



Horizons International

CFG/IPM Upgrade Manual

Latest code compatible with GP 18 (2018)

TABLE OF CONTENTS

Copyright 3

Before you Start 7

Upgrade Path 12

Upgrade Server and Database 13

Registration 19

Upgrade Forms and Reports 20

Upgrade Workstations 21

Upgrade Troubleshooting 22

Appendix I 29



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Refer to the Installation Instructions for instructions on installing your accounting software. If you have any questions, please call Horizons International at 800-287-8014 ext 3.

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Before you Start

System Requirements

Horizons Configurator and Item Pricing Matrix is designed to integrate with Microsoft Dynamics GP Accounting system. In addition to the system manager, the Sales Order Processing module is also required. For Configurator, the Purchase Order and Inventory modules are optional, but not using them will cause Configurator to have reduced functionality.

As with any system, it is recommended that you have appropriate backup and recovery measures in place before starting this installation.

Horizons system requirements for hardware and network considerations are the same as for Microsoft Business Solutions. Keep in mind that these requirements are minimums. In your production environment, your requirements may be substantially higher. Please refer to CustomerSource for the most recent system requirements:

[MBS.Microsoft.com](https://mbs.microsoft.com) | [Sign in to CustomerSource](#) | [Support](#) | [Solution Center: Dynamics GP](#) | [Documentation](#) | [System Requirements](#)

Preparation

Following is a checklist to assist with preliminary steps that should be complete to ensure the smooth installation of Horizon's Manufacturing System.

Please be sure to cover each item in this checklist BEFORE installing the new CFG/IPM code.

- **Hardware requirements are met**
- **Networking requirements are met**
- **Dynamics GP 18 (2018) will be installed (please perform preparation steps for Configurator/IPM before upgrading Dynamics GP.)**
- **18 85 spRTM.1.xx version of Horizons Configurator/IPM code downloaded from www.hzs.com/partners (must match Horizons Manufacturing version if registered for both) Call Horizons @ 800/287-8014 Ext 1 for link and passwords**
- **Proper Horizons Configurator/IPM registration keys**
(Call Horizons to obtain them by email)
- **Verified backup is done and available**
- **List of workstations**

All workstations must be running the same version of CFG/IPM.

- **Primary dictionary - HZCFG-IP.dic.** We recommend that this dictionary be in the root directory on each work station, not shared, like forms and report dictionaries are.
- **Determine if there are any modified forms or reports.**

If so, make a list of them and their locations, and make backup packages (please refer to the Dynamics GP documentation on managing package files found in both the Report Writer manual and the Modifier User's Guide).

- **Back up Dictionaries before you start:**
 - HZCFG-IP.dic
 - HZCFFRMS.dic
 - HZCFRPTS.dic

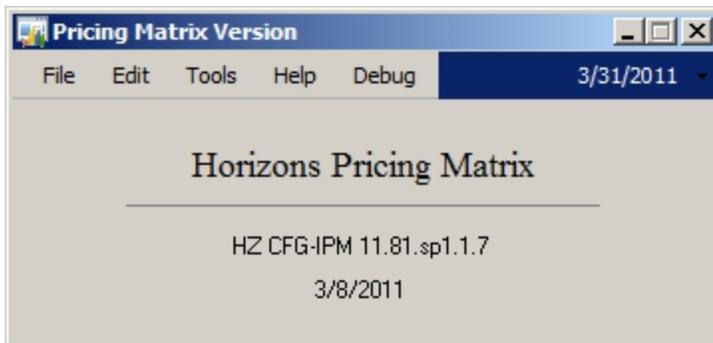
Don't be concerned if you don't find all three--The only required one is HZCFG-IP.dic.

- **Determine the version and build of both Dynamics GP and hZ Configurator prior to upgrading.**

To see the version for CFG/IPM, view the Configurator Version window. In 9.0 and earlier, this will be found at the bottom of the main Configurator or IPM palette. In 10.0 and later, it will be found on the menu: Microsoft Dynamics GP | Tools | CFG/IPM | CFG/IPM Version

Note: there is only one version that covers both products, so if you are only registered for IPM, you still need to look at the 'Configurator Version' window.

The new version format is as follows:



The versions read from left to right are:

Great Plains version - **11**

Horizons version - **81**

GP Service Pack compatibility - **sp1** (This used to be a number only)

CSLS compatibility number - **1** (Did not exist in earlier versions)

Build Number - 7

Previous version format:



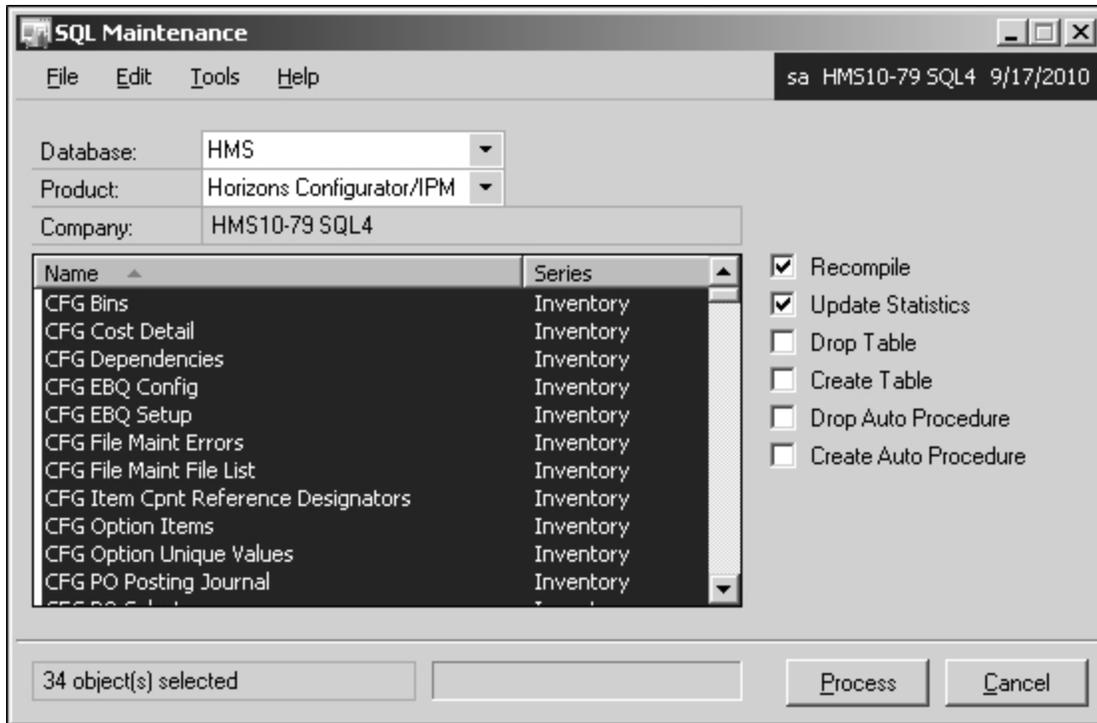
There may be constraints on upgrades from older versions of Dynamics GP —please read the Dynamics GP Update documentation carefully before proceeding. Should an interim upgrade step be necessary, the conservative approach to the CFG upgrade is to obtain code and registration keys for the interim version and complete that upgrade before proceeding. Please review the [Upgrade Path](#) topic in this manual and contact technical support for the appropriate code and documentation.

File Maintenance

This is an optional step. Perform this step *before* upgrading Dynamics GP or Configurator/IPM. It can be done the same time as the various pre-upgrade file maintenance procedures recommended by Microsoft Business Solutions.

Using the SQL Maintenance window, Recompile and Update Statistics all tables in the Horizons Configurator/IPM dictionary.

To multiple select tables, use the ‘Shift’ key.



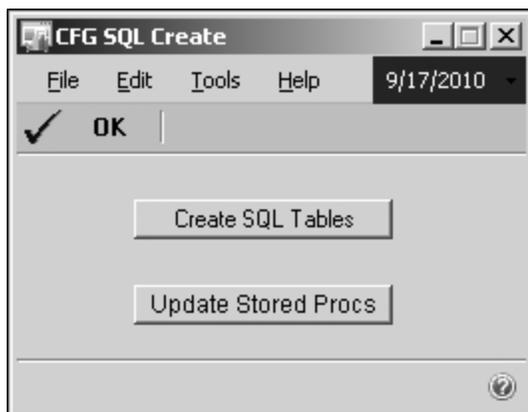
Update Stored Procedures

This is not necessary if you are upgrading from version 72 or later. In prior versions to 72 this step should be done **before** GP has been upgraded as part of the preliminary file maintenance. If that has not been completed, please refer to the Upgrade Troubleshooting section for detailed instructions.

Launch Dynamics GP and do the following:

Update Stored Procedures for Configurator

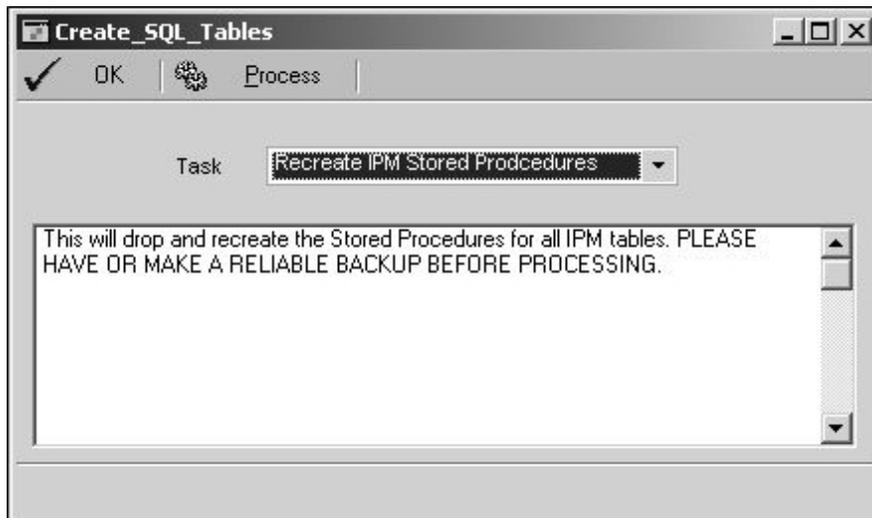
In the CFG SQL Create window, click the Update Stored Procs button. Sales Home Page | Transactions | Configurator | Setup and Utilities | Create SQL Tables



This will open a dialog box. Click Continue after verifying that you have logged in as 'sa'.

Update Stored Procedures for IPM

In the Create_SQL_Tables window, select 'Recreate IPM Stored Procedures' in the Task field. Inventory Home Page | Cards | Item Pricing Matrix | Setup and Utilities | Create SQL Tables





Upgrade Path

Upgrading from Version Early versions of Great Plains

- Any CFG/IPM version prior to 6.70 must move to CFG/IPM version 6.70 first (still on GP 6.0). Then you may upgrade to Horizons 18 85 spRTM.1.xx for GP 18 (2018). Contact us to obtain this older version of CFG. NOTE: Technical Support for early version upgrades is billed hourly. A single support incident cannot be used to cover difficulties with these upgrades.

Upgrading from Version 7.5 and later

- Any CFGIPM build 7.5-72 or later can go directly to Horizons 18 85 spRTM.1.xx for GP 18 (2018).



Upgrade Server and Database

Verify all preliminary steps are complete (see 'Before you Start')

Get all users out of GP

It is very important to have ALL users (not just CFG/IPM users) out of Dynamics GP. If there are any users logged in, the upgrade process may fail.

Make an additional backup

Conversion

The fastest way to distribute the converted code, if all work stations share the same modified forms and reports (see [Upgrading Forms and Reports](#)), is to run the upgrade on the server, confirm the integrity of the conversion, including testing, and then copy the resulting HZCFG-IP.DIC to all of the work stations.

Download the code

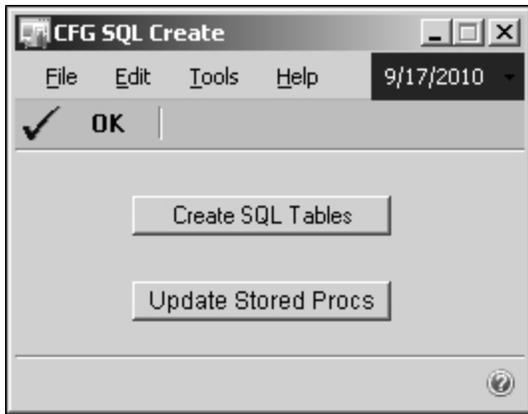
Horizons code is distributed as a dictionary. A chunk file is included for new installations that has only the minimum code necessary to add info to the Dynamics set file. It will not contain any code to run the Horizons product. For new installations, load the chunk file, then click Cancel when the GP login window comes up. Copy the HZCFG-IP.dic that is in the installation package to the GP directory and overwrite the install dictionary. Copy the HZCFG-IP.dic around to the other work stations that already have CFG/IPM installed. If there is a Terminal Server, reboot the server first and then put the code on it.

Create SQL Tables

You will need to create the SQL tables for each product that you are registered for. If you only own Configurator, you do not need to also create tables for IPM. This process will create any *new* tables needed and will not alter existing tables.

Configurator

Open the *CFG SQL Create* window. Sales Home Page | Transactions | Configurator | Setup and Utilities | Create SQL Tables



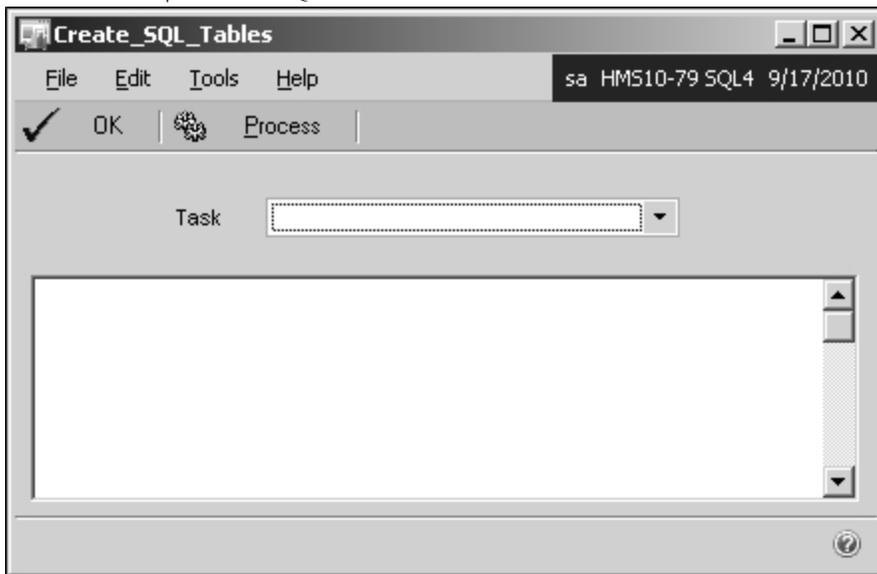
Click on the **Create SQL Tables** button.

After the process is complete, click OK to return to the window.

Close the *CFG SQL Create* window.

IPM

Open the *Create_SQL_Tables* window. Inventory Home Page | Cards | Item Pricing Matrix | Setup and Utilities | Create SQL Tables



1. Select 'Create SQL Tables' in the **Task** field. Click on **Process**.
2. After the process is complete, click OK to return to the window.
3. Select 'Add Stored Proc sp_IP_DeletePL' in the **Task** field. Click on **Process**. Click 'Continue'.
4. After the process is complete, click OK to close the window.

Upgrade the Data

For users that own both CFG and IPM, the same window is used for both upgrades, but each product must be upgraded separately.

Open the CFG-IPM Table Conversions window Sales Home Page | Transactions | Configurator | Setup and Utilities | Upgrade Tables

Table Name	Physical Name	Updated
IP_InventoryPricing_SETUP	IP_SETUP	<input checked="" type="checkbox"/>
IP_InvoiceTotal_MSTR	IPINMSTR	<input checked="" type="checkbox"/>

1. Choose the radio button for the product being upgraded.
2. Enter the previous GP version. If GP is already at the current level and you are only upgrading CFG/IPM from an earlier version, enter the current version.
3. Enter the previous CFG/IPM version number. This would be 79 for 10 79 b2.8. (Please refer to 'Version' information to determine what the version number is). If you do not know the previous version or have trouble with some tables not converting, and the previous GP version was 8 or later, then you can enter in 73 for the version. If the previous version of GP was 7 then you must know the previous version, although you can try using 73 and see if all tables are converted successfully.
4. Click on the 'Own Horizons Manufacturing' only if you also own Horizons Manufacturing Suite.
5. Enter the build letter and numbers. (Please refer to 'Version' information to determine what the build number is). In earlier versions (CFG & IPM versions 72 and earlier), builds were designated with a letter. A build letter is not required after version 72. Leave the field blank in this case. Please refer to Troubleshooting for more information.

6. Click on the 'Fill List' button. This will populate the lower grid with the names of the tables that require an upgrade, depending on the version you are upgrading from. If there is nothing in the list, then no upgrade process is required for the selected product and version and the upgrade process in the next step may be skipped.
7. If there are tables listed in the grid in the previous step, click on the Process button. Click 'Continue'. You will see a progress window. When the process is complete, the grid will fill with the tables that were converted. Under normal circumstances, all of the boxes will be checked.
8. When the conversion is complete, use the CFG and/or IPM File Maintenance windows to verify there are no table errors (see Verify Conversion below).

If you are registered for both IPM and CFG, you will need to repeat the above process for each.

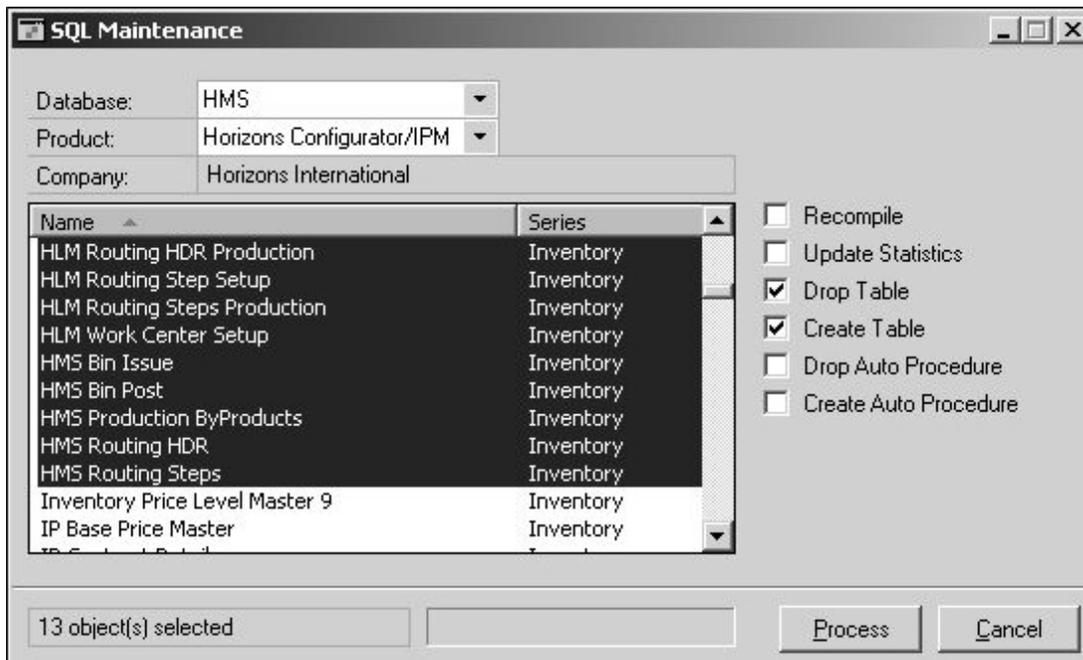
Please refer to the Troubleshooting section for any issues or if any boxes are not checked.

If you are NOT also registered for Horizons Manufacturing Suite, you also need to perform the following step:

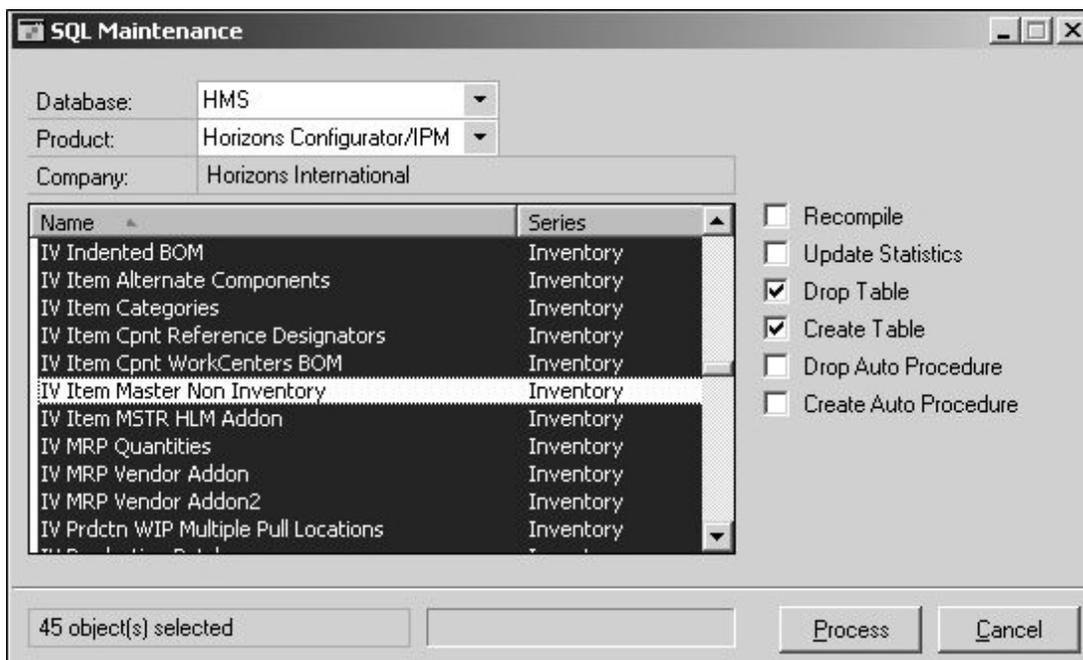
Use GP's SQL Maintenance window to drop and recreate tables that are shared with HMS, but aren't used for Configurator stand-alone. The reason this step is necessary is that many times tables with no data in them will not upgrade properly. ***Only perform this step if you are not registered for HMS!***

To do this...

1. Open the SQL Maintenance window (File | Maintenance | SQL)
2. Choose your company database.
3. Choose 'Horizons Configurator/IPM' as the Product.
4. Using the shift-key to highlight ranges, select ALL tables that begin with 'HLM' or 'HMS'.
5. Mark the Drop Table and Create Table boxes and click 'Process'. This may take several minutes to complete.



Repeat the above step and remove all tables that begin with 'IV' *except* the 'IV Item Master Non Inventory' table. To do this, find the first table that begins with IV and click on it. Then, scroll down to the last one, and holding down the shift key, click on the last one. This will select the entire range. Now, scroll back up to find the 'IV Item Master Non Inventory' table (they are alphabetical) and holding just the 'Control' key, click that table to de-select it. You may now click the Process button to recreate the tables.



Verify Conversion

Use the File Maintenance windows for CFG and IPM to verify that all tables have properly upgraded.

Open the CFG File Maintenance window (and afterwards go to IPM File Maintenance and do the same)

Sales Home Page | Transactions | Configurator | Setup and Utilities | File Maintenance

Change the 'Show' to 'Physical Files'

It defaults to 'Logical Files'. Change it by clicking on it to toggle to 'Physical Files'.

Insert all tables

The easiest way to do this is to click the 'All>>' button in the middle of the window. No processes need to be run.

Upgrade additional companies

All companies in your system must also be upgraded to the latest version of CFG/IPM, even if those companies don't use CFG or IPM. Be sure to follow all steps including refreshing the stored procedures.

Registration

Each product (CFG and IPM) have separate registration windows. If you have purchased one and not the other, you do *not* need to complete the registration procedures for both--only the one that you purchased. If you have purchased both, you will need to complete this process twice: once for IPM and once for CFG.

Special note for Horizons Manufacturing Suite (HMS) users:

Because of the tight integration between Configurator and Manufacturing, The registration keys for Configurator are *included* in the keys for Manufacturing, so you do NOT need to enter Configurator keys separately.

Configurator (stand-alone--not with HMS)

- Open the *Configurator Registration* window. CFG/IPM | Configurator | Setup and Utilities | Registration.
- Enter the Company name exactly as it appears on the email you received with your company keys in it. Note that the Company name must exactly match that in Dynamics GP registration.
- Click **OK** to close the window.

Item Pricing Matrix

- Open the *IPM Registration* window. CFG/IPM | Item Pricing Matrix | Setup and Utilities | Registration.
- Enter the Company name exactly as it appears on the email you received with your company keys in it. Note that the Company name must exactly match that in Dynamics GP registration.
- Click **OK** to close the window.



Upgrade Forms and Reports

Before upgrading either Dynamics GP or CFG/IPM, export all CFG/IPM forms and reports as packages using the Customization Maintenance window in Dynamics GP. It is highly recommended that you make a separate package for each form and report. If one or more modifications fail during the upgrade process, they can sometimes be salvaged by re-importing them.

If all users are running the same shared forms and reports dictionaries, then they only need to be upgraded once.

Upgrade Forms and Reports

This is done by copying the chunk file to the server with everyone out of GP, logging into Dynamics GP as 'sa' and including new code. Any modified forms and reports are automatically upgraded as part of the code installation process. Subsequent workstations can be upgraded by one of the following methods:

1. If each work station has its own modified forms or reports, the chunk file can either be loaded on each work station to automatically upgrade the dictionaries, or the HZCFG-IP.DIC can be renamed, the chunk file loaded, and GP Utilities used to upgrade the forms and report dictionaries.
2. Import the upgraded reports from the first upgraded report dictionary to the new one using Report Writer (can't do this method for modified forms)
3. Create a package file of the upgraded forms and reports and use Dynamics GP Customization Maintenance window to import.



Upgrade Workstations

Refer to the list of workstations obtained in the preparation for the upgrade.

It is important that ALL workstations are running the same version and build of CFG/IPM.

There are essentially two methods of upgrading a workstation:

1. Delete the HZCFG-IP dictionary and copy the HZCFG-IP.dic from the original upgraded workstation. This method is acceptable when the individual workstation is running modified forms and reports from a central location, and those dictionaries have already been upgraded.
2. If a workstation has its own modified forms or reports, first rename the current HZCFG-IP dictionary. Copy the new code from the first installation to the root Dynamics directory. Run GP Utilities to upgrade the Form and/or Report dictionaries.



Upgrade Troubleshooting

No Version Change

Q: I need to install a new build, but I understand that I don't need to actually run an upgrade on my data--what is the proper procedure to just install a new build?

A: You will need to install the same code on each workstation. After you install the first workstation, please refer to the section on installing additional workstations to do the rest. To install the first workstation:

- Unzip the *.cnk to the root of your Dynamics GP install (same location as the Dynamics.exe and Dynamics.set) and launch Dynamics GP. You will be prompted to 'Include New Code'-answer 'YES'.
- Log into Dynamics GP as 'sa' and follow the instructions to create the SQL tables in Server Installation create any *new* tables that are required. This process will not damage any existing tables or data.
- Once the process is complete, you should just Insert All (choose Show: Physical Files) in the CFG File Maintenance window and/or the IPM File Maintenance window to verify that you have no table issues.

Automatic Table Creation/Binding Defaults Not Working

Q: I'm trying to install the new Horizons CFG/IPM code. Why aren't the tables getting created and the defaults bound?

A: Configurator doesn't automatically create the SQL tables like the Horizons Manufacturing Suite product does. You need to create them using the appropriate window for each product. Please refer to Upgrade Server and Database.

No records showing in the Upgrade Tables window after the versions are entered and Fill List is clicked

Make sure the CFG-IPM Tables Conversion window is closed. Use GP SQL Maintenance to drop and create the 'CFG-IPM Tables Updated' table. Go to the database you are working in and highlight this table. Mark Drop Table, Create Table, Drop Auto Procedure and Create Auto Procedure. Run the process.

Registration Issues

Q: I just upgraded but not I'm getting a message that I'm not registered for Configurator.

A: There are a number of reasons that registration fails. Besides the troubleshooting steps in Registration, please be sure that you have called the Horizons Office to get the correct reg keys for the Configurator version you are upgrading to.

Some Tables not upgraded

Q: Some of my tables are un-checked in the 'CFG-IPM Table Conversions' window after conversion, even though there were no apparent errors. Do I need to restore from backup and try again?

A: Sometimes, tables that are empty (no data) don't look like they have converted, even though they have gone through the conversion process. Use SQL Enterprise Manager to verify that there really is no data in the table in question, and then use Dynamics GP SQL Maintenance window to drop and create the table. After that is complete, you may return to the 'CFG-IPM Table Conversions' window and manually mark the box that the table has been upgraded.

If there is an error on a table and there is data in the table (use SQL Enterprise Manager to open the table and look), leave the table in the 'CFG-IPM Table Conversions' window unmarked and **run the conversion again - When converting from CFG/IPM version 72 or later, the table conversion can be run multiple times.** If on a version prior to 72 then the conversion can only be run once. However, one thing that can be tried is to enter in a version starting with 72 and then Refill List. If the table is there that did not convert, mark all the other tables that did convert and run the conversion again. If the table is not in the list, then continue incrementing the version and Fill List until you find one that has the table in it. run the upgrade again. Important Note: When clicking on the Process button you will be given the option to 'Refill' the list—DO NOT REFILL. Click on the 'Continue' button. If you click on the 'Refill' button, the entire upgrade will start over instead of just attempting to upgrade the one table, and there will be errors on the previously converted tables.

If there is an error on a table and you have verified that there is no data in the table, then use the Great Plains File Maintenance - SQL window to drop and create the table. Be very careful to mark the correct table. Data will be lost if a table with data is marked. (Note - NEVER use Ctrl+A on the table list to mark all tables. Some tables will be marked in the list that are not CFG/IPM tables.) Mark a set of tables using the CTRL or Shift key plus a mouse click.

Getting errors during conversion

Q: I have a 'Get/Change' operation on a table 'failed accessing SQL Data' and now the conversion has stopped. What can I do now?

A: Sometimes a table will fail because there is no data in it, and sometimes because of other, more serious reasons. Here are the steps to resume the upgrade:

1. Write down the exact name of the table that failed and click the OK button.
2. Close the 'Progress' window

3. In the 'CFG-IPM Table Conversions' window, click on the Redisplay button. You will see that there may be some tables that are flagged as already converted. Find the table that failed and mark the Updated box.
4. Click on the Process button. The same dialog box will appear as when you first started the upgrade. Click on the Continue button.
5. A second dialog box will appear to warn you that some tables have already been converted. Click on the Continue button.
6. It is not uncommon to have other tables fail. If this happens, just repeat the process above, making careful note of which tables have not upgraded.

After the process is complete, perform the steps in the Verify Conversion section of this document. If no tables fail during the insert, then all the data really did convert, or were new tables for the new versus old CFG versions, and you are done with the conversion. If one of the tables that you bypassed in the routines above fails the file maintenance, then further action must be taken. Please contact technical support.

Some tables fail in File Maintenance

Q: I have some tables that have an 'Incorrect record' length error when I insert them in the CFG/IPM File Maintenance window. How can I correct that?

A: Another typical error is 'Invalid Column Name'. There are several options to solve this.

If the data in the table is unimportant or non-existent, the table and stored procedures can be recreated using the 'SQL Maintenance' screen (File | Maintenance | SQL).

Be sure you have selected only the table that you need to recreate. . (Note - NEVER use Ctrl+A on the table list to mark all tables. Some tables will be marked in the list that are not CFG/IPM tables)

Make sure that all users are out of the system and that you have a good backup.

Log in as 'sa'.

Drop and Recreate both the Table and the Auto Procedure.

If the table is large or irreplaceable, please contact technical support.

Didn't Update Stored Procedures, on a version before 72, before installing new code

Q: I forgot to update the stored procedures before I installed the new CFG/IPM code. Can I just recreate them now?

A: No, you cannot recreate them with the new code installed. You must install the old CFG/IPM code and then recreate them.

If you have already installed the new CFG/IPM code:

Rename the HZCFG-IP.dic that has the new code and put in the chunk file for the old version. If you do not have the old chunk file, then you can copy the old dictionary into the folder. Note that if your old version is 7.5-72 or earlier, there will be no CFG/IPM option in the GP cascading menus in --you will need to add the CFG SQL Create (for Configurator) and Create_SQL_Tables (for IPM) windows to the Shortcuts bar to complete the 'Recreate Stored Procedures' step. After you have finished, you may exit Great Plains, rename the dictionaries and launch with the new code to complete the upgrade.

If you have not yet installed the CFG/IPM Code:

Simply launch Great Plains. This will load with the old CFG/IPM code and you can proceed to refresh the stored procedures. If your old version was 72 or prior, please refer to the instructions above to add the proper windows to your shortcuts bar. After refreshing the stored procedures, exit Great Plains and install the new code to proceed with the upgrade.

Can't Update the Stored Procedures

Q: When I attempt to follow the instructions to update the stored procedures as part of my preparation for the upgrade, I get a message on the report that some tables failed.

A: First, try the GP SQL Maintenance window (File > Maintenance > SQL) to drop and create the Auto Procedures for the tables with the error. Make sure you select the correct database.

If the tables that are giving errors have no data in them they can be dropped and created using GP SQL Maintenance.

Sometimes the stored procedures may be damaged or in some other way inaccessible from within Dynamics GP. In that case, use Enterprise Manager to remove all stored procedures related to HMS, those beginning with 'zDP_CFG50'. Then you can use SQL Maintenance (File > Maintenance > SQL) to re-create them.

Getting SQL errors after upgrade

Q: I just upgraded Configurator and all the tables appear to be fine, but I'm getting SQL errors in various screens. What could be wrong?

A: There are three reasons this could be happening...

1. Are you also registered for Horizons Manufacturing Suite? If so, you need to be sure that the version of HMS you are running matches the CFG version since they share several tables. If you just upgraded CFG, you also need to upgrade HMS. Please visit our website to get the versions that 'go together'.
2. If you are NOT registered for HMS, then you need to drop and recreate those shared tables (tables that have no data in them typically don't upgrade properly). Please refer to the Upgrade Server and Database section of this manual for detailed instructions.
3. Check that there is no data in the HZ00100 registration table in the DYNAMICS database. If you are only registered for CFG and there are registrations keys entered in the HMS registration table, you will receive errors. To correct this, use the SQL Maintenance window (Database is 'DYNAMICS', Product is 'Horizons Configurator/IPM') to drop and create the 'Horizons HMS Registration' table.

Errors for non-SA users on Registration Tables

Q: I've just upgraded the code for IPM and created the IPM tables, but I'm getting a permissions error on a CFG Registration table (and/or on HMS Registration). I'm not registered for either one of those products, just IPM.

A: When you upgrade with new IPM code and you are not registered for CFG, the CFG registration table may not upgrade and therefore will need to be re-created. To resolve this issue, use the SQL Maintenance window in Dynamics to drop and create the 'Configurator Registration' table in the DYNAMICS database. You may also need to use Enterprise Manager to run the Grant.sql query against the DYNAMICS database to grant permissions.

Code not included

Q: I've unzipped the *.cnk file and verified that it is in the proper location on my workstation. Why isn't it 'including'? My Version window still shows the old version.

A: Sometimes the inclusion scripts that run as you launch Dynamics GP can't delete the old HZCFG-IP.dic. To get around this, simply delete or rename the HZCFG-IP.dic and then launch again. The 'cnk' file will now include properly.

Registration Issues

If you are having difficulty registering your software, here are some potential issues:

Opening TWO and trying to register

Don't register when in TWO - Fabrikam, use your live company instead.

Check for spaces at beginning or end of HZS registration keys

Sometimes when cutting and pasting spaces get put onto the end or beginning of the keys which will cause the keys to be incorrect.

Company Name is incorrect

Instead of trying to compare the two names (HZS company name and the GP company Name) simply highlight the company name in the HZS registration screen and paste it into the GP registration screen to make sure they are identical. Then try registering the product again. Sometimes Dynamics GP will accept the hZ Configurator name even if it is slightly different than the original Dynamics GP registered name.

Copying from a word document

It has been found that issues may arise from pasting from an e-mail or word document causes issues on the registration screen. Try pasting the keys into a notepad file. After pasting them into notepad, copy them again and paste them into the HZS registration screen.

'This registration is for eEnterprise only' error

The keys may have been generated incorrectly for you. If you are NOT on the eEnterprise version of Dynamics GP then please send a screen shot of the Dynamics GP About form to support@hzs.com with a message saying that you received the above message but you are not on eEnterprise and new keys will be generated for you. With Dynamics GP 9.0, this message will only appear if you are trying to register while logged into Fabrikam. Change to your live company and attempt to register again.

'This registration is for MS SQL only' error

The keys may have been generated incorrectly for you. If you are on SQL then try the other steps below. If you are NOT on the SQL version of Dynamics GP then please send a screen shot of the Dynamics GP About form to support@hzs.com with a message saying that you received the above message but you are not on MS SQL and new keys will be generated for you.

'These keys are for Dynamics/or eEnterprise Only'

The keys may have been generated incorrectly for you. Send an e-mail to support@hzs.com with 2 screen shots in it - The Horizons product you have installed (transactions/hms maintenance/about or cfg version) and the Dynamics GP About form. In the e-mail mention that you tried all of the above solutions and possibly need new keys generated.

Last case scenario:

Drop the HZS registration table and recreate it using GP's *SQL Maintenance* window.

1. Select your company database
2. Select 'Horizons Configurator/IPM as the 'product'
3. In the grid, select either 'Configurator Registration' or 'Horizons IPM Registration' or both
4. Click the boxes 'Drop Table' and 'Create Table'
5. Click Process
6. Click 'Yes' to the warning that you are about to delete data.
7. After the process is complete, close the window.

Now you may re-enter your registration keys.



Appendix I

Remove HMS Tables

Use Dynamics GP SQL Maintenance (under Tools) to remove the 'Configurator SOP Header' and 'IV Item Master Non Inventory' tables. Log in as 'sa'. Select the Company database and the Product as Horizons Configurator/IPM. Find the 'Configurator SOP Header' table and highlight it. Mark 'Drop Table', 'Create Table', 'Drop Auto Procedure', 'Create Auto Procedure'. Click the Process button. Find the 'IV Item Master Non Inventory' table and mark the same checkboxes and click Process. Continue with the Configurator install.