

Microsoft Dynamics GP 2010 Service Pack 2

Use this document to install the Microsoft Dynamics® GP 2010 Service Pack 2. The service pack includes all fixes and enhancements that were included in all previous service packs, hotfixes, and compliance updates for Microsoft Dynamics GP 2010. For more information about a service pack, hotfix, or update, refer to the CustomerSource Web site (<https://mbs.microsoft.com/customersource/support/downloads/servicepacks>).

Service packs, hotfixes, and compliance updates for Microsoft Dynamics GP 2010 are distributed as Microsoft® Windows® Installer patch (.msp) files.

Hotfixes Are updates that address specific issues in selected modules, and are released as needed.

Service packs Are collections of updates spanning multiple modules and series, and are released every six months.

Compliance updates Are updates to meet government legal requirements, typically for U.S. and Canadian Payroll and tax reporting purposes. Major compliance updates are issued at calendar year-end, and as needed during the year.



*In Microsoft Dynamics GP 2010, hotfixes, service packs, and compliance updates **do not** include changes to U.S. Payroll tax tables, and tax table updates must be installed separately.*

This service pack includes the most recent fixes for Microsoft Dynamics GP 2010, as well as additional features. For more information about the additional features, click the Search tab and enter the keywords “Microsoft Dynamics GP 2010 R2” in the What’s New help file. Information about U.S. and Canadian Payroll updates are documented separately and are available from the CustomerSource Web site.

The information is divided into the following sections.

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Hotfixes and service packs with multiple languages

Each hotfix and service pack .msp file applies to only a single language, which is indicated in the file name. In some cases, a hotfix or service pack may not be available for some languages, or may not be available until after the U.S. English version is released.

If your installation has clients that use more than one language, **be sure** that an equivalent hotfix or service pack is available for each language you are using before you install the hotfix or service pack.

If a hotfix or service pack is installed on some clients, but not others, software version numbers on the unpatched clients won't match the version numbers on the server, and Microsoft Dynamics GP will not run on the unpatched clients. For more information, see [Troubleshooting logging in to Microsoft Dynamics GP](#) on page 11.

Updates included in the service pack

The service pack applies the fixes that your system needs based on the components installed on your machine. If you add an additional Microsoft Dynamics GP component or module later, you should reinstall this service pack to update that component.

To review the fixes included in Service Pack 2 for modules, series, and additional components, see [Service Pack 2 fix list](#) on page 12. To review the version information that's updated with Service Pack 2, see [Service Pack 2 version information](#) on page 7.

Updates for additional components

If you are installing the latest service pack for Workflow, Integration Manager, Web Services, or eConnect, refer to the separate information on the CustomerSource Web site (<https://mbs.microsoft.com/customersource/support/downloads/servicepacks>).

Installing Service Pack 2

Install Service Pack 2 on the server before updating the client computers. After you install the service pack on the server, you'll use Microsoft Dynamics GP Utilities to update the DYNAMICS database and all your company databases. The time it takes to update the server with the service pack depends on the number of company databases that need to be updated. See [Installing Service Pack 2 on the server](#) on page 3.



To start Microsoft Dynamics GP Utilities, you must have appropriate user privileges. Typically, this means being part of the Administrators group or the Power Users group. If you are using an operating system that has User Account Control (UAC) enabled, you will be prompted to run the program as a user with administrative privileges. Refer to the documentation for your operating system for more information.

After installing the service pack on the server, you can make the service pack available to your client computers. Place the service pack in a shared network location that each client computer has access to, and then use the Manage Automated Client Updates window to set up the service pack to be installed automatically on your client computers. See [Setting up a service pack to install on client computers](#) on page 5.

If you are using multiple instances of Microsoft Dynamics GP, you'll be asked to restart your computer after you've installed the service pack on an instance of Microsoft Dynamics GP. You must restart your computer to apply the fixes in the service pack. After restarting your computer, install the service pack again. The service pack will be installed again on the instance that was previously patched and will be installed on all of the other instances on the computer.

Installing Service Pack 2 on the server

Use this procedure to install Service Pack 2 on the server if you are using Microsoft Dynamics GP 2010. You must install the service pack on the server first, then on all client computers. For information on installing on client computers, refer to the [Setting up a service pack to install on client computers](#) on page 5.



We recommend that all users exit Microsoft Dynamics GP Release 2010 before you install Service Pack 2. You must be logged in as the sa user to ensure that the Service Pack 2 installation is successful.

To install Service Pack 2 on the server:

1. Back up your DYNAMICS database and all company databases.
2. Back up all forms and reports dictionaries.



To verify the location of the forms and reports dictionaries, right-click the Dynamics.set file in the Microsoft Dynamics GP directory and choose Edit.

3. Download MicrosoftDynamicsGP11-KB2435566-ENU.msp from one of the following locations:
 - CustomerSource >> Downloads & Updates >> Service Packs & Products Releases >> Microsoft Dynamics GP 2010 Service Packs
 - PartnerSource >> Support >> Service Packs >> Microsoft Dynamics GP 2010 Service Packs
4. In the folder where you saved it, double-click the .msp file.

Progress windows appear as Microsoft Dynamics GP is configured and installed. When the service pack is installed, an update for the Dexterity Shared Components also is installed.

5. In the Installation Complete window, click Finish.



You may be required to restart your computer.

6. Start Microsoft Dynamics GP Utilities.
(Start >> All Programs >> Microsoft Dynamics >> GP 2010 >> GP Utilities)
7. In the Welcome to Microsoft Dynamics GP Utilities window, verify your server name, enter the system administrator user ID and password, and choose OK.
8. Click Next in the second welcome window.
9. In the Upgrade Microsoft Dynamics GP window, click Next.

The Server Installation Progress window describes the process as it progresses.

10. In the Upgrade these companies window, click Next. All companies are selected to be updated.
11. In the Confirmation window, click Finish.

Microsoft Dynamics GP Utilities updates your company databases. This process may take several minutes to complete. The Server Installation Progress window describes the process as it progresses.

12. After the update process is finished and is successful, the Additional Tasks window will open. Depending on the components installed, you may be instructed to restart your computer.

If the update process wasn't successful, the Update Company Tables window opens. To contact Microsoft Dynamics GP Technical Support, see [Contacting Microsoft Dynamics GP Technical Support](#) on page 12 for more information.

13. In the Additional Tasks window, select Update modified forms and reports and click Process. The Locate Launch File window appears.
14. Select the location of the launch file (Dynamics.set). In most cases you can accept the default location. Click Next. The Update Modified Forms and Reports window appears.
15. Mark the check box next to Microsoft Dynamics GP and any additional components listed.
16. When you mark a component's check box, a Product Details window may appear, allowing you to select the location of the component's original code dictionary. You also can open the Product Details window by selecting a component and clicking Details.

When you apply an update (.msp file), any dictionaries whose compatibility ID has changed are backed up to a folder named "Version<Version Number> Backup". This folder is located in the same folder as Dynamics.exe. The <Version Number> value is the version you were using before applying the update.

If the original dictionary exists in the backup folder, Microsoft Dynamics GP Utilities will automatically display its location in the Product Details window, and you can click OK to accept the location. If the location is missing or incorrect, click the file folder icon and browse to the appropriate location.

17. When you have finished selecting components, click Update. A Report Upgrade Progress window displays the status of the update. When the process finishes, click Close.

Log files containing detailed update information about the update are saved in the \Data folder. For each component, a report named "Update<Version_Name>.log" is generated. An update summary named "Update<Version>.txt" is also generated.

18. In the Modified Forms and Reports window, click Next. The Additional Tasks window opens, where you can start Microsoft Dynamics GP, or exit Microsoft Dynamics GP Utilities.



We recommend that you start Microsoft Dynamics GP and review all your modified forms and reports, to verify whether they were updated correctly.

19. After installing Service Pack 2 on a server for Microsoft Dynamics GP 2010, install Service Pack 2 on all remaining client computers. For information about how to update your client computers, see [Setting up a service pack to install on client computers](#). To view version information about the components you are using, see [Service Pack 2 version information](#) on page 7.

Setting up a service pack to install on client computers

Use the Manage Automated Client Updates window to set up the service pack to be installed automatically on your client computers. You must be an administrator to use this window.



Before you set up the service pack to be installed on client computers, you must apply the service pack to your server.

To set up a service pack to install on client computers:

1. Log on to the server computer as an administrator.
2. Create a shared network folder to place the service pack in.
3. Set permissions on the shared network folder to allow the client computers access to the installation package. The minimum permission you must set for the shared folder is Read & Execute.
4. Open the Manage Automated Client Updates window.
(Microsoft Dynamics GP menu >> Tools >> Setup >> System >> Client Updates)
5. Enter or select the update name.
6. Mark the Update clients at next use option.
7. Enter the Universal Naming Convention (UNC) path to where the update is located. The update must be located in a shared network location that each client computer has access to.

The UNC path must include the entire file name. An example of a UNC path name is \\servername\sharednetworklocation\MicrosoftDynamicsGP11-KB2435566-ENU.msp.

8. Choose Save.

When a user logs on to Microsoft Dynamics GP on a client computer and an update is required, a message will instruct the user to install the update. When the user clicks Yes, Microsoft Dynamics GP will close and the update process will begin. After the update is installed, the user can start Microsoft Dynamics GP again. Depending on the components installed, the user may be instructed

to restart the user's computer. The user must be a power user or an administrator on the client computer to install an update.

If a user clicks No, the update will not be applied and Microsoft Dynamics GP will close. Microsoft Dynamics GP can't be used on the client computer until it is updated.



To install the update on Windows Vista[®], Windows 7, or Windows Server[®] 2008 with User Account Control (UAC) activated, a user must be running Microsoft Dynamics GP with administrative privileges. (From the Start menu, select and right-click the Microsoft Dynamics GP shortcut, and then select Run as Administrator.) For other ways to install the service pack on clients with UAC activated, see [Installing with UAC activated](#).

If an update isn't successfully installed on a client, an error log file will be created in the temporary directory. The log file uses the name of the update file plus a .log extension. For example, if a service pack is named GP_SP2.msp, the log file will be named GP_SP2.log. For more information, see [Troubleshooting logging in to Microsoft Dynamics GP](#) on page 11.

We recommend that you leave the shared network location available to the client computers and that you don't delete the update from the Manage Automated Client Updates window until the next service pack is available.

Installing with UAC activated

User Account Control (UAC) is an enhanced security feature in Windows Vista, Windows 7, and Windows Server 2008. UAC is activated by default. Before performing actions that could affect your computer's operation, such as installing software updates, UAC asks for permission. To install the service pack on a client computer when UAC is active, copy the .msp file to each client workstation, then use one of the following methods:

- Start Microsoft Dynamics GP as a user that has administrative privileges on the local computer. (To do this, right-click on the Microsoft Dynamics GP shortcut and choose Run as administrator.) Double-click the service pack .msp to install it.
- Start the Command Prompt (located in the Accessories group) as a user who has administrative privileges on the local computer. (To do this, right-click on the Command Prompt shortcut and select Run as administrator.) Set the current directory to the location where you copied the .msp file. Enter the following command:

```
Msixec /p MicrosoftDynamicsGP11-KB2435566-ENU.msp /l*v C:\MSPErrorlog.txt
```

- If you want the user to install service packs without having administrative privileges on the local computer, you can change permissions for the folder where Microsoft Dynamics GP is installed. **Be aware that doing this makes your computer less secure.**

View properties for the folder, and display the Security tab. Grant Modify permissions to an appropriate group, such as Users or Authenticated Users. After the folder permissions are changed, any user in the group can install the service pack .msp file by double-clicking it.

Service Pack 2 version information

The version information will be updated only for the components you are using and that were updated with Service Pack 2. You can go to the following locations to verify the Service Pack 2 version information.

Product	Version	Location to verify version
Analytical Accounting	No service pack: 11.0.1247 Service pack 1: 11.00.1519 Service pack 2: 11.0.1752	Help >> About Microsoft Dynamics GP >> Additional >> About Analytical Accounting
Audit Trails	No service pack: 11.0.2 Service pack 1:	Microsoft Dynamics GP menu >> Tools >> Setup >> Company >> Audit Trails >> Install Audit Trails
Bank Management	No service pack: 11.00.1247 Service pack 1: 11.00.1521 Service pack 2: 11.0.1752	Help >> About Microsoft Dynamics GP >> Additional >> About Bank Management
BAS and PAYG	No service pack: 11.0.1247 Service pack 1: 11.0.1521 Service pack 2: 11.0.1752	Help >> About Microsoft Dynamics GP >> Additional >> About BAS
Canadian Human Resources	No service pack: 11.0.1247 Service pack 1:	Help >> About Microsoft Dynamics GP
Canadian Human Resources with Integration to Canadian Payroll	No service pack: 11.0.1247 Service pack 1:	Help >> About Microsoft Dynamics GP
Canadian Payroll	No service pack: 11.0.1247 Service pack 1:	Microsoft Dynamics GP menu >> Tools >> Setup >> Payroll-Canada >> Setup >> Control
Cash Flow Management	No service pack: 11.00.1247 Service pack 1:	Microsoft Dynamics GP menu >> Tools >> Setup >> Financial >> Cash Flow Forecast >> About
Check Printing	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Check Printing
Collections and Payment Methods – Withholds	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Coll / Pay Methods
Collections Management	No service pack: 11.00g22 Service pack 1: 10.00g23 Service pack 2: 11.0.24	Microsoft Dynamics GP menu >> Tools >> Setup >> Sales >> Collection About
Dexterity®	No service pack: 11.0.218 Service pack 1: 11.0.221 Service pack 2: 11.0.349	Help >> About Microsoft Dynamics GP
Direct Debits and Refunds	No service pack: 11.0.1247 Service pack 1:	Help >> About Microsoft Dynamics GP >> Additional >> About Direct Debits and Refunds
Electronic Reconcile	No service pack: v10.00.0777 Service pack 1: No change	Help >> About Microsoft Dynamics GP >> Additional
Electronic Signatures	No service pack: 11.0.4 Service pack 1: 11.0.4 Service pack 2: 11.0.25	Microsoft Dynamics GP menu >> Tools >> Setup >> Company >> Electronic Signatures >> Install Electronic Signatures
Encumbrance Management	No service pack: 11.0.1247 Service pack 1:	Microsoft Dynamics GP menu >> Tools >> Setup >> Purchasing >> Encumbrance Management
Enhanced Intrastat	No service pack: 11.0.1247 Service pack 1: 11.0.1521 Service pack 2: 11.0.1752	Help >> About Microsoft Dynamics GP >> Additional >> About Enhanced Intrastat

Product	Version	Location to verify version
Extender	No service pack: 11.0.26 Service pack 1: 11.0.32 Service pack 2: 11.0.42	Microsoft Dynamics GP menu >> Tools >> Extender >> About
Field Service	No service pack: 11.0.1252 Service pack 1: 11.0.1517 Service pack 2: 11.0.1740	Microsoft Dynamics GP menu >> Tools >> Setup >> Project >> Service Setup >> About
Fixed Assets Enhancements	No service pack: 11.0.1247 Service pack 1: 11.0.1521 Service pack 2: 11.0.1734	Help >> About Microsoft Dynamics GP >> Additional >> About Fixed Assets Enhancements
Fiscal Reports	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About COA Ecuador
Grant Management	No service pack: 11.0.1247 Service pack 1: 10.00.0903	Microsoft Dynamics GP menu >> Tools >> Setup >> Company >> Grant Management
Inflation Adjustment – Fixed Assets	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Fixed Assets Inflation Adjustment
Inflation Adjustment – Inventory	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Inventory Inflation Adjustment
Kardex	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Inventory Kardex
Legal Documents	No service pack: 10.00.0774 Service pack 1: 10.00.903	Help >> About Microsoft Dynamics GP >> Additional >> About Legal Documents
Localization Chile	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Chilean Localization
Manufacturing	No service pack: 11.0.1247 Service pack 1: 11.0.1512 Service pack 2: 11.0.1734	Help >> About Microsoft Dynamics GP1
Microsoft Dynamics GP	No service pack: 11.0.1247 Service pack 1: 11.00.1524 Service pack 2: 11.0. 1752	Help >> About Microsoft Dynamics GP
Monetary Corrections – Fixed Assets	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Fixed Assets Monetary Cor
Monetary Corrections – Inventory	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Monetary Corr. of Inventory
Multilingual Checks	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Multilingual Checks
Payment Document Management	No service pack: 11.0.1247 Service pack 1: 11.0.1521 Service pack 2: 11.0.1752	Help >> About Microsoft Dynamics GP >> Additional >> About Payment Doc. Management
Perceptions	No service pack: 10.00.0774 Service pack 1: 10.00.0774	Help >> About Microsoft Dynamics GP >> Additional >> About Perceptions
Project Accounting	No service pack: 11.0.1251 Service pack 1: 11.00.1525 Service pack 2: 11.0.1750	Microsoft Dynamics GP menu >> Tools >> Setup >> Project >> Project
Purchase Order Enhancements	No service pack: 11.0.1247 Service pack 1: 11.0.1492 Service pack 2: 11.0.1734	Microsoft Dynamics GP menu >> Tools >> Setup >> Purchasing >> PO Enhancements >> About
Purchase Voucher	No service pack: 10.00.0774 Service pack 1: 10.00.0774 Service pack 2: 10.00.1061 Service pack 3: No change Service pack 4: 10.00.1368	Help >> About Microsoft Dynamics GP >> Additional >> About Purchase Voucher

Product	Version	Location to verify version
Revenue Expense Deferrals (RED)	No service pack: 10.00.0774 Service pack 1: No change Service pack 2: 10.00.1061 Service pack 3: 10.00.1164 Service pack 4: 10.00.	Help >> About Microsoft Dynamics GP >> Additional
Safe Pay	No service pack: v10.00.0777 Service pack 1: v10.00.0898 Service pack 2: 10.00.1061	Help >> About Microsoft Dynamics GP >> Additional
Scheduled Instalments	No service pack: 10.00.0774 Service pack 1: 10.00.0776	Help >> About Microsoft Dynamics GP >> Additional >> About Scheduled Instalments
Shipping Documents (Latin America)	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Shipping Documents
SmartList	No service pack: 10.00.0774 Service pack 1: 10.00.0899	Help >> About Microsoft Dynamics GP
SmartList Builder	No service pack: 11.00.0035 Service pack 1: 11.00.0042 Service pack 2: 11.0.50	Microsoft Dynamics GP menu >> Tools >> SmartList Builder >> About
Tax Administration-Purchasing	No service pack: 10.00.0020 Service pack 1: 10.00.0032	Help >> About Microsoft Dynamics GP >> Additional >> About Tax Administration Purchasing
Tax Administration-Sales	No service pack: 10.00.0020 Service pack 1: 10.00.0032	Help >> About Microsoft Dynamics GP >> Additional >> About Tax Administration Sales
Tax Listing	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Tax Listing
Tax Reports	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Tax Reports
Taxes on Returns	No service pack: 10.00.0774 Service pack 1: 10.00.0903	Help >> About Microsoft Dynamics GP >> Additional >> About Tax Reports
U.S. Human Resources	No service pack: 11.0.1247 Service pack 1: 11.0.1486 Service pack 2: 11.0.1734	Help >> About Microsoft Dynamics GP
VAT Daybook	No service pack: 11.0.1247 Service pack 1: 11.0.1521 Service pack 2: 11.0.1752	Help >> About Microsoft Dynamics GP >> Additional >> About VAT Daybook

Installing components after installing the service pack

If you install an additional Microsoft Dynamics GP component that this service pack applies to, such as Collections Management, after you have installed Service Pack 2, you must install the service pack again to update that additional component. When you install the service pack again, any new component that hasn't been updated to Service Pack 2 will be updated. Components that were updated when you initially installed Service Pack 2 won't be updated when you install the service pack again.

Upgrading to Microsoft Dynamics GP 2010

You can upgrade to Microsoft Dynamics GP 2010 from selected previous releases. To review whether or not you can upgrade your release, see <http://go.microsoft.com/fwlink/?LinkId=181441>.

If you are upgrading to Microsoft Dynamics GP 2010, you must install the latest service pack or hotfix for Microsoft Dynamics 2010 before starting Microsoft Dynamics GP Utilities.

Install the latest service pack or hotfix in the following order.

1. Install Microsoft Dynamics GP 2010 on the server, including the Microsoft Dynamics GP features you use.
2. At the end of the Microsoft Dynamics GP 2010 installation, click Finish in the Installation Complete window.
3. Install the latest Microsoft Dynamics GP 2010 service pack or hotfix. You must install the service pack or hotfix before starting Microsoft Dynamics GP Utilities when you upgrade to Microsoft Dynamics GP 2010.
4. Convert your data using Microsoft Dynamics GP 2010 Utilities.



After upgrading the server, be sure to install the latest service pack or hotfix to your client computers.

We recommend that you review the Upgrade Instructions manual before upgrading to Microsoft Dynamics GP 2010. The Upgrade Instructions manual can be found on the Microsoft Dynamics GP 2010 web page (<http://go.microsoft.com/fwlink/?LinkId=161199>). Choose to view the Upgrade Information page.

Currency translation

After installing Microsoft Dynamics GP 2010 Service Pack 2, you can translate general ledger amounts in a specified currency. Management Reporter for Microsoft Dynamics ERP can use the translated amounts from Microsoft Dynamics GP for reports.

A currency translation allows you to report general ledger amounts in a currency that isn't a transaction's functional currency or originating currency. The exchange table and exchange rate information is used to translate the amounts. The general ledger functional amounts are translated using a currency translation type that is assigned to each account. For information about setting up currency translation, refer to the Currency Translation Supplement documentation on the

CustomerSource Web site (<https://mbs.microsoft.com/customersource/support/downloads/servicepacks>).

Country/region specific enhancements

To review the new country/region specific enhancements in Microsoft Dynamics GP 2010 Service Pack 2, refer to the What's New documentation (<http://go.microsoft.com/fwlink/?LinkId=202454>).

Troubleshooting logging in to Microsoft Dynamics GP

If you have issues logging on to Microsoft Dynamics GP after installing a service pack, review the following information. To contact Microsoft Dynamics GP Technical Support, see [Contacting Microsoft Dynamics GP Technical Support](#) on page 12.

Client version information and database setup

You can't log on to Microsoft Dynamics GP on a client computer if a product or feature installed on the client computer has different version information than the server. You can use the GP_LoginErrors.log file in your temporary directory (typically C:\Documents and Settings\\Local Settings\Temp\GP_LoginErrors.log or C:\<user>\AppData\Local\Temp\) to help resolve the version information issue. The log file will contain the product name, along with the dictionary and database versions.

To log on to Microsoft Dynamics GP or a company, the product must be installed on the server. If the database hasn't been set up, you can use Microsoft Dynamics GP Utilities to complete the database setup. You can use the GP_LoginErrors.log file in your temporary directory to determine which products aren't installed.

The following is an example of a GP_LoginErrors.log file.

GP_LoginErrors.log file

```
Product Name: Human Resources      Error: Product is not installed to the database server
Product Name: Fixed Assets         Database Version 11.00.07   Client Version: 11.00.10
```

Update process couldn't verify information

A user on a client computer may receive a message that an available update may be required for the client computer, but the update process couldn't verify information when starting Microsoft Dynamics GP after installing the service pack. This message occurs when the .msp file for the service pack isn't in the shared network location or the UNC path to the .msp file in the Manage Automated Client Updates window is incorrect.

If a user on a client computer receives the message that the update process couldn't verify information, verify that the .msp file exists in the shared network location and that the path to the .msp file is correct in the Manage Automated Client Updates window.

Updating Microsoft Dynamics GP with a .cnk file

An update for Microsoft Dynamics GP can be a .cnk file created by an independent software vendor or a customization developed by you or your partner. You can use the Manage Automated Client Updates window to set up a .cnk file to be installed automatically on your client computers. If the .cnk file has an .ini file, be sure that

there is a carriage return after the build number in the .ini file. If there isn't a carriage return after the build number, you may have problems starting or updating Microsoft Dynamics GP.

Contacting Microsoft Dynamics GP Technical Support

If you have any questions regarding Microsoft Dynamics GP 2010 Service Pack 2, you can contact Microsoft Dynamics GP Technical Support using one of the following methods:

- Log on to the Microsoft Dynamics GP Support Web site (<https://mbs.microsoft.com/customersource/support/>) and choose New Support Request under Assisted Support to send an eSupport request.
- Telephone 1-888-477-7877 (U.S. and Canada only) or +1-701-281-0555, and use one of the following Quick Access Codes based on the database you are using:

System Manager - MSDE	6762
System Manager - Microsoft SQL	6731

Documentation updates

Documentation updates can be found on the CustomerSource Web site (<https://mbs.microsoft.com/customersource/documentation>). The following documentation has been updated.

Analytical Accounting	Shipping Documents (Argentina)
Cashbook Bank Management	Single Account Plan
Electronic Bank Management	Tax Listing
Enhanced Intrastat	Web Services Installation and Administration Guide
GST and Australian Taxes	Web Service Programmer's Guide
Kardex	Web Service Reference
Legal Documents (Argentina)	VAT Daybook
Localization Chile	

Service Pack 2 fix list

The following is a list of Service Pack 2 fixes, legislative changes, and enhancements.

Analytical Accounting	
Type	Issue description
Fix	Assignments and Dimension Codes are assigned to the wrong DISTID in the AAG10003/AAG30003 tables for Payroll transactions.
Fix	The application stops responding when you attempt to open the Analytical Purchase Order Entry window after creating a purchase order.
Fix	AGG02001 and AAG00406 tables are not updated when you delete a transaction dimension.
Fix	An error occurs when you attempt to view a journal entry with more than 32,767 distributions in the Analytical Accounting - Journal Entry Inquiry window.
Fix	When you void a multicurrency payment that is applied to a multicurrency invoice, analysis information for the payment is not voided.
Fix	Primary key error occurs when you click the redisplay button in the Payables Transaction Entry Distribution window.
Fix	Transactions are not validated when you post recurring General Ledger batches.

Analytical Accounting	
Type	Issue description
Fix	Posted cash receipts are not updated in Bank Reconciliation.
Fix	Analysis information is missing for voided Payables Management invoices if you have marked the Separate Payment Distributions check box in the Company Setup Options window.
Fix	Analytical Accounting tables are not updated if you create more than one period for the same date.
Fix	If you define a date range that falls in different fiscal years, Management Reporter generates incorrect information.
Fix	Incorrect amount is assigned in General Ledger to Balance Brought Forward transactions with more than one distribution for an account/currency.
Fix	Multilevel query report does not include empty fields if you have marked the Empty check box and run the multilevel query for dimensions that are set up with the analysis type as optional.
Fix	An error occurs when you post an intercompany reversing transaction.
Fix	Analysis information is missing from AAG30001, AAG30002 and AAG30003 tables for Payroll transactions if Multicurrency Management is not registered.
Fix	Duplicate key error occurs when you launch Microsoft Dynamics GP if you have closed the previous instance of Microsoft Dynamics GP with the AA budget window open.
Fix	Analysis information assigned to the distribution accounts is missing when you post a deposit or payment transaction from cashbook batch.

Audit Trails	
Type	Issue description
Fix 59979	An error occurs when entering a restriction for JRNENTRY window a value less than 32767 in the Audit Trails SmartView.

Bank Management	
Type	Issue description
Fix	An error occurs when you post Receivables Management cash receipts from the CBM Batch Entry window.
Fix	TX30000 table is not updated when you void General Ledger payments in Cashbook Bank Management if you have not marked the Post through GL option.
Fix	Errors occur when you post payments in the CBM Batch Entry window.
Fix	Error while generating BAS report because of Sequence number mismatch between GL20000 and TX30000 tables for transactions with 0% tax.
Fix	Records are incorrectly created in GL20000 and TX30000 tables for cashbook transactions generated in General Ledger for transactions with 0% tax.
Fix	TX30000 table is not updated for Cashbook payments with tax amounts.

Collections Management	
Type	Issue description
Fix 61018	An error message occurs when printing reports from Collections Management Reports window.
Fix 61091	The Current Trx Amount field is displaying an incorrect value in the Collections Management Transactions Inquiry window.
Fix 61092	The Current Trx Amount does not display in the Collections Management Transactions Inquiry window.

Dexterity	
Type	Issue description
Fix 60317	The second page of the Trial Balance report shows lines overlapping when printing to both Screen and File.

Electronic Banking (EFT for Receivables Management)	
Type	Issue description
Fix 53304	When entering a data center code higher than 32,000 receive error message in the Checkbook EFT Bank Maintenance window.

Encumbrance Management

Type	Issue description
Fix 60059	The year-end encumbrance transfer will not transfer encumbrance values if the purchase order has been moved to history.

Enhanced Intrastat

Type	Issue description
Fix	An error occurs when you activate Enhanced Intrastat and enter a Shipment/Invoice for an inventory item.
Fix	If Enhanced Intrastat is installed, the application stops responding when you allocate item quantities in the Sales Allocation-Fulfillment Options window.
Fix	Error occurs when you print Sales Order transactions from the navigation pane if you have activated Enhanced Intrastat.
Fix	The intrastat CSV file CSV01 must be updated to CSV02 in compliance with the HMRC guidelines.

Extender

Type	Issue description
Fix 60488	An Extender additional window does not show on third party windows.
Fix 60463	Extender Actions are not exported with the window or form they are attached to.
Fix 60466	Formula field is set to a 500 character limit for a calculated field in Extender.
Fix 61251	Extender view does not display the key value on Extender Detail window.
Fix 61099	The Extender Window report does not include values for Calculated fields.
Fix 61803	The Extender Menu is not available to be exported.
Fix 57164	Extender data does not print on the Payables Transaction SmartList.
Fix 59640	If you use an extender window and close it, change companies using the User and Company window and select the company you are already in, the extender window is not available in the Additional menu.
Fix 62431	When creating an Extender form and adding to a lookup so that it can be used in an Extender window, not all calculated fields added list values.

Field Service

Type	Issue description
Fix 59913	If you cancel a contract line for a discounted contract, the discount is taken twice.
Fix 59712	The system stops responding when using Integration Manager and Field Service and the Item Number or Description uses lowercase characters.
Fix 60018	When a quote is placed on hold, the hold cannot be removed.
Fix 55147	In-transit receiving does not allow you to select which bin to remove quantities from if the initial shipment to the via site has more than one bin.
Fix 50988	When closing multiple RMA for the same customer, but with different billing addresses or customer PO numbers, only one Sales Invoice is created.
Fix 61535	The Contract Lookup window from the Contract Entry/Update window is very slow to populate or stops responding.
Fix 62098	Revenue recognition is not being calculated for existing contracts after upgrading to Microsoft Dynamics GP 2010.
Fix 61953	When re-adding a deleted item to the same site as originally entered, the site assignment will not be saved.
Fix 61779	The Spanish version doesn't validate closed fiscal periods for in-transit transfers.
Fix 61245	The journal entry created from posting contract revenue recognition does not use the assigned segment from the contract.
Fix 61247	After deleting a work order attached to a Repair and Return RMA, the RMA is unable to be voided.
Fix 61249	When you create a Sales Order and attempt to append a contract, instead of a new line being added, a new contract is created after transferring and posting.
Fix 61318	When a kit component quantity is removed from a service call, the kit components quantities remain allocated.
Fix 60316	Consolidating contracts in summary creates an incorrect Sales Order Processing Invoice.
Fix 60586	Re-billing a reversed contract line creates a \$0 line on the Sales Order Processing Invoice.
Fix 60738	If a Via Site is entered on a line item in the In-Transit Transfer Entry window, but the site is not entered in the header, the lot number cannot be selected when receiving the quantity.
Fix 60740	ECO is not being removed from equipment when the ECO service call is deleted.

Field Service	
Type	Issue description
Fix 60889	Distribution errors occur when attempting to post a Sales Return if you've previously deleted the distributions, and then re-set the default distributions.

General Ledger	
Type	Issue description
Fix 59873	The Detail Trial Balance Reports are not displaying subtotal amounts in the correct adjustment period.

Inventory	
Type	Issue description
Fix 59312	Allocations are not reversed when changing the From Site ID field in the Inventory Transfer windows.
Fix 59684	An incorrect quantity is displayed in the Item Bin Transfer Lot Number Entry window when you sort by lot and change the quantity selected.
Fix 59940	Errors and incorrect amounts are appearing in the tables using the Inventory Transactions SmartList with the Inventory Transfer window open.
Fix 53204	An error message occurs when drilling down from the Document Number field from the Purchase Receipts Quantity Sold Details window.
Fix 42983	Inventory batch posting not recovering from posting interruption.
Fix 47804	The amount in the Current ATP field is calculated incorrectly in the Available to Promise Inquiry window after changing the backorder quantity on a sales document.
Fix 58261	The Historical Aged Trial Balance report is incorrect for periodic valuation items received from an RMA transaction.
Fix 61117	The Inventory Adjust Costs window is showing incorrect amounts for inventory transfer transactions when the quantity type is changed.
Fix 60246	When multiple transfers have been entered for a shipment, the records in the Inventory Transaction History Detail and Inventory Purchase Receipts Work tables are adjusted differently.

Manufacturing	
Type	Issue description
Fix 60411	Distributions are incorrect if you post an invoice that contains a service item at current cost.
Fix 61480	The PR Action Report is blank after you process a purchase order from the Purchase Request Resolution window.
Fix 57354	The site in the Issue From field is not correct on the Picklist when it differs from the default site.
Fix 55715	Taxes are not calculated when a purchase order is created from the Manufacturing Order Outsourcing or Request Resolution window.
Fix 56608	Reverse issue has different cost transaction than issue transaction.
Fix 59553	If a periodic component item is the 25th contributor to a General Journal Entry transaction from a Manufacturing Order with backflush, an unhandled script exception occurs.

Payables Management	
Type	Issue description
Fix 60492	An error occurs when printing remittances if the user ID is fourteen characters in length.
Fix 59731	An unhandled script exception error occurs when processing 1099 transaction in the Update 1099 Information window.
Fix 59240	After unmark a vendor ID in the Edit Check Batch window, the 1099 amounts are incorrect.
Fix 54905	The Cash account doesn't match the Checkbook account when changing the Checkbook ID, resulting in the checkbook balance not matching the account balance.

Payment Document Management	
Type	Issue description
Fix	The Payment Document Management windows are not available for a user without administrative privilege if the user's previous session is ended from the Windows Task Manager and the login activity for the user is deleted.

Project Accounting

Type	Issue description
Fix 48604	An error stating that there is an error posting to the PM Tax Work File (PM10500)table prints on the PA Receivings posting journal.
Fix 54075	If you use the Write Off Documents window in Receivables Management, the write-off information does not appear in Project Accounting.
Fix 56225	Distribution errors occur when you attempt to post an employee expense transaction where the accounts on the cost category are sourced to NONE.
Fix 57155	Taxes are recalculated incorrectly after changing the tax detail.
Fix 58484	You can exceed the budgeted quantity for a purchase order if you enter two or more line items on the purchase order.
Fix 59687	Total Billings incorrect when using the Billing Transactions Work SmartList for one document and you are editing a different document.
Fix 56870	An error occurs stating that the tax detail record doesn't exist or is assigned to two accounts when attempting to post a shipment/invoice from the Receivings Transaction Entry window. The Include Purchase Taxes option in Project Setup window is checked.
Fix 58989	If you change the date on a fee schedule, the PAFeeAmount for Period 0 is incorrect in the PA01304 table.
Fix 59743	Billing Entry document numbers are not verified against existing document numbers in Receivables Management when a negative invoice is entered.
Fix 62369	The Project Closing More Info window allows you to close a project when the revenue recognized is higher than the revenue earned and there is an unrecognized loss.
Fix 61139	An unhandled script exception occurs if Prorate Cost in Revenue Recognition is marked in the Billing Setup window and you change the To Recognize amount.
Fix 60995	You can't close a time and material multicurrency project if the exchange rate assigned to the project is different from the exchange rate assigned to the billing transaction.
Fix 60961	A get/change operation error appears when you attempt to process an employee expense in an originating currency.

Purchase Order Enhancements

Type	Issue description
Fix 61620	You can't send documents in email using the Print Purchasing Documents window if you have Purchase Order Approvals enabled.

Purchase Order Processing

Type	Issue description
Fix 59866	When deleting a line in the Receivings Transaction Entry window and receive against the purchase order again, the line item's Qty Shipped field is doubled.

Receivables Management

Type	Issue description
Fix 54905	The Cash account doesn't match the Checkbook account when changing the Checkbook ID, resulting in the checkbook balance not matching the account balance.

Sales Order Processing

Type	Issue description
Fix 59452	When transferring an order with kit items to an invoice, the actual ship date is overridden.
Fix 56465	Sales Order Processing transactions that are posted when using account level security don't use the correct site-segment masked accounts.
Fix 59283	When a sales order is altered for kit components, the allocated quantities not removed from form the Sales Order Bin Quantities Work and History (SOP10203) table and the allocated quantities for the components is overstated.
Fix 58971	If the bin quantity does not match the quantity to deliver on the line item for an invoice, the extended price is not updated.
Fix 58909	The Fulfill All button in the Sales Order Fulfillment window sets the extended costs to zero for invoice line items with negative quantities.
Fix 58884	The unit price for a kit does not recalculate after the kit has been back ordered and the quantity to bill has been increased.

Sales Order Processing	
Type	Issue description
Fix 60347	When printing multiple Sales Order Processing blank invoices from the Sales Batch window, notes from one document are shown on the second document.

SmartList Builder	
Type	Issue description
Fix 60007	A type incompatibility error occurs from a SmartList when using the Go To menu to open another SmartList.
Fix 58883	The Transfer Sales Order Processing transaction default action does not work in Navigation List Builder.
Fix 58754	The Drilldowns added to Excel using Excel Report Builder are not using the correct column name.
Fix 60344	An unclosed quotation SQL Server error occurs if a SmartList that uses a SQL Server view to return data is processed.
Fix 59472	Defined Actions are not working in Navigation List Builder.
Fix 60955	Return documents for the Sales Line Items SmartList Builder display as positive values.

System	
Type	Issue description
Fix 60864	If you are using DPS (Distributed Process Server) to post transactions, purchase receipts are not updating the Inventory Transaction History Detail (SEE30303) table.

United States Payroll	
Type	Issue description
Fix 60856	User that does not post Payroll transactions has blank Analytical Accounting distributions.
Fix 60558	A save operation on table uprReprintCheckTemp has created a duplicate key error occurs when recreating a check stub for a beginning balance.

Microsoft Dynamics GP 2010 SDK update

An update to the Microsoft Dynamics GP 2010 SDK is available. It includes form changes, script/parameter changes, and data model changes. You can update your existing SDK or install a new SDK. You can find the update on CustomerSource (CustomerSource >> Downloads & Updates >> Service Packs & Products Releases >> Microsoft Dynamics GP 2010 Service Packs).

