TitaniumGP®

TGP Remote Control

www.TitaniumGP.com

TGP Remote Control

Certain processes in Dynamics GP require exclusive access to some functions, this means no user should be in particular transactions or batches in order to execute. At times, users might leave their workstation with an opened transaction GP, preventing these processes to be executed. Remote control allows you to close other people's inactive GP sessions to prevent this dilemma.

TGP Remote Control can also unlock batches that have been marked for post when they didn't finish processing, and remove the locks from DEX_LOCK, SY00800 and SY00801 for documents that got stranded.

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Use to release from lock status, consult your partner to use this window

Activity | Document Locked | Batch Status

Close windows or Close GP for users   Include stranded Sessions

	Alive	Close All Windows	Close Dynamics GP	UserID	SessionID	Company
▶1				accellos	56	
2				accellostest	289	
3		Close All Windows	Close Dynamics GP	aislas	111	
4		Close All Windows	Close Dynamics GP	AJOHNSON	104	
5		Close All Windows	Close Dynamics GP	amears	95	
6		Close All Windows	Close Dynamics GP	BAGUILAR	100	
7		Close All Windows	Close Dynamics GP	cgee	115	
8		Close All Windows	Close Dynamics GP	clincoln	101	
9		Close All Windows	Close Dynamics GP	dbooth	103	
10				dcook	42	
11				ddelgado	32	
12	T			DYNSA	122	
13		Close All Windows	Close Dynamics GP	fpalacios	15	
14				hvela	86	
15				jclarke	46	
16		Close All Windows	Close Dynamics GP	jdreher	102	
17		Close All Windows	Close Dynamics GP	jdyresen	119	
18		Close All Windows	Close Dynamics GP	jmonzon	105	
19		Close All Windows	Close Dynamics GP	jsarmiento	92	
20				jsmith	57	
21		Close All Windows	Close Dynamics GP	jtuttle	108	
22		Close All Windows	Close Dynamics GP	jwolf	96	
23		Close All Windows	Close Dynamics GP	kkaralis	99	
24		Close All Windows	Close Dynamics GP	kozuna	110	
25		Close All Windows	Close Dynamics GP	kthibeault	107	
26		Close All Windows	Close Dynamics GP	kwilliams	94	
27		Close All Windows	Close Dynamics GP	lknight2	93	
28		Close All Windows	Close Dynamics GP	mbonini	117	
29		Close All Windows	Close Dynamics GP	melissau	112	

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How does it work?

- TGP Remote Control communicates with each TGP Remote Control of all the other sessions.
- It sends and receives commands like: "Close all Windows" or "Close GP".
- "The Button" is the option to reset batch status when process got interrupted.

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Who can take advantage of this tool and how?

GP administrators are the main users of TGP Remote Control. It allows them to:

- understand each client install.
- see the versions of the modules installed, including modified dictionaries.
- to close inactive sessions releasing locks that prevent other users or processes to execute.

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How is it different from competing products?

TGP Remote Control allows you to:
- see the GP Environment multiple ways: workstation by workstation or in Terminal Server or in Citrix. Check idle time.
- Allows power users to close GP Sessions when needed, other products close sessions on a particular time or when idle.

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What do I need to know to use it?

You need to:
- Be a GP Power User
- Press The Button.

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What do I need to install it?

It is part of the TitaniumGP Productivity Suite:
If you have TitaniumGP [and/or] TGP Remote Control is installed, either:

- Contact info@titaniumgp.com
- Or go to TitaniumGP.com/Coupon to request a trial key

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Is it for sale or rent?

Both, your options for rent or purchase can be found by:
Contacting your partner.
Visiting store.TitaniumGP.com.
For people with TitaniumGP already installed:
Find the Purchase button on the control desk window of TitaniumGP .

Real-life experience using the tool

My good friend Justin needed to run inventory reconciliation on a particular day to be able to perform physical inventory the next day. He had a feeling that few items' quantities were not correct. He sent an email to all users to close GP before they leave for the day. The inventory reconciliation in this company takes about 6-7 hours to execute.

While all users acknowledged that they should close GP, two of them didn't: one left the inventory transaction entry window open and the second did the same for the sales transaction entry window. He tried to reach the IT manager to release the record locks (SY00800 & SY00801), but he wasn't available, so he called me. Using TGP Remote Control, we accurately identified and closed GP on those sessions without deleting records directly in the DB and inventory reconciliation was allowed to run.
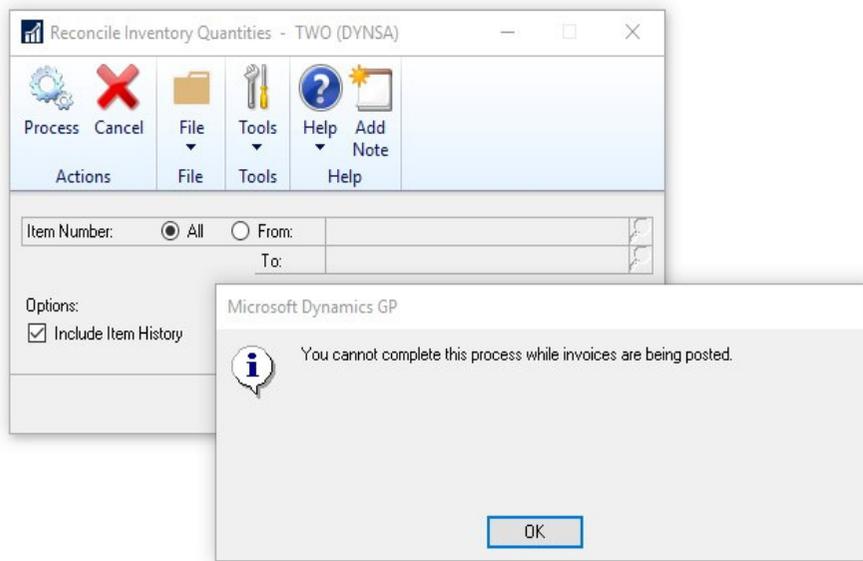
"TGP Remote Control: A GP Admin Essential"

If you send an email:
   To All users:

   Please log out of GP before you go leave the office. Inventory Reconciliation will be done tonight.
   Sincerely, GP Admin

You know the results. With TGP Remote Control, is exactly that, close windows or GP for users remotely, with a press of a button, (Uses File | Close Windows or File | Exit), if users do not have any unsaved transactions, the windows will be closed or GP will end nicely. And you can run Inventory Reconciliation without executing "creative" SQL statements. TGP Remote Control can tell you for how long their computer has been idle.

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