

Introduction to Sage X3 Technical Support Tips and Tricks

Mike Shaw — 4th December 2024

We will start at 10am (GMT)

Sage



Introduction to Sage X3 Technical Support Tips and Tricks

Objectives

- Provide useful "bite-sized" information to our Business Partners
 - For example, a short training session, demonstration of new feature, discussion on Support processes or procedures
- Encourage exchange of information between Sage and our partners, but also across the wider Sage X3 community

Today is mostly focused on more technical aspects of Sage X3, although hope much of the content will be of interest to a wide audience

Agenda

Time	Session title	Presenter
10:00	Welcome and Introduction	Mike Shaw
10:05	Support Update	Mike Shaw
10:20	New Features in 2024 R2	Mike Shaw
11:10	Web Scheduler - Troubleshooting and Bricks	Reg Perrins
12:00	<i>Lunch break</i>	<i>Everyone</i>
14:00	X3 user management - Part 2	Mike Shaw
14:45	Securely installing and configuring Elastic Search 8	Raheel Khan
15:30	Tools available and when to use them - Part 1	Mike Shaw
16:15	Wrap-up and close	Mike Shaw

Previous events

Previous events materials are available from our blog pages:

[Index page: Sage X3 Technical Support Tips and Tricks \(March 2021\)](#)

[Index page: Sage X3 Technical Support Tips and Tricks \(September 2021\)](#)

[Index page: Sage X3 Technical Support Tips and Tricks \(March 2022\)](#)

[Index page: Sage X3 Technical Support Tips and Tricks \(October 2022\)](#)

[Index page: Sage X3 Technical Support Tips and Tricks \(May 2023\)](#)

[Index page: Sage X3 Technical Support Tips and Tricks \(November 2023\)](#)

[Index page: Sage X3 Technical Support Tips and Tricks \(June 2024\)](#)

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- Topics covered in previous events:

2021 Spring: Overview of patching X3 and supporting technologies
2021 Spring: Introduction to tracing classic functions
2021 Spring: Using browser developer tools to assist in diagnosing
2021 Spring: How to audit changes made in the Administration screens
2021 Spring: Syracuse logging

2021 Autumn: Using SSL certificates with Syracuse & MongoDB
2021 Autumn: MongoDB administration and upgrade
2021 Autumn: SEI logging and auditing
2021 Autumn: Elastic Search
2021 Autumn: Investigation Scripts

2022 Spring: Web Services explained
2022 Spring: New features in 2021 R4 and 2022 R1
2022 Spring: Migrating previous versions to V12
2022 Spring: Sage X3 Performance basics: Part 1
2022 Spring: Understanding and troubleshooting the Batch Server

2022 Autumn: New features in 2022 R2 and 2022 R3
2022 Autumn: MongoDB Replica Set and Syracuse clustering
2022 Autumn: Deep dive into the engine trace log file
2022 Autumn: Sage X3 Performance basics: Part 2
2022 Autumn: Archive and Purge explained

2023 Spring: New features in 2022 R4 / 2023 R1
2023 Spring: REST WebServices
2023 Spring: New release cadence
2023 Spring: Import and Export folder data
2023 Spring: Automated Test Platform (ATP)

2023 - Autumn New Features in 2023 R2
2023 - Autumn Mobile Automation, Web Scheduling and GraphQL
2023 - Autumn Automated install and scripting X3 console
2023 - Autumn Workflow - Part 1
2023 - Autumn SQL with X3

2024 Spring: New Features in 2024 R1
2024 Spring: X3 users management - Part 1
2024 Spring: Using Postman and/or SoapUI for testing SOAP/GraphQL
2024 Spring: Web Scheduler install
2024 Spring: Syracuse logging revisited

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Introduction to your hosts (in order of appearance)

- Mike Shaw <https://www.linkedin.com/in/mike-shaw-b999081>
 - Eight years with Sage working as Sage X3 Support consultant. Previously worked for Oracle supporting Oracle ERP for 19 years, and at Tetra before that.
- Richard Perrins (aka Reg or Reggie)
 - Spent last six years working as Support consultant for Sage X3. Previously worked as programmer then Support consultant for Tetraplan, Chameleon, then Sage 1000 for 30+ years.
- Raheel Khan <https://www.linkedin.com/in/raheel-khan-46544649>
 - Worked at Sage for eight years, initially supporting Sage CRM product. Moved to Sage X3 Technical team in 2017

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Event Administration

- Copies of the presentation materials used today will be made available via Blog articles over the next few days. An alert will also be sent to you by email when published
- You can turn on your video or not, it's optional
- Unless advised otherwise, please remain on mute during the presentation
- Post any questions in the chat window so they can be addressed in the Q&A at the end of each presentation

Thank you!

