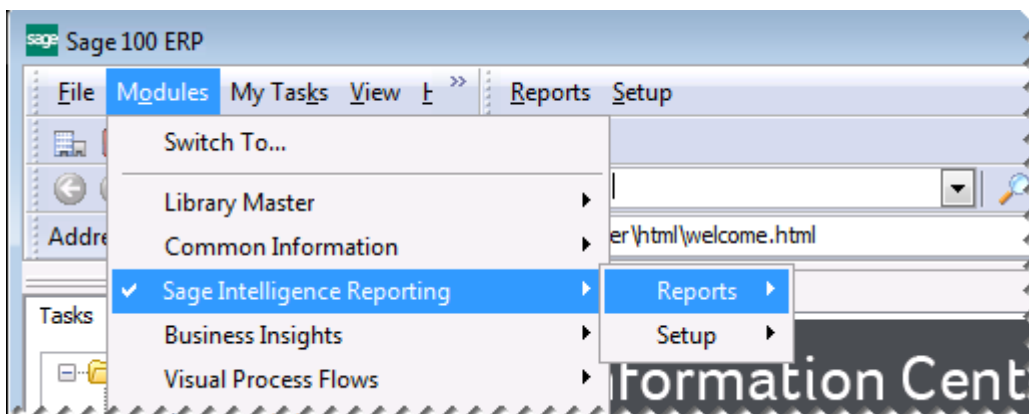
Using Sage Intelligence Reporting

Changes to Sage 100 ERP Screens

After the installation of Sage Intelligence Reporting, additional menus named **Reports** and **Setup** will be added within Sage 100 ERP. When you click on the menu, you will see the different Sage Intelligence Reporting modules you can click on to access.
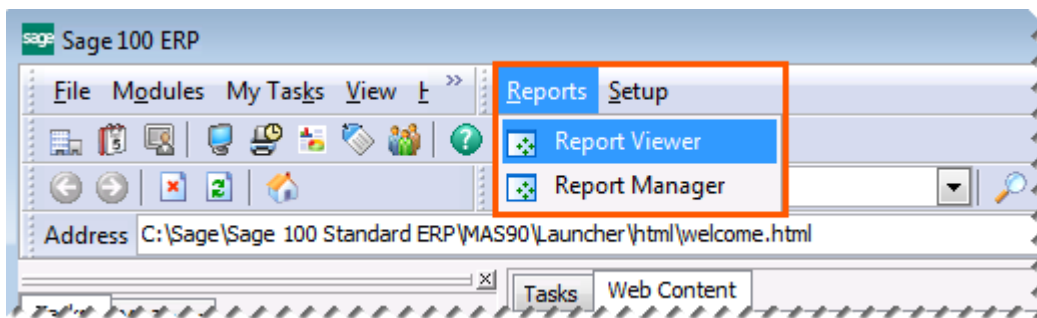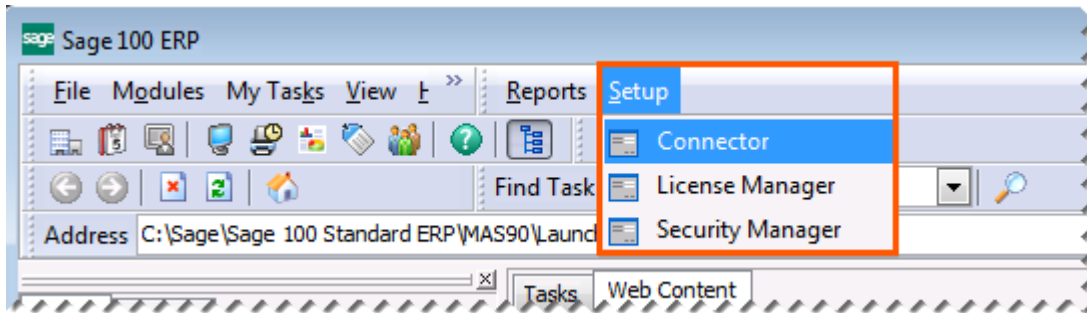
You can access the modules from here or alternatively from the **modules** menu.

Overview of the Modules

There are six modules of Sage Intelligence Reporting: Report Manager, Report Viewer, Report Designer, Connector, Security Manager and License Manager.
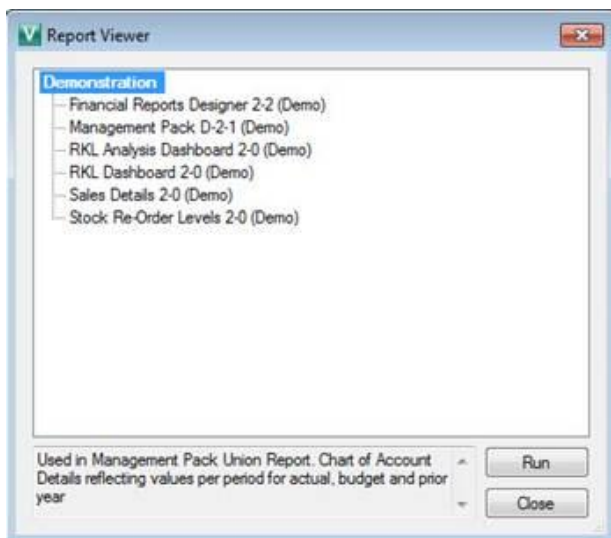
Report Manager

The Report Manager provides an interface to create, run and modify reports. Reports can be grouped into folders, and properties of reports can be reviewed and edited as necessary.
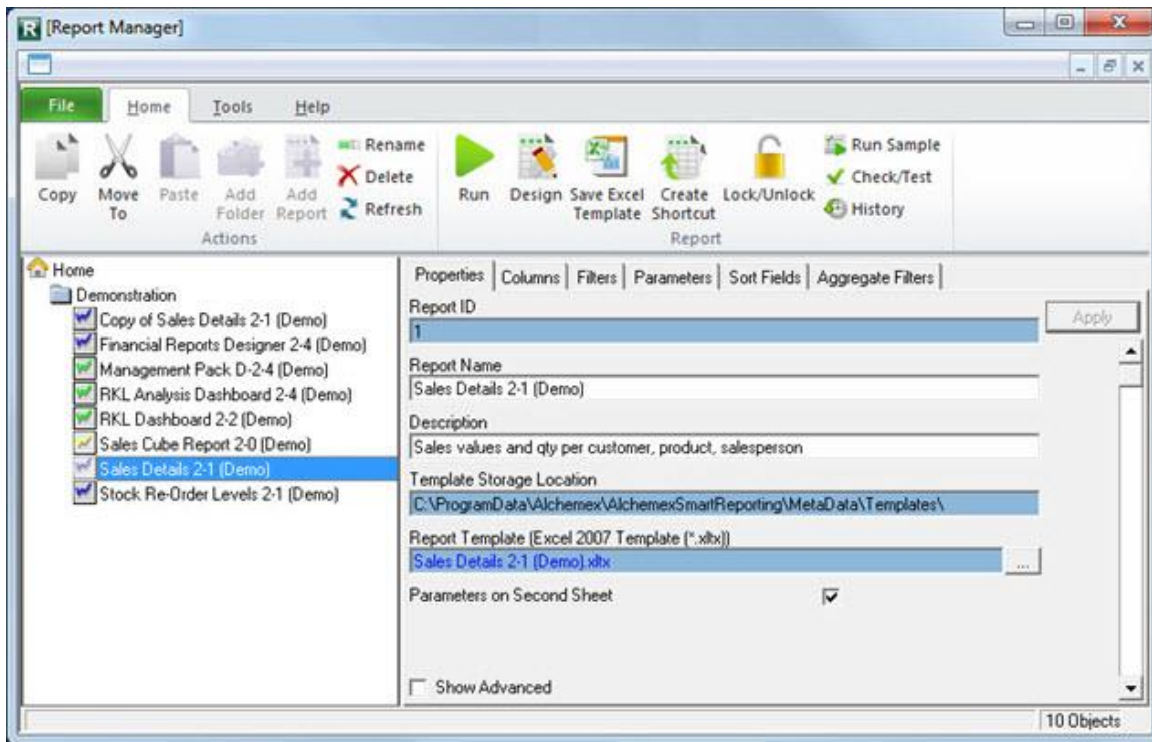

Report Viewer

The Report Viewer provides an interface to run the reports directly.

Report Designer

The Report Designer consists of the Layout Generator which allows you to fast track the building of powerful financial reports with an easy-to-use, drag-and-drop interface to allow for flexible financial reporting with multi-level groupings according to your unique business needs.
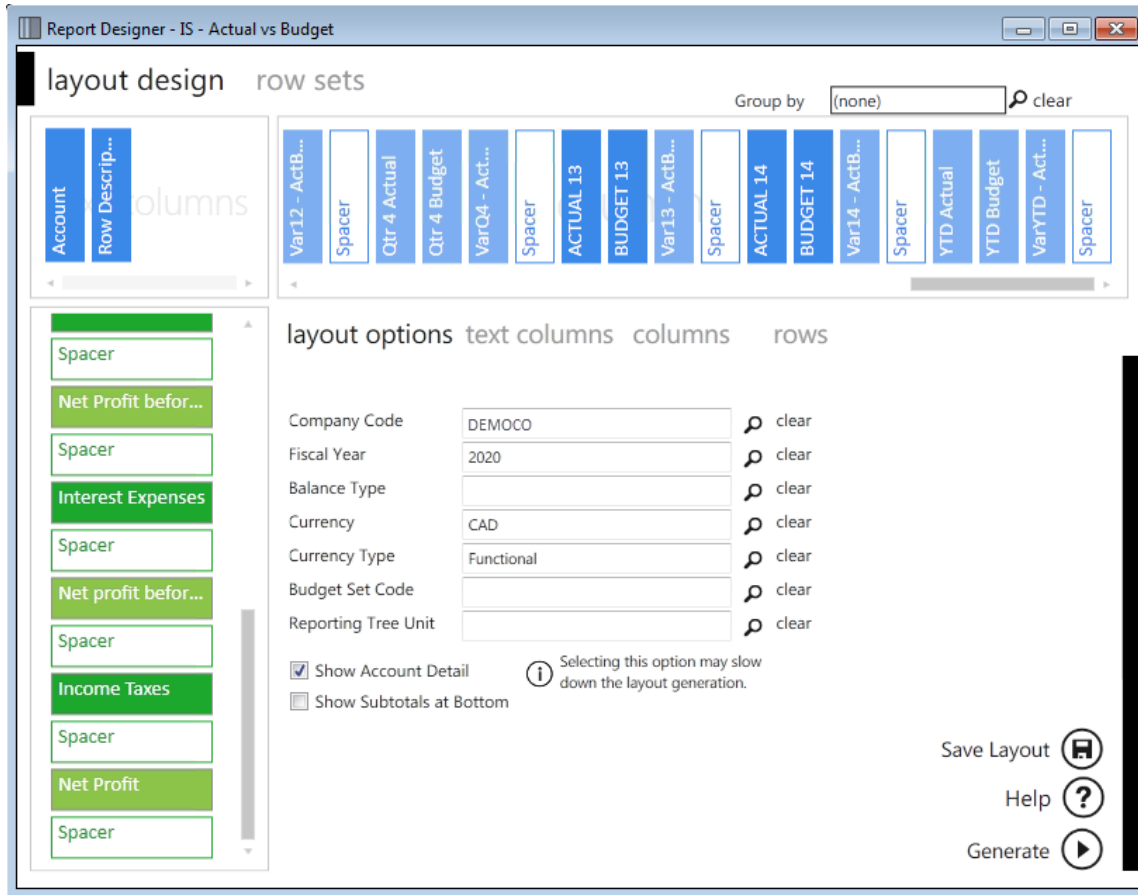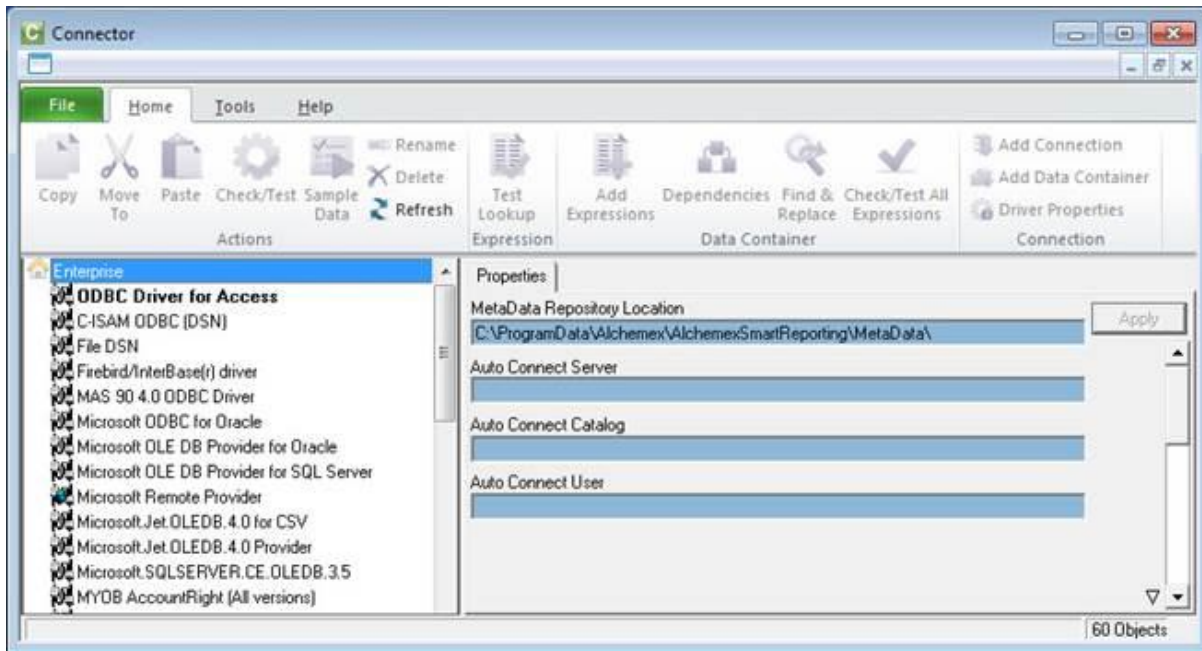

The Report Designer Task Pane presents an alternative to the Layout Generator to empower users to take control of all design aspects of their reporting layouts within Microsoft Excel.
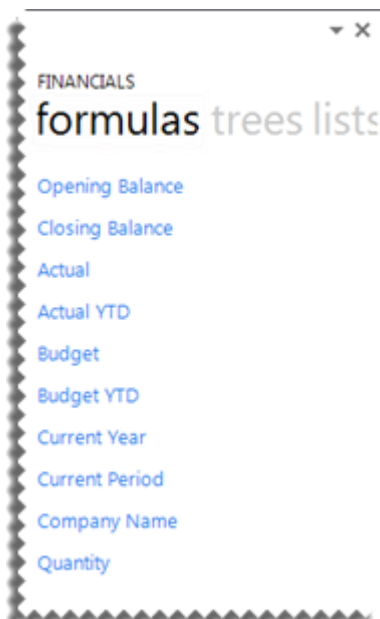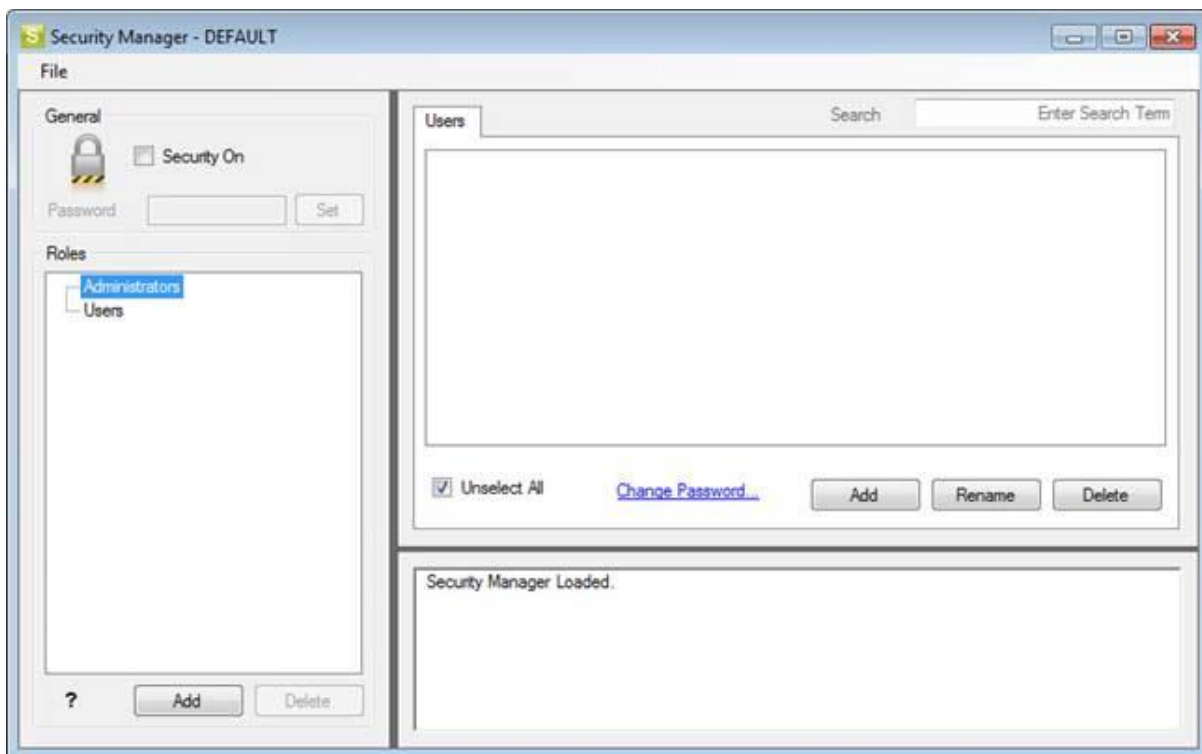
Connector

The Connector maintains the connectivity between Sage Intelligence Reporting and the data sources.
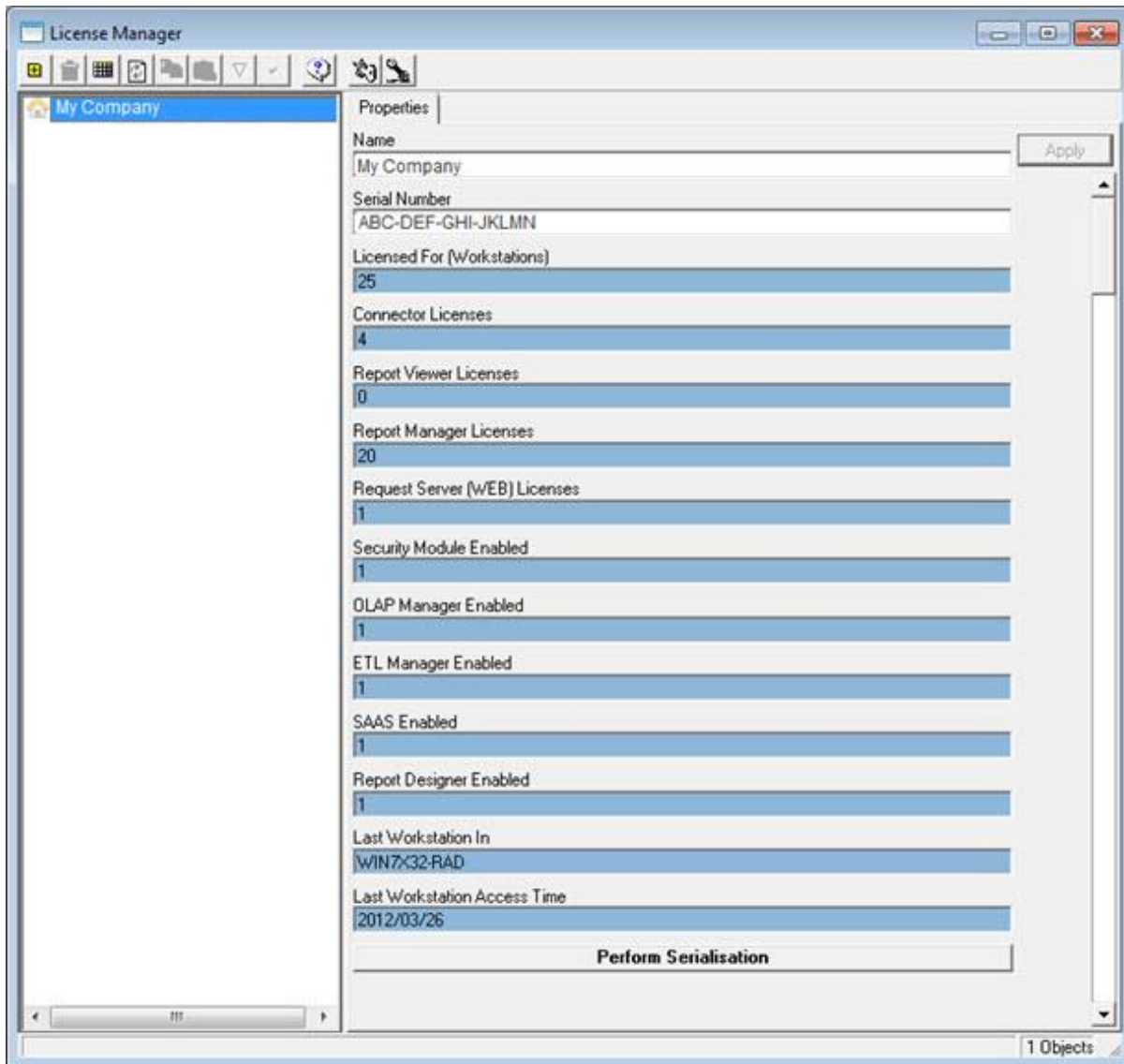

Security Manager

The Security Manager controls the accessibility of Sage Intelligence Reporting reports by the various users.
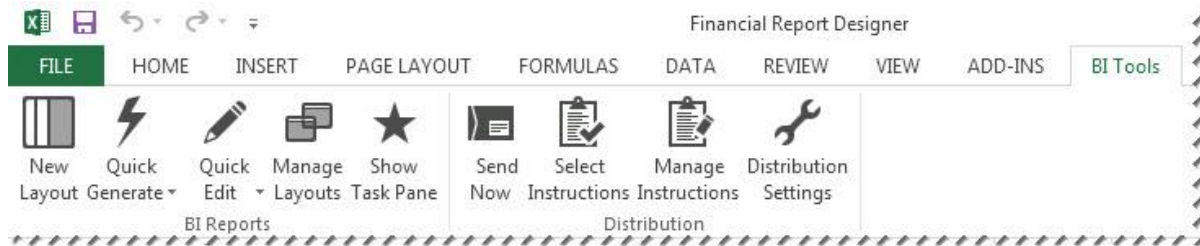
License Manager

The License Manager maintains the licenses installed for Sage Intelligence Reporting.

Troubleshooting

BI Tools Tab Missing in Excel

When opening Excel, the BI Tools tab is missing.

Why does this happen?

- Excel was left open during the install process.

- Excel has not being launched and configured since installation. When more than one Excel version is installed, one of the installed Excel versions have not been launched or configured. These block Sage Intelligence Reporting Add-Ins from registering themselves due to their dependency on Excel.

- Incorrect versions of DLL files.

- Ghost instances of Excel were running in the task manager. A ghost process is a process which is not terminated when its associated application is closed. This is visible in the Task Manager (right click the task bar and select **Start Task Manager**).
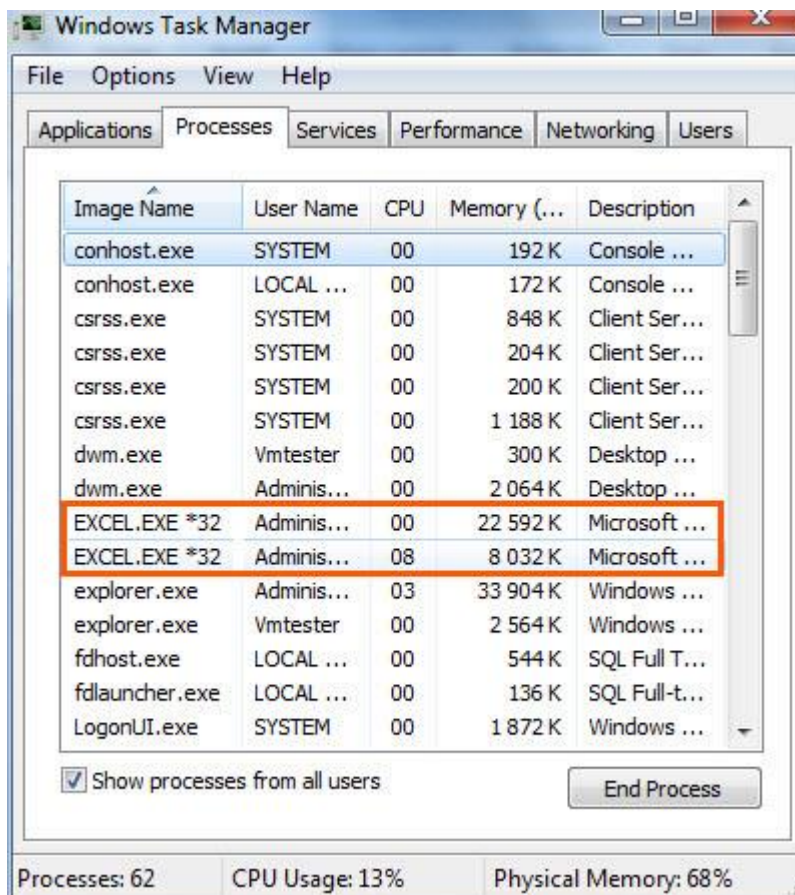
Solutions

Prerequisites:

- Ensure file extensions are visible.

- Ensure that there are no ghost processes of Excel in the Task Manager.

- Excel must have been previously launched and activated.

Solution 1

- Navigate to **C:\Program Files (x86)\Common Files\BIGenerator** OR **C:\Program Files\Common Files\BIGenerator** on 32 bit machines.

- Run the **AlchemexPolicy.exe** as administrator.

Solution 2

- Launch the Command Prompt as administrator.

- Type **cd C:\Program Files (x86)\Common Files\BIGenerator** OR **C:\Program Files\Common Files\BIGenerator** on 32 bit machines.

- Enter the following command line **AlchemexPolicy.exe –EXCEL** and Enter. This registers the Alchemex application.

Solution 3

- If the above does not resolve the issue then navigate to **Control Panel, Programs, Programs and Features**.

- Repair all excel/office versions installed.

- Launch and configure all excel versions.

- Close all office applications and ensure no ghost processes are visible in Task Manager.

- Locate and select the Sage Intelligence Reporting application in the list of applications and click **Uninstall/Change**.

- Repair the software installation.

Incorrect Mode when Accessing a Module

You may receive the following message when accessing a module from a workstation.
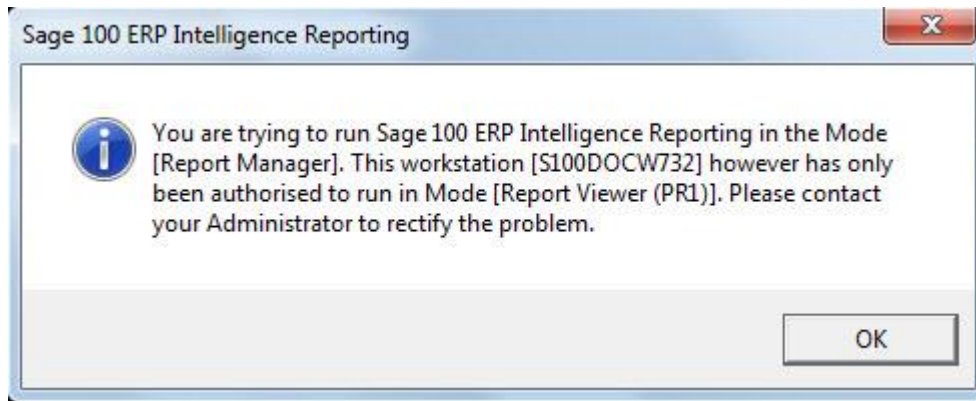
Why does this happen?

When opening a module for the first time from a workstation, you were prompted for a license type.

If you selected the incorrect type, you will receive the message above when accessing any of the modules you were not licensed for.
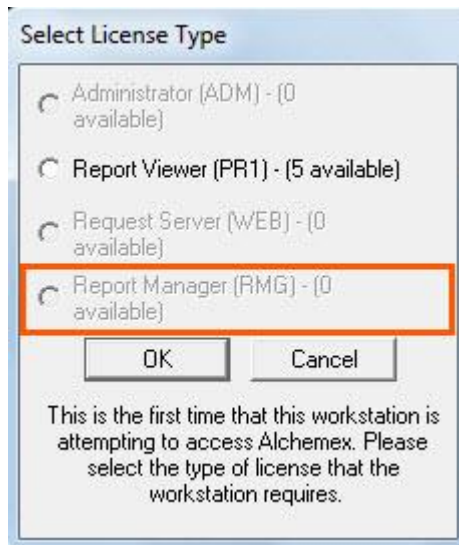
Solution

The License Manager allows you to see which users and workstations are consuming Report Manager and Report Viewer licenses. A client workstation in a Sage Intelligence Reporting installation can be licensed to run in one of 4 modes. These modes are -

- Administrator (ADM) - In this mode the workstation can be used to access both the Connector and Sage Intelligence Reporting as well as to run reports from Shortcut files.

- Report Manager (RMG) - In this mode the workstation can be used to access the Report Manager as well as to run reports from Shortcut files.

- Report Viewer (Shortcut) - In this mode the workstation can be used to run reports from Shortcut files.

- Request Server (WEB) - Unavailable in Sage 100 ERP.

The Workstation License Type is assigned to a workstation the first time that it accesses Sage Intelligence Reporting. To change the Workstation License Type for a workstation, use the License Manager, drill down to the relevant workstation and change the property setting *Workstation License Type* to the required value.

No Licenses Available for a Workstation

When opening a module for the first time on a workstation, you are prompted to select a license type. If the module is greyed out and there are 0 available licenses, you will be unable to license that module on the workstation.

Select License Type

- ○ Administrator (ADM) - (0 available)
- ○ Report Viewer (PR1) - (5 available)
- ○ Request Server (WEB) - (0 available)
- ○ Report Manager (RMG) - (0 available)

[OK]   [Cancel]

This is the first time that this workstation is attempting to access Alchemex. Please select the type of license that the workstation requires.

Why does this happen?

Sage Intelligence Reporting uses a Workstation Licensing model. After you have registered your Sage Intelligence Reporting installation you will have a (n) Workstation Licenses available (where n is the number of licenses you have purchased). The first (n) workstations to access Sage Intelligence Reporting will be assigned these licenses.

Solution

Once all available (n) licenses have been assigned, you will either need to purchase more licenses and re-register, or you will need to remove a license. More information on removing a license can be found in the Sage Intelligence Reporting help file.

## Report Designer Task Pane Missing or Closed

Why does this happen?

- The Task Pane is only made available by default to the Windows user who installed it.

- Excel was left open during the install process.

- Excel has not being launched and configured since installation. When more than one Excel version is installed, one of the installed Excel versions have not been launched or activated. These block Sage Intelligence Reporting add-Ins from registering themselves due to their dependency on Excel.

Solution

- In Microsoft Excel, on the **BI Tools** tab, click **Show Task Pane**.

- Check to see if the Task Pane is now visible. If the Task Pane still does not appear, the add-in may be disabled.

- In Microsoft Excel, click **File**, **Options**.

- Select **Add-Ins**.

- Verify if the **Task Pane** is listed under the **Active Application Add-ins**.
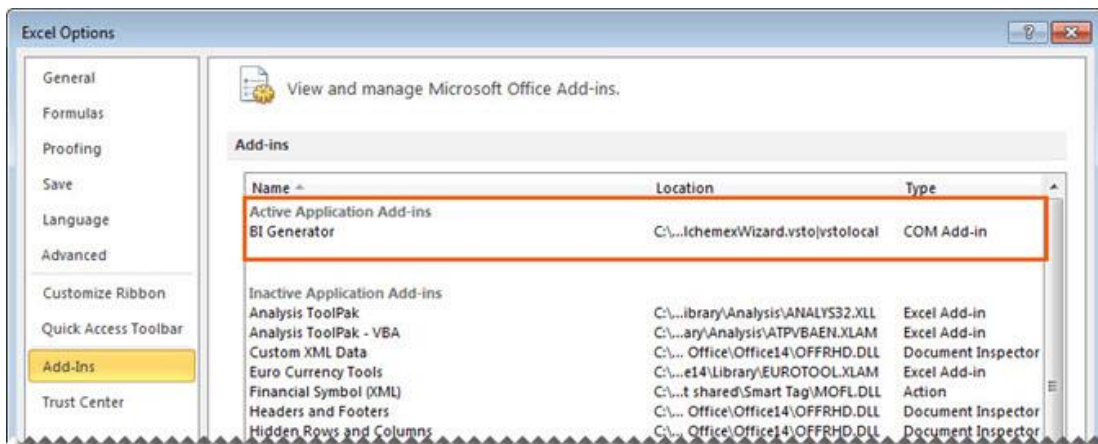
1. If **Task Pane** is not listed under the **Active Application Add-ins**, under **Manage** select **Disabled Items**.
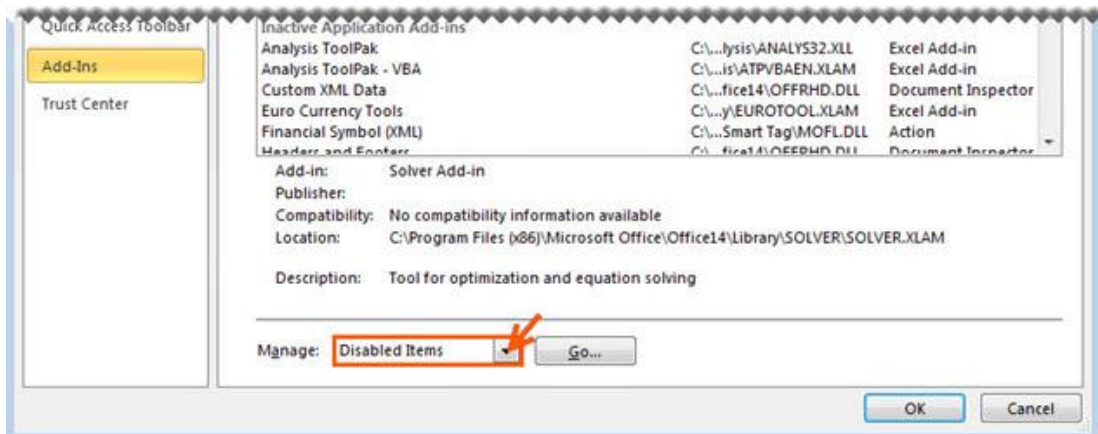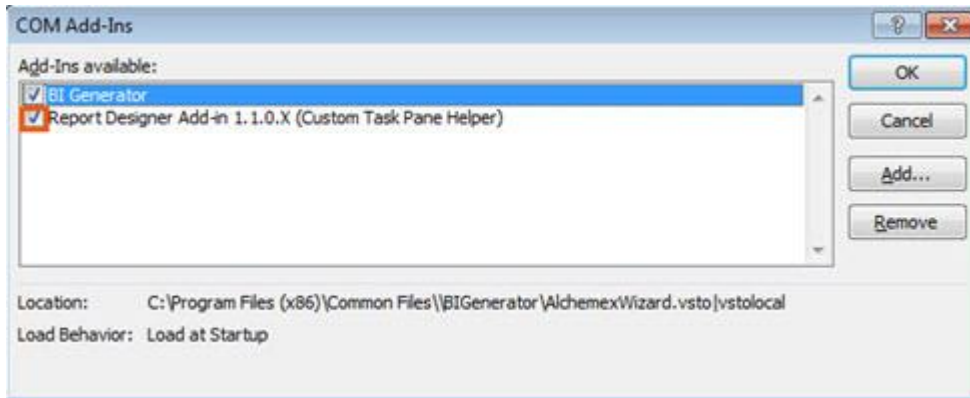

2. Click **Go**.

3. If the **Task Pane** is listed in **Disabled Items**, select **Task Pane** and click **Enable**. Click **Close**.
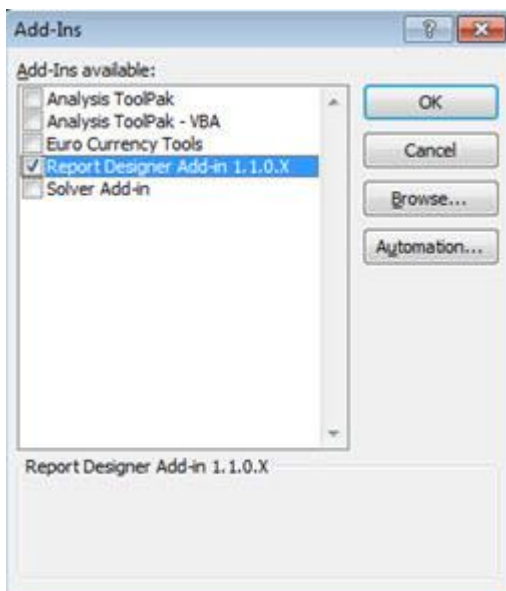
OR

If the **Task Pane** is not listed in **Disabled Items**, click **Close** and continue.

4. Under **Manager**, select **COM Add-Ins**.

5. Click **Go**.

6. Select **Task Pane**.

7. Select **OK**.

8. Under **Manager**, select **Excel Add-Ins**.

9. Select **Go**.

10. Select **Task Pane**. (If **Task Pane** is not visible, select **Browse** and navigate to **C:\Program Files (x86)\Common Files\BIExcelFunctions\32bit** (or **64 bit** depending on your computer) and select **SageBIExcelfunctions** to add it.

11. Select **OK**.