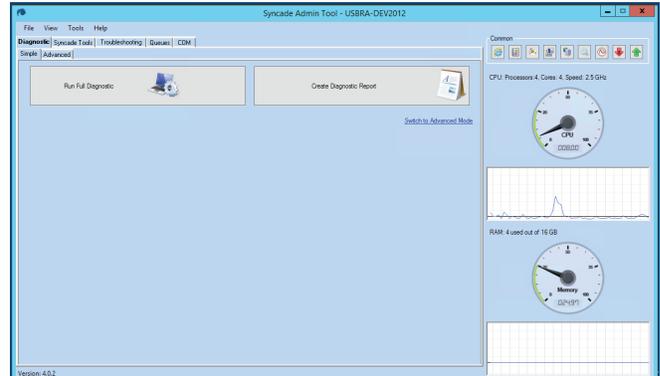


# Syncade MES Admin Tool

- Easily retrieve Syncade system information for troubleshooting
- Modify user accounts and database details
- Identify system errors and root causes



The Syncade MES Admin Tool makes it easier for system administrators to maintain their MES.

## Introduction

The Syncade MES Admin Tool is a standalone Windows application designed for system administrators. It enables users to retrieve system information, rename the application server, modify COM+ and MSMQ user accounts, and modify database details for their Syncade installation. The Admin Tool has an intuitive interface, allowing you to quickly view the server’s main indicators, including CPU and RAM.

The Admin Tool generates logs for errors. If an error occurs, detailed information about the error is recorded, allowing you to identify errors and causes. The Admin Tool also includes over 25 common troubleshooting steps to help system administrators resolve issues faster and with less support.

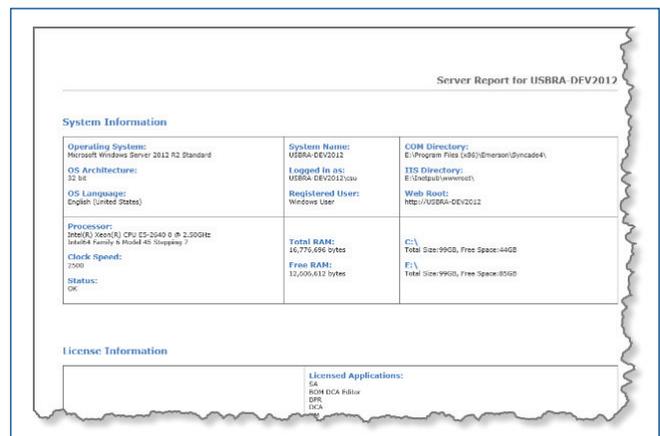
The Admin Tool makes it easier for system administrators to maintain the MES while reducing system-related downtime.

## Generate System Diagnostics

The Diagnostics tab in the Admin Tool enables you to collect and save information from the Syncade server, making it easier to submit a support ticket to Emerson’s Global Support Center. A summary report includes detailed information for system- and Syncade-related objects.

Over 20 functions are available for reporting, including:

- System information
- Office versions
- .Net Framework
- SQL versions
- COM+ settings
- IIS settings
- Network information



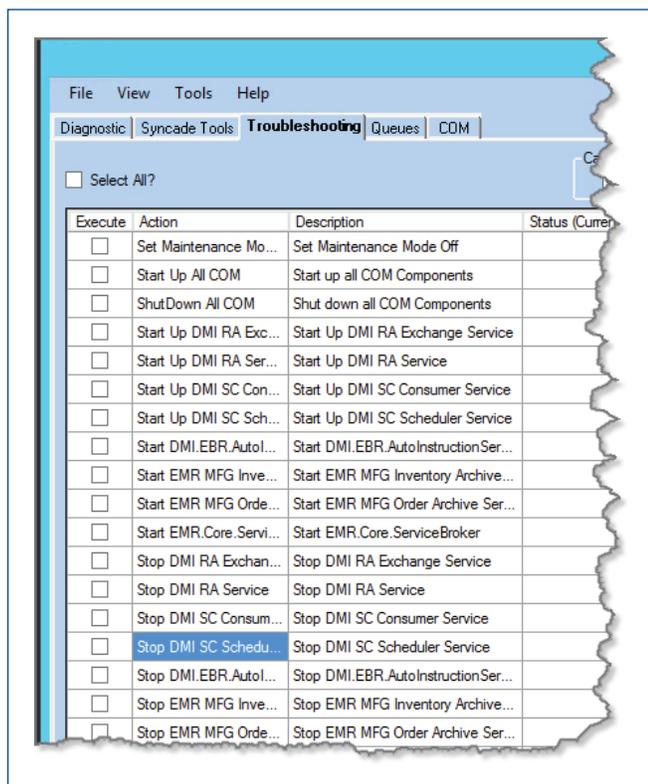
Dagnostic reports provide a comprehensive look at server information.

## Easily Modify System Information

The Syncade Tools tab facilitates the update of Syncade application settings. You can modify the Syncade server URL without changing the physical server name, assign private MSMQ to a new user, modify the Syncade COM+ account, or change the SQL server credentials.

## Execute Common Troubleshooting Procedures

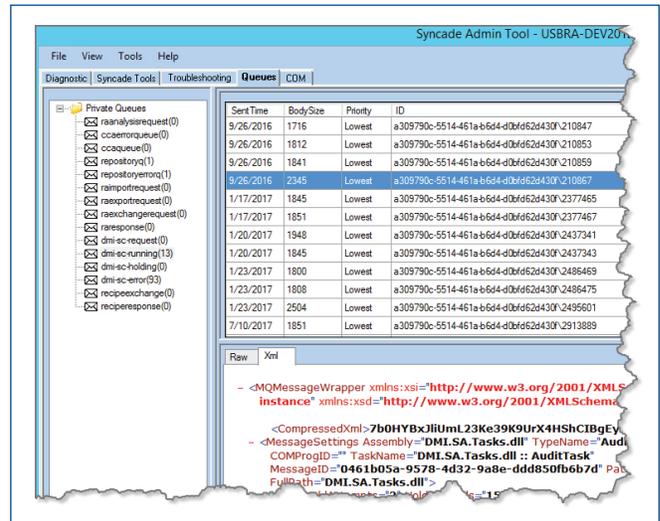
The Troubleshooting tab allows you to execute common troubleshooting activities with a simple click of a check box. With this tab, you can complete general tasks like stopping Syncade services, turning on debug mode, verifying if IIS is running, and entering maintenance mode.



Quickly execute common troubleshooting procedures.

## Manage Message Queues

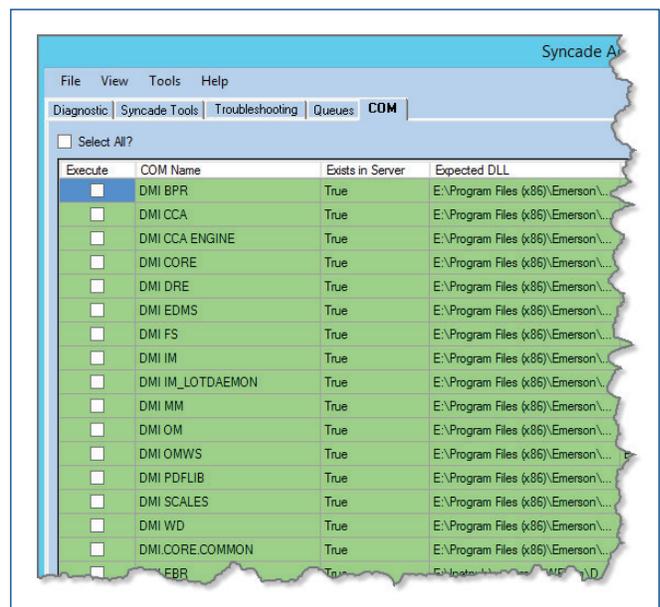
The Queues tab in the Admin Tool is an extension of the Microsoft MSMQ interface. It gives you more control and visibility of MSMQ message. Its built-in management console lets you read, create, delete and move messages to help resolve issues quickly without losing important information.



Organize your messages for faster response time.

## Manage COM+ Objects

The COM tab in the Admin Tool allows you to quickly view the status of COM objects utilized for Syncade, allowing you to view the status of all the objects in a simplified view.



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