

Technology Insider

Insight for Business Applications from KTL

September 2009

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KTL Gold Support:

KTL is excited to announce a new support program, KTL Gold Support. This support plan will provide participants with ease of mind and reassurance that they have an experienced Dynamics GP Consultant

Dear Timothy,

September is upon us, and the start of an exciting season has come with it. Whether you are evaluating a new Dynamics ERP or CRM system, or are an existing customer looking for new ways to enhance your current Microsoft technology, we have a great new set of promotions to help your business grow.

[Email us](#) today to schedule a free assessment, as it is our mission to help you take advantage of this upcoming Fall season!

Dynamics Service Pack 4 Released:

The next chapter in Dynamics

The latest installment of Dynamics GP is now ready to download via CustomerSource. This new service pack not only addresses issues found in GP (such as Payroll and HR problems) the update also brings additional functionality to your system.

For a full list of improvements and updates, [please head on over to the KTL Blog](#). You will find links to the Install Guide and the Service Pack 4 download (via CustomerSource).

Dynamics GP Tip of the Month:

Deleting users in GP 10

Sometimes you will run across an orphan user in Dynamics GP, but run into a speed bump when trying to delete the user. In order to take care of this orphaned user, your first step would be to look in SQL and make sure that the login for the user does not exist. Once you have checked, you would then look through the database and make sure the user is not associated with the specific record. Once you have clarified these two parameters, we are ready to delete an orphaned user:

1. log into SQL Studio Manager
2. Create a new query window
3. Set the database to DYNAMICS
4. Execute the following script:
 - o DELETE DYNAMICS..SY01400 WHERE

just a click away.

KTL Gold Support will offer participants unlimited web and toll free phone support and a guaranteed 2 hour response time.

To learn more, [click here](#). Or contact Marian Hartka at 866-960-0001.

Welcome Marian Hartka

KTL is extremely excited to welcome Marian Hartka to our team! Marian brings 9 years of experience working with Microsoft Dynamics clients, and in her role as Customer Service/Inside Sales Support, Marian will be an invaluable asset to all of KTL's existing customers. Marian is the main point of contact for additional Dynamics software, KTL Gold Support, and KTL Products.

Software Spotlight

Are you looking to email or fax multiple Dynamics GP documents to customers, vendors, and employees in .pdf format?

KTL will be partnering with Binary Stream for a quick 45min demo on September 30th, which will feature eMailer Manager. [Click here to email us](#) and register for this event!

- ```
USERID = '<User_name>'
○ DELETE DYNAMICS..ACTIVITY WHERE
 USERID= '<User_name>'
○ DELETE DYNAMICS..SY10000 WHERE
 USERID = '<User_name>'
○ DELETE DYNAMICS..SY60100 WHERE
 USERID = '<User_name>'
○ DELETE DYNAMICS..SY10500 WHERE
 USERID = '<User_name>'
○ DELETE DYNAMICS..SY10550 WHERE
 USERID = '<User_name>'
```

Once you have completed this script in SQL Studio manager you will have deleted an orphaned Dynamics GP user!

## CRM Online Workshop:

### Roll up your sleeves and dive in!

Are you a hands on learner? Are you looking to learn more about the hosted customer relationship management solution provided by Microsoft? If you are, we have 7 more spots available for a hands-on workshop on September 15th in Reston, VA.

### [Click here to register now!](#)

This workshop will help you start using the Microsoft CRM Online trial version in addition to having technical help setting up your contacts, leads, and accounts. After attending this event, you will know:

- The best features of CRM Online.
- How to sign up and log-in.
- Tips and tricks for account management and sales opportunities
- Overview of workflow automation
- Customization outline
- And much more!

We would like to thank you for your continued support of KTL Solutions. We hope the information contained in this newsletter is valuable to you and your organization.

Sincerely,

Timothy Lally  
KTL Solutions, Inc