Sage X3 Intelligence Reporting
(Product Update 9)

Installation and Upgrade Guide

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1.0 Introduction

1.1 How to use this guide

This guide is designed to assist you to upgrade your current installation or set up a new installation of Sage X3 Intelligence Reporting. This guide relates to the version 7.6.1 release of Intelligence Reporting.

This guide provides the information you need to:

- Install or upgrade Sage X3 Intelligence Reporting.
- License Sage X3 Intelligence Reporting.

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

We assume that you:

- Have completed Sage X3 installation and setup.
- Have experience working with Sage X3.

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.

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 and that you have the necessary prerequisites installed.

2.1.1 Recommended System Requirements

One of the following operating systems fully installed and operational:

- Windows 7 (32 and 64 bit)
- Windows 8 (32 and 64 bit)
- Windows Server 2008
- Windows Server 2012
- Windows Terminal Server
- Ensure Sage X3, is fully installed and operational. For a complete guide on installing Sage X3, please refer to the Sage X3 Installation Guide.

Note: You do not need to have Sage X3 installed on the same workstation, however, the workstation will need to be able to access to the Sage X3 SQL database.

- Microsoft .Net Framework 4.0 (This will be installed upon installation of Intelligence Reporting 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 Sage Intelligence Reporting. Close Microsoft Excel before beginning the installation.
- Hardware: CPU > 1.3 GHz
- Memory: 4GB RAM
- Hard Drive Space: 350 MB

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 X3 database type supported is:

- Microsoft SQL Server

Tip: Although the standard Intelligence Reporting report layouts are for Microsoft SQL databases only, Intelligence Reporting will allow the user to connect to Oracle databases as the software supports any ODBC connection. Once you have set up this connection in the Connector, you will be able to create containers and reports based on data stored in your Sage X3 Oracle database.

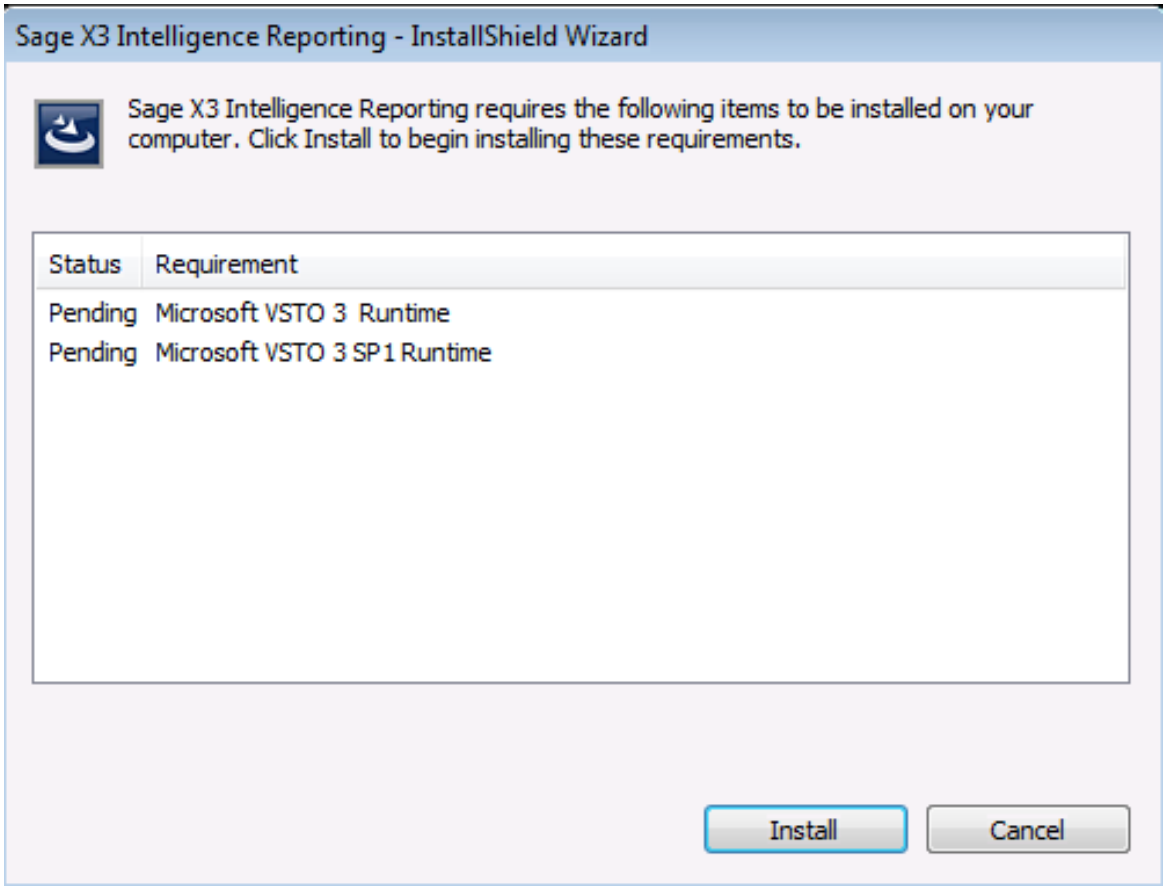
3.0 Installing Intelligence Reporting

3.1 Installing the Software

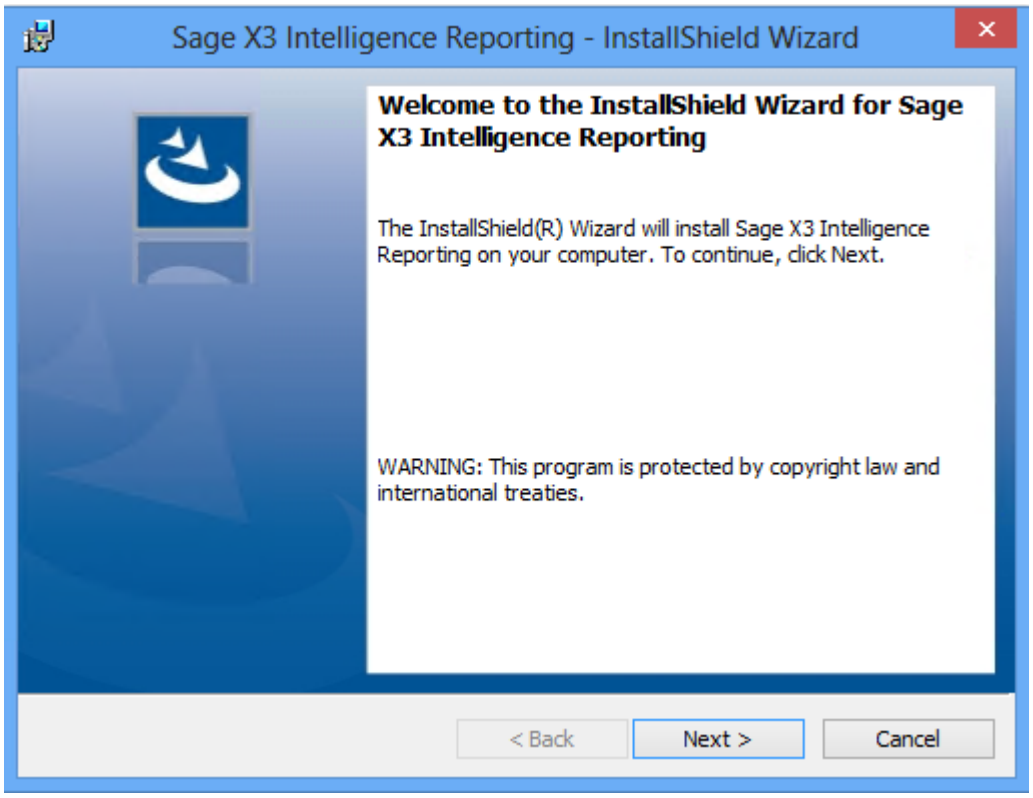
Intelligence Reporting must be installed on all workstations on which the software will be used. The following steps should be followed if you are installing Intelligence Reporting for the first time. If you already have a previous version of Intelligence Reporting installed and wish to upgrade to the latest version of the software, please refer to the section on upgrading the software.

Before installing Intelligence Reporting please ensure that you have familiarized yourself with the system requirements.

1. Download Sage X3 Intelligence Reporting version from the Sage Intelligence website www.sageintelligence.com
2. Save the Sage X3 Intelligence Reporting.exe file to your local machine or network.
3. Ensure that all instances of Microsoft Excel are closed.
4. Run the Sage X3 Intelligence Reporting.exe file. You will need Microsoft Visual Studio Tools for Office runtime to be installed. Click on Install.

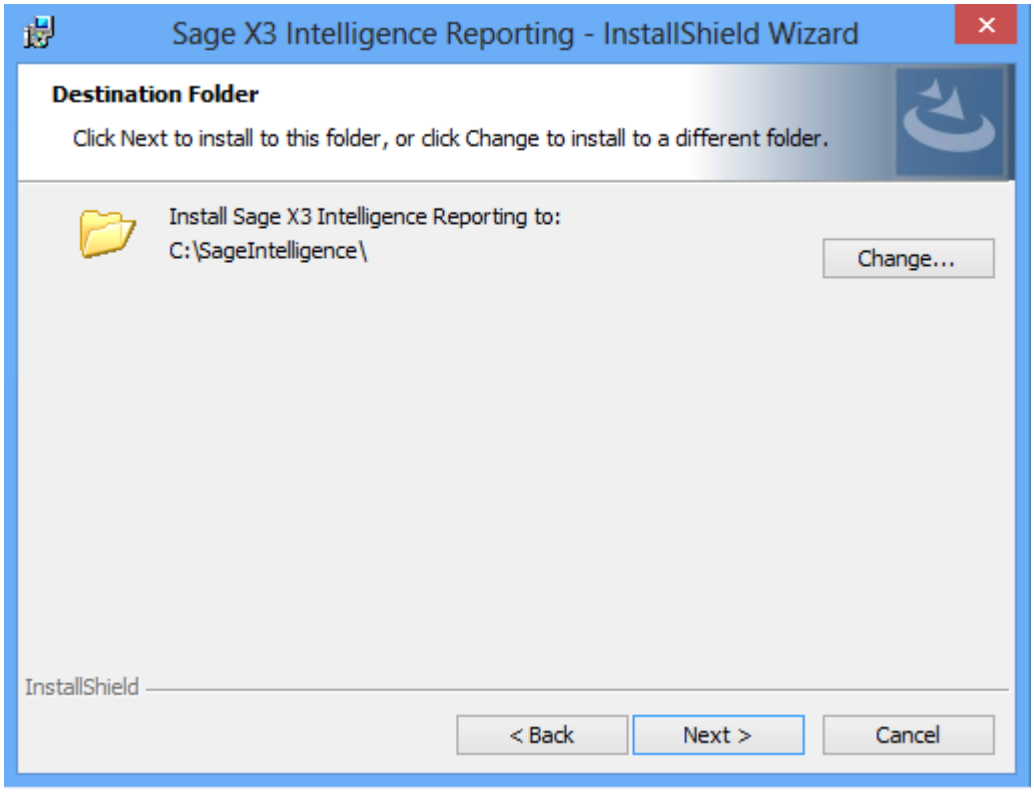


5. The Install Wizard will appear. Click on **Install**.

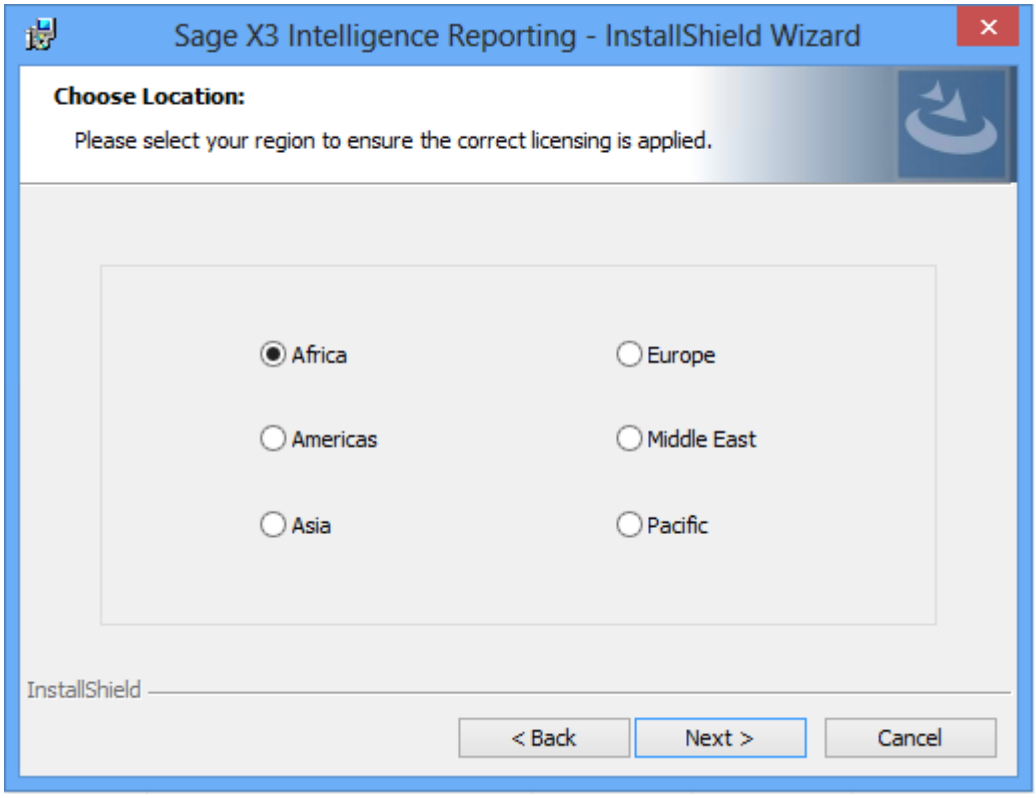


Note: Intelligence Reporting requires the Microsoft.NET 4.0 Framework and you will be prompted to install this if it is not already installed.

6. Select **Next** to install to the default Installation destination location C:\Sage Intelligence\. Select Change to change the default Installation destination location.

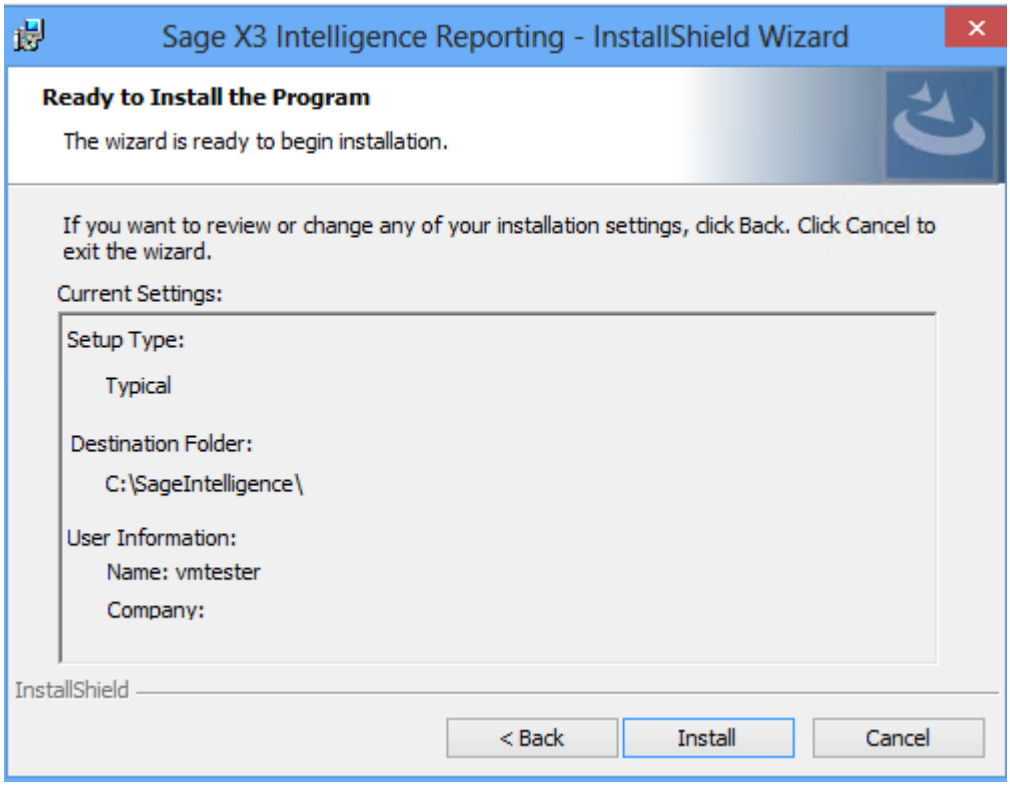


7. When prompted to choose a location, ensure that you select the correct region and then select **Next**.

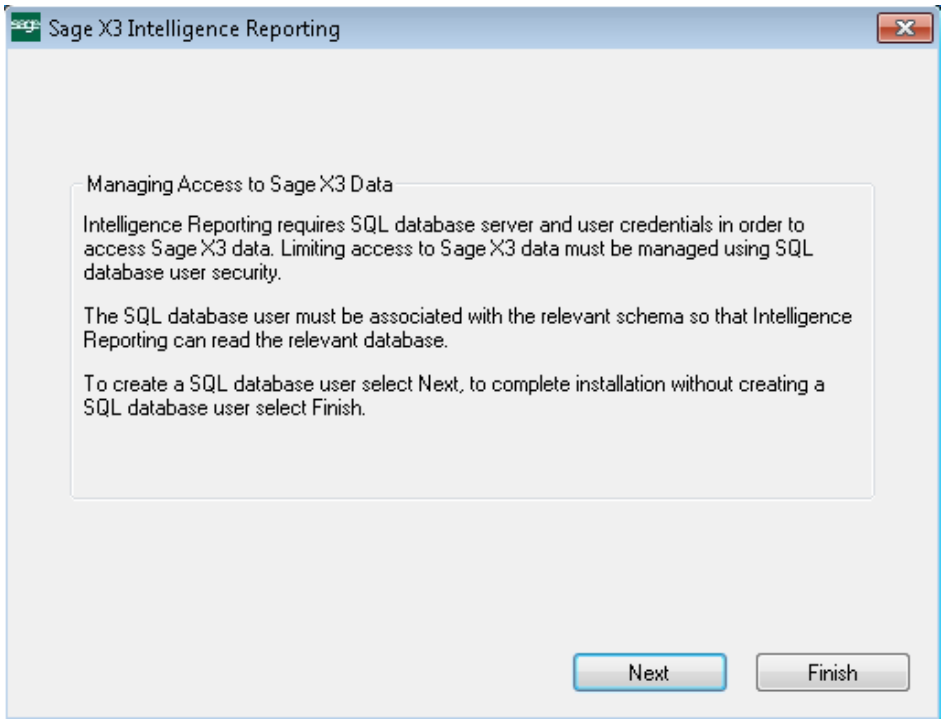


Note: Sage X3 Intelligence Reporting will run on a 30-day Free Trial licence that has no limitations. Once this licence has expired you will need to register your software. Please refer to Licencing Intelligence Reporting for more information on how to licence your software.

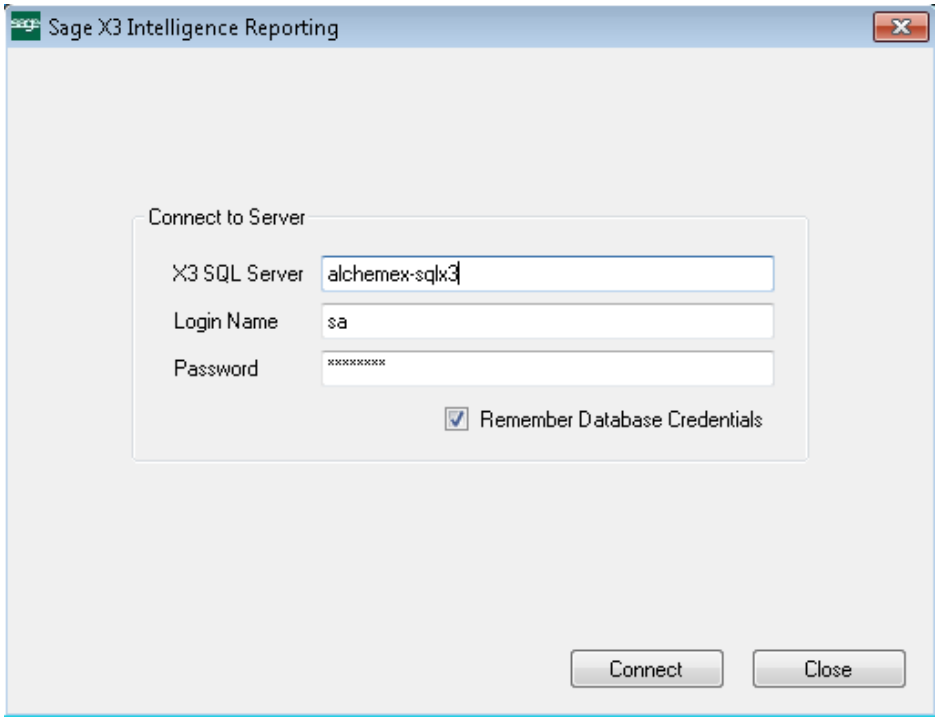
8. Select **Install**.



9. After installation is complete, you will be prompted to create a new Sage X3 SQL database user to use when logging in to Intelligence Reporting. This automates the process of manually creating a Sage X3 database user as described in the section “Creating a Sage X3 SQL database user”. Select **Next** to continue or **Finish** to exit the SQL User Creation Tool and complete the installation.

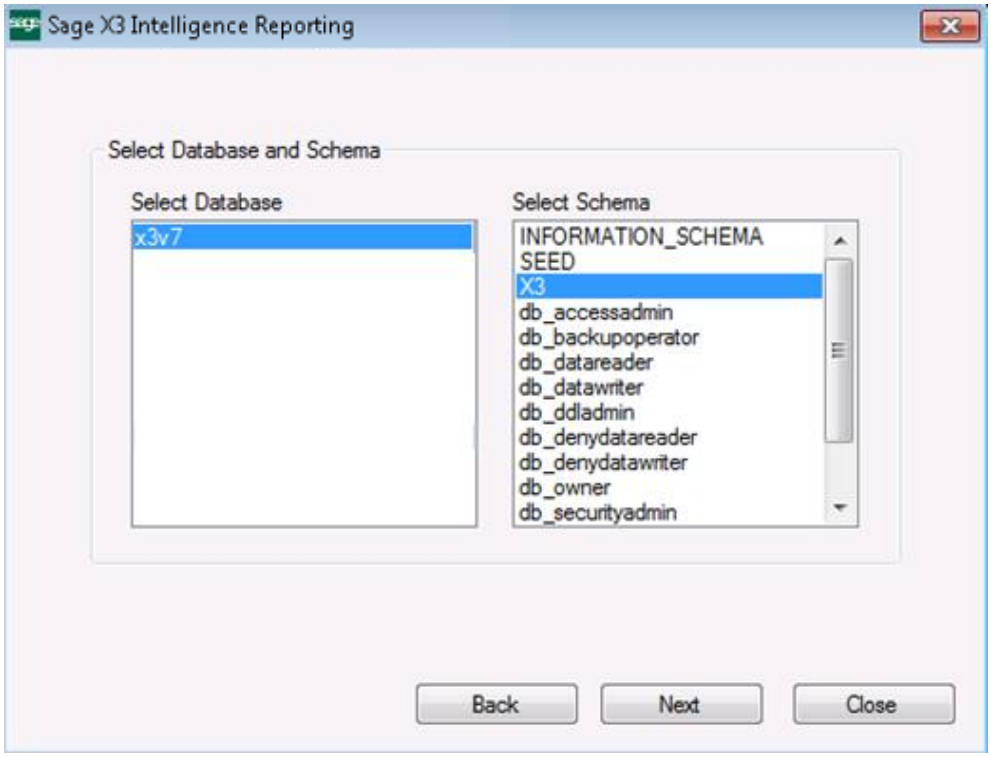


10. Enter the SQL Server and the existing SQL database username and password to connect to the specified SQL server. Select **Connect**.



Note: A Start Menu shortcut will be created to allow you to launch the SQL User Creation Tool at a later stage should you wish to create a new SQL database user after installation has been completed, for example to the SEED schema for demonstration reports.

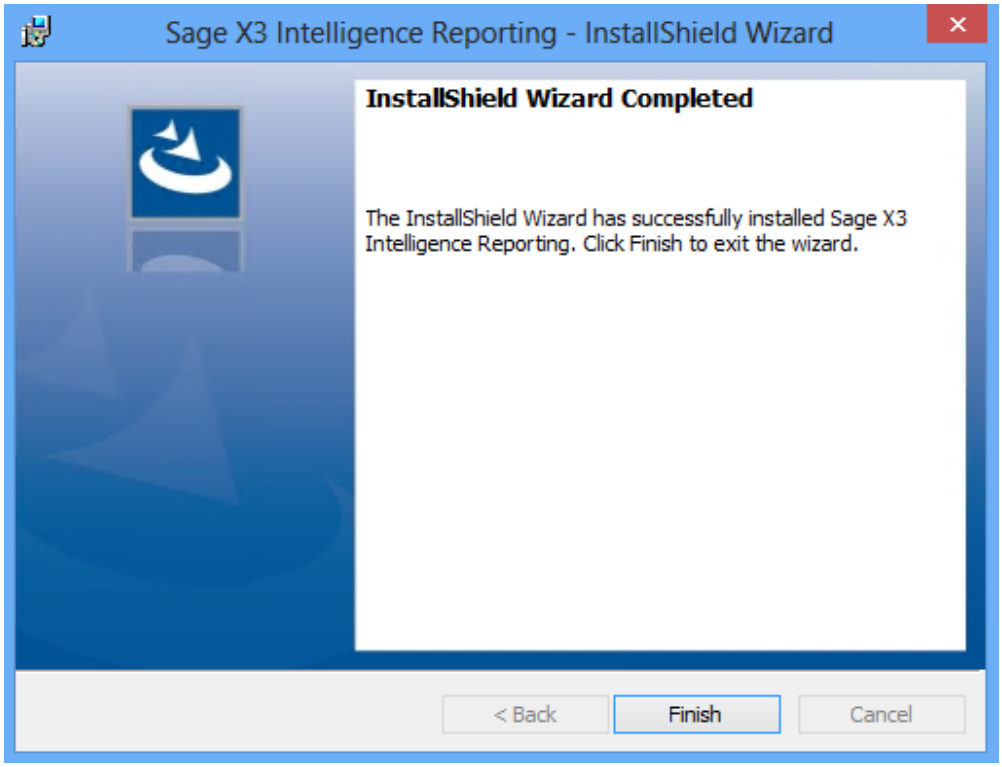
11. On the left, select the Sage X3 database which you wish to report on. This will be the database and schema your company data is found on. On the right, select the relevant schema for the selected database. The user created will have the selected schema assigned as the default schema. For example, to view my company data, I will might need to connect to the x3v7 database and the X3 schema as shown below. Click **Next**.



12. Enter the new username and password. Click **Create**.

13. The new user is created. Click **OK**. Once back in the InstallShield Wizard screen click **Close** to close the SQL User Creation Tool.

14. You have successfully installed the software. Click **Finish**.



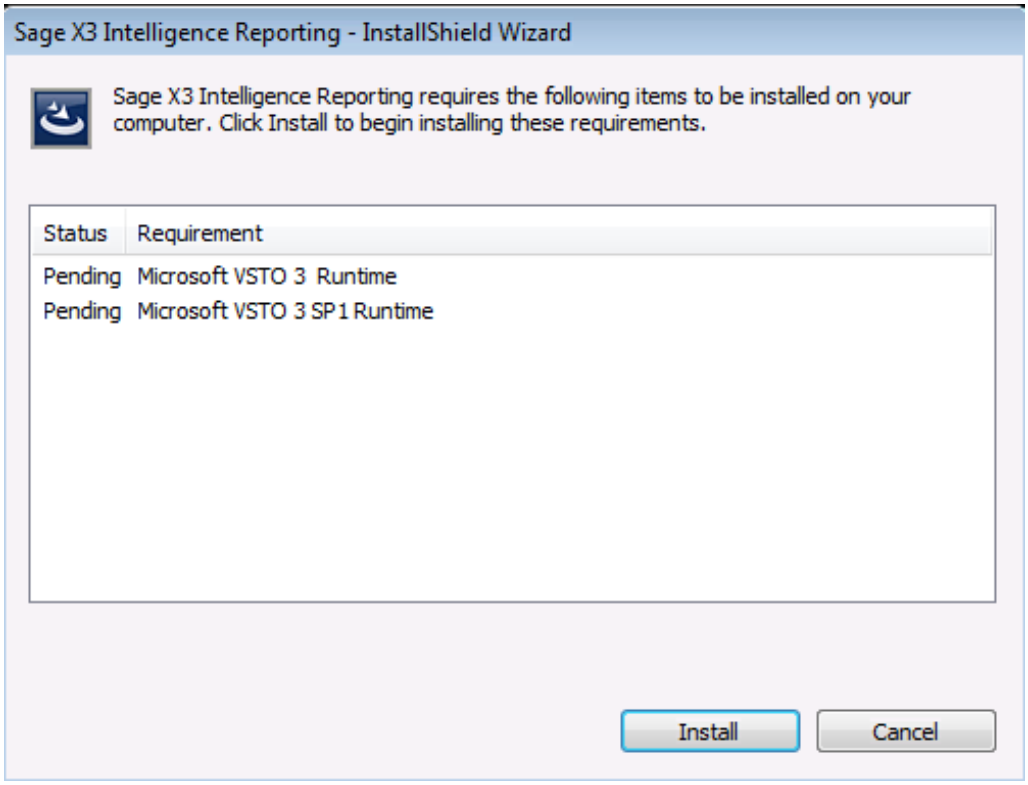
3.2 Upgrading the Software

Intelligence Reporting must be installed on all workstations on which the software will be used. The following steps should be followed if you are upgrading from a previous version of Intelligence Reporting.

1. Download Sage X3 Intelligence Reporting version from the Sage Intelligence website www.sageintelligence.com
2. **Save the Sage X3 Intelligence Reporting.exe** file to your local machine or network.
3. Ensure that all instances of Microsoft Excel are closed.
4. Ensure all instances of your existing Intelligence Reporting software have been closed.

Note: You do not need to uninstall your existing Intelligence Reporting software before installing the later version.

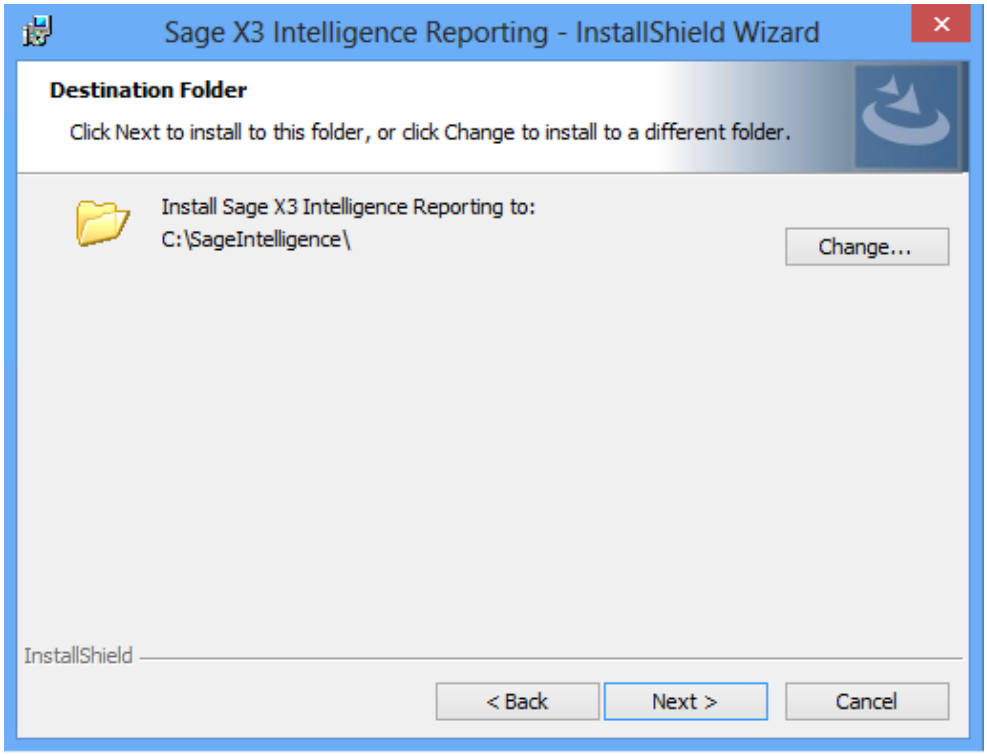
5. Run the **Sage X3 Intelligence Reporting.exe** file. You will need Microsoft Visual Studio Tools for Office runtime to be installed. Click on **Install**.



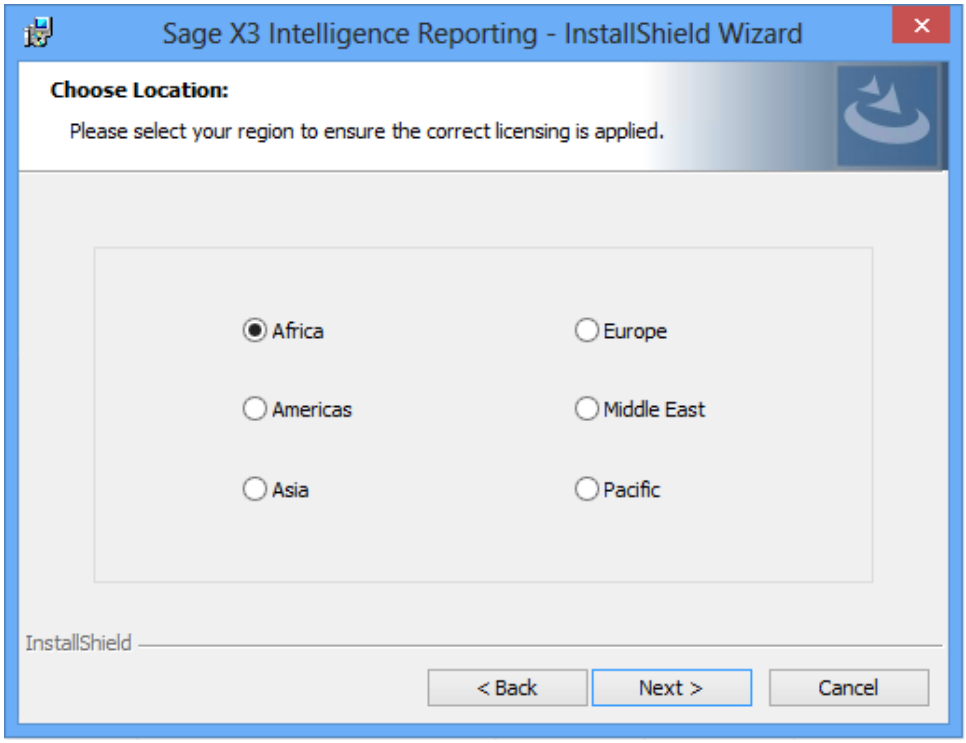
6. The Install Wizard will appear. Click on **Install**.

Note: Intelligence Reporting requires the Microsoft.NET 4.0 Framework and you will be prompted to install this if it is not already installed.

7. Select **Next** to install to the default Installation destination location C:\Sage Intelligence\. Select Change to change the default Installation destination location.

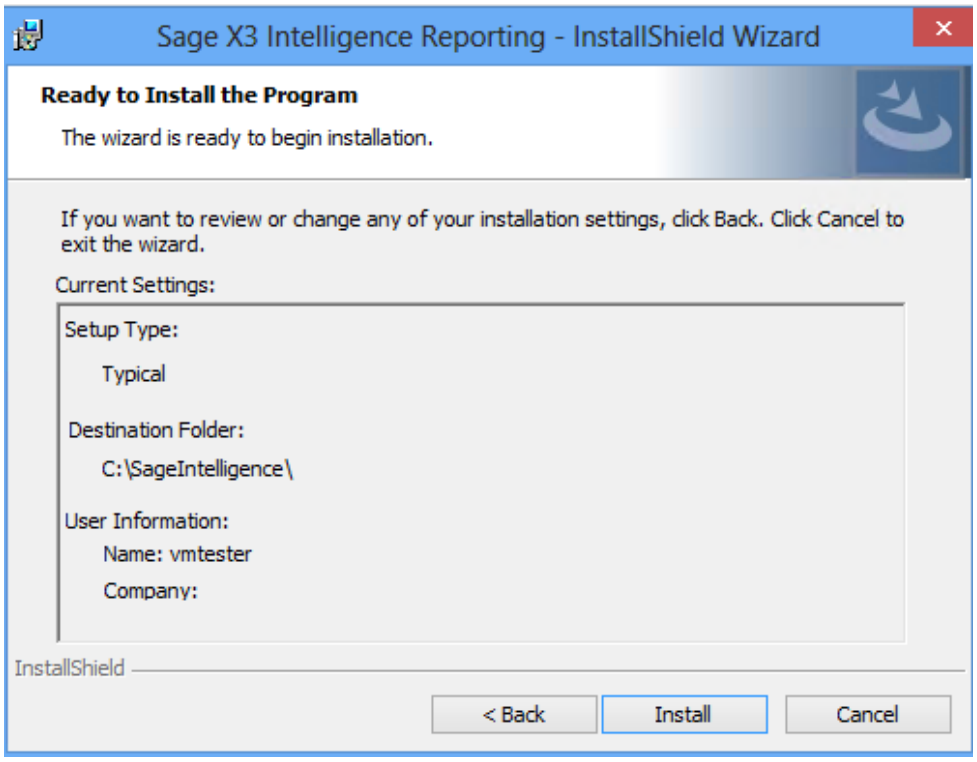


8. When prompted to choose a location, ensure that you select the correct region and then select **Next**. Ensure you select the same region as you selected on first install.

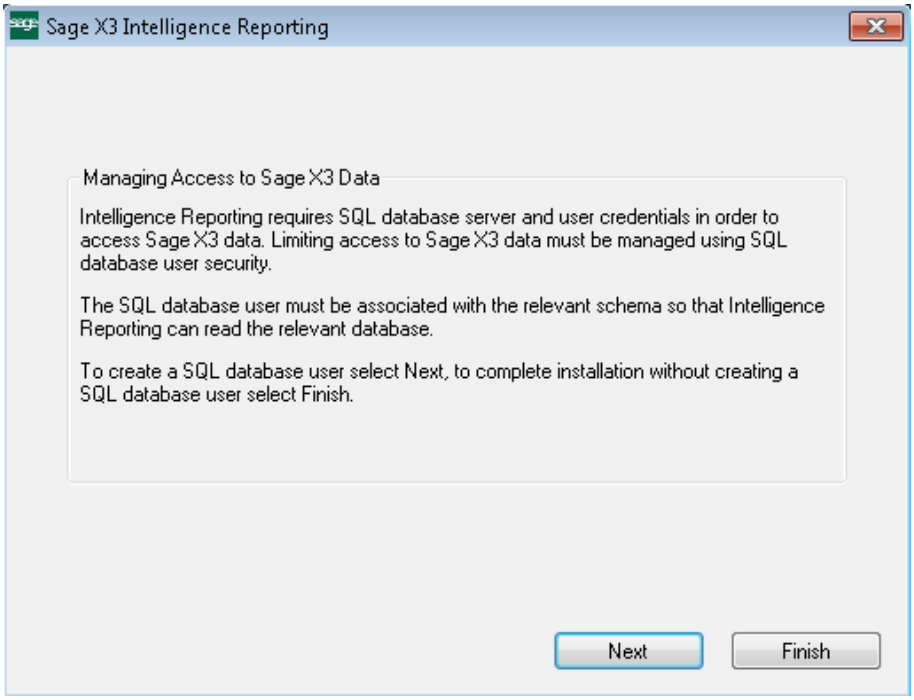


Note: Sage X3 Intelligence Reporting will preserve your existing licencing information upon upgrade. Once this licence has expired you will need to register your software again. Please refer to Licencing Intelligence Reporting for more information on how to licence your software.

9. Select **Install**.

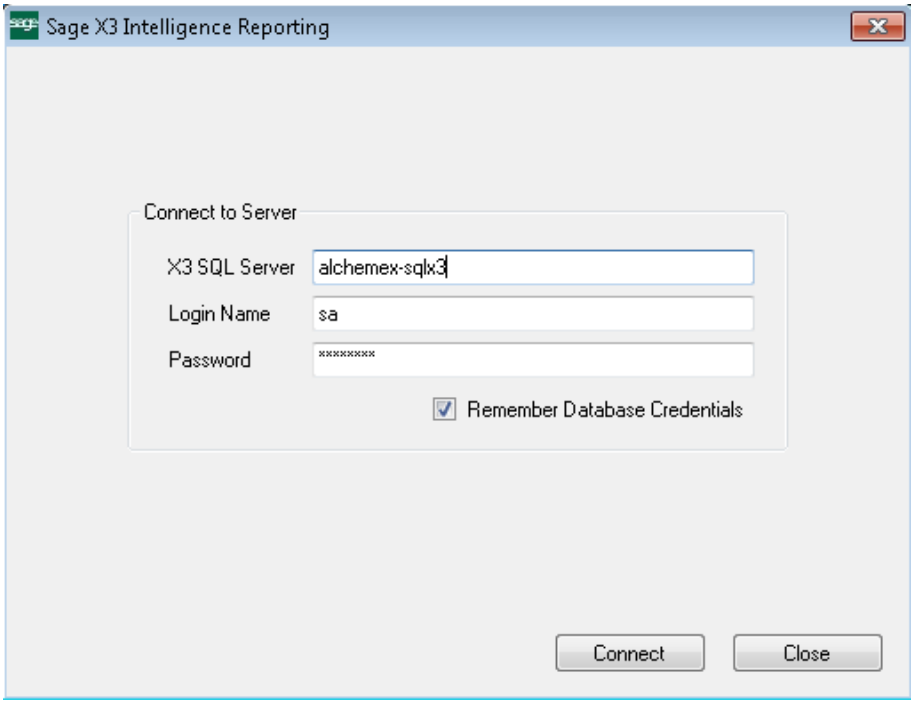


10. After installation is complete, you will be prompted to create a new Sage X3 SQL database user to use when logging in to Intelligence Reporting. This automates the process of manually creating a Sage X3 database user as described in the section “Creating a Sage X3 SQL database user”. Select **Next** to continue or **Finish** to exit the SQL User Creation Tool and complete the installation.



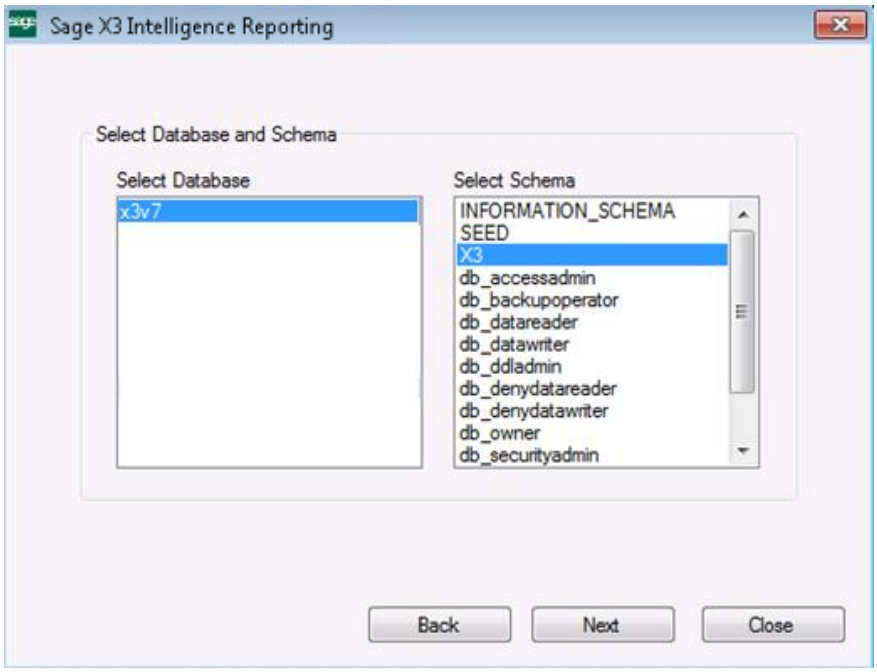
Note: A Start Menu shortcut will be created to allow you to launch the SQL User Creation Tool at a later stage should you wish to create a new SQL database user after installation has been completed.

11. Enter the SQL Server and the existing SQL database username and password to connect to the specified SQL server. Select **Connect**.

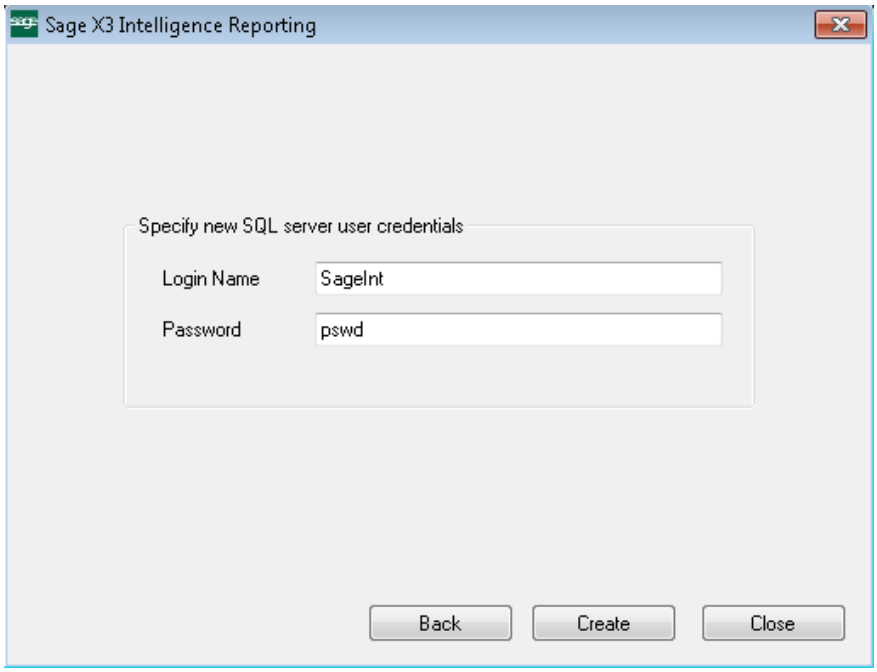


Note: A Start Menu shortcut will be created to allow you to launch the SQL User Creation Tool at a later stage should you wish to create a new SQL database user after installation has been completed, for example to the SEED schema for demonstration reports.

12. On the left, select the Sage X3 database which you wish to report on. This will be the database and schema your company data is found on. On the right, select the relevant schema for the selected database. The user created will have the selected schema assigned as the default schema. For example, to view my company data, I will might need to connect to the x3v7 database and the X3 schema as shown below. Click **Next**.

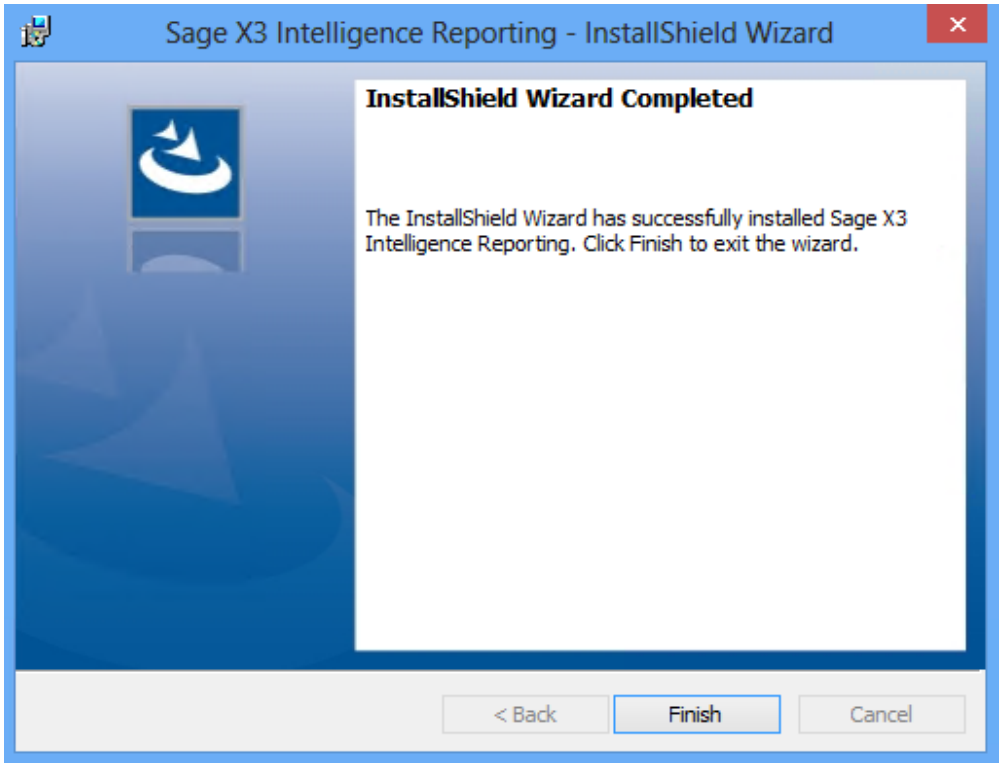


13. Ensure the default username and password is correct as was used in your previous version. If correct, click **Close** and proceed to step 15. Should you wish to create new details, enter a new username and password and click **Create**.



14. The new user is created. Click **OK**. Once back in the InstallShield Wizard screen click **Close** to close the SQL User Creation Tool.

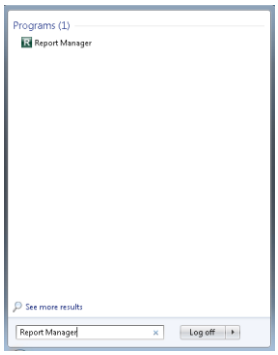
15. You have successfully installed the software. Click **Finish**.

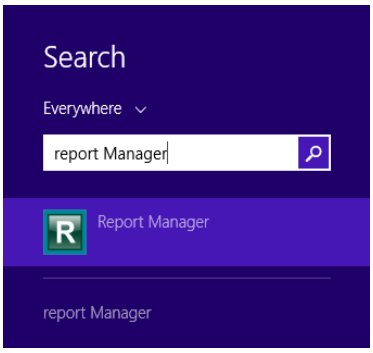


3.3 Retrieving the Latest Report Templates when Upgrading

Once you have upgraded to the newer version of Intelligence Reporting you can use the Bulk Import feature to retrieve the latest Report Templates. You will need to use the latest Report Designer Report in order to make use of the latest features.

1. Select the Windows Start button and search for Report Manager.

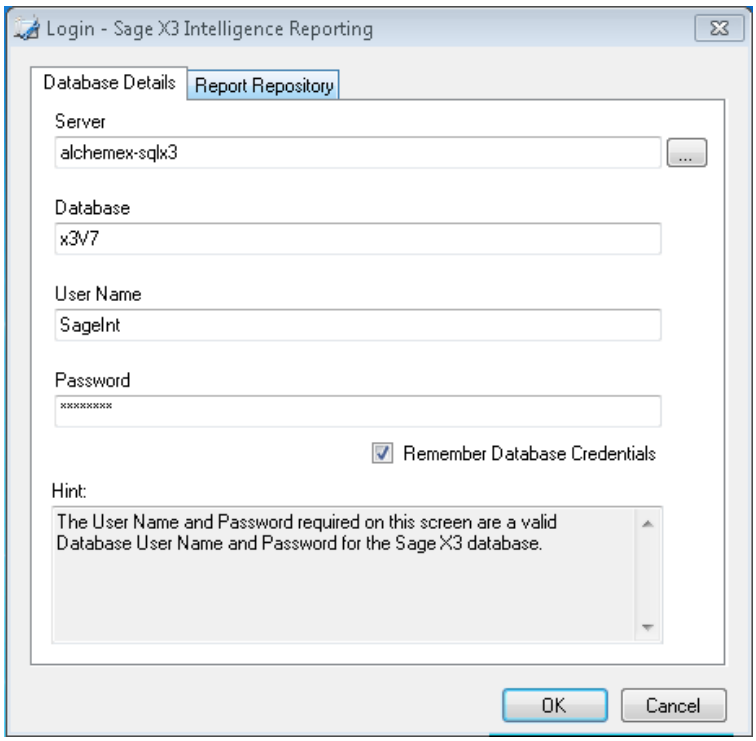




2. Enter the Sage X3 SQL server, database details and the username and password that exist in SQL Server. These are the details you created on installation for the schema you wish to run your reports on e.g. the details used when setting up your company schema as the default on installation.

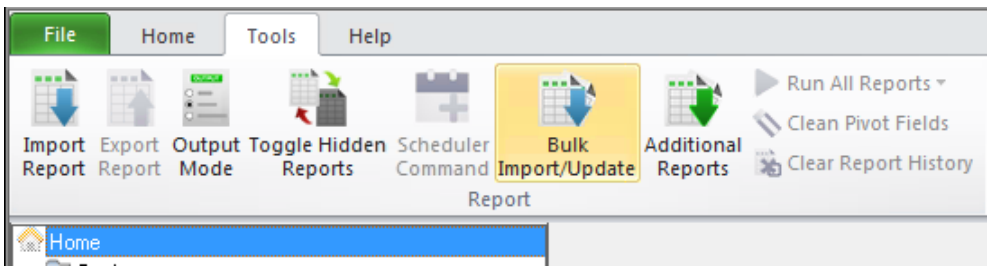
Note: In order to run the demonstration report the user specified must have the default schema set to SEED. To change the default schema please refer to the section Managing Access to Sage X3 Data.

3. Tick the Remember Database Credentials box and click **OK**.

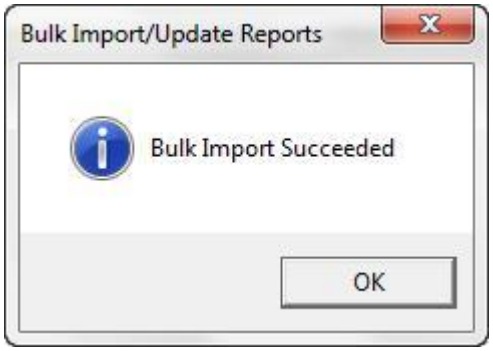


Note: The Report Repository tab contains the default location for the Repository Folder. The folder selected does not need to be updated but you are able to select a different folder should you need to. When upgrading, new reports will just be added to the default location selected and will not override existing reports.

4. The Report Manager module will launch.
5. Select the **Home** node in the tree view.
6. Select the **Tools** tab and then select **Bulk Import**.



7. Select **Yes** to continue with importing new reports.
8. The Bulk Import of new Report will take place and notify you once completed.
9. Click **OK**.



10. Double-click on the **Home** node in the tree view. A new folder named Designer will be available containing the new reports.

4.0 Licensing Intelligence Reporting

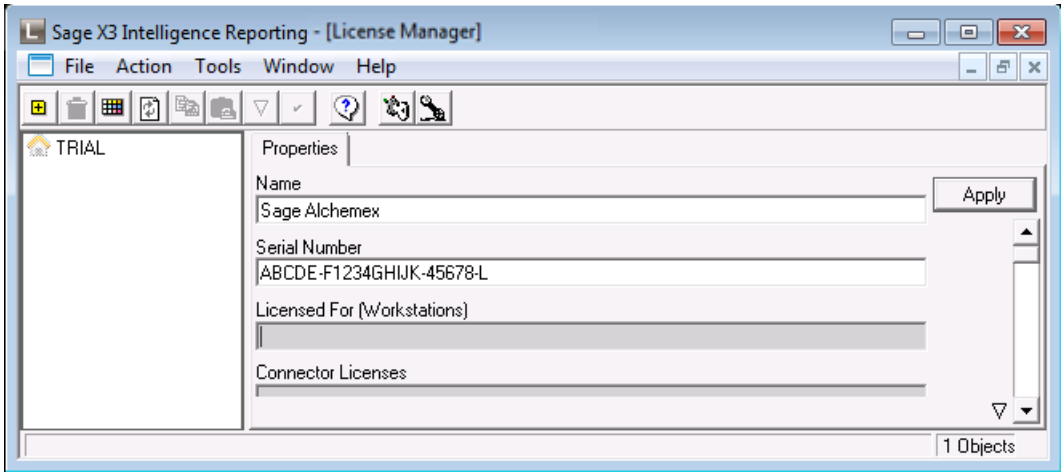
4.1 Entering License Information

The following steps continue from the preceding section, 1.0 Installing Intelligence Reporting. To obtain your license information:

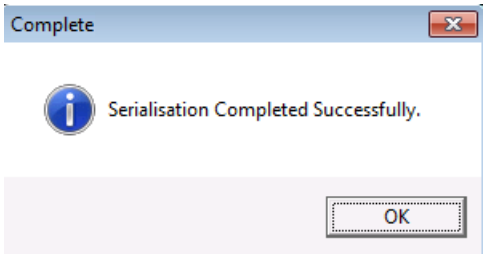
1. North America – Contact your Sales Representative or Sage Business Partner
2. Rest of the World – Contact Sage Intelligence Support

Note: The Report Manager and Report Viewer programs are available with a 30 day free trial licence.

3. Launch the Sage Intelligence License Manager, select the **Licenses** tab.
4. Enter your company name and serial number in the properties section. It is recommended to copy this information and paste it into the relevant fields in the License Manager to avoid spelling and typing errors.



5. Select to **perform serialization** and once **serialization** is complete you will receive a confirmation message.



6. The available licenses associated with your serial number will display in the License Manager.
7. Close the License Manger and proceed to launch a licensed Intelligence Reporting module.

Note: The region selected when installing the software will determine how your serial number is authenticated. It is important to ensure that the correct region is selected upon installation to ensure successful registration based on your geographic location.

5.0 The MetaData Repository

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

5.1 The Benefits of the MetaData Repository

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

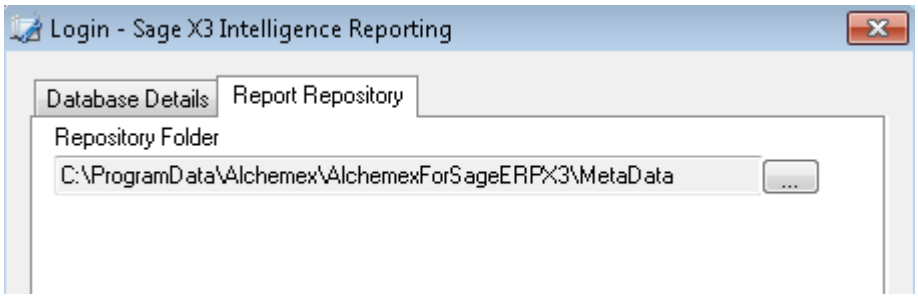
By storing all of your important information in one folder, backing up this folder will ensure that all of your connection, container, reporting trees and report templates can be easily restored in the event of data loss.

5.2 Locating your MetaData Repository

During installation, the Sage Intelligence Reporting MetaData Repository is created by default in a folder named Metadata in the location C:\ProgramData\Alchemex\AlchemexForSage ERPX3\.

Tip: It is recommended that you change the default MetaData location to a shared network location so that you will be able to share your report templates with other Intelligence Reporting users. In order for users to access the MetaData on a network location they will need full access rights to the network folder.

8. The location of your MetaData Repository can be found by opening the Report Manager or Connector. In the window that opens, on the **Report Repository** 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.

5.3 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 section.

6.0 Setting up User Access

6.1 Managing User Security

6.1.1 The 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. The Security Manager does not limit access to Sage X3 data.

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 are not synchronized from the Sage X3 user list and you will be required to create users within the Security Manager.

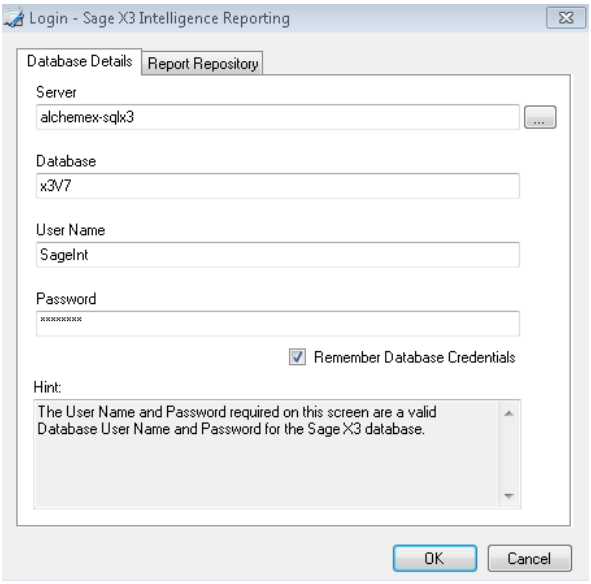
The Security Manager allows you to:

- Set security on or off.
- Manage roles.
- Manage users.
- Select which users belong to which roles.
- Select which reports belong to which roles.
- Select which roles can edit reports.

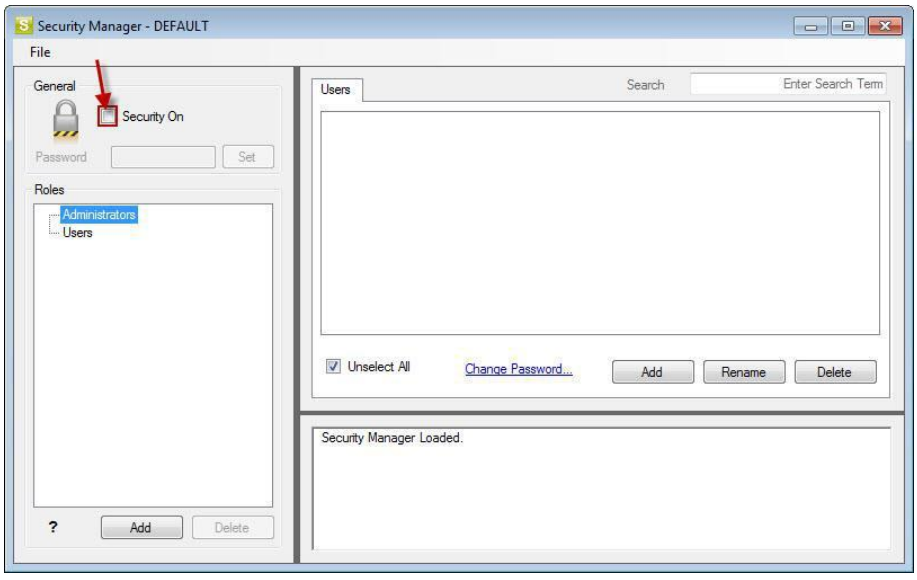
6.1.2 Activating the Security Manager

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

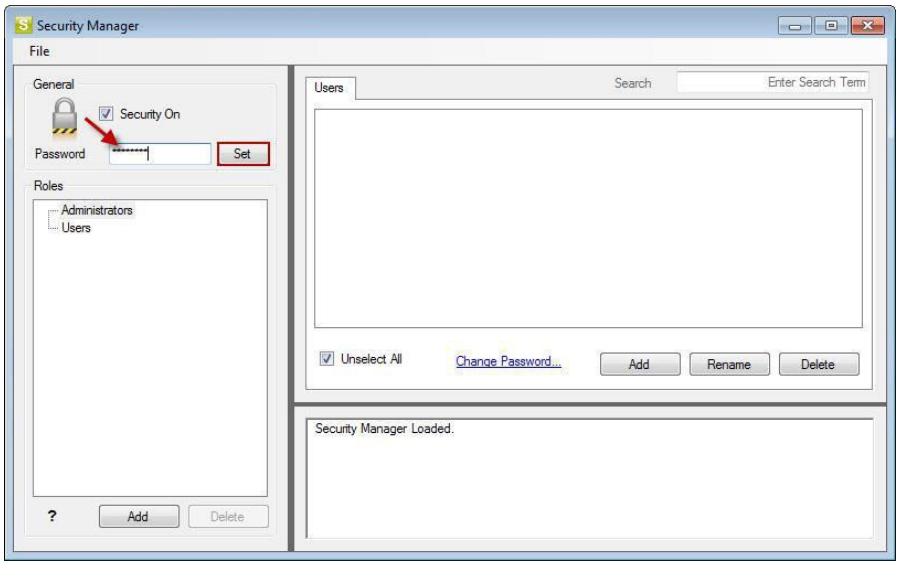
1. Open the **Security Manager** using the credentials to assess your company schema.



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



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

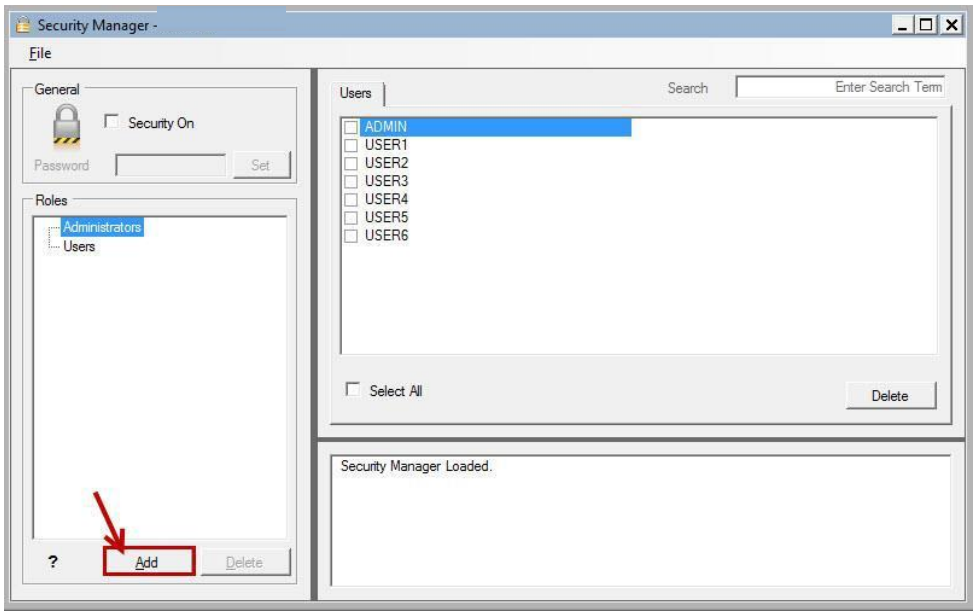


4. Confirm your password. This password will be required in future to gain access to the Security Manager.

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

6.1.3 Adding Roles

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

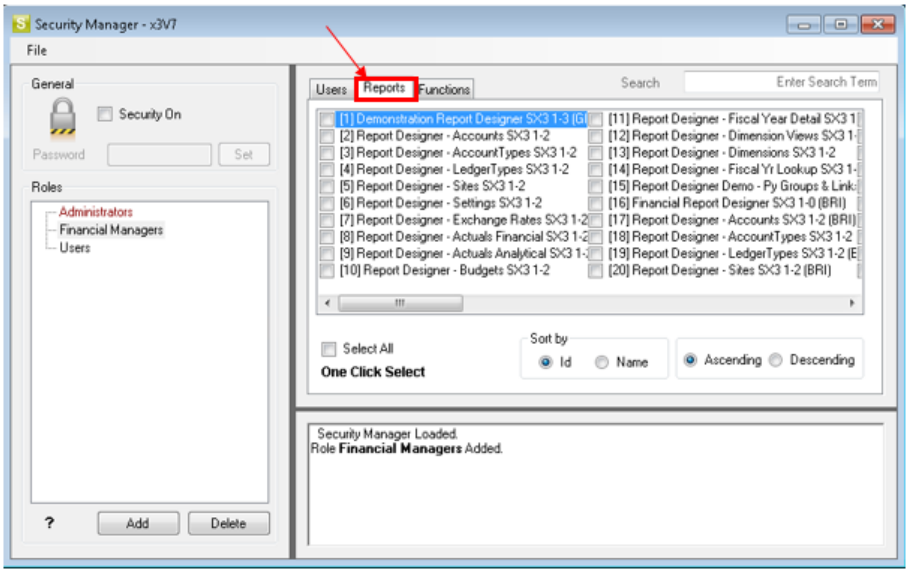


8. Enter a **name** for the Role.

9. Your role will now be added.

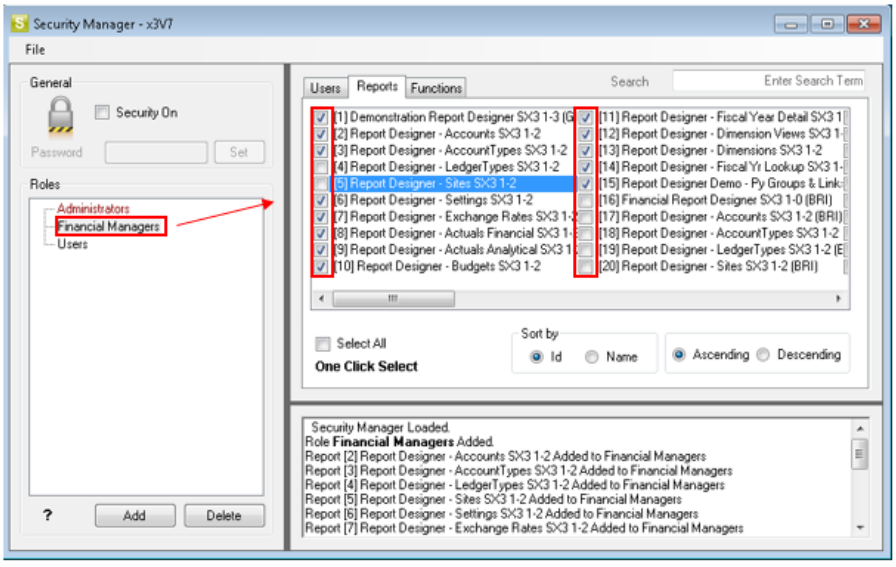
6.1.4 Adding Reports to Roles

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

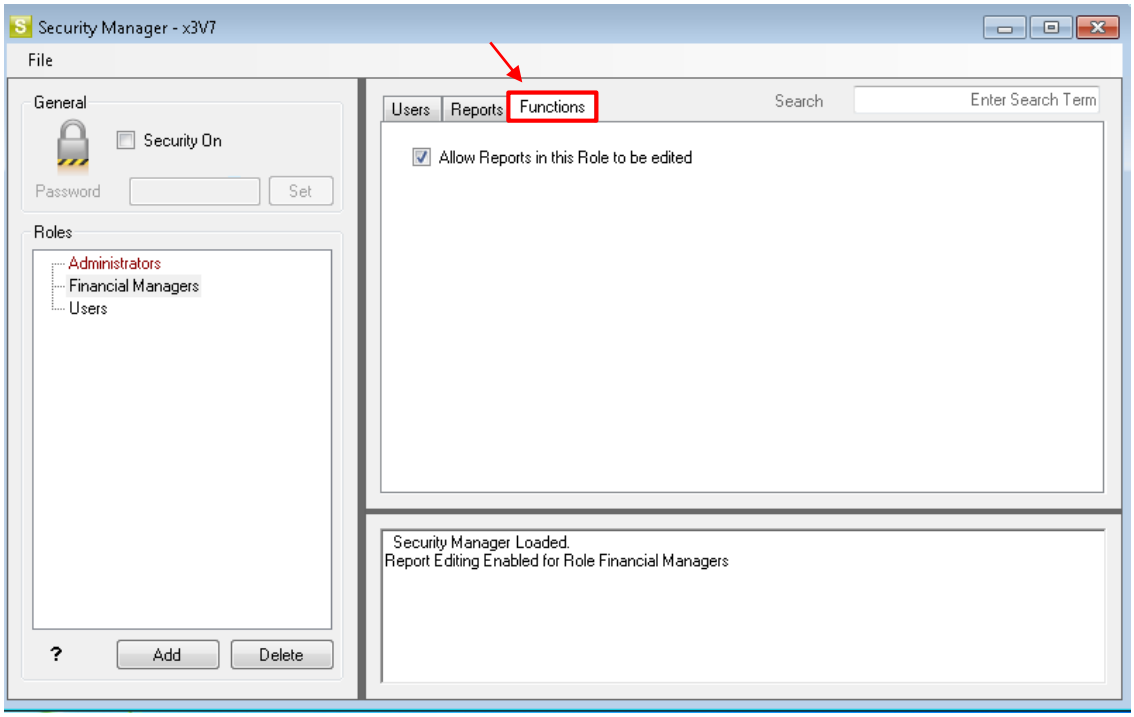


3. The users now assigned to that role, have access to the reports that the system administrator has assigned to the role.

6.1.5 Allow Report in this Role to be edited

If you have Security enabled in Security Manager, you are able to assign rights to Roles pertaining to the users and the reports these users have the rights to run. Assigning these rights means that even if the user has a Designer Licence, they are not able to edit the report in question, just run the report.

Should this user however be required to edit the report template and not just run the report out of Report Manager, the role the user is assigned to in Security Manager needs to be assigned the right to edit the report. This can be done in Security Manager under the Functions tab in the applicable role.



6.2 Managing Access to Sage X3 Data

6.2.1 Creating a Sage X3 SQL database user

In order to access the Sage X3 SQL data Intelligence Reporting requires the SQL database server and user credentials. Limiting access to Sage X3 data must be managed using SQL database user security.

The SQL database user needs to be a **db_reader** and attached to the relevant schema so that Intelligence Reporting can read the relevant database. If using OLAP (Analysis module) functionality in conjunction with date dimension table creation, the SQL database user will need to be **edited** to have read-write access to write to the date dimension table.

To set up a SQL database user for your Sage X3 database you can either use the SQL User Creation Tool installed with Intelligence Reporting to create a new user or you can follow the steps detailed below to manually create a user or modify the settings of an existing user.

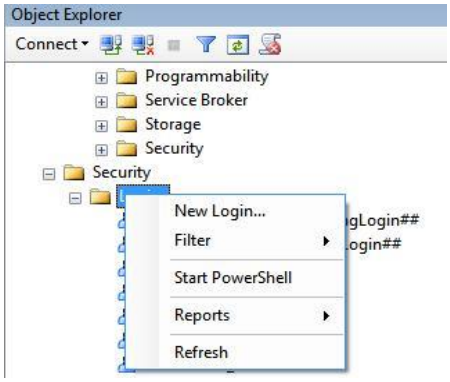
Tip: The SQL User Creation Tool is installed with Intelligence Reporting and can be launched from the Start Menu.

To manually create or modify a SQL user:

1. Select the Windows Start button SQL Server Management Studio. If you do not have access to the server(s) on which the Sage X3 data resides, you will need to contact your server administrator to complete the following steps.

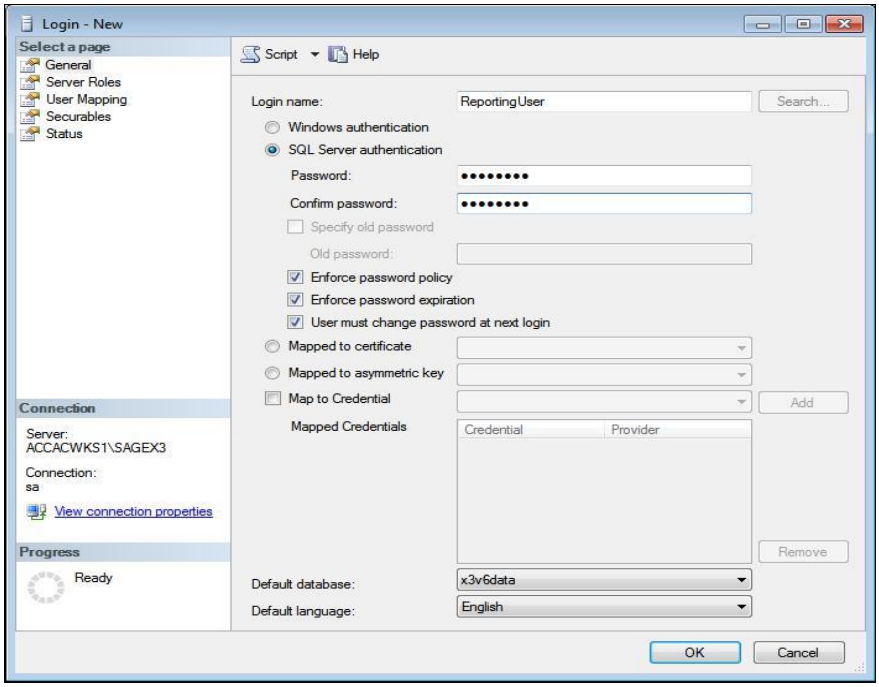
- The Connect to Server screen will appear. Enter the SQL Server login details and click the Connect button.
- Server name: enter name of the server you wish to connect to.
- Authentication: select SQL Server Authentication.
- Login: your username.
- Password: your password.

2. The Object Explorer screen will open. Expand the Security and Login folders. Right-click on the Logins folder and select the New Login… option.

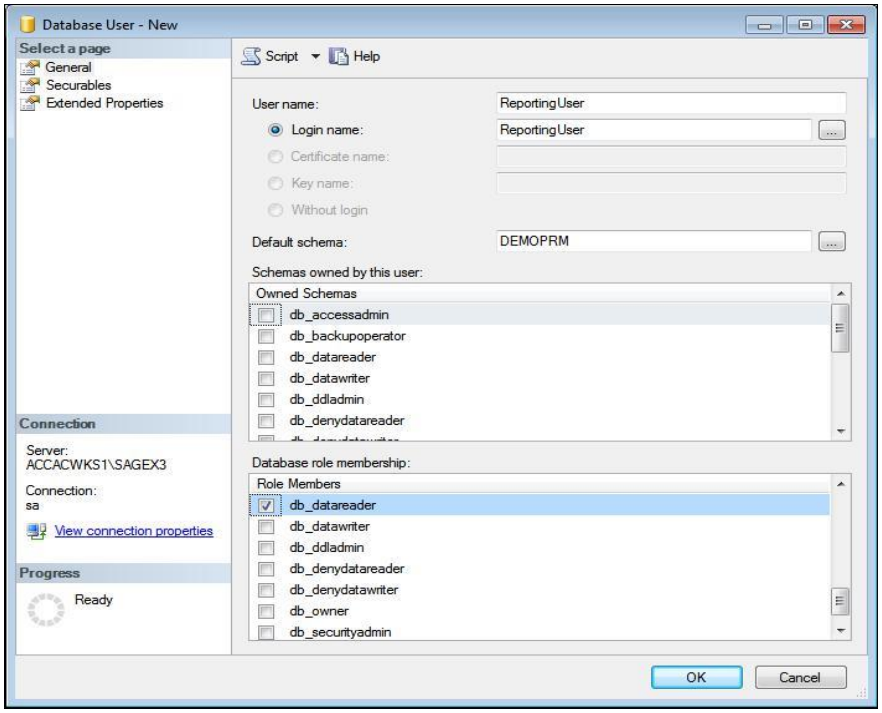


3. The Login - New screen will appear. Enter information and click the **OK** button.

- Login name - enter a login name.
- Select SQL Server authentication and enter passwords in the Password and Confirm password boxes.
- Default database e.g. X3v6data.



4. From the Object Explorer expand the Databases and x3v6data folders. Right click on the Security folder and select **New > User….**



5. Enter the Username: enter the same name as the **Login name**.
6. Enter the Login name: enter the same name as the **username**.
7. Enter the default schema: select the **relevant schema** name from the lookup button. The default schema for the Demonstration Report Designer is SEED.
8. Tick the **db_datareader** checkbox in the Role Members section. Tick the **db_datawriter** option if using the OLAP functionality.

7.0 Using Intelligence Reporting

7.1 Overview of Intelligence Reporting 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 and 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 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 Analysis Module is an additional module that functions between the Sage Intelligence Reporting Connector Module and the Report Manager module. The purpose of the Analysis Module is to use an existing connection to a database provided by the Connector to access data and create an offline .cub file. This .cub file is then in turn used by the Sage 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 Security Manager defines security for reports and users.

The SQL User Creation Tool allows you to create logon credentials for a selected database and schema. This tool can be used to create multiple logon credentials to the same database and schema if multiple users want to utilise the same data set. You can also create logon credentials to additional database and schema setups, for example to the SEED schema, allowing you to run reports of that dataset. The credentials used when logging in determines which data set is utilised when running the report.

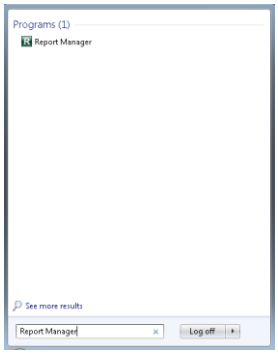
7.2 Overview of Standard Report Components

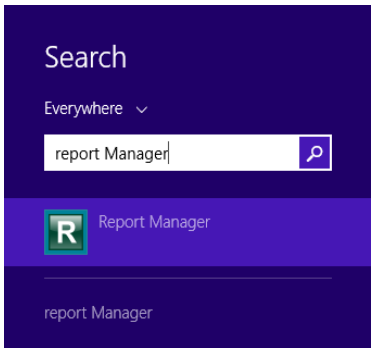
The following components form the basis of simple reporting:

- A container that 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.

7.3 Opening the Intelligence Reporting Modules

1. Select the Windows Start button and search for Report Manager.



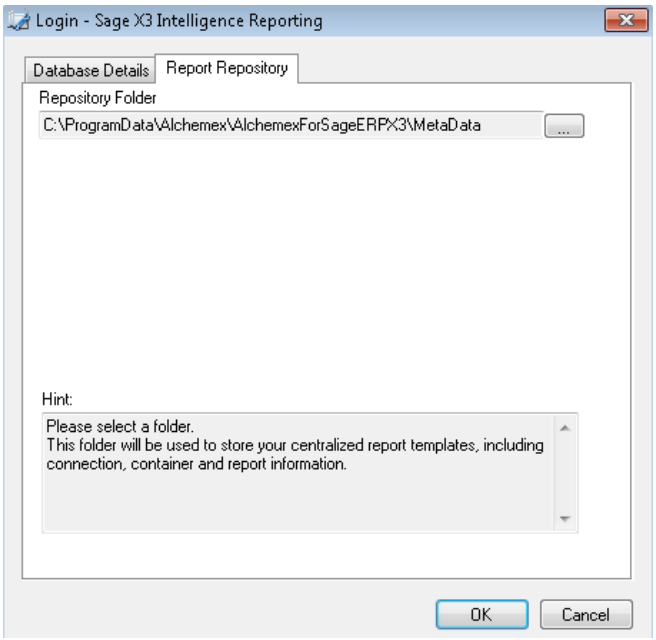


2. On the login screen, enter the server, Sage X3 SQL database details and the username and password that exist in SQL Server for the default schema you wish to run reports for.
3. Tick the **Remember Database Credentials** box.

Note: In order to run the demonstration report the SQL database user specified must have the default schema set to SEED.

4. Select the **Report Repository** tab. At this point you can change the default MetaData location to a network location should you wish to share your reports over a network. This is only required to be changed on first install. After upgrading, the default location will already be set to be the location as found previously. Reports created in your previous installs will be available again once you have upgraded as they will be found in the default location of the report repository.

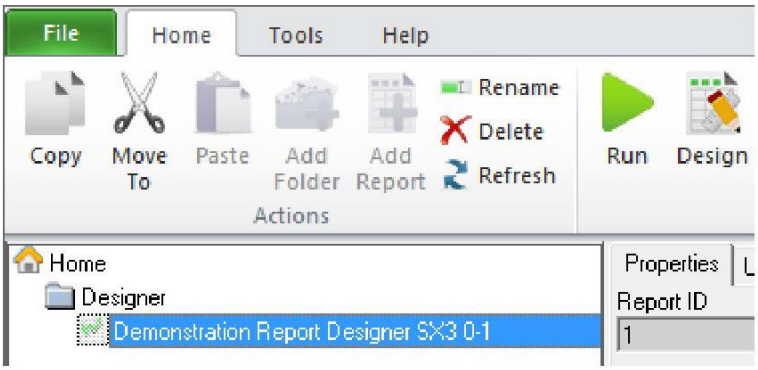
5. Once you have selected the location for your Report Repository, click **OK**.



6. The **Report Manager** module will launch.

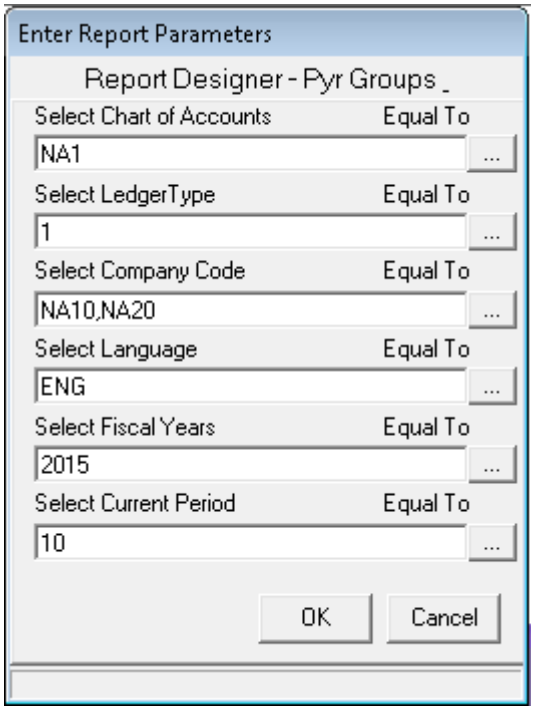
7.4 Running Reports from the Report Manager

1. Launch the Report Manager
2. Double-click on the **Designer** folder to reveal the report(s).
3. Select the **Home** tab and then select **Run**



Note: The Demonstration Report Designer is created for Demonstration data. In order to run the demonstration report the SQL database user specified must have the default schema set to SEED. The Financial Report Designer is created to run on your Sage X3 data.

4. The Report Parameters dialog will open. Enter the parameters relevant to your data and press the **OK** button.



Tip: Use the lookup button to retrieve and select a list of valid parameters for each report parameter.

The **Data Out progress box** will appear.

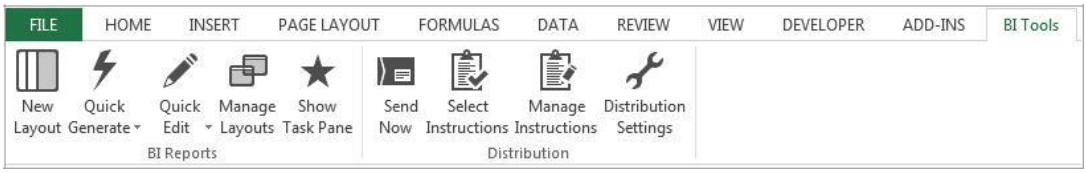
5. The report will open in Excel.

Tip: For concise and informative “How To” videos to help you get started, please visit the Sage Intelligence YouTube Channel.

8.0 Troubleshooting

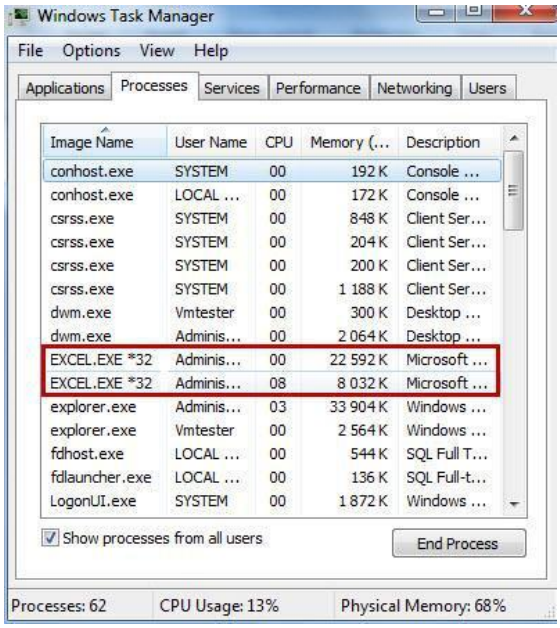
8.1 BI Tools tab missing in Excel

When opening Excel, the BI Tools tab is missing.



8.1.1 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**).



8.1.2 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

1. Launch the Command Prompt as administrator.
2. Type cd C:\Program Files (x86)\Common Files\BIGenerator

   OR

   C:\Program Files\Common Files\BIGenerator on 32 bit machines.
3. Enter the following command line AlchemexPolicy.exe –EXCEL and Enter. This registers the Alchemex 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 Sage Intelligence Reporting application in the list of applications and click Uninstall/Change.
6. Repair the software installation.

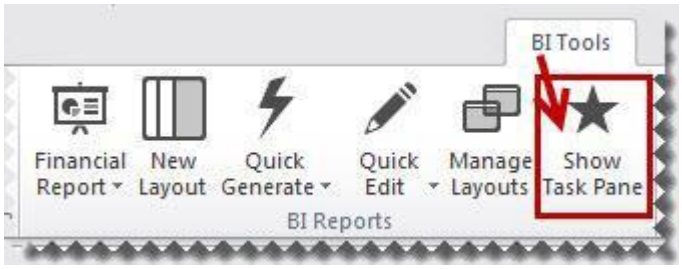
8.2 Report Designer Task Pane is missing or closed

8.2.1 Why does this happen?

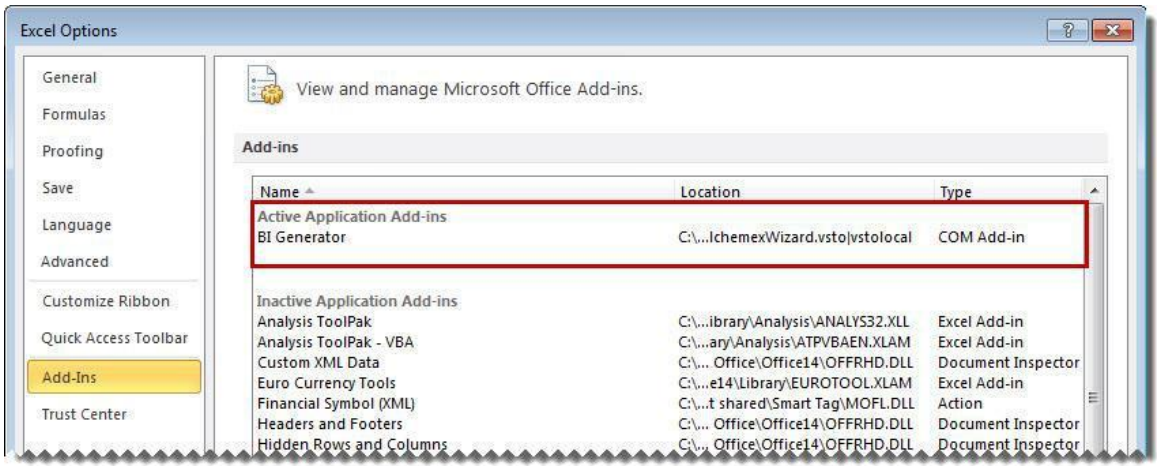
- The Task Pane is only made available by default to the Windows user who installed it.
- Excel was left open during the install process.
- Excel has not being launched and configured since installation. When more than one Excel version is installed, one of the installed Excel versions have not been launched or activated. These block Sage Intelligence Reporting add-Ins from registering themselves due to their dependency on Excel.

Solution

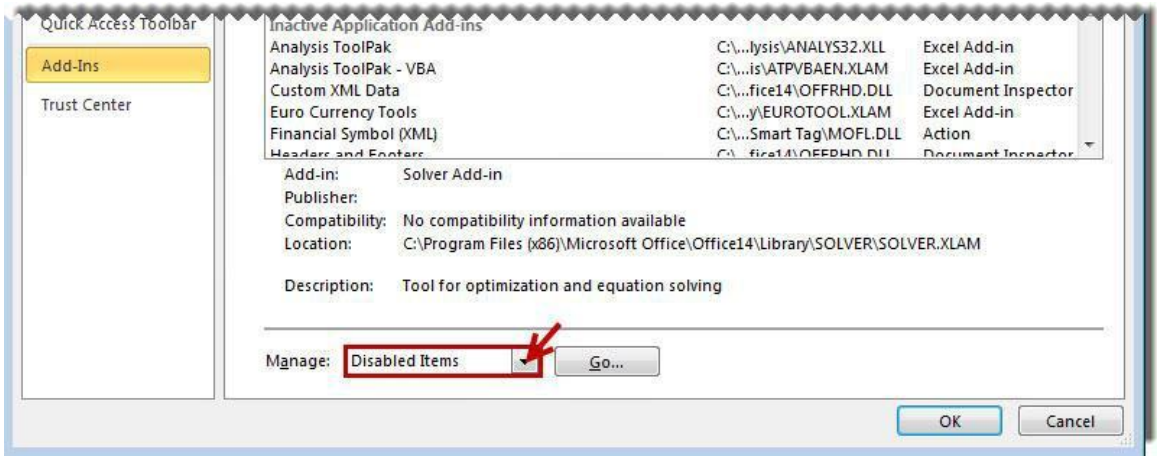
1. In Microsoft Excel, on the BI Tools tab, click Show Task Pane.



2. Check to see if the Task Pane is now visible. If the Task Pane still does not appear, the add-in may be disabled.
3. In Microsoft Excel, click **File > Options**.
4. Select **Add-Ins**.
5. Verify if the **Task Pane** is listed under the **Active Application Add-ins**.



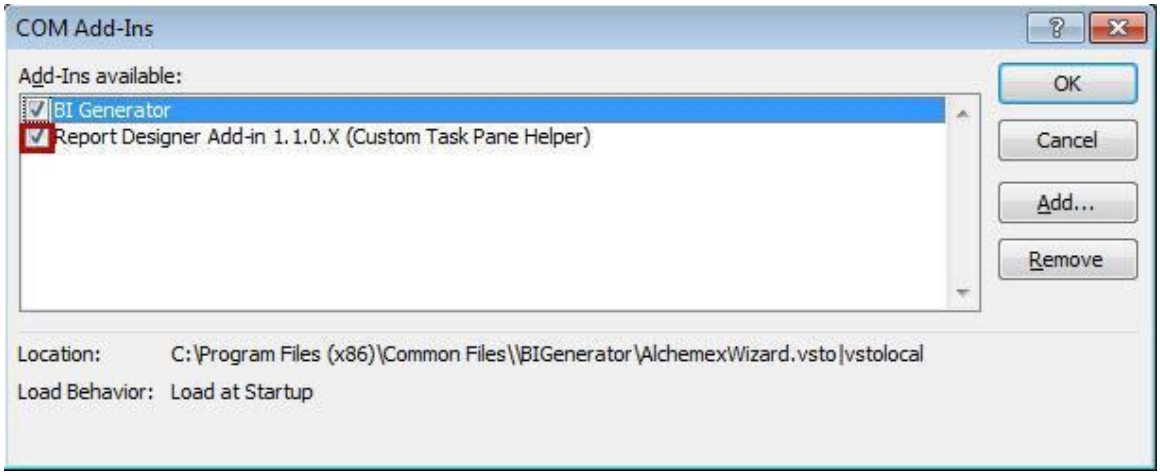
6. If Task Pane is not listed under the **Active Application Add-ins**, under **Manage** select **Disabled Items**.



7. Click **Go**.
8. If the Task Pane is listed in Disabled Items, select Task Pane and click **Enable**. Click **Close**.

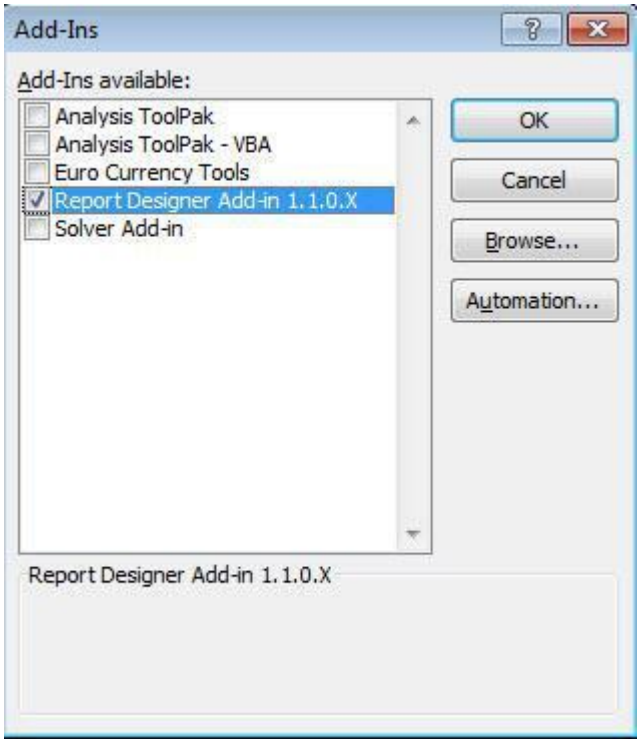
   OR

   If the Task Pane is not listed in Disabled Items, click **Close** and continue.
9. Under Manager, select **COM Add-Ins** and click **Go**.
10. Select **Task Pane**.



11. Select **OK**.
12. Under Manager, select **Excel Add-Ins**.
13. Select **Go**.

14. 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.

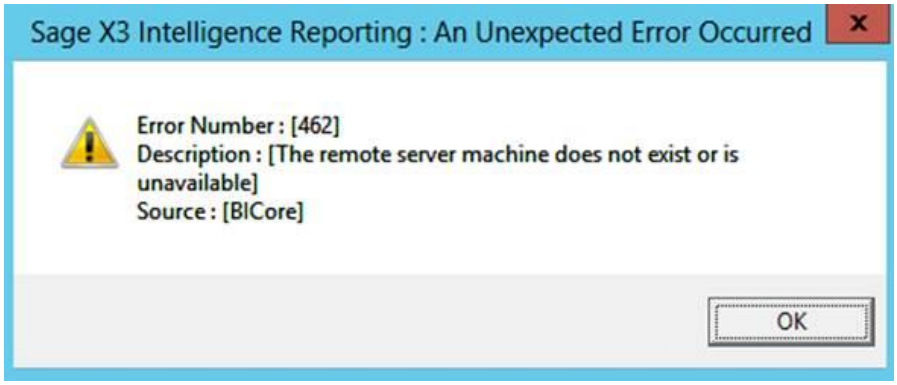


15. Select **OK**.

8.3 An unexpected error when running a report for the first time

8.3.1 How does this happen?

- When Sage Intelligence Reporting is installed for the first time and the first report is run, an error message might pop up to indicate an unexpected error has occurred.



Solution

1. Select OK in the popup message.
2. Run the required report again. The error should not occur again