

General FAQ:

Q: What are the system requirements for MISys SBM?

A: <http://www.misysinc.com/misbm/sbmsysreq.php>

Q: Who can I contact in regards to my Subscription Plan or Support Contract?

A: Contacting the MISys Service Department 802.457.4600 or via e-mail at [sales@misysinc.com](mailto:sales@misysinc.com).

Q: What versions of accounting modules does MISys SBM integrate with?

A: <http://www.misysinc.com/misbm/accounting.php>

Q: How do I update MISys SBM?

A: There are two different types of updates: an incremental update and a full version update. Depending on the type of update available, you follow two different paths:

An incremental update can be obtained by logging into the MISys SBM Server Administration console and then going to the System tab and clicking on Get Program Updates. If you are running a Single PC installation, just click on the Check For Updates button on the login form.

If you are having any problem updating, you can download a manual installer from:

<http://www.sbmhost.net/downloads/MISBMSP.EXE>.

Once downloaded, execute the file and it should default to the folder where SBM is installed. After verifying that it is correct, allow it to proceed.

Once the server is updated, the clients will upgrade automatically upon login. If you have problems, use the same file on the client machine.

A full version update is only available as a complete download. This is a new program that is installed in parallel of the older version. It will prompt you to convert any older databases you have. You want to contact our Customer Service department [sales@misysinc.com](mailto:sales@misysinc.com) to receive information on obtaining the newer software.

Q: Am I eligible for the update?

A: For incremental updates, everyone is eligible (that is running that version). For full version updates, you must have a current Subscription plan.

Q: Is there anything I should do before updating?

A: You always want to backup your databases before doing any updates. This includes both incremental as well as full version updates.

Q: How do I backup my database?

A: Log into the MISys SBM Server Administration console and go to the Companies tab. Select the database you want to backup and click on Backup (which will backup the database into the folder specified in Backup Directory field on the System tab) or Backup As, which allows you to select what folder and file name you want to use.

Q. When I go into Master Files | Items I only see the first 25 parts displayed there, how can I see more without clicking the Next Page arrow?

A: You can control the number of records that are displayed by going into MISys | Administration | Company Options | Display Tab | and set the Records per Page to be anywhere from 1 - 9999. Just keep in mind that the larger number of records, the longer it will take to initially populate the page when you access the various functions.

Q: Where can I find a listing of the MISys Data Tables and Field Names?

A: You can print a listing of specific and/or all of the MISys Tables by going into MISys | Housekeeping | Print Data Tables.

Q: Can MISys design custom reports for me?

Yes! In order to get you a quote for a custom report, we need a printed copy or PDF of the original report marked up showing us the changes you want done to it. Also include a document explaining what exactly what you want the report to do (for example, how you want it sorted).

Once you have that done you can fax it or e-mail it to us: 802.457.4602 or [support@misysinc.com](mailto:support@misysinc.com). We will take a look at it and see if it can be done and quote you with an estimated price and time. The current rate is \$150 an hour (with a 1 hour minimum). Let me know any further questions.

Installation/Updating FAQ:

Q: What do I do if I get a Fatal error and/or Feature Transfer error (error code 1603) during install:

A: This is a generic error that indicates the install ran into a problem of some kind. This could be caused by anything from computer rights, a system setting on the machine to some other process interrupting or not allowing the install to run.

Start by logging into this machine as a local Administrator. Then disable any Anti-virus software that's running in the background of this machine and close any other non-essential applications.

If this is being installed on a machine running Windows 7, Vista or Server 2008, there are some special considerations:

We require the IIS 6 Management Compatibility option to be enabled. So, Open the Control Panel | Classic View | Programs and Features | Turn Windows feature on or off | Internet Information Services | Web Management Tools | IIS6 Management Compatibility.

Enable IIS 6 Management Console.

We also require .NET Extensibility and ASP.NET enabled for IIS. So, Open the Control Panel | Classic View | Programs and Features | Turn Windows feature on or off | Internet Information Services | World Wide Web Services | Application Development Features:

Enable .NET Extensibility and ASP.NET (verify that ISAPI Extensions and ISAPI Filters then get selected).

Also, make sure the install file is being run locally from this machine (as opposed to being run off a shared drive somewhere) and when you run it, right click it and select Run as Administrator.

If the problem continues, contact MISys Support.

Q. When I try to Log into MISys after Installing I get an Error that says "Unable to Connect to Server". What can I do?

Note: For the purposes of these steps, you'll need to Restart (IIS) Internet Information Services. If you're not aware of where this is, you'll find it through Start | Control Panel | Administrative Tools | Internet Information Services. Stop and Start IIS by closing any apps that use IIS. Then right-click on the Server Node in IIS and select All Tasks | Restart IIS.

Open the Log in form and click Edit | Server Connection and make sure you are set to Internet/Intranet and that your URL is entered as <http://localhost/sbmwebservice40/miwebservice.asmx>. Then try logging in.

If you get the error Unable to Connect to Server, you can look to the following areas:

If the Server is running Windows 2003, IIS could be prohibiting ASP.NET from functioning. Try the following:

1. Click Start, point to Programs, and then click Control Panel.
2. Double-click Administrative Tools, and then double-click Internet Information Services (IIS).
3. Click Web Service Extensions (in the bottom of the left pane), in the details pane, click ASP.NET v2.0.50727 in the Web Service Extension list.
4. Click Allow to change the status from Prohibited to Allowed.
5. Restart IIS by right clicking on your Server node in IIS and then go to All Tasks | Restart IIS and clicking ok to restart.

If this is not Windows 2003, from the Server machine Double-click Administrative Tools, and then double-click Internet Information Services (IIS). Drill into your Server Node | Web Sites | expand the Default Web Sites | and right click on SBMWebservice30. Select Properties and then click the ASP.NET Tab.

In the ASP.NET Version drop down select v2.0.50727. Then Click Ok and Stop and Start IIS by closing any applications that use IIS. Then right-click on the Server Node in IIS and select All Tasks | Restart IIS. Then try logging in again.

If you continue to have problems contact MISys support.

Q. When I try to Log into the MISys SBM Client from a workstation, I get a message that says Unable to Connect to Server. What should I do?

Make sure you followed the instructions for configuring the MISys SBM Client in the Installation guide. In particular, when you setup any MISys SBM Client, you want to bring up the Log in Form and click Edit | Server Connection | Internet/Intranet. Then replace the localhost part of the URL with the actual Server Name (where the actual SBM Server is installed). So the URL would look like this:

<http://YOURSERVERNAMEHERE/sbmwebservice40/miwebservice.asmx>

If you're not sure what the Server Name is, go to the Server Machine and then log into Internet Information Services (through Control Panel | Admin Tools on the server machine) and you'll see the Server Name displayed there.

If the problem remains, you may have a firewall enabled. If you are using the Windows Firewall, go to Start | Control Panel | Windows Firewall. If it's on, go to the Advanced Tab | Settings (for Network Connection Settings) and make sure that it is set to - Allow Web Server (HTTP) If you are not using Windows Firewall, you will need to refer to your Firewall's instructions on how to allow HTTP (which is port 80).

Then try logging in again. If the problem remains contact MISys Support.

Q: I keep getting an error when trying to update MISys. What can I do?

Try deleting the UAB folder on the Client. If the prompt continues on the server delete the ..\MISys SBM X.X Server\Server Admin\UAB\ and the ..\MISys SBM X.X Server\MISysWSE\Updates\.

(Where X.X is the version of SBM you are using).

If you continue to have problems, go to your server machine and exit the MISys SBM Client and MISys SBM Server Administration and then download the file from the link included below and save it to your desktop:

<http://www.sbmhost.net/downloads/MISBMSP.EXE>

Once you have downloaded the file perform the following steps:

1. Double click the file MISBMSP.EXE from your desktop and you'll be prompted with an update message. Click YES to proceed.
2. You'll be prompted to browse to the MISys folder (it should default to the correct folder). Click OK and the update should be applied.
3. Copy the MISBMSP.EXE file to any other machines that are running the MISys SBM Client and run the file again.

Let us know any problems.

## Functionality FAQ:

Q: What is Auto-build and what does it do?

A: Auto-build will automatically build Sub-assemblies of a BOM when they fall below a certain threshold, so you don't have to do it manually.

The BOM thresholds are:

- Never - will never Auto-build.
- Zero - will Auto-build when stock is at or below 0.
- Minimum- will Auto-build when stock is below the Item's Minimum stocking threshold.
- Reorder - will Auto-build when stock is below the Item's Reorder stocking threshold.

The Minimum and Reorder threshold quantities are defined on the Item form (on the Stock tab) for the particular Assembly. They are the normal stocking thresholds that you define. The values entered in these two fields will be used in determining if Auto-build should be triggered to maintain that stock quantity.

You can override the thresholds in a WO, MO or any Stock Transfer forms (they have a drop down labeled Auto-build Override). This can be set to As Specified (which honors the BOM's Auto-build setting) or can be set to one of the values listed below to force a certain threshold. In this way you can override whatever setting is used in any BOM.

The Override thresholds are:

- As Specified - will Auto-build using the threshold defined in the BOM.
- Never - will never Auto-build.
- Zero - will Auto-build when stock is at or below 0.
- Minimum- will Auto-build when stock is below the Item's Minimum stocking threshold.
- Reorder - will Auto-build when stock is below the Item's Reorder stocking threshold.
- Always - will force an Auto-build no matter how much is in stock.

Q: How does the MISys Physical Inventory work?

A: The first thing to note is that MISys uses a Net Change Physical Inventory, which means that it takes the difference between the Counted Stock (and WIP if applicable) quantity and the Recorded Stock quantity (in the Physical inventory Batch), and applies the difference to the Current quantity in Stock at the time the Batch is Posted.

Basically the steps and procedure you'd take (generally speaking) are as follows:

1. Go into Stock Control | Physical Inventory and into the Print Worksheet function and Print the Worksheet - This captures the quantities in Stock (and WIP if applicable) of your Items and uses those values as the Recorded quantities in the Batch.

Note: If you manually insert details, it will use the Current Quantity as the default Recorded quantity.

2. Next go into the Edit Batch function and Create a new Physical Inventory Batch. Use the Worksheet button to feed the entries into the PI Batch automatically (based on the Worksheet you printed in step 1).

Note: You'll want to use Batch Entry Type of Stock Only if you're just counting Stock quantity. Use WIP Only if you're just counting WIP quantity. Use Separate Stock and WIP if you're going to count and enter both of these. Use Combined Stock and WIP if you've counted the total of stock and WIP and don't plan to override the recorded WIP quantity. Be very careful when adjusting the WIP quantities, since it will potentially make the values out of sync with your Assembly On Order counts.

3. Enter the Counts for your Items in the Physical Inventory Batch.

4. Once the Counts are entered, go into the Check Batch function and click Initialize.

Check Batch is used to check and see what the results of Posting the PI Batch will be. Then analyze what the results would be IF you were to actually Post the PI Batch(s) right now. The Check Batch function will not affect any Stock quantities of your Items. It's only a tool to use to assist you in identifying any large variances or errors in the batch so that you can make any corrections before you're ready to Post.

4. Once you've initialized, select whatever Batches you want to Check and then Check them. Once they've been Checked, you can then analyze the results to see if you're going to have any substantial variances...the idea being that you can make modifications to the batch before you Post it.

5. When you're happy with the Check results, and you're ready to perform the Post, make a back up of your MISys database. To do this, get everyone out of MISys and go into the SBM Server Administration. Then go to the companies Tab and highlight your Company and click the Backup and/or Backup As button to back up the database. This way if the Posting fails for whatever reason, or if you don't like the results, you can restore your MISys data from a back up taken just prior to Posting the Inventory.

6. Once you've got the back up taken, Post the Physical Inventory Batch.

If you need further detail with regards to Physical Inventory, remember that it is covered in depth within your MISys online help (hit F1).

8. What is the basic flow to utilizing the Material Requirements Planning and Master Production Schedule (MRP - MPS) functionality?

The Master Production Schedule is a simulation tool that allows you to look at Open POs, Released Work Orders/MOs, and enter scheduling events and analyze the effect on quantities of your Assemblies and Raw materials. From this Schedule, the program will simulate demand based on anticipated usage to show you where you'll potentially be short.

Please note that everything in the Schedule is Location Specific. So you want to make sure you've defined your Stocking Thresholds (Min, Max and Reorder) for all Items at their respective Locations (Items | Stock Tab | Locations Container at the bottom of the Tab)...as MISys uses the Location Specific values to determine whether an Item is short based on the Shortage Basis you defined for the Schedule.

When you Initialize a Schedule, you define the dates (you'd go out one year or month based on your example) and data you want the schedule to consider (hit F1 from this form for detail descriptions of the settings)...however, it's basically taking a snapshot of your data based on the criteria you define on the Setup Tab. So, it's bringing in things like quantities of your Items, at your various Locations, as well as Open POs, Released WOs, MOs, etc....

From there you can use it to see what Items are short based on existing quantities (all Location specific) and usage from Current Activity (based on WOs and MOs).

Once you've initialized, you have the ability to use the tabs in the Schedule to view Summary, Detail and Audit level descriptions of events that will occur based on existing data that was considered when you Initialized. You'll see Items that will be short at some point show up in Red.

If you'd like to post some activity to the schedule or plug in a forecast of some kind you can use the Schedule Batch function to create a Batch of Events that will simulate activity on a given date. For example if you wanted to reflect the fact that next month you're planning on building 100 of an Assembly you could put into the Batch a Finish Assembly Event on 6/1/2009 for the Item in question, for a quantity of 100 at whatever Location. Then enter any other events (as many as you want...again, hit F1 for descriptions of the various Events that are available to you).

Then go into the Schedule and click the Post Batch button to post your batch to the Schedule. This will cause a simulation of the events in your batch to occur in the Schedule you're working in. So that you can see what will happen to the stock quantities of your Items if you were to actually perform that activity. Then you can plan to buy/build whatever Items will go short.

Once you've posted everything into the Schedule there are a few different things you can do from that point. One is look at our Production and Purchasing Advice reports. These will let you know what Items and quantities you will need to build or buy in order to satisfy any shortages in the Schedule.

These reports can be used to assist you in manually creating POs, WOs, or MOs to buy/build whatever you need in time to satisfy those shortages at the correct Location. You'll find these reports under the Reports | Planning section.

Alternatively (or in addition to those reports) you have the ability to create the MRP from the Schedule (in the top Title bar of the Schedule form). This will create a requirements database from which you will be able to create real Purchase Orders, Work Orders, and Manufacturing Orders needed to resolve the resulting inventory shortages. This can be done by following the prompts you'll get (after creating MRP) or by clicking on Process MRP from inside the Purchasing or Production sections in MISys.

Accounting FAQ:

Q: How does MISys determine what account is Debited/Credited for a transaction?

A: MISys will Debit or Credit a static combination of Accounting Controls based on the transaction type that occurs.

A guide is available for you to reference the accounting implications in MISys by hitting the F1 key from any MISys form to access the Online help. Then look for the Accountant's Guide (in the Contents Tab) and select the costing method you're using. This guide will cover all of the potential transactions that could possibly occur and show you the MISys Accounting Controls that will get Debited/Credited.

The default Accounting Controls are defined in what's referred to as the Default Account Set. This can be configured in MISys | Administration | Company Options | Control Accounts Tab.

You and/or your Cost Accountant can use the Accountants guide to help you map each of the MISys Accounting Controls to the appropriate Account (based on the available Accounts defined in your MISys Chart of Accounts).

If you need greater detail or you have special circumstances that might require different Accounts to be affected (for specific Jobs, Items, or Locations), Account Sets can be utilized to handle this in many cases. In particular, MISys uses an Overlay Accounting system that allows you to define various Account Sets that have the MISys Accounting Controls referencing specific Accounts.

You can then assign specific Account Sets to a Job, Item, and/or Location and then when a transaction occurs, MISys will record the Debits/Credits to the Accounts that have been defined in those specific Account Sets.

In general, you'd start by defining (through Accounting | Account Sets) specific Account Sets that reference unique Accounts for any of the MISys controls. You'd then link the Account Set(s) to a Job, Item, or Location as you see fit.

In order to determine which Account Set to use for a transaction, MISys will check in the following sequence: Job, Item, Location, and then Default. So, when a transaction occurs in MISys, the system will:

1. Check the Job (if a Job is referenced in the transaction) to see if there is an Account Set assigned to it. If an Account Set is assigned to the Job, MISys will use that Account Set to override the account.
2. If there is no Job or there is no Account Set assigned to the Job (or if there is no override account specified in the Job Account Set), MISys will check the Item being referenced in the transaction. If the Item has an Account Set referenced, then MISys will use the Accounts being referenced in that Account Set.
3. If there is no Account Set defined for the Job or the Item (or there is no override account specified in the Item Account Set), MISys will look next to the Location involved in the transaction. If an Account Set has been assigned to the Location, then MISys will use the Accounts referenced in the Account Set.
4. Lastly, if there are no Account Sets assigned to the Job, Item, or Location, and/or the Accounting Control that's being hit is blank in that account set, then MISys will use the default Accounts defined in the MISys | Setup.

Q: How do I send the Debits and Credits associated with my MISys transactions over to my accounting module?

A: The vehicle MISys uses to send the journal entries over to your accounting application is called Period End. You can find this function by going into MISys | Accounting | Period End. Make sure you have a current back up and then define the Dates for the transactions you wish to include. When you're ready, click Post to send the journal entries over to your accounting module.

When the Period End takes place, along with sending the Debits and Credits for all the included Transactions, this function will also flag the transactions as Posted to the G/L. This makes it so that any subsequent Period Ends that take place for the same date(s) will not send the same transactions over again.

Q: Can I get more information on the SBM Integration with QuickBooks?

A: You want to start with the Accountant's Guide and the Integration Guide within the MISys SBM help. You can get access to this by hitting F1 from anywhere within the application. In addition to that, there is a QuickBooks-specific FAQ here: <http://www.misysinc.com/bpartners/pdfs/MISys%20SBM%20FAQ%20-%20QuickBooks%20Integration.pdf>

Q: Can I get more information on the SBM Integration with Peachtree?

A: You want to start with the Accountant's Guide and the Integration Guide within the MISys SBM help. You can get access to this by hitting F1 from anywhere within the application. In addition to that, there is a Peachtree-specific FAQ here: <http://www.misysinc.com/bpartners/pdfs/MISys%20SBM%20FAQ%20-%20Peachtree%20Integration.pdf>