

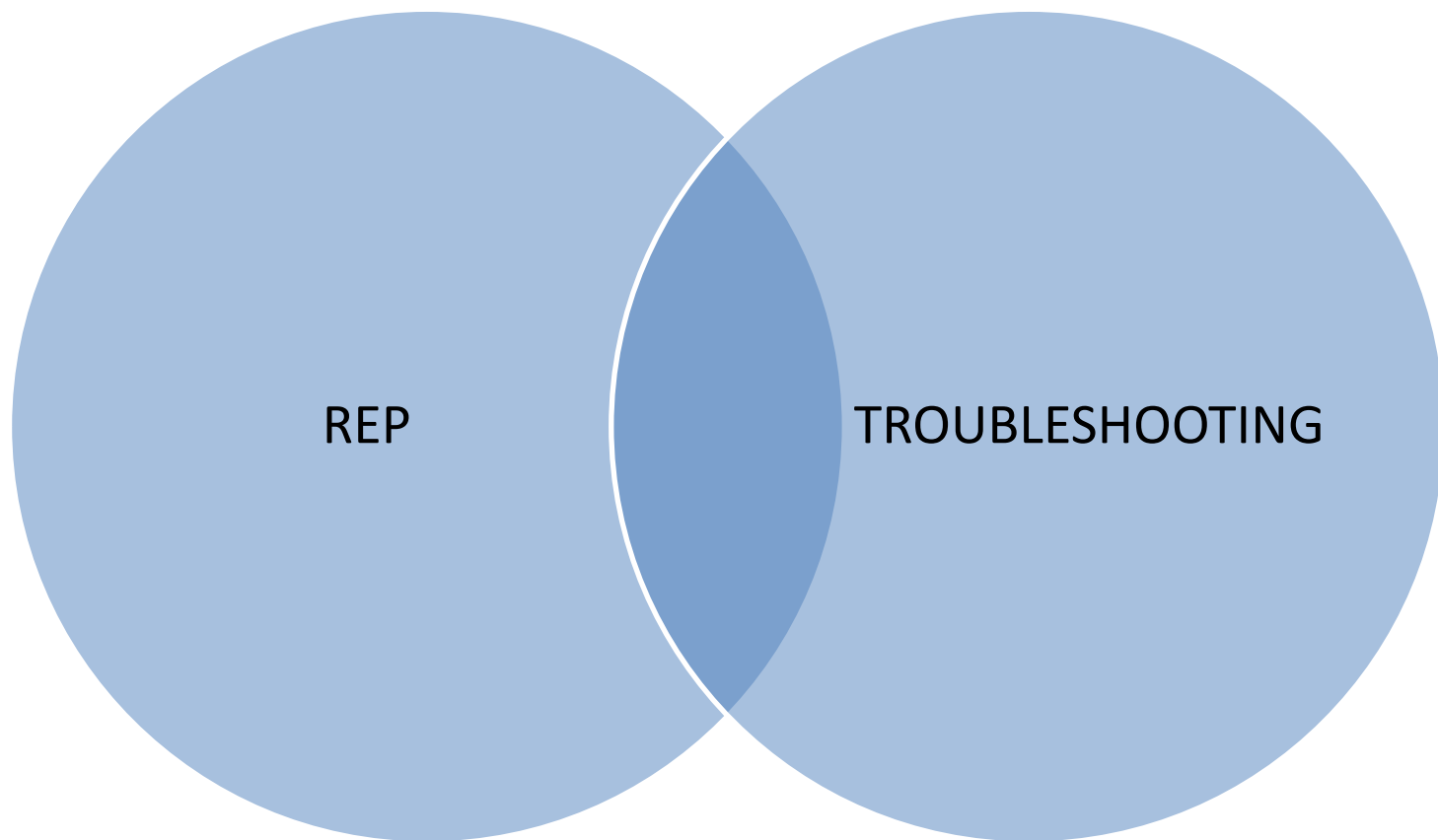
Reports and Enquiries Pack

for Sage Line 500 & 1000

Troubleshooting Guide

Version 1-04

20.04.09



Reports and Enquiries Pack Contents

Problem	Page
From the web page, background colours don't print.	Link
Clicking on a hyperlink takes over my Sage web client screen.	Link
MRP reco is a "BRING FWD" type, but the dates say that the movement is from 11 th Nov to 13 ^h - a "PUT BACK" therefore.	Link
When showing MRP recommendations, the PFS in REP gives different results to Sage.	Link
Supplier Spend and PO Invoices do not show any data	Link

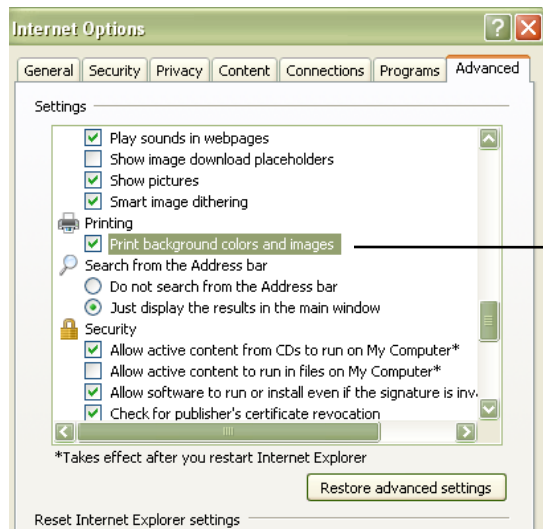
Reports and Enquiries Pack

Problem:

From the web page, background colours don't print.

Solution:

In Internet Explorer, go to Tools / Internet Options, Advanced tab
Tick "Print background colours..."



sl-ect limited

PFS - Multi Warehouse V4-12a Excluded WH: - GA 1 1

Product / WH	Physical Qty	Alloc	Alloc WO	Back Order Qty	Due In	Long Description
<input checked="" type="checkbox"/> MRPRAW1	0.00	0.00	700.00	0.00	900.00	mrp tests

Product / WH	MRP Reorders At	MorB	EOQ	EOQ Incr	EOQ Mode	MfgLT	PurLT	Pur LT Ends	Description
<input checked="" type="checkbox"/> MRPRAW1	0.00								mrp tests

WH	Order	Status	Reference	Quantity	Balance	Balance MRP
W1	PO 003490		S009 Metal Products UK Ltd	900.00	900.00	900.00 3 05
W1	F-B 003490	B	S009 MRP-000003 Kind:P Act:PUT BACK / DELAY	-900.00	900.00	0.00 3 05
W1	F7B 006084	B	MRP-000006 Kind:R Act:PUT BACK / DELAY	700.00	1600.00	700.00 3 16
W1	WO- 006084	A	Make: W1 MRPINT WO Due: 23/11/08	-700.00	900.00	0.00 3 16
W1	F-B 003490	B	S009 MRP-000003 Kind:P Act:PUT BACK / DELAY	900.00	900.00	900.00 1 03
W1	F7B 006084	B	MRP-000006 Kind:R Act:PUT BACK / DELAY	-700.00	200.00	200.00 1 03
W1	I-D 003490	D	S009 MRP-000004 Kind:P Act:DECREASE	-100.00	200.00	100.00 1 03

No. of Hotspots: 3

sl-ect limited

PFS - Multi Warehouse V4-12a Excluded WH: - GA

Product / WH	Physical Qty	Alloc	Alloc WO	Back Order Qty	Due In	Long Description
<input checked="" type="checkbox"/> MRPRAW1	0.00	0.00	700.00	0.00	900.00	mrp tests

Product / WH	MRP Reorders At	MorB	EOQ	EOQ Incr	EOQ Mode	MfgLT	PurLT	Pur LT Ends	Description
<input checked="" type="checkbox"/> MRPRAW1	0.00								mrp tests

WH	Order	Status	Reference	Quantity	Balance	Balance MRP
W1	PO 003490		S009 Metal Products UK Ltd	900.00	900.00	900.00 3 05
W1	F-B 003490	B	S009 MRP-000003 Kind:P Act:PUT BACK / DELAY	-900.00	900.00	0.00 3 05
W1	F7B 006084	B	MRP-000006 Kind:R Act:PUT BACK / DELAY	700.00	1600.00	700.00 3 16
W1	WO- 006084	A	Make: W1 MRPINT WO Due: 23/11/08	-700.00	900.00	0.00 3 16
W1	F-B 003490	B	S009 MRP-000003 Kind:P Act:PUT BACK / DELAY	900.00	900.00	900.00 01 01
W1	F7B 006084	B	MRP-000006 Kind:R Act:PUT BACK / DELAY	-700.00	200.00	200.00 01 01
W1	I-D 003490	D	S009 MRP-000004 Kind:P Act:DECREASE	-100.00	200.00	100.00 01 01

No. of Hotspots: 3

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Reports and Enquiries Pack

Problem:

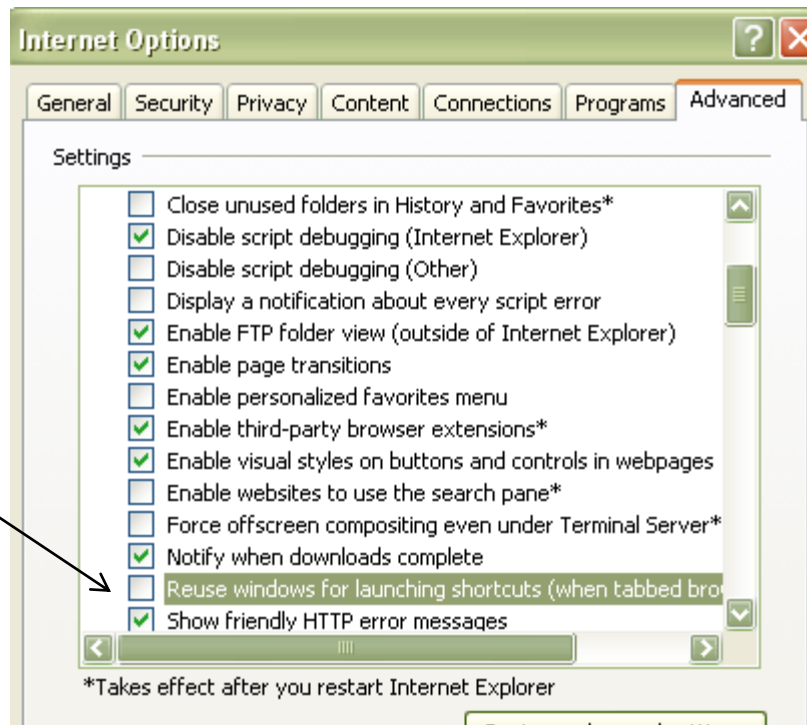
Clicking on a hyperlink opens the link and “takes over” my current Sage1000 or Web Client screen

Solution:

In Internet Explorer, go to Tools / Internet Options, Advanced tab

Under the “Browsing” section, un-tick “Reuse windows.....”

After which the hyperlinks will open either a new window or a new tab.



Reports and Enquiries Pack

Problem:

When showing MRP recommendations in PFS or MRP Summary there is a recommendation from the level above that says it is a "BRING FWD" type.

But the dates say that the movement is from 11th Nov to 13th Nov. So it looks like a "PUT BACK"

Solution:

The report is correct! The cause is that MRP really has suggested that WO 006084 should be brought forward from 18th to 13th Product MRPRAW1 is a component of 006084 and when the WO was created the line date was set at 11th. However, on this MRP run that 7 day gap has been ignored and 0 days used instead. So the MADE product is on a "BRING FWD" to the 13th, but this component product is effectively "PUT BACK" to the 13th.

In the case here, the made product does have a 7 day mfg lead time, so it looks like MRP has ignored this for some reason.

Product: MRPRAW1 Show MRP Recos? y

1 of 1 100% Find | Next Select a format Export

sl-ect limited Excluded WH: ** QA

PFS - Multi Warehouse V4-13b

Product / WH	Physical Qty	Alloc	Alloc WO	Back Order Qty	Due In	Long Description
MRPRAW1	0.00	0.00	700.00	0.00	900.00	mrp tests

Product / WH	MRP Reorders At	MorB	EOQ	EOQ Incr	EOQ Mode	MfgLT	PurLT	Pur LT Ends	Description
MRPRAW1	0.00								mrp tests

WH	Type	Order	Status	Reference	Quantity	Balance	Balance MRP	Date	Week
W1	PO	003490		S009 Metal Products UK Ltd	900.00	900.00	900.00	05/11/08 Wed	45
W1	F-B	003490	B	MRP-000003 P PUT BACK from Nov 5 to Nov 13	-900.00	900.00	0.00	05/11/08 Wed	45
W1	FuB	006084	F	MRP-000006 R BRING FWD from Nov 11 to Nov 13	700.00	1600.00	700.00	11/11/08 Tue	46
W1	WO-	006084	A	Make: W1 MRPINT WO Due: 18/11/08	-700.00	900.00	0.00	11/11/08 Tue	46
W1	F-B	003490	B	MRP-000003 P PUT BACK from Nov 5 to Nov 13	900.00	900.00	900.00	13/11/08 Thu	46
W1	FuB	006084	F	MRP-000006 R BRING FWD from Nov 11 to Nov 13	-700.00	200.00	200.00	13/11/08 Thu	46
W1	I-D	003490	D	MRP-000004 P DECREASE	-100.00	200.00	100.00	13/11/08 Thu	46

No. of Hotspots : 3

Reports and Enquiries Pack

Problem:

When showing MRP recommendations, the PFS in REP gives different results to Sage.

Known Causes:

1. REP PFS ignores the effect on ISSUED WO lines from recommendations to CANCEL the whole WO. Sage assumes the WO would be cancelled after you have de-kitted the issued lines. Therefore predicted stock balance would increase. REP ignores these on the basis that it is likely you have begun processing the materials. (Tech note: mrmrprm Kind=R, Acted=C, Qty=0)

Reports and Enquiries Pack

Problem:

Supplier Spend and PO Invoices do not show any data.

Causes:

- POP period end routines are clearing down the data
- Sage projects mean that certain tables are not written to. Eg DA0512

Solution:

- Set the system key 77SUPSPBAS to either of pophstm, pohstdetm, poinvdm
(Note: check the User Guide Appendix 7 for more information)

Tip: Use the Table Row Count report to see where your data is most likely to be, and to monitor which tables are getting valuable data removed at period or year ends.