



Partner Newsletter

Hello {FIRST_NAME},

August 2008

Congratulations to Cheryl Biss at Springthrough for being the first to identify the July Typo. Each month there will be one intentional typo, and those who report it will be entered into a drawing for a \$25 gift card for Amazon*. There might be unintentional typos too, but since you will not know the difference, reporting those will also count!

Feature of the Month

A new manufacturing module from WilloWare! LeanMFG is lean because it is quick and easy to use. It handles assembly, disassembly, multiple-outputs, and manufacturing without a Bill of Materials. The intended customer is the smaller manufacturer who might consider Business Essentials, but also needs manufacturing functionality. However, the flexibility of the module makes it the right choice for many Advanced Management customers who do not fit neatly into the "discreet manufacturing" box. Click the LeanMFG link on the right to learn more about this module.

Random Branch

There are several steps we follow to troubleshoot any problem report. If you do not already have a troubleshooting algorithm, we would like to offer this to you as a starting point for building one. These are presented in order.

1. What is the problem? What error messages were encountered? What are the steps to reproduce the problem?
2. Can the user reproduce the problem? If it is a sporadic problem...you have a problem! Ask the user to be on alert for a recurrence, and attempt to document what was happening when/if the problem recurs. A general rule is: Once is a fluke, Twice is a Concern, and Thrice is a problem.
3. Does the problem happen to other User IDs? If not, it may be a security issue. Check user security, and permissions on database objects (tables, stored procedures, etc).

Product Information

- [Database Manager](#)
- [EDI830 Integration](#)
- [GP PowerPack](#)
- [LeanMFG](#)
- [MFG PowerPack](#)
- [MFG DataArchive](#)
- [Horizons Migration Tool](#)

4. Does the problem happen on another computer? If not, it may be a GP client issue. Check versions, service packs, installed modules, installed customizations, etc. Check DYNAMICS.SET for consistent mapping to dictionaries.

5. Does the problem happen in another GP Company? If not, it may be a company setup issue, or a database problem. Start by looking at GP setup for each company, but consider looking at tables, data in tables, and other database objects.

6. Does the client have custom code or 3rd Party Products installed? If yes:

a. Can the problem be reproduced in a clean TWO environment? What is normal GP behavior? Does GP have a bug?

b. If evidence is pointing to a customization or 3rd party product, start elimination testing by removing products from the SET file. BEWARE-- disabling a module through Customization Status does not necessarily completely remove the product's effects on the system. It might be an interaction between products, or, it could be the order in which they load, so try changing the position of a product in the SET file.

Contact Us: support@WilloWare.com

* This is just for fun. There are all kinds of rules, none of which are published anywhere. We reserve the right to do anything, so don't get to picky about this. Somebody, and not our friends or family, will get an Amazon gift card each month.

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