

# Frequently Asked Questions

## General

### Which versions of SAP Business One are supported?

COBI.wms supports SAP Business One version 9.1 and up. Both MS SQL Server and SAP HANA are supported. On-premises, private cloud, partner-hosted public cloud, and SAP-hosted public cloud environments are all supported.

### Does COBI.wms use a database of its own?

Other than the [Management Database](#) which is used for configuration, COBI.wms does not use any database of its own, it works purely with the SAP Business One company database.

### Can the app be used without SAP Business One?

No, the app is made specifically for SAP Business One and cannot be used on its own, nor with any other ERP system.

### Is it possible to use the app in other languages?

Yes, here is the current list of supported languages:

- English
- Spanish
- German
- Turkish
- Finnish (partial)

Adding an additional language is simply a matter of translating a single file that contains all texts shown in the user interface of the app.

### Is it possible to register the devices to a specific warehouse?

Yes, this is possible. Please see the Options page of the COBI.wms documentation.

### Can I see which device or warehouse employee made a booking?

Yes, if you correctly configure the connection settings.

In on-premises or private-cloud environments, where you can set up the [Management Database](#), you can define a different SAP User for each COBI.wms device or COBI.wms user by filling out the apiUser and apiPass columns in the users table.

In public-cloud environments, where you cannot use a Management Database, you can instead directly configure each COBI.wms device to use a different SAP User by entering it directly in the app's settings.

When everything is set up correctly, you can use the "Change Log" window in SAP Business One to see who made a booking or who edited a document.

## **Can we see and/or enter prices in the app?**

No, prices are not displayed in any way by the app and can also not be influenced. When a booking is made, the prices being used are determined by the configuration in SAP Business One.

## **How well does the app work with a large number of Items in SAP Business One?**

By the time of this writing, the largest known number of Item Master Data entries which a COBI.wms user has is about 150 000.

How well the app works with several hundred thousand items depends on a number of factors:

### **1. Will you always scan barcodes to identify items, or will you sometimes have to open the item list and enter a search term?**

If you always scan barcodes, then the number of items doesn't matter much during daily operation, because the app will run a query every time to find the item with the scanned code.

However, if you open the item list to find items, then the number of items can become a problem. See next part.

### **2. Is it possible to establish a direct database connection to the SAP Business One server, or will the app have to rely purely on Service Layer?**

In on-premises and private-cloud deployments, it's usually possible to open a direct connection to run custom SQL queries. In that case, the app should be able to handle up to a few hundred thousand items, although loading the item list for the first time every time the app is restarted may take up to about 20 seconds per 100 000 items. After the item list is queried once, it will be cached so long as the app is still running, so it will open immediately when you open it again.

In partner-hosted or SAP-hosted public-cloud deployments, the app usually has to do all communication over Service Layer. Sadly, this significantly degrades the performance when transmitting large amounts of data, so the app may not be able to load the item list at all. Scanning barcodes will still work the same.

## Barcode scanning

### **Which barcodes are compatible with COBI.wms? Which barcode app should we use to create barcodes?**

The supported barcode types depend on the scanning hardware that is being used. So long as the hardware supports it, COBI.wms can read any type of barcode, including 2D codes such as QR Code and DataMatrix.

COBI.wms also supports the GS1 standard; see next question.

### **Is it possible to get the UoM, batch number, quantity, etc. from a barcode?**

When a barcode is connected to a specific UoM in the barcodes table of the item master data, then COBI.wms will automatically select the right UoM for the scanned barcode.

Using the GS1 standard, COBI.wms also supports reading batch and serial numbers, production and expiry date, quantity, and so on from the scanned barcode and automatically fills in the relevant fields.

## Inventory counting

### **Can two employees work on the same counting list at the same time?**

No, this is not supported. The employees would be overwriting each other's inputs. Instead, two different counting lists should be created for the employees to be able to work in parallel.

## Label printing

### **Can we import different label sizes to the app?**

The label templates imported into the app can have any size. Additionally, the label printer has to be configured correctly for the desired label size.

### **Can we automatically print labels when a booking is made?**

For this, Coresuite Remote Print is needed. It does not work with the app's own direct printing feature. The app can make use of an additional Windows Service from COBISOFT (the COBI.wms Print Helper) to automatically create the Coresuite Remote Print files when a booking is made.

## Production

### Can we see resources and make bookings for resources in production orders?

No, this is not supported. COBI.wms can only issue wares for production.

## Licensing

### Is one license for device or for a person? How can we manage licenses?

A COBI.wms license can be assigned to a device or to a COBI.wms user. If a device is licensed, any person can log in to that device and use it. If a user is licensed, then they can log in to COBI.wms on any device, even if the device itself is not licensed. Licenses can be freely swapped between devices and users. We support both models of licensing for the sake of customer convenience.

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