

# Installation and upgrade guide

---



The following document describes the system requirements of the B1 Usability Package and how to Install, upgrade or uninstall the add-on.

## Table of content

System Requirements.....	2
Software requirements .....	2
Windows permissions requirements.....	2
Hardware Requirements .....	2
Server.....	2
Clients .....	2
Installing the B1 Usability Package .....	3
Installing in an On-Premise environment.....	3
On Premise: How to install .....	3
On Premise: Upgrading the B1 Usability Package to a new version .....	4
On Premise: Uninstalling the B1 Usability Package.....	4
Installing in SAP Cloud .....	6
SAP Cloud: How to install .....	6
SAP Cloud: Upgrading the B1 Usability Package to a new version.....	6
SAP Cloud: Uninstalling the B1 Usability Package .....	7
General: First run of add-on .....	8
Appendix 1: User-cache and how to optionally override its location. ....	9
Appendix 2: Details on what happens during an On Premise installation .....	10
Step 1: Registration of add-on (only happens once per SAP installation).....	10
Step 2: Install of the add-on into the B1 Client .....	10
Appendix 3: Known Issues (On Premise).....	11
Troubleshooting a silent install .....	11
Unable to run browser access: Add-on not compatible.....	11

## System Requirements

### Software requirements

Current version of the B1 Usability Package is written for the SBO 10.02 (PL00 or higher) and higher.

The supported databases for running SAP Business One are:

- Microsoft SQL Server 2016 or 2017
- SAP HANA

Client running the add-on should meet the following requirements:

- Microsoft Windows 8.1, 10 or Windows Server 2008R2 SP1/2012/2012R2/2016
  - o **NB: 32-bit Operation Systems are not supported!**<sup>1</sup>
- Microsoft .Net Framework 4.7 or later
- Microsoft Office Outlook 2010, 2013, 2016, 2019 or O365 (If you plan to use B1 Print and Delivery)
- Microsoft Office Word 2010, 2013, 2019 or O365 (If you plan to use the Letter Merge functionality)
- Crystal Report 2011 (13.x) Runtime Environment (If you plan to use the Crystal Report functionality)
  - o Also required on server if B1 Print and Delivery server component is used.

### Windows permissions requirements

	GUI Installer	Silent Installer
<b>How to install</b>	During installation the install need Administrator rights (Right-click > Run as Administrator on the SAP Business One executable).	Installed by SBO Client Agent (Automatic Admin rights)

The add-ons need to have full access to the following directories (All need read, write, and modify).

- The Windows Temp-folder (%temp%)
- The appdata folder (%appdata%\Boyum IT\) and all sub-folders
- The C:\ProgramData folder
- Also during an installation, the RegEdit will place a new entry in HKEY\_LOCAL\_MACHINE > SOFTWARE > SAP, so permissions should be set to be able to create these entries.

**[NB: FURTHERMORE YOU WILL NEED AN ACTIVE LICENSE FOR THE B1 USABILITY PACKAGE \(SEE THE B1UP LICENSE GUIDE FOR MORE INFORMATION\)](#)**

## Hardware Requirements

### Server

*B1 Usability Package has an optional Server Component. For details please see the Server component Installation Guide.*

### Clients

Component	Requirement
<b>Processor</b>	Intel Pentium i3 or higher (Multi-core machines are recommended)
<b>Memory</b>	4 GB or higher
<b>Free Hard Disk</b>	500 MB
<b>Display</b>	1024 x 768 with 24-bit colors or higher

<sup>1</sup> We still support 32-bit SAP Business One client. It is only the Windows Operating system in 32-bit mode we do not support.

**NB: RUNNING B1 USABILITY PACKAGE ON A TERMINAL SERVER OR CITRIX ENVIRONMENT REQUIRES A MINIMUM OF 6GB OF MEMORY. IF OVER 5 USERS, 8 GB OR MORE IS RECOMMENDED.**

## Installing the B1 Usability Package



[Online video version of this section is also available. Click here to watch it](#)

How to install B1 Usability Package depend on the environment you are installing into:

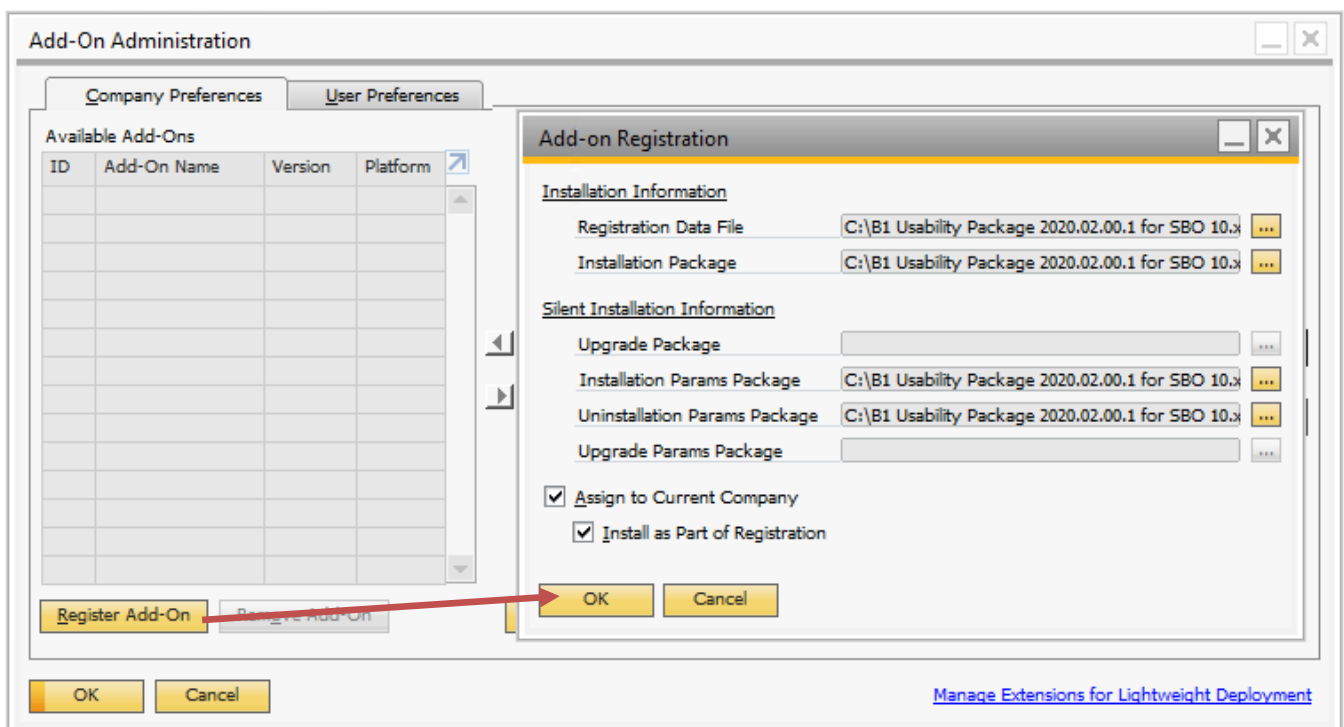
- SAP Business One On premise installation
- SAP Business One Hosted installation (also known as SAP Cloud, OnDemand or CCC<sup>2</sup> install)

### Installing in an On-Premise environment

Install follows the normal install procedure as described in the SAP Business One documentation.

#### On Premise: How to install

To install the add-on, please log on to SAP Business One as manager or super user and navigate to "Administration > Add-Ons > Add-On Administration" and press the "Register Add-on".



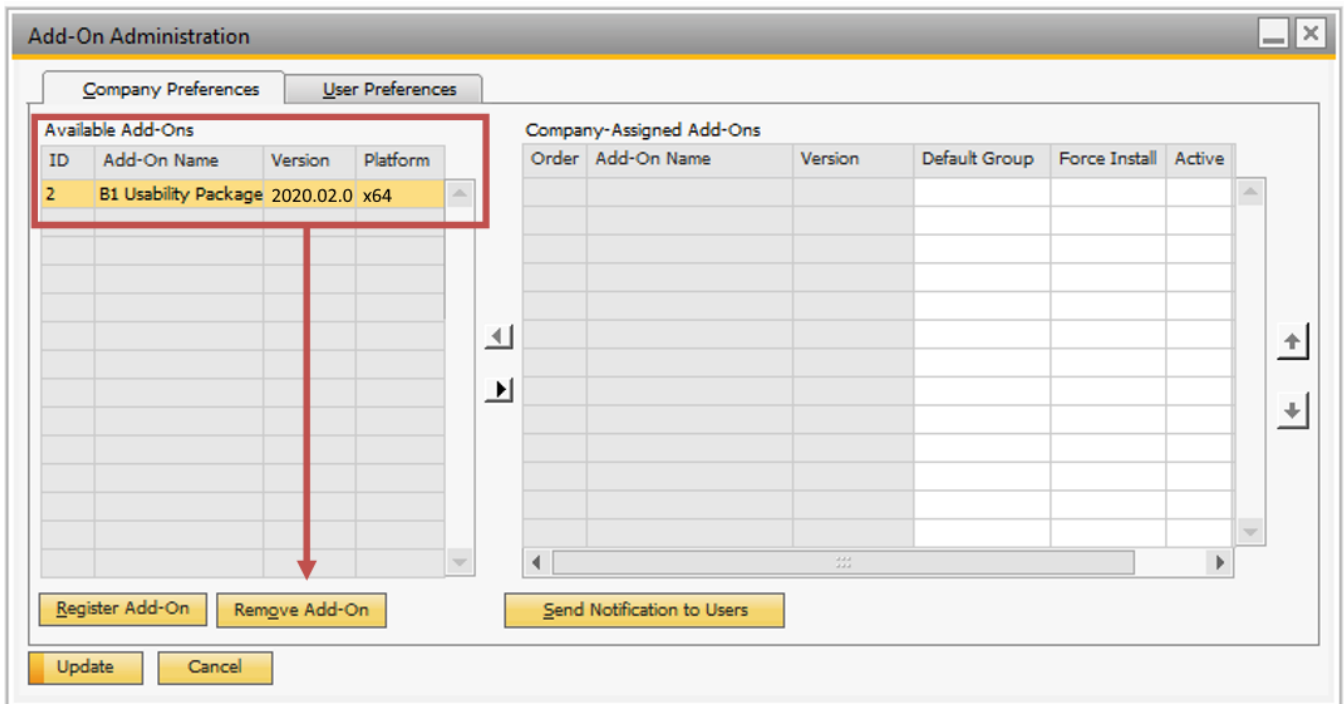
Press the buttons on the right to choose the .ard and .exe. Tick off if the Add-on should be assigned to the currently logged into, and choose if you want to install as part of the registration (Checkbox).

Once you press OK Install happens 100% automatically without additional actions or permissions required. The installation will install the product to the following path:

"C:\Program Files\SAP\SAP Business One\Addons\BOY\B1 Usability Package"

<sup>2</sup> CCC = Cloud Control Center





Next, select B1 Usability Package on the left hand side and press the “Remove Add-on” button, and finally the Update button.

Restart SAP Business One to begin the un-installment.

[NB. DURING UNINSTALL, NO DATA IN THE DATABASE WILL BE REMOVED. CONSULT THE TECHNICAL DATA DOCUMENT TO GET INFORMATION ABOUT WHICH DATA WAS CREATED BY THE ADD-ON.](#)

## Installing in SAP Cloud

Install follows the normal install procedure as described in the Cloud Control Center (CCC) documentation.

### SAP Cloud: How to install

First you need to upload the downloaded version of the add-on (Is located in the download under folder “LightWeight Installer for SAP Cloud and CCC” and is named “B1 Usability Package <version> LW.zip”) to the Shared extension folder for Boyum IT (Provided by your cloud operator). You should not unzip the file.

To begin install of the add-on, please log on your Cloud Control Center and go to Extensions page.

The screenshot displays the SAP Cloud Control Center interface. On the left, a navigation menu includes 'Home', 'Customer Management', 'Landscape Management', and 'Extensions'. The 'Extensions' section is active, showing a table with columns: Name, Version, Provider, Type, and Path. A 'Synchronize All' button is highlighted with a red arrow. Below the table, a 'Synchronization Report' dialog is open, containing a table with columns: Name, Provider, Type, Version, Mode, Time, and Status. The report shows one entry for 'B1 Usabilit...' with a 'Successful' status. A 'Close' button is visible at the bottom right of the dialog.

In here press the “Synchronize All” button to pick up the zip-file from the previous step (It might take a minute or two depending on the machine speed).

Rest of add-on deployment is as indicated by the Cloud Control Center Documentation and is 100% controlled by SAP so should there be any issues then please contact SAP Support as we can’t help with those steps.

### SAP Cloud: Upgrading the B1 Usability Package to a new version

To upgrade a previous version of the B1 Usability Package to a later version you will need to unassign the old version of the add-on from all tenants and then upgrade as if it was a normal installation. During an upgrade, SAP Business One will automatically uninstall the previous version of B1UP and then install the new version

If you for some reason wish to install a previous version than the one installed, you will need to uninstall current version before you install the previous version.

## SAP Cloud: Uninstalling the B1 Usability Package

To uninstall all you need to do is to reverse the process (First un-assign at tenant level and then at service unit level)

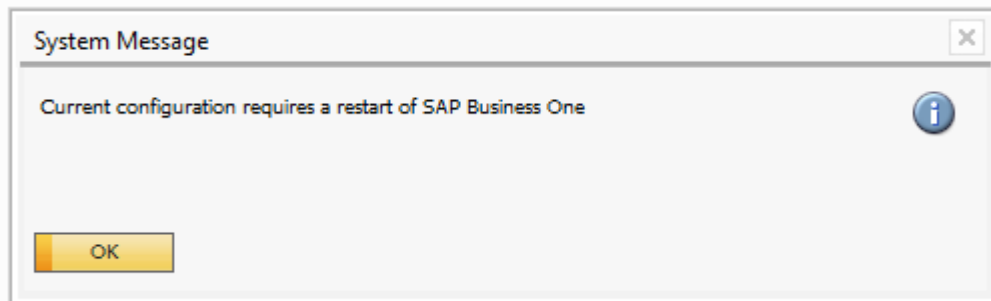
NB: YOU NEED TO MAKE SURE NO B1 CLIENTS ARE RUNNING THE ADD-ON WHEN UNINSTALLING. ELSE THE UNINSTALL WILL FAIL.

NB. DURING UNINSTALL, NO DATA IN THE DATABASE WILL BE REMOVED. CONSULT THE TECHNICAL DATA DOCUMENT TO GET INFORMATION ABOUT WHICH DATA WAS CREATED BY THE ADD-ON.

NB: DUE TO THE NATURE OF HOW LIGHTWEIGHT INSTALLERS WORK, ALL FILES IN THE MAIN INSTALL FOLDER ARE REMOVED. THIS MEAN THAT SPECIAL DEBUG-FILE OPTIONS ARE REMOVED AFTER AN UPGRADE. FOR THAT REASON WE ALLOW INSTEAD TO PUT SUCH FILES IN C:\PROGRAMDATA\BOYUM IT\BOY\_USABILITY FOLDER INSTEAD OF THE DEFAULT INSTALLATION FOLDER (TO RETAIN THE SETTINGS BETWEEN UPGRADES)

## General: First run of add-on

When you first run the add-on, it will begin creating the tables and fields (only happens when the first user installs the add-on). After creation of tables, fields and default data, the add-on will prompt for another restart. This is required in order for SAP Business One to register the new data created. (Again this is only needed for the first installation).



Please note that creating metadata takes quite some time, especially on smaller systems.



## Appendix 1: User-cache and how to optionally override its location.

During normal execution of B1UP users will generate various cached data (XML cache, Eventlogs etc.) These data are normally stored in “%AppData%\Boyum IT\BOY\_USABILITY”<sup>3</sup> (C:\Users\\AppData\Roaming\Boyum IT\BOY\_USABILITY).

Should you for some reason not be able/wish to use this folder as user-cache folder, you have the option to, on machine level, change the location.

- Stop add-on
- Navigate to B1UP install folder (Normally C:\Program Files (x86)\SAP\SAP Business One\Addons\BOY\B1 Usability Package)
- Create a file called “OVERRIDE\_USERFOLDER\_LOCATION.txt”
- Inside the file enter the path to the location you wish to store the data
  - o Example: “C:\MyCachedData”
  - o You have the option to use the following keyword for specialfolders

<COMMONAPPLICATIONDATA>	The directory that serves as a common repository for application-specific data that is used by all users.
<COMMONPROGRAMFILES>	The directory for components that are shared across applications.
<LOCALAPPLICATIONDATA>	The directory that serves as a common repository for application-specific data that is used by the current, non-roaming user.
<MYDOCUMENTS>	The My Documents folder.
<PERSONAL>	The directory that serves as a common repository for documents. This member is equivalent to MyDocuments.
<PROGRAMFILES>	The program files directory.
<PROGRAMS>	The directory that contains the user's program groups.
<APPLICATIONDATA> (Default)	The directory that serves as a common repository for application-specific data for the current roaming user. A roaming user works on more than one computer on a network. A roaming user's profile is kept on a server on the network and is loaded onto a system when the user logs on.
<TEMPLATES>	The directory that serves as a common repository for document templates.
<STARTUP>	The directory that corresponds to the user's Startup program group.
<TEMP>	The users Temp folder.

- Save the file
- The next time you start the add-on this indicated folder is the user-cache folder.

<sup>3</sup> For 64 bit version the folder is called BOY\_USABILITY\_X64

## Appendix 2: Details on what happens during an On Premise installation

The following describes in details how what steps happen when you install an add-on. This information is for people interested in the inner workings on what happen when you install and is not mandatory reading.

Install of an add-on happens in 2 steps

### Step 1: Registration of add-on (only happens once per SAP installation)

- a) 1a: User goes into any B1Client and register the add-on (Administrators > Add-on > Add-on registration)
- b) 1b: SAP upload the add-on information + the installer (in binary form) to the table SARI in the SBO-COMMON database on the server
- c) 1c: SAP mark add-on as assigned to the logged in company (record in the OARI table)
- d) 1d: If user marked registration to install then SAP initiate the installation (Step 2)

\* Registration is complete \*

### Step 2: Install of the add-on into the B1 Client

- a) 2a: SAP identifies that user wish to have add-on available in logged in database (OARI table in SAP database)
- b) 2b: SAP Check local machine if add-on is already installed on current machine (check if record exist in file AddonsLocalRegistration.sbo file located in the SAP installation on the machine (Example: "C:\Program Files (x86)\SAP\SAP Business One\AddOnsLocalRegistration.sbo"))
- c) 2c: If not found as installed SAP download the installer.exe from SBO-COMMON.SARI table to the local machines %temp% folder and initiate the install
- d) 2d: Boyum begin to install (Via dialog to user (requires administrator rights) or silent install (done via the SAP Business One client windows service and progress is written to [C:\BoyumInstallLog.txt](#))
- e) 2e: Boyum unpack the content of the installer to selected install path (default: C:\Program Files (x86)\SAP\SAP Business One\AddOns\BOY\B1 Usability Package)
- f) 2f: Boyum write entry to Windows registry database indicating where add-on was installed (so it can later be uninstall if needed)
- g) 2g: Boyum informs SAP that installation is complete
- h) 2h: SAP Write entry to file AddonsLocalRegistration.sbo indicating it also accept add-on as installed

\* Installation is complete \*

## Appendix 3: Known Issues (On Premise)

### Troubleshooting a silent install

Should a silent install against expectation fail then you can get more information of what happened and what went wrong in the C:\BoyumInstallerLog.txt file.

### Unable to run browser access: Add-on not compatible

After upgrading / installing B1UP, you can sometimes get the following error when trying to run browser access.

#### **“Add-on B1 Usability Package not compatible”**

This happens because the add-on installation is on another server than the one running browser access.

To fix the issue you need to do the following:

- Go to the server running browser access
- Open the B1 client
- Make sure that the add-on install.
- Start browser access and see that it works.