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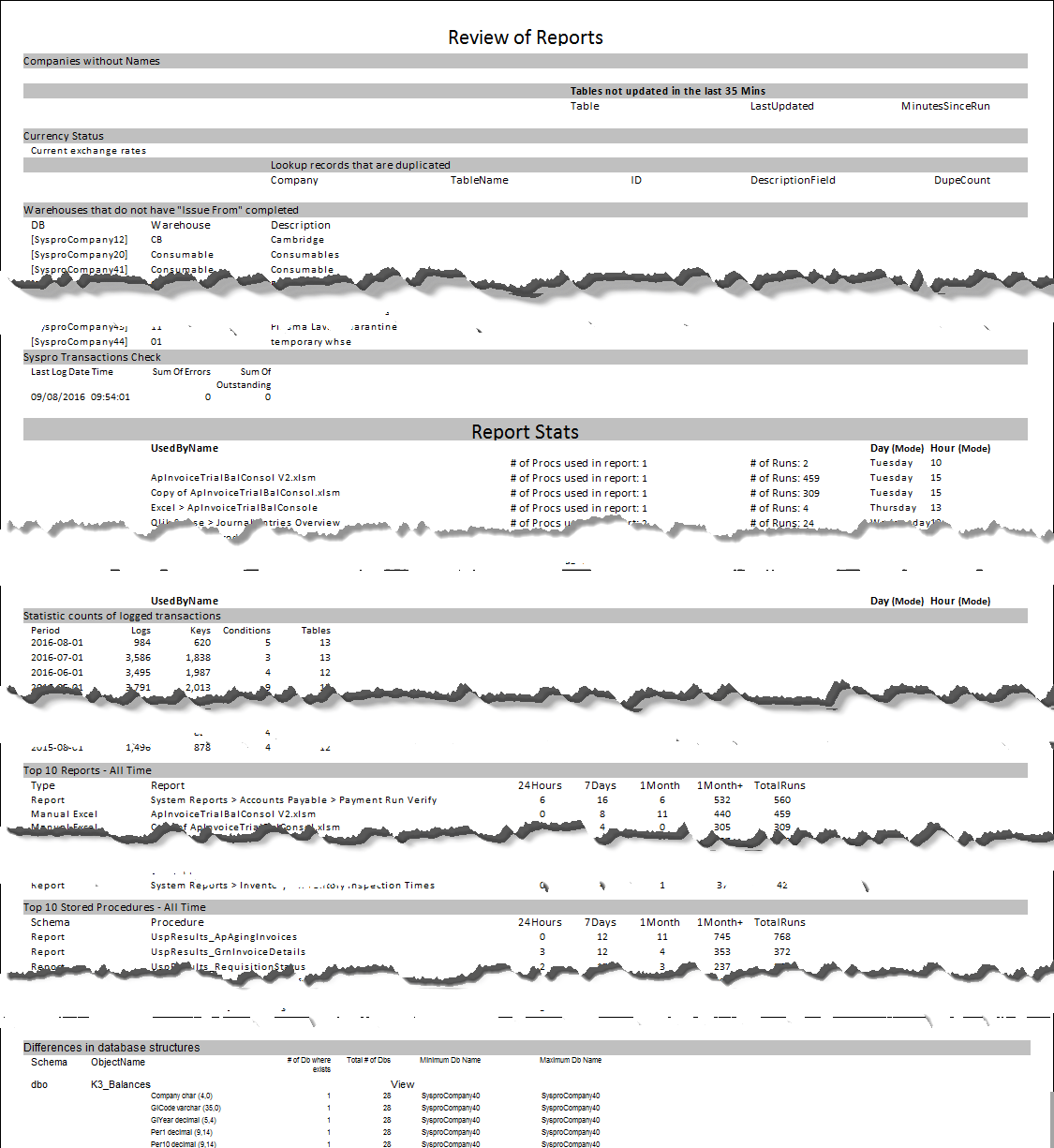
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# Review of Reports Guide and Notes

## Background

This report provides details on the status and usage of the reports that are being accessed through Syspro. It is used to identify problems with the reports system before they are noticed by users.

## Screenshot of Report



## Components

### Companies without names

* What does this mean?

The table [Lookups].[CompanyNames] contains a list of all the Syspro companies that are live, this check highlights where a live Syspro Company (determined by the company reference being a number instead of a character) is not found in this table.

* Why is this important?

Without an entry in this table, the reports that are in the mentioned company will not work.

* How this can be resolved?

The stored procedure [Process].[UspUpdate\_CompanyNames] must be amended to include the new company name.

### Tables not updated in the last 35 minutes

* What does this mean?

The static data behind the reporting systems is populated every 30 minutes, this check determines if the data in any of the affected tables has not been updated in this time frame.

* Why is this important?

Reports on changes to the system rely on this information to be as up to date as possible.

* How this can be resolved?

See [Report System Troubleshooting](#_Report_System_Troubleshooting)

### Currency Status

* What does this mean?

The table [Lookups].[CurrencyRates] contains the exchange rates used to convert between different currencies. This check ensures that there is a rate that is in place for today.

* Why is this important?

If a rate for today is not present, this means that’s any conversion of currency will not work and cause reports to fail.

* How this can be resolved?

See [Report System Troubleshooting](#_Report_System_Troubleshooting)

### Lookup records that are duplicated

* What does this mean?

Tables that belong to the Schema Lookups are used as references when generating reports, this is due to the data not being available in Syspro. This check looks for where this information has been duplicated which can happen in the event of report system losing connectivity.

* Why is this important?

If there are duplicates in the tables, this leads to information in the reports generated being duplicated. Causing figures to be inaccurate.

* How this can be resolved?

See [Report System Troubleshooting](#_Report_System_Troubleshooting)

### Warehouses that do not have “Issue From” Completed?

* What does this mean?

In each company, Warehouses can either be marked as being able to issue stock from or not

* Why is this important?

This field is referred to in reports so that stock can be correctly identified as available.

* How this can be resolved?

The reported warehouses need to be updated to show a Yes or No

### Report Stats

This provides details of how often a report has been run in the time period selected when running the report, it also provides details of how many stored procedures each report requires to run. This can be used to identify when to review reports and their efficiency (when they are being used frequently), which reports may have caused an issue within a specific time frame and which reports may not be required (through lack of use)

*\* This section does not take into account reports in Development*

### Statistic Counts of Logged Transactions

This provides details of how many Syspro Transactions are being recorded over the previous 12-month period, this is to identify if there is an increase over time which will indicate that if refreshes are taking longer to complete whether or not the number of transactions is a factor

### Top 10 Reports – All Time

This provides a top 10 list of all the reports, sorted by the number of times they have been run. There is a weighting applied to the figures dependent on how long ago a report run happened.

* Run in last 24 hours – weighting \* 4
* Run in last 7 days – weighting \* 3
* Run in last month – weighting \* 2
* Run later than last month – weighting \* 1

*\* This section does not take into account reports in Development*

### Top 10 Stored Procedures – All Time

This provides a top 10 list of all the stored procedures that have been run on the server, sorted by the number of times they have been run. This is because the same procedure can be run for different reports. There is a weighting applied to the figures dependent on how long ago a run happened.

* Run in last 24 hours – weighting \* 4
* Run in last 7 days – weighting \* 3
* Run in last month – weighting \* 2
* Run later than last month – weighting \* 1

### Development Reports Run in Last Month

This provides a list of all the report testing that has happened in the last month. This can be used to validate that the level of testing required has been met.

### Differences in Database Structures

* What does this mean?

This provides a list of all the differences in Syspro Databases across the server, parameters at the time of running the report determines whether this section is shown

* Why is this important?

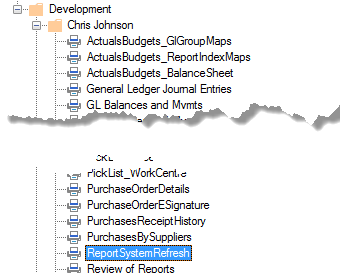
For backups, comparisons and validations – all the databases should be identical without exception. Any differences in the databases are functional changes that deviate from the norm and may have an impact on how the system runs.

* How this can be resolved?

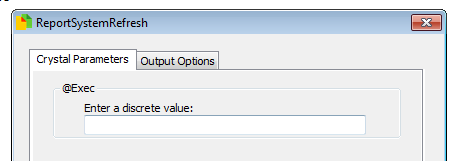
Items raised in this list should either be removed where possible, relocated to the database BlackBox if required urgently and rewritten to Prometic standards. Any objects in this list that cannot be removed or relocated need to be fully documented and proof of validation retained and repeated at each system validation.

## Report System Troubleshooting

### Step 1: Try executing the “Report System Refresh” crystal report in Syspro

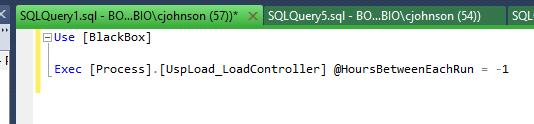


The exec parameter should be set to 1



If this report runs correctly, re-run the “Review of Reports” report and check if this has resolved the issue. If the issue is unresolved, move to step 2.

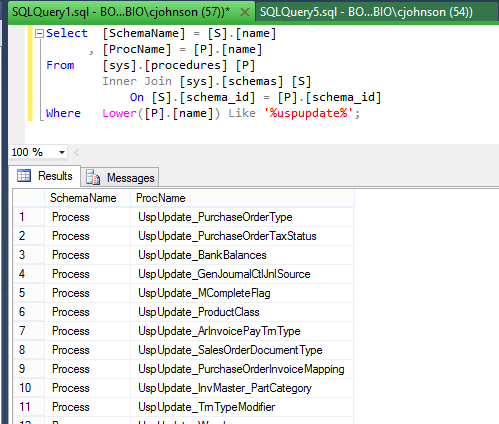
### Step 2: Run the load controller using SSMS



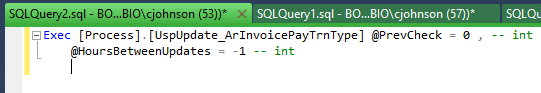
If there are no errors, re-run the “Review of Reports” report and check if this has resolved the issue. If the issue is unresolved, move to step 3.

### Step 3: Identify and run the update procedure for the individual tables.

Run the below code to identify which stored procedure is needed for the table(s) that haven’t been updated. The ProcName following the “UspUpdate\_” should enable you to identify the table.



Execute the procedures with the parameters completed as below.



This will enable you to identify issues in the procedures, correct them and deploy them to live. Once this is corrected, re-run the “Review of Reports” Report to validate the correction.