Installation Guide

Sage 300 2017 Intelligence Reporting

June 1, 2016

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1.0 Introduction

1.1   How to use this guide

This guide is designed to assist you to install or set up a new installation of Sage 300 2017 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 300 2017 Intelligence Reporting.

We assume that you:

- Understand the Sage 300 2017 installation and setup.
- Have experience working with Sage 300

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

1.2   Topic summary

On the Insert tab, the galleries include items that are designed to coordinate with the overall look of your document. You can use these galleries to insert tables, headers, footers, lists, cover pages, and other document building blocks.

Topic	Summary
Getting Started	Requirements for installing Intelligence Reporting.
Installing intelligence Reporting on a server	How to install and register Intelligence Reporting on a server.
Installing intelligence Reporting on a workstation	How to install Intelligence Reporting on a workstation.
Using Intelligence Reporting	How to work with Intelligence Reporting.
Troubleshooting	Troubleshooting Tips and Technical information

1.3   Network configuration

You can configure Intelligence Reporting in a number of ways. The best configuration for your company depends on the number of users who need to use Sage 300 programs and data concurrently, your chosen database engine, and your network setup. 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 300 and Intelligence Reporting data repository. In a small workgroup, a workstation may act as a server, providing other workstations with access to Sage 300 data and Intelligence Reporting.
- Workstation – a computer that connects to a server to access Sage 300 programs and/or data. A workstation may run the Sage 300 desktop or connect to another workstation or server using Remote Desktop Protocol (RDP).
- Database Engine – the software used to create, retrieve, update, and delete data from a database.

1.3.1   Typical network configuration

This section describes the most common network configurations, including:

- Single computer.
- Windows peer-to-peer network.
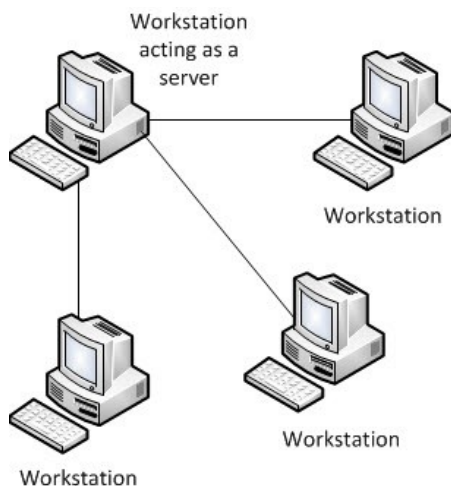- Client-server network.

1. Configuration: Single "Standalone" computer

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

2. Configuration: 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 300 data or programs, the workstation acting as the server should be dedicated. You may encounter performance issues if you run Sage 300 on the server at the same time as other users are accessing Sage 300 from their workstations.
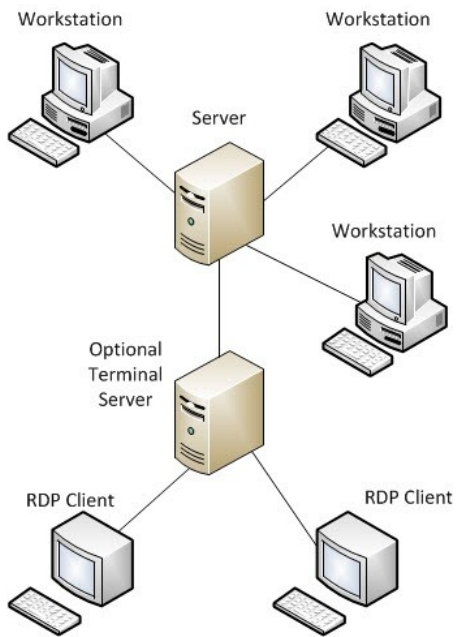
3. Configuration: Client-Server network

In a client-server configuration, Sage 300 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.

2.0 Getting Started

2.1   System requirements

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

2.1.1   Recommended system requirements

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

  o Windows 7 (32 and 64 bit)

  o Windows 8 (32 and 64 bit)

  o Windows Server 2008

  o Windows Server 2012

  o Windows Terminal Server

- Ensure Sage 300, is fully installed and operational with the Sage 300 Intelligence Reporting option enabled during installation, along with the required modules. For a complete guide on installing Sage 300, please refer to the Sage 300 Installation Guide.

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

- Microsoft Excel 2007 or higher. Open Microsoft Excel at least once to ensure that it is fully licensed and activated before installing Intelligence Reporting. Close Microsoft Excel before beginning the installation.

- Hardware: CPU > 1.3 GHz

- Memory: 2GB RAM

- Hard Drive Space: 350MB

2.1.2   Database connectivity supported

Intelligence Reporting uses ODBC and OLEDB technology to gain access to Open Database Systems. 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 300 database type supported are:

- Microsoft SQL Server

Note: This Report Designer requires Microsoft SQL 2008 as a minimum requirement.

3.0 Installing Intelligence Reporting in a Server

This topic details the process which must be followed when installing Intelligence Reporting on a server or a standalone computer.

The installation process for Intelligence Reporting is the same for Sage 300 Standard, Advanced and Premium, using either database engine. When installing on Sage 300 Advanced or Premium, a separate installation is not necessary on a server unless the server will be used as an Intelligence Reporting workstation.

Note: This installation is the same whether you are installing on a server or a terminal server.

1. Ensure Sage 300 2017 is fully installed and operational, with the Sage 300 Intelligence Reporting option enabled during installation, along with the required modules. For a complete guide on installing Sage 300, please refer to the Sage 300 Installation Guide.
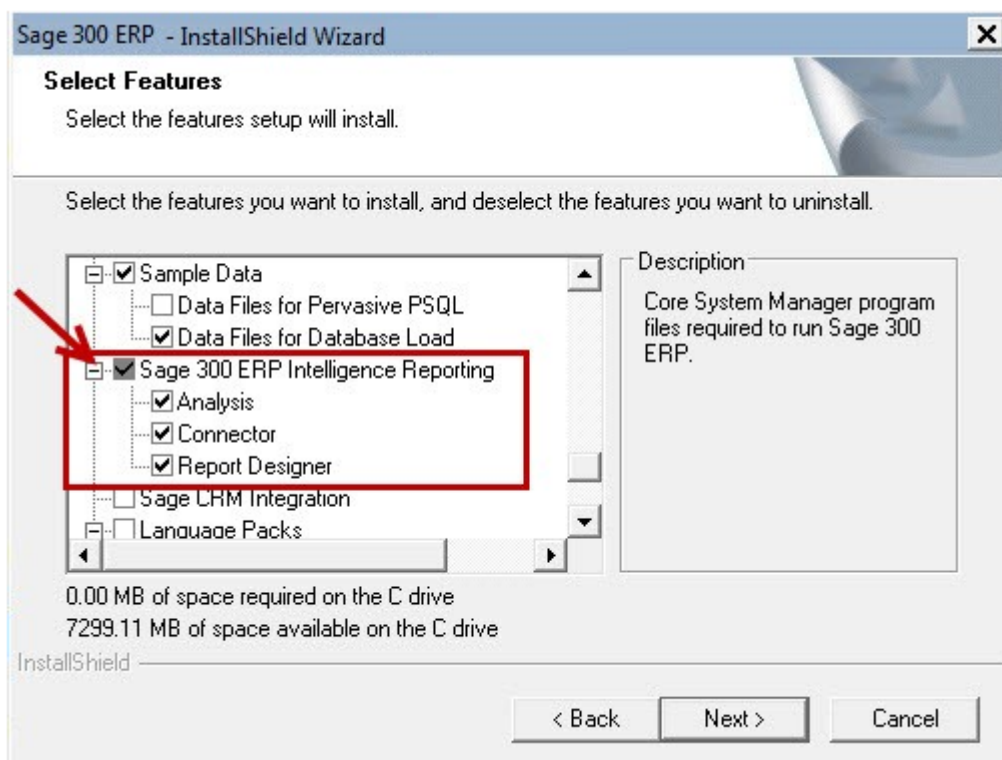
Note: The Report Manager, Report Viewer, Analysis, and Connector modules are not available with a 30-day licence. You must have a permanent licence to use them.

2. Once installation has finished, the Sage 300 License Manager appears if you have not already installed licenses. Follow the instructions in the Entering License Information section.

3.1   Licensing Intelligence Reporting

3.1.1   How to find your Intelligence Reporting serial number

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

1. Go to https://customers.sagenorthamerica.com/ and log in using your user name and password. If you do not have log in details or have forgotten them, follow the directions on the screen.
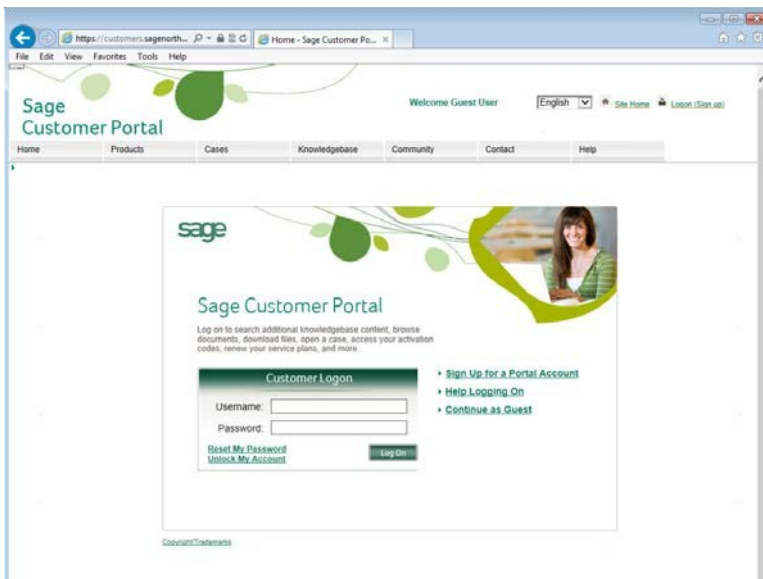
1. Click **Products** and select **Details** in the upper left hand of the screen.

2. 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 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 Intelligence Reporting. You can also email or print your product details.

Note: There are several modules in 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 Intelligence Reporting you own, the serial number found in the **Report Manager** record is the only one you need to unlock all of 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.

3.1.2 Entering license information

The following steps continue from the preceding section, **Installing Intelligence Reporting on a Server.**

> Note: The Report Manager, Report Viewer, Analysis, and Connector programs are not available with a 30-day license. You must have a permanent license to use them. (Sage 300 comes with one free Report Manager license.)

1. In the Sage 300 License Manager, select the Licenses tab.
2. If you installed the Analysis, Report Designer or Connector modules for Intelligence Reporting, enter their activation codes on the **Licenses** tab.

   a. Double-click in the **Serial Number** column, and then type the serial number.

   b. Double-click in the **Activation Code** column, and then type the activation code.
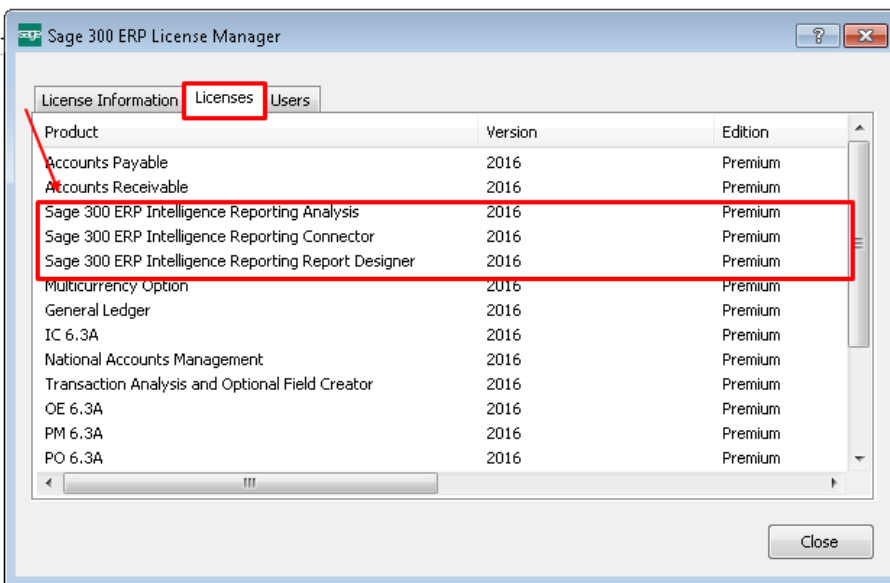
3. For Intelligence Reporting, one Report Manager License for one user is free with Sage 300. If you have additional licenses for Report Manager or Report Viewer, enter their activation codes on the **Users** tab.
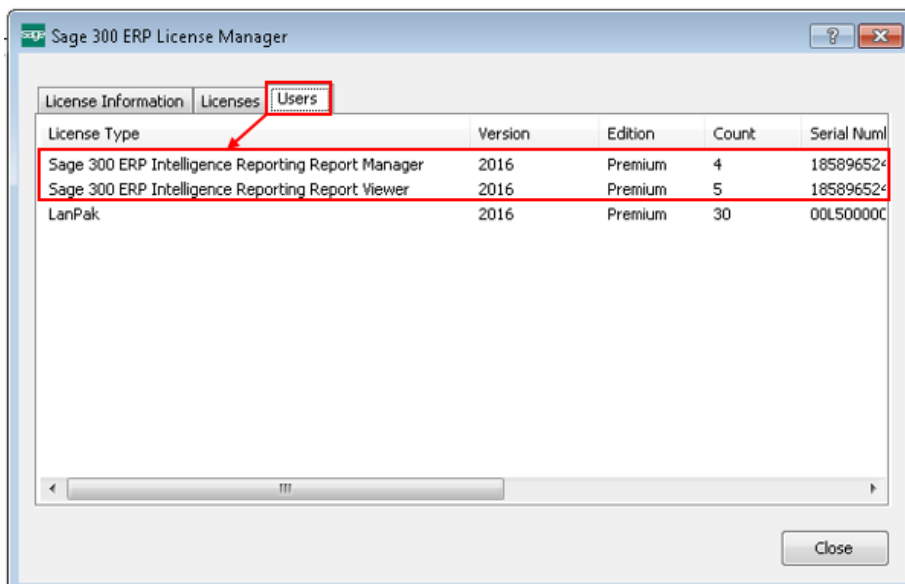
4. The system changes the Count to the purchased amount and enters Activated in the Activation Code field.

> Note: The first workstations to access Intelligence Reporting will be assigned these licenses. When the available licenses have been assigned you will need to purchase more licenses or you will need to delete existing licenses not in use from within the Sage Intelligence License Manager.

3.1.3   How licenses are assigned within Intelligence Reporting

Intelligence Reporting uses a workstation licensing model. You will have (n) workstation licenses available (where n is the number of licenses you have purchased). The first (n) workstations to access Intelligence Reporting will be assigned these licenses. When the available (n) licenses have been assigned you will need to purchase more licenses or you will need to delete existing licenses not in use.

Licenses will be tied to a user name and workstation so the licensing is not "concurrent" licensing.

> Note: The preferred method is to allow workstations to claim licenses at first access, however you may manually add workstation licenses.

The License Manager allows you to see which users and workstations are consuming Report Manager and Report Viewer licenses and the module configuration.

Manually adding workstation licenses

1. When the License Manager is opened, the window below will open, listing the licenses.
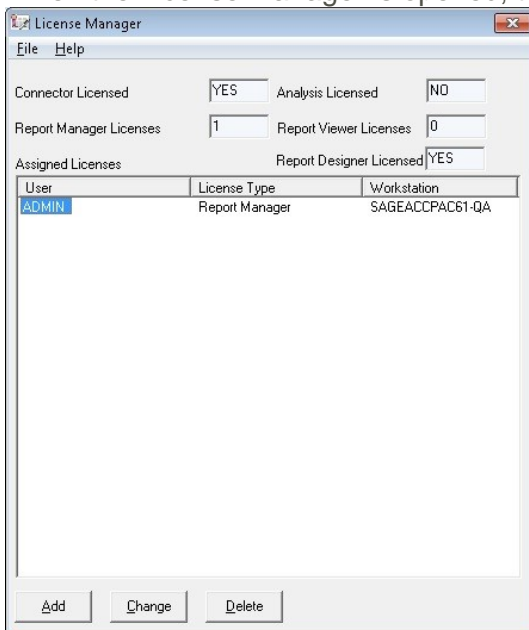

2. Click the **Add** button to add a new license.

3. The window below will appear. Select the **user name** to assign the license to.

4. Select the **license type** you would like to add.
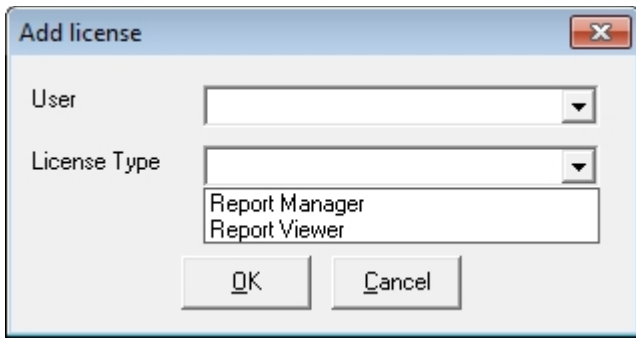
5. Click **OK**.

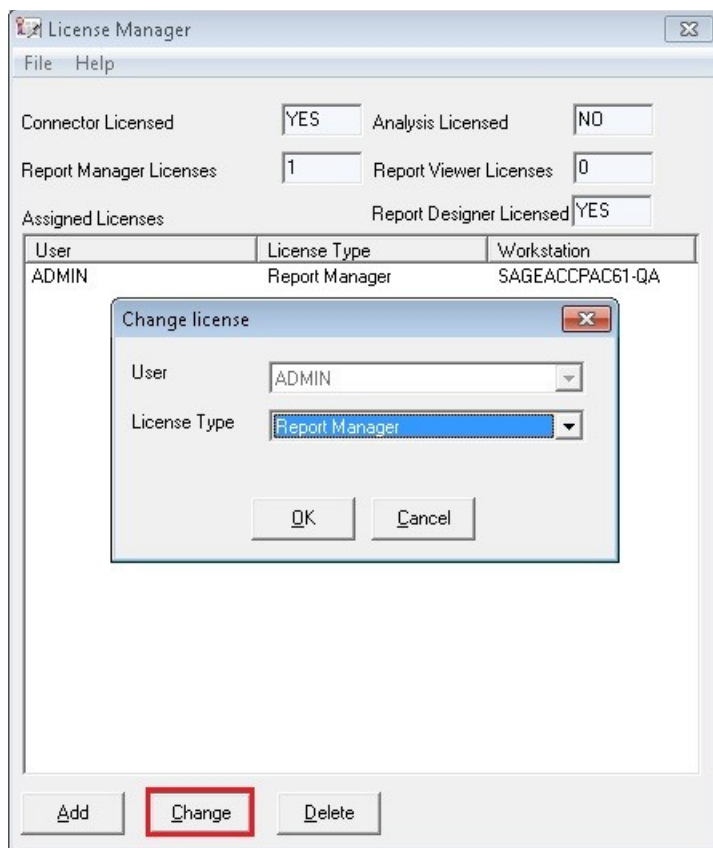6. You will now see the license you added along with the license type.

Manually changing workstation licenses

1. When the License Manager is opened, the screen below will open, listing the licenses.
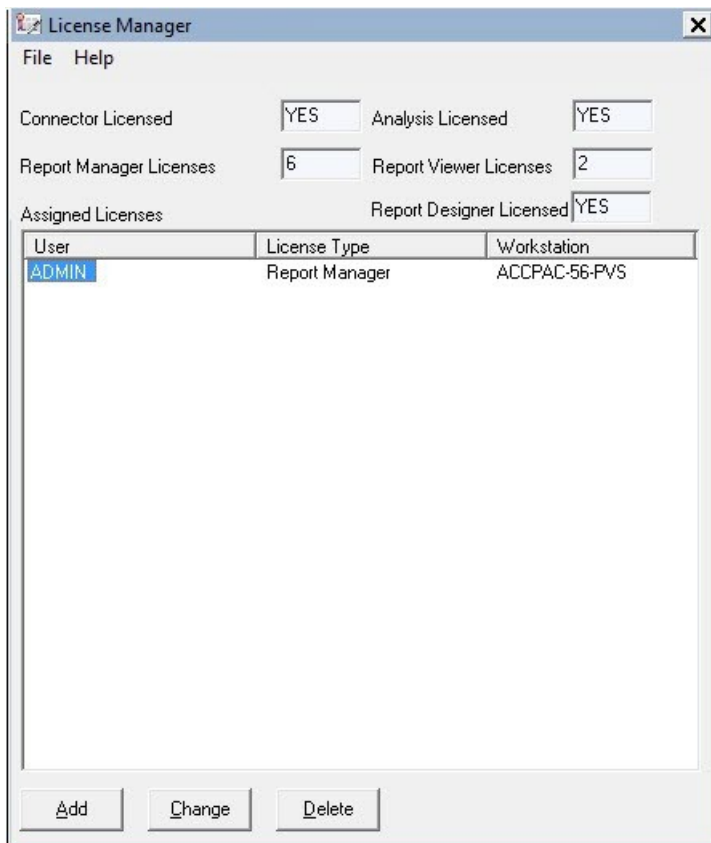
2. Select the **workstation license** you would like to change and select **Change**.

3. Select the **dropdown arrow** to change the license type to your desired setting.

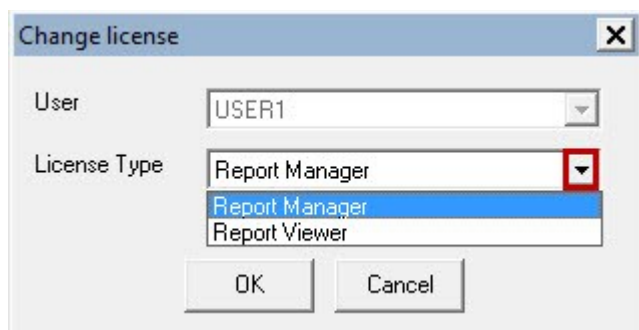4. Click **OK.**

Manually deleting workstation licenses

1. When the License Manager is opened, the screen below will open, listing the licenses.

2. Select the **workstation license** you would like to delete.

3. Select **Delete**. (The workstation license will be immediately deleted.)

3.2   The MetaData Repository

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

3.2.1   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.

3.2.2   Locating your MetaData Repository

During installation, the Intelligence Reporting MetaData Repository is created by default in the Sage 300 Data location in a folder named BXData\SQL.

The location of your MetaData Repository can be found by opening the Report Manager or Connector. In the window that opens on the Properties tab, your MetaData Repository location will be displayed.
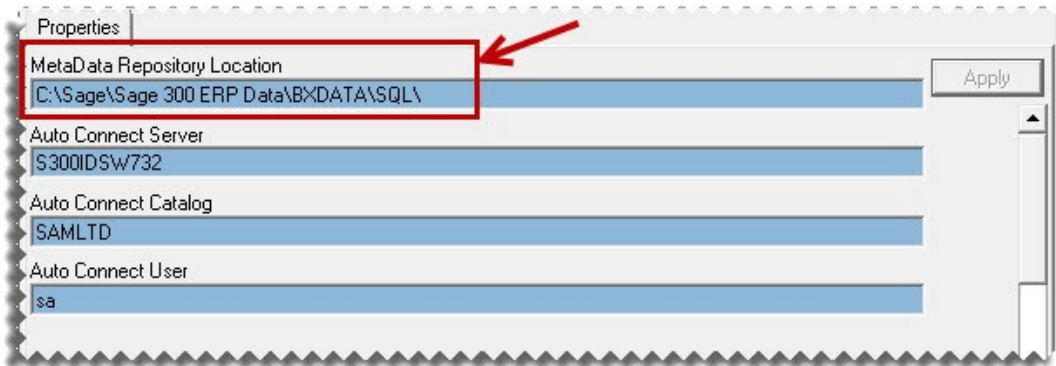
> **Tip:** Add this folder to your daily backups to ensure that all of your connection, container, reporting trees and report templates can be easily restored in the event of data loss

3.2.3   Allowing report templates to be accessed by multiple users

By using a shared MetaData Repository, multiple users can access report templates. You can use a shared MetaData Repository by following the instructions in the installation guide – **Installing Intelligence Reporting on a Workstation**.

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

3.3   Setting up user access

3.3.1   Security Manager

The Sage Intelligence 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 log in 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.
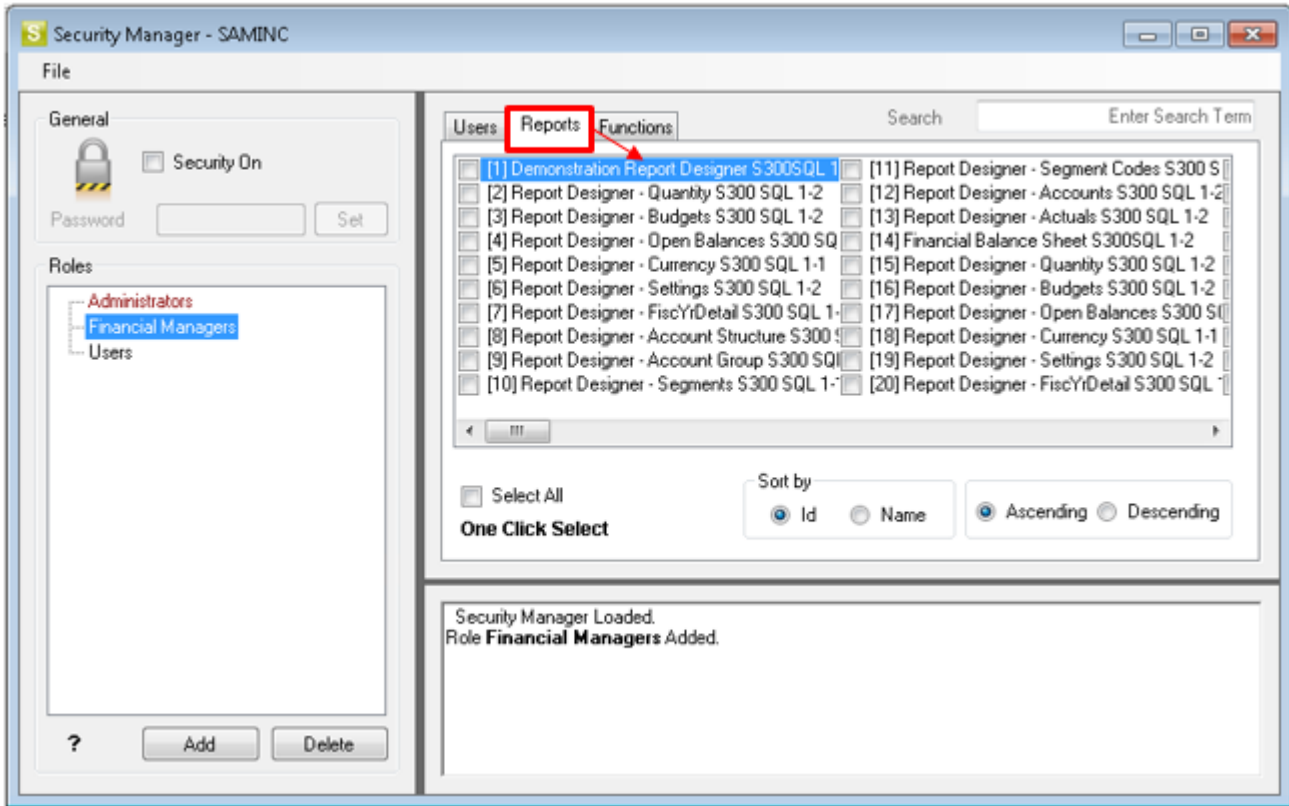
> **Tip:** It is highly recommended that security be enabled to prevent unauthorized user access into the Security Manager.

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 300 user list.

The Security Manager allows you to:
- Set security on or off.
- Manage roles.
- Select which users belong to which roles.
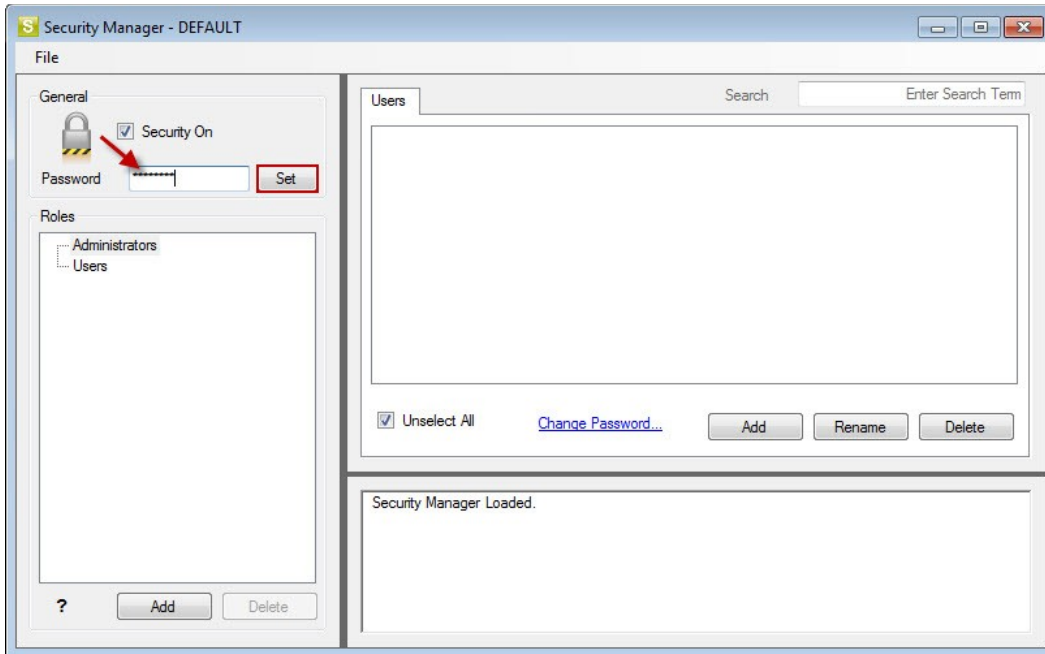- Select which reports belong to which roles.

3.3.2   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.
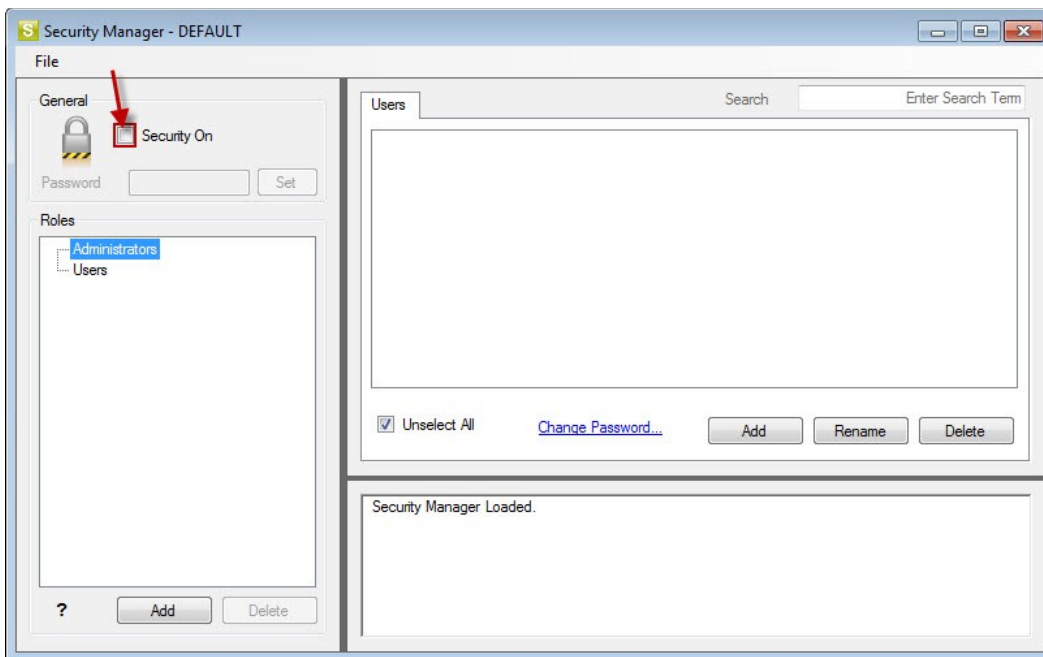
3. You will be prompted for a password. Type in a password and click Set.

4. Confirm your password. This password will be required in future to gain access to the Security Manager.
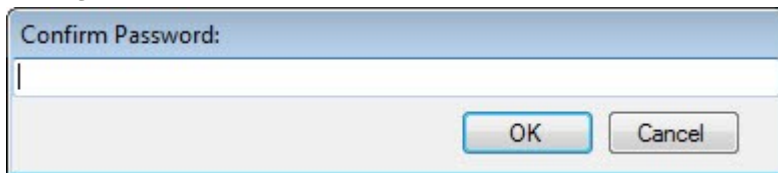
5. Click **OK**. A confirmation window will appear.
6. Click **OK**.
7. Proceed to **Add Roles**.

3.3.3 Adding roles

1. From the **Users** tab, click **Add** under the **Roles** pane to add a new role.
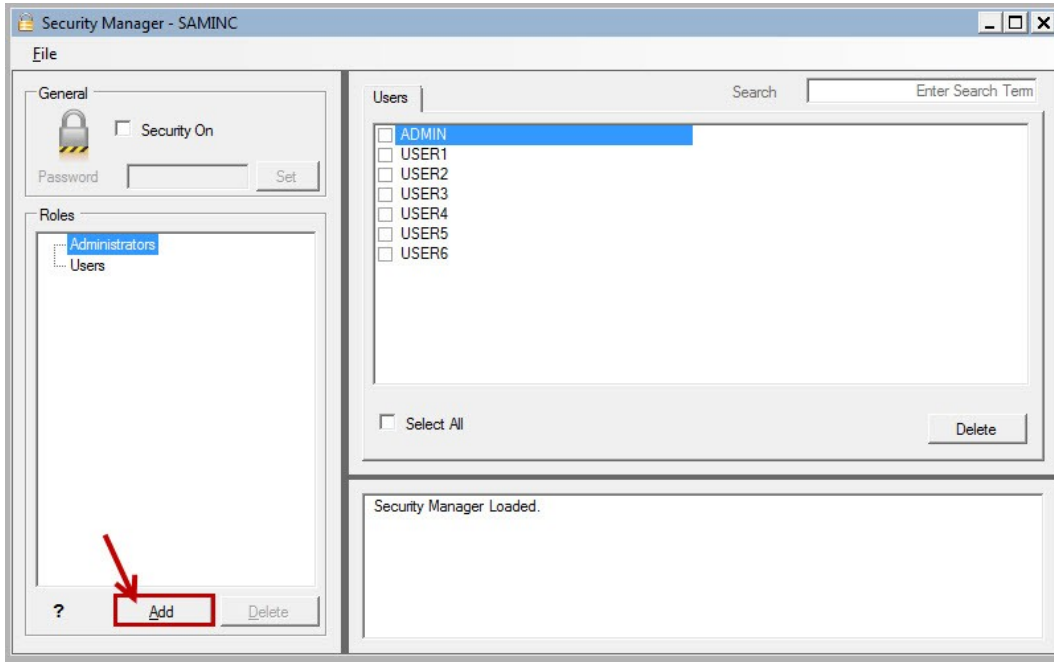
2. Enter a name for the Role and select ok.
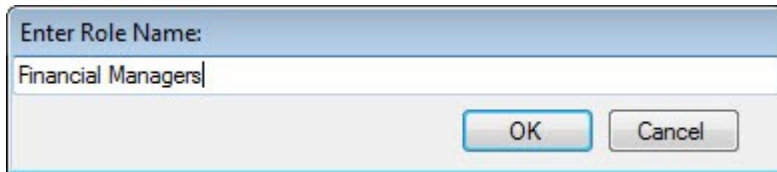
3. Your role will now be added.

3.3.4 Adding reports to roles

1. Click on the **Reports** tab to assign access to specific reports for each role.
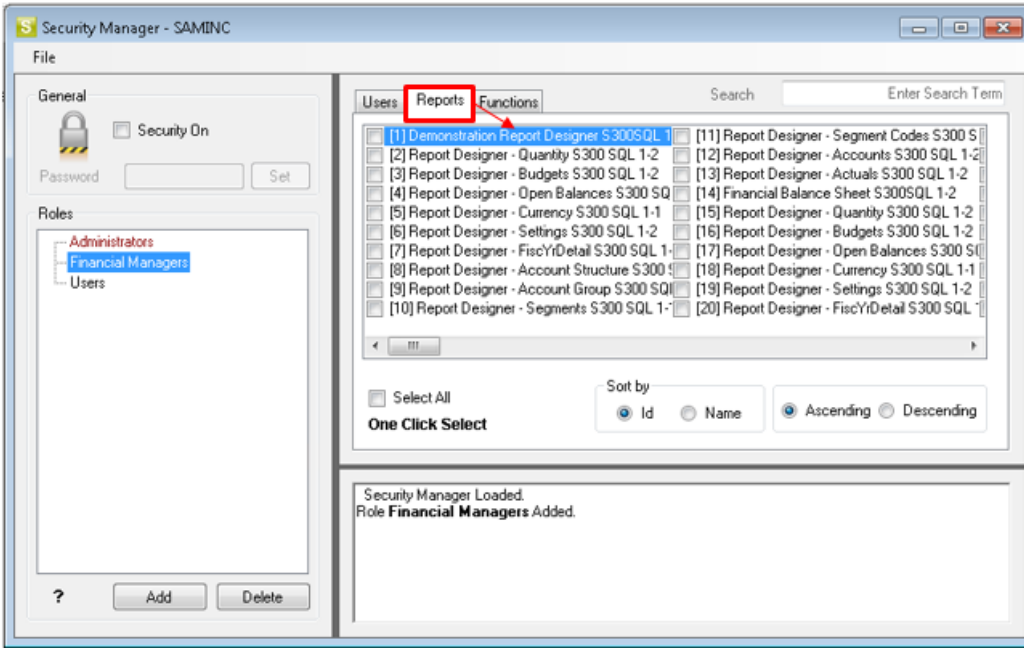
2. Ensure the correct role is selected in the left pane, then select the reports in the right pane which that role must have access to.
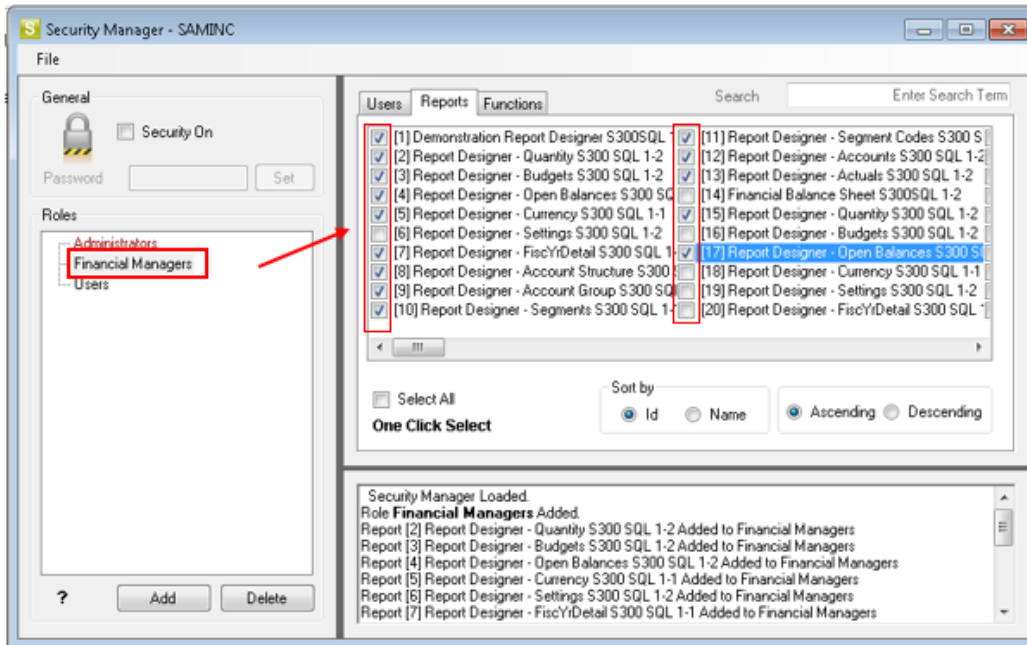
Note: Any new fields will be added to the right of the text column field selected.

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

4.0 Installing Intelligence Reporting in a Workstation

This topic details the process which must be followed when installing Intelligence Reporting on a workstation. This installation is for a workstation which will run Intelligence Reporting and connect to a shared metadata repository on a server or another workstation.

The installation process is the same for Sage 300 Standard, Advanced and Premium. When installing on Sage 300 Advanced or Premium, a separate installation is not necessary on a server unless the server will be used as an Intelligence Reporting workstation, although the shared metadata repository may be located on a shared folder on a server.

Note: You will need to run the Intelligence Reporting installation on every workstation where you will view and use Intelligence Reporting.

1. Ensure Sage 300, workstation setup is fully installed and operational. For a complete guide on installing Sage 300, please refer to the Sage 300 Installation Guide. If you install General Ledger, Intelligence Reporting is automatically installed.

Note: The Report Manager, Report Viewer, Analysis, and Connector modules are not available with a 30-day license. You must have a permanent license to use them. (Sage 300 comes with one free Report Manager license.)

4.1 Installing an Intelligence Reporting workstation

If you use workstation setup, you must also run Intelligence Reporting workstation setup (located in \\servername\Sage 300 ERP\BX61A\WSSetup) on every workstation where you will view and use Intelligence Reporting.

1. Launch **Setup.**exe from the **\\servername\Sage 300 ERP\BX61A\WSSetup** folder on the server.
2. The InstallShield Wizard will launch. Click **Next**.
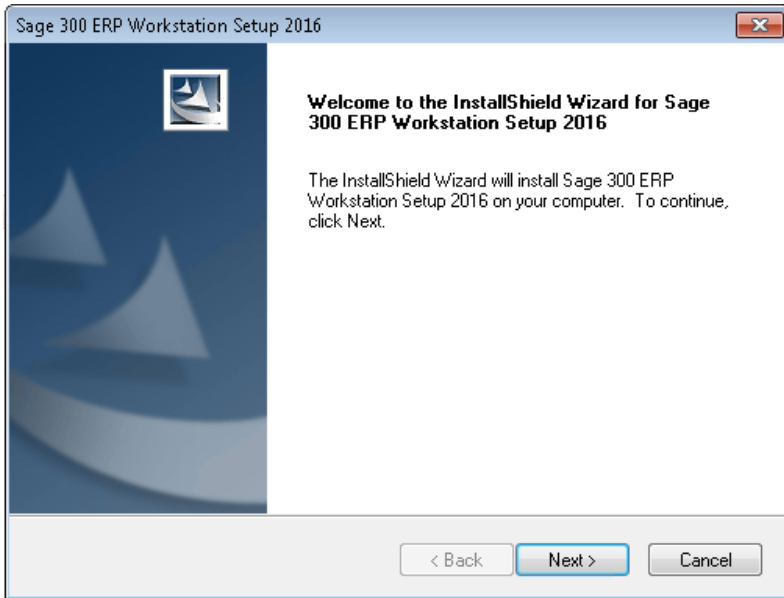
3. Accept the terms of the license agreement and click **Next**.
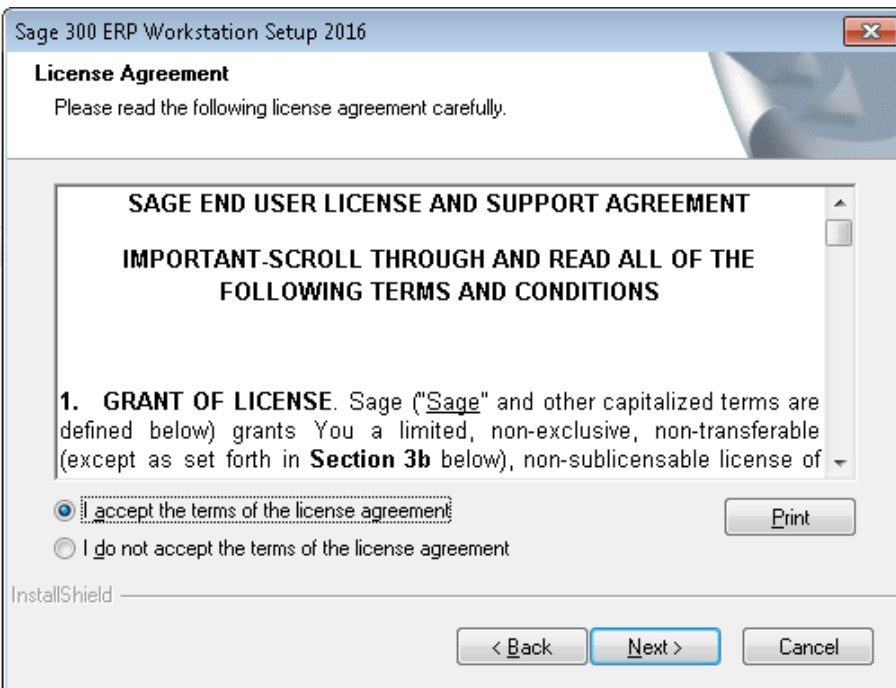
4. The destination folder will appear, which will be the UNC path of the server you will be connecting to.

5. Click **Next**.

Sage 300 ERP Workstation Setup 2016

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back | Install | Cancel
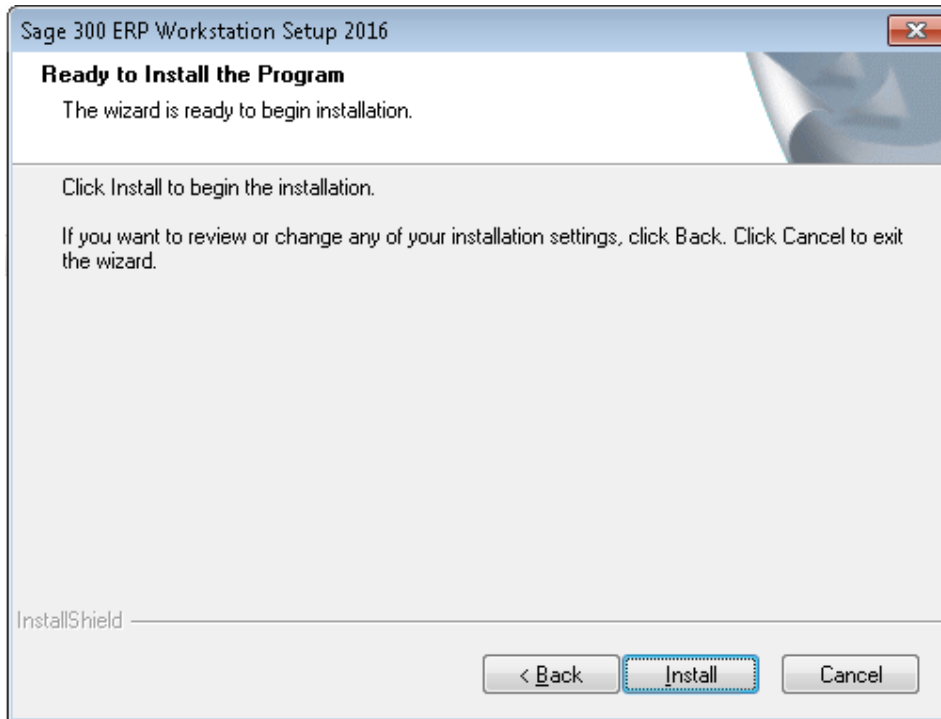
6. Click **Install.**

7. When installation has completed, click **Finish.**

Sage 300 ERP Workstation Setup 2016

InstallShield Wizard Complete

The InstallShield Wizard has successfully installed Sage 300 ERP Workstation Setup 2016. Click Finish to exit the wizard.

< Back | Finish | Cancel
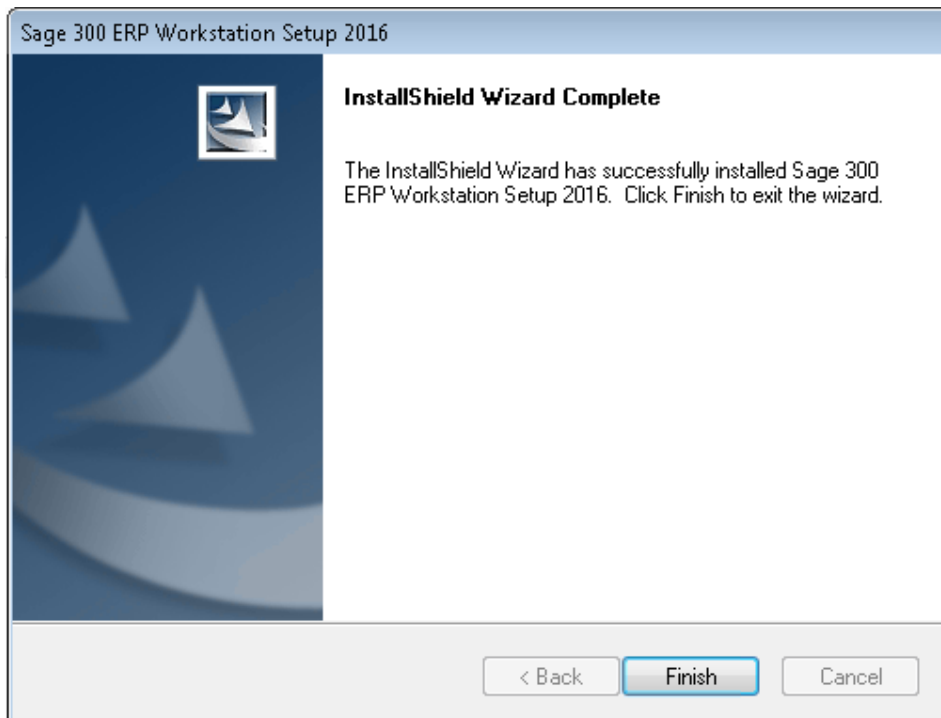
5.0 Using Intelligence Reporting

5.1 Changes to Sage 300 screens

After the installation of Intelligence Reporting, a menu named Intelligence Reporting will be added within Sage 300. When you click on the menu, you will see the Intelligence Reporting modules in the window.
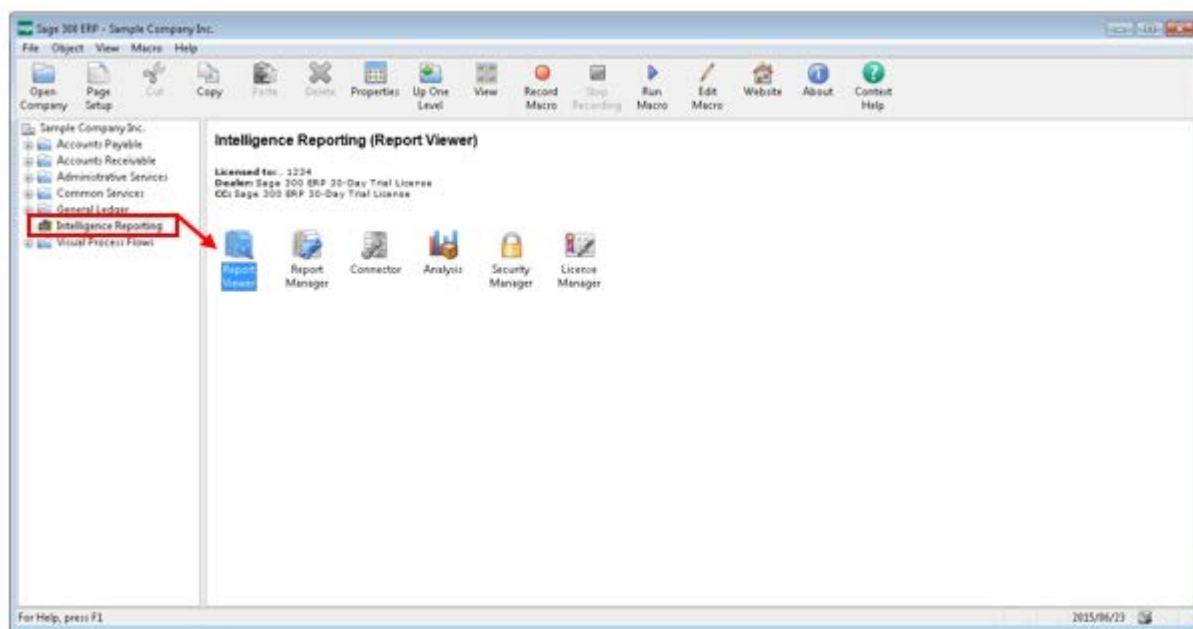
You can access the modules from here or alternatively from the start menu if you have installed Intelligence Reporting on a workstation.

5.2 Overview of the modules

Intelligence Reporting can give users an open view of their data across several platforms and consists of user friendly modules:

- The Connector allows access to the information you need from multiple sources and consolidation of data from multiple companies. The Connector allows for consolidations and connectivity to unlimited ODBC data sources, includes a graphical join tool to simplify database queries.

- The License Manager manages licenses for each module (Report Manager, Connector, Analysis Module, Report Viewer and Report Designer).

- The Report Manager allows authoring of new reports from existing data containers as well as editing of existing standard reports including filtering and aggregating of data. It also supports auto-emailing of reports, scheduling reports, and publishing report output to HTML for intranet/Internet.

- The Analysis Module is an additional module that functions between the Intelligence Reporting Connector Module and the Intelligence Reporting Report Manager module. The purpose of the Analysis Module is to use an existing connection to a database provided by the Intelligence Reporting Connector to access data and create an offline .cub file. This .cub file is then in turn used by the Intelligence Reporting Report Manager module to create reports and finally Microsoft Excel is used to browse this cube data and create an output that can be linked to Intelligence Reporting and refreshed as and when required.

- The Report Viewer allows real time running of reports, editing capabilities in Excel and offers drill-down functionality on existing reports and templates.

- The Report Designer expands upon the functionality of the Report Manager to provide simplified "drag and drop" report creation capabilities allowing you to build impressive reports showing critical business analytics that your management teams can use to enable insightful decision making at every level.

- The Security Manager defines security for reports and users.

5.3 Overview of the standard report structure

The following components form the basis of simple reporting:

- A container which defines what data you are reporting from (these are housed in the Connector).

- A report is linked to this container (you can have more than one report per container, and reports are housed in the Report Manager – a report defines what fields you want in the report and any filters or parameters you would like to apply to the data at the time you run the report.

- An Excel workbook that is linked to a report which defines how you want the data displayed.

5.4 Opening Intelligence Reporting modules

1. In your list of programs, select Sage, Sage 300 2017, and Sage 300 Intelligence Reporting.

2. The login window will appear. Enter your sign on credentials and the company you would like to access and select OK.

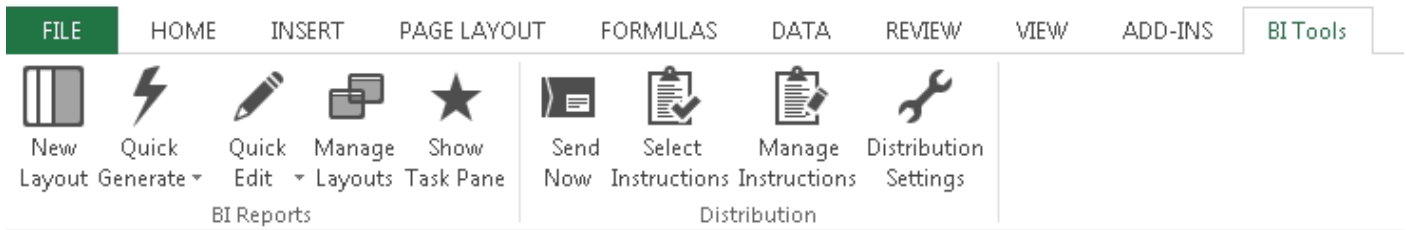3. Select the module you would like to open.

4. The Intelligence Reporting module will then open.

5. Alternatively, you can access the modules from within Sage 300.

6.0 Troubleshooting

6.1 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 been 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.

- 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).
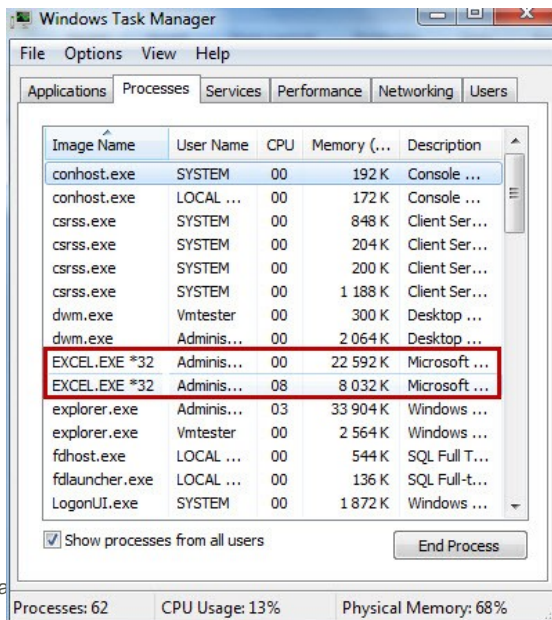
Solutions

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

1. Navigate to C:\Program Files (x86)\Common Files\BIGenerator OR C:\Program Files\Common Files\BIGenerator on 32 bit machines.
2. Run the AlchemexPolicy.exe as administrator.

Solution 2

3. Launch the Command Prompt as administrator.
4. Type cd C:\Program Files (x86)\Common Files\BIGenerator OR C:\Program Files\Common Files\BIGenerator on 32 bit machines.
5. Enter the following command line AlchemexPolicy.exe –EXCEL and Enter. This registers the Sage Intelligence application.

Solution 3

1. If the above does not resolve the issue then navigate to Control Panel, Programs, Programs and Features.
2. Repair all Excel/Office versions installed.
3. Launch and configure all Excel versions.
4. Close all office applications and ensure no ghost processes are visible in Task Manager.

5. Locate and select the Intelligence Reporting application in the list of applications and click Uninstall/Change.
6. Repair the software installation.

6.2   ActiveX component can't create object

When opening an Intelligence Reporting module from within a Sage 300 workstation, an error message appears

Why does this happen?

If you use Sage 300 workstation setup, you must also run Intelligence Reporting workstation setup (located in **BX61A\WSSetup)** on every workstation where you will view and use Intelligence Reporting. This error occurs if you have not run the Intelligence Reporting workstation setup.

Solution

Follow the instructions in the section, Installing Intelligence Reporting on a Workstation.

6.3   Exception occurred when opening Security Manager

When opening the Security Manager from a Sage 300 workstation, the following error occurs.
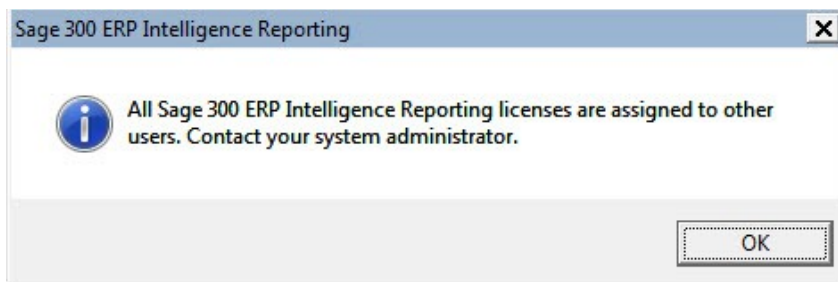
Why does this happen?

This is a known issue when opening the Security Manager from a workstation.

Solution

To work around this issue, install Sage 300 (not workstation setup) on each workstation where you will use the Security Manager module.

6.4   All Sage 300 Intelligence Reporting licenses are assigned to other users

When logging on to Intelligence Reporting, the following message may appear: All Sage 300 Intelligence Reporting licenses are assigned to other users.
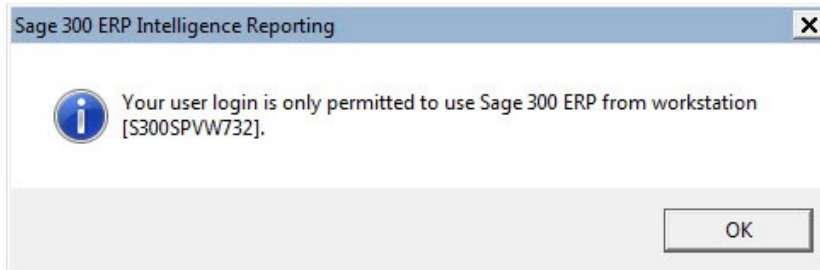

Why does this happen?

Intelligence Reporting uses a workstation licensing model. You will have (n) workstation licenses available (where n is the number of licenses you have purchased). The first (n) workstations to access Intelligence Reporting will be assigned these licenses. Licenses will be tied to a user name and workstation so the licensing is not "concurrent" licensing.

Solution

When the available licenses have been assigned you will need to purchase more licenses or you will need to delete existing licenses. The License Manager allows you to see which users and workstations are using Report Manager and Report Viewer licenses and the module configuration. From the License Manager, you can also delete licenses not in use in order to allow other workstations to use them.

6.5   Your user login is only permitted to use Sage 300 from workstation

When logging into Intelligence Reporting from a workstation you may receive the following error: Your user login is only permitted to use Sage 300 from workstation [WorkstationName]

Why does this happen?

When licenses are assigned they are tied to a user name and workstation so the licensing is not "concurrent" licensing. The user that logs into Intelligence Reporting from a specific workstation, will have the relevant Report Manager or Report Viewer licenses associated to that workstation name.

Solution

The Intelligence Reporting License Manager allows you to see which users and workstations are using Report Manager and Report Viewer licenses and the module configuration. From the License Manager, you can delete licenses not in use, in order to allow other workstations to use them or other users to log in from those workstations.

6.6   Limitations of the free Report Manager license

The free Report Manager license allows you to author new reports (organizing, creating, editing), as well as filter and aggregate data based on existing data containers and available fields.

The following limitations however, apply to the free Report Manager License which ships with Sage 300.

- Can connect to multiple Sage 300 companies, but only one company at a time.
- Cannot connect to non-Sage 300 databases (the Connector module is required to connect to additional ODBC sources).
- Cannot add additional fields to standard reports that are not already provided by the data containers (requires Connector module).
- Cannot perform multi-company consolidations (requires the Connector module).
- Cannot create reports off modules and/or fields that are not available in the standard data containers (requires the Connector module).
- Cannot schedule reports to run automatically (requires the Connector module).
- Cannot import reports created from other Intelligence Reporting installations (requires an additional Report Manager and/or Connector module).
- Cannot run OLAP or cube reports (requires the Analysis Module).