

The Largest Independent Gathering  
of the Microsoft User Ecosystem



# **The most common GP support issues and how to fix them yourself**

Decrease Complexities,  
Deliver Results.

@ 2022 Dynamic Communities



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# | The most common GP support issues and how to fix them yourself

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# | Agenda

- **How to clear your hung GP session without needing IT**
- **How to resolve the GP script error that appears when GP opens**
- **How to resolve the GP font being too small**
- **How to resolve GP hung batches without having all users exit GP**
- **How to identify differences between the GL and subledgers**
- **How to resolve Management Reporter login issues after resetting your GP password**
- **How to identify which GP users have access to a specific GP window**

# How to clear your hung GP session without needing IT

# How to clear a hung GP session with needing IT



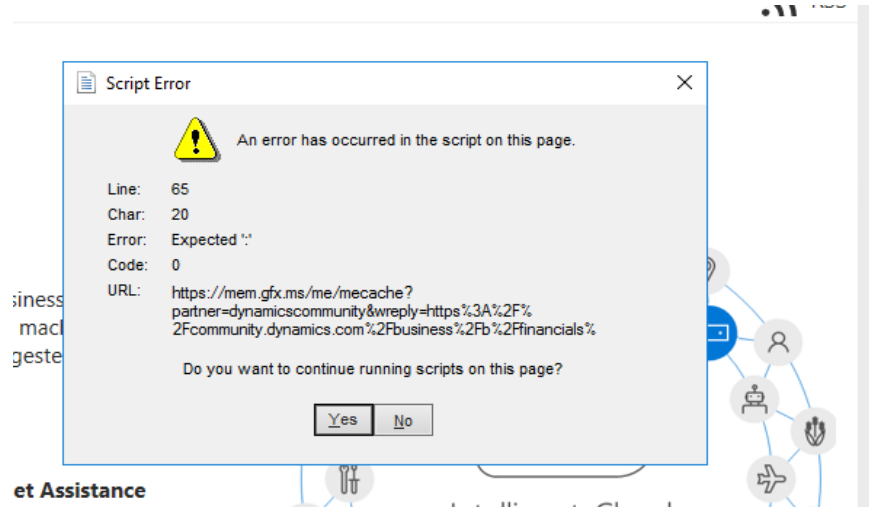
For Users, By Users

If you're GP session is "hung" and not able to exit GP, you can:

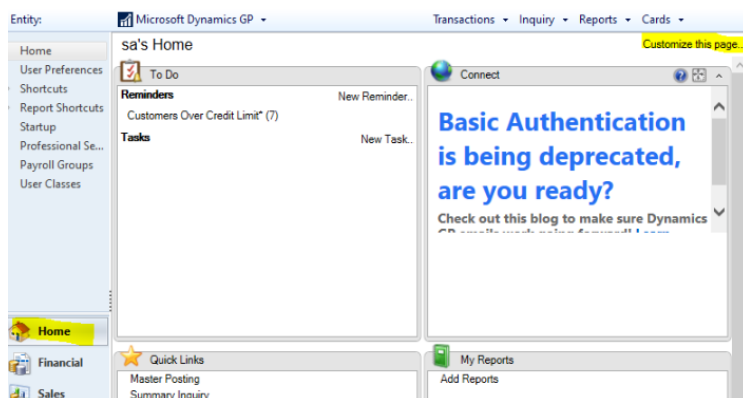
1. Start the Task Manager, select the Microsoft Dynamics GP app and click 'End Task'.
2. If you're unable to start Task Manager, right click on the GP icon to start another GP session, which deletes your previous 'hung' session.

# How to resolve the GP script error that appears when GP opens

# How to resolve the GP Script Error that appears when GP opens



From the GP Home page, click on the 'Customize this page' link at the top right of the window and select the 'Default' option.



How to resolve the GP font size  
being too small



# How to resolve the GP font size being too small

1. Right-click on the 'Microsoft Dynamics GP' icon or shortcut being used and go into Properties.

2. In the GP Properties window, select the 'Compatibility' tab. Under this tab, check the box for 'Run this program in compatibility mode for:' and select Windows 7, if using on a Windows 10 workstation.

3. Click the 'Change high DPI settings' button. Under the High DPI scaling override section, check the box for 'Override high DPI scaling behavior and set it to 'System''. Click OK.

4. Click Apply and OK to save changes, then launch Microsoft Dynamics GP on this Windows 10 workstation and see if the display/fonts show differently.

# How to clear stranded GP sessions in SSMS while user are logged into GP

# How to clear stranded GP sessions in SSMS while user are logged into GP



For Users, By Users

```
delete from DYNAMICS..ACTIVITY
where USERID not in
(select loginame from master..sysprocesses)
```

```
delete from tempdb..DEX_SESSION
where session_id not in
(select SQLSESID from DYNAMICS..ACTIVITY)
```

```
delete from tempdb..DEX_LOCK
where session_id not in
(select SQLSESID from DYNAMICS..ACTIVITY)
```

```
delete from DYNAMICS..SY00800
where USERID not in
(select USERID from DYNAMICS..ACTIVITY)
```

```
delete from DYNAMICS..SY00801
where USERID not in
(select USERID from DYNAMICS..ACTIVITY)
```

# How to identify differences between the GL and subledgers

## How to identify differences between the GL and subledgers



For Users, By Users

1. Print the **Historical Aged Trial Balance** reports with a 'Print/Age as of' date for month end from the various subledgers.
2. Print the Financial **Trial Balance** report with a date and account segment restriction OR create an Account Inquiry lookup.
3. If differences exist, print the **Reconcile to GL** spreadsheet to review the detailed transactions.
4. To *further narrow down to the differences*, print the **Historical Aged Trial Balances** and Financial **Trial Balance** for each week in the month.

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# How to resolve Management Reporter login issues after resetting your GP password

# How to resolve Management Reporter login issues after resetting your GP password



For Users, By Users

The connection made for a **datamart** connection into GP is/should be independent of the GP user account.

The connection made for a **legacy** connection (-curr) into GP does rely on the GP SQL user account.

- The issue can be that after a user resets their GP password, they're no longer able to connect to MR. This happens because the "Enforce password policy" option is checked, and the system passes multiple login attempts through using the different encryption methods. If the domain requirements are set very low for failed login attempts, it will lock the user out.

Possible resolutions or workarounds for the issue:

1. Un-check the "Enforce password policy" option for the user in GP.
2. Enter the 'sa' account as a temporary work-around since it's not encrypted.
3. Change the domain policy to allow for more failed login attempts before locking out the user.
4. Switch to the datamart connection since it doesn't use the GP logins.

How to identify which Security Tasks  
have access to a specific GP window



# How to identify which GP users have access to a specific GP window

1. Populate the Security Resource Description table in GP to translate the Security ID value to a window name.
  - a. Sign into Microsoft Dynamics as the *sa* when no other users are signed in.
  - b. Select **Microsoft Dynamics GP**, point to **Maintenance**, and then select **Clear Data**.
  - c. On the **Display** menu, select **Physical**.
  - d. In the **Series** field, select **System** in the drop-down list.
  - e. Select the **Security Resources Description** table, select **Insert**, and then select **OK** to process.
  - f. Print the report to screen, and then check for errors.
2. In SSMS, edit the following script to reference the GP window name and then execute it against the DYNAMICS database.

```
SELECT ISNULL(A.SECURITYROLEID, '') AS SECURITYROLEID,
ISNULL(M.SECURITYROLENAM, '') AS SECURITYROLENAM,
--ISNULL(M.SECURITYROLEDESC, '') AS SECURITYROLEDESC,
ISNULL(O.SECURITYTASKID, '') AS SECURITYTASKID,
ISNULL(T.SECURITYTASKNAME, '') AS SECURITYTASKNAME,
--ISNULL(T.SECURITYTASKDESC, '') AS SECURITYTASKDESC,
R.PRODNAME, R.TYPESTR, R.DSPLNAME, R.RESTECHNAME, R.DICTID, R.SECRESTYPE,
R.SECURITYID FROM DYNAMICS.dbo.SY09400 R
FULL JOIN DYNAMICS.dbo.SY10700 O ON R.DICTID = O.DICTID AND O.SECRESTYPE =
R.SECRESTYPE AND O.SECURITYID = R.SECURITYID
FULL JOIN DYNAMICS.dbo.SY09000 T ON T.SECURITYTASKID = O.SECURITYTASKID
FULL JOIN DYNAMICS.dbo.SY10600 A ON A.SECURITYTASKID = T.SECURITYTASKID
FULL JOIN DYNAMICS.dbo.SY09100 M ON M.SECURITYROLEID = A.SECURITYROLEID WHERE
R.DSPLNAME = 'Transaction Entry'
```

# | Q&A



# Thank you for attending!



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