

Dynamics GP Appears Stuck or Hung

This article provides information when Microsoft Dynamics GP application appears stuck or hung, which includes batch not building, reports not generating, posting journals or SmartLists not displaying, etc.

Close All Report Windows

Microsoft Dynamics GP only allows one report to be open at a time. If you have a report open on a screen, then any other reports or SmartLists will not display until the first report is closed. If you are unsure that all report windows are closed or you just wish to make sure they are closed, then choose the **Close All Windows** option from the Microsoft Dynamics GP menu.

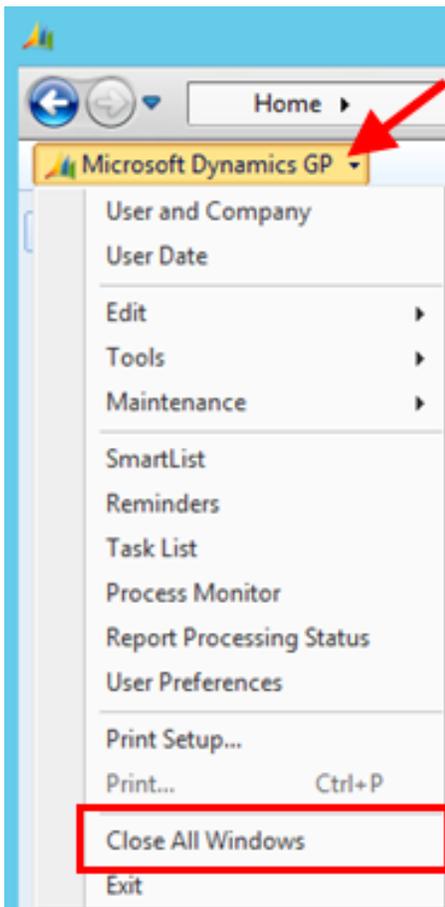


Figure 1: Microsoft Dynamics GP menu

Utilize the Process Monitor

From the same Microsoft Dynamics GP menu (Figure 1: Microsoft Dynamics GP menu), you can select **Process Monitor** to see what the system is working on for your login. It only shows items that are being processed on your login ID.

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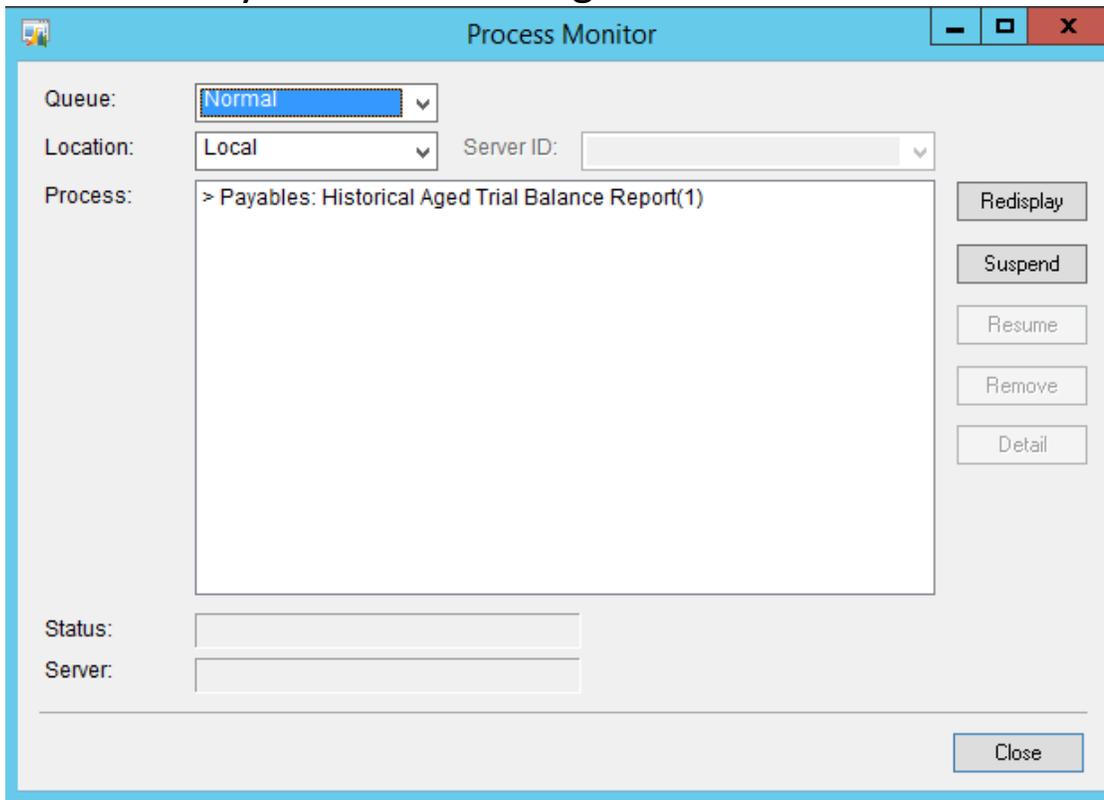


Figure 2: Process Monitor screen

You may see “Check for user messages” option within this screen which is a function in GP that looks for any messages sent from users through GP; it does not mean that there are messages. The system is unable to check messages if the item at the top of the *Process* window has not completed (see *Figure 2: Process Monitor screen*).

Note that if you have multiple reports or check builds in the Process Monitor it will exponentially slow down the processing. Processing two trial balances at the same time could take four times longer than one report instead of just twice as long. If there are any check batches, postings of transactions or anything other than a report in the Process Monitor, please wait to see if the items start to finish and close the reports as they come up on the screen. If the items do not finish, please set up a case in the EWS Support Help Desk queue, so we can check to see if your session has been disconnected. **WARNING: Do not try to close your Dynamics GP or terminal server session and do not end any tasks in task manager.**

We recommend finishing the processing of one report, batch building or any postings before trying to process additional items to avoid the possibility of data corruption or losing work because of a disconnection. Notice that in the above screen shot (*Figure 2: Process Monitor screen*) the **Remove** button is grayed out. Once the report starts processing the system will not allow you to hit the Remove button to remove it from the process monitor. The **Suspend** button will pause the report and not allow the other reports below it in the process monitor to be processed either, effectively pausing everything.