

Manitou Integration Issues

02/13/2024 9:05 am EST

Watch them run keycheck, lot of issues from improperly running this tool.

CS Log issues might be from Manitou Integration issue.

Manitou version of 0.0 means the workstation cannot reach the manitou server by name.

Integration files being 0.0 means the .dll/.ocx files don't exist/failed to copy over

Unlinked companies = couldn't reach manitou or couldn't login with manitou credentials, only accessed sql login?

Immediately not getting to Bold server could mean it's not allowed in Manitou

Manitou integration file from bold

License issue, needs to set integration to more seats (defaults to 1...)

SS integration setup, Sedona setup manitou integration type, user name, and password for Bold (wrong info here would impact all users)

Close out SedonaOffice before running tool

Bold – bill fox 4723

Integration version not showing up – permissions to right to programs x86 for writing integration

Testing with ping: verify that you can ping the server, check subnet.

Bill Fox:

Phone: (719) 593-2829 Ext: 4723

No fee for Manitou

Manitou changes not working with integration setup info in: does manitou version come up in tool?

Immediately disables manitou:

Bold dll

Licenses from Bold

Damar - recurring history, field @ top branch @ top right, is showing N/A instead of the branch. Stored proc Matt wrote for auto-recurring. Manitou sends as NULL, we're supposed to look up and find the branch.

If the workstation can reach the Manitou server by name, the other, less common, potential cause of the issue could be a dll loaded by Bold that is used for integration. In rare cases, the dll doesn't get loaded. You would need to contact Bold on that. Our development team recommends you talk to Bill Fox ext 4723.