Orchid

Training Guide:

Inter-Entity Transactions

Work Smarter with Orchid

Introduction to Inter-Entity Errors

After configuring Inter-Entity (Transactions or Trade) the associated processes are automated, but errors can occur for a number of reasons.

Some errors can prevent batches from posting, while others only occur after the source transactions have been posted.

In some cases, when Inter-Entity Transactions does not create transactions, please check the G/L Posting Errors report for details on the issues.

Where they occur after posting, details will appear in the appropriate IET Audit Log.

Orchid recommends that you review the Audit Inquiry Logs regularly to identify transactions that failed to post successfully. You should aim to correct them quickly, e.g. before someone manually creates missing transactions, thereby breaking the chain you have set up in Inter-Entity.

> **Tip:**
>
> With Inter-Entity Trade OE/PO, you can nominate whether to:
>
> - Display messages after all transactions, or;
> - Only display messages when there are errors, or;
> - Not display messages at all - This is generally used when third party applications create transactions.

INTERPRETING & RESOLVING AUDIT LOG ERROR MESSAGES

Use the links below to find the relevant Troubleshooting article:

- Troubleshooting XAPI Errors on the next page
- Troubleshooting Inter-Entity Errors: Loan Accounts & G/L Triggers on page 7
- Troubleshooting Inter-Entity Errors: Cash Management on page 9

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- Troubleshooting Inter-Entity Trade Errors: AP/AR on page 11
- Troubleshooting Inter-Entity Trade Errors: OE/PO on page 14

RE-PROCESSING ERROR TRANSACTIONS

After resolving the root cause of errors appearing in the Audit Log, the transactions in question should be re-processed using the appropriate IET Periodic Processing function.

IET Periodic Processing - Periodic Processing Tab

IET Periodic Processing - Cash Management Tab

AP/AR Trade Periodic Processing

OE/PO Periodic Processing

TRAINING VIDEOS (AUDIT LOGS & PERIODIC PROCESSING)

For further information, and to see some troubleshooting demonstrations, we recommend the following videos:

- [Inter-Entity Transactions](#) – Audit Logs & Periodic Processing
- [Inter-Entity Trade (AP/AR Trade)](#) – Audit Logs & Periodic Processing
- [Inter-Entity Trade (OE/PO Trade)](#) – Audit Logs & Periodic Processing

Inter-Entity Logs video

Troubleshooting XAPI Errors

ABOUT XAPI ERRORS

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XAPI errors relate to problems connecting to an external Sage 300 database. They can therefore occur with any multi-database product, including:

- Inter-Entity Transactions (Loan Account entry automation)
- Inter-Entity Transactions (G/L Triggers)
- Inter-Entity Transactions (Cash Management)
- Inter-Entity AP/AR Trade
- Inter-Entity OE/PO Trade

COMMON XAPI ERRORS AND RESOLUTIONS

Error Message	Resolution
Unable to open XAPI session to Organisation XXXXXX – **no available LanPak**	Wait for a LanPak to become available before re-processing.
Unable to open XAPI session to Organisation XXXXXX – **no available IAP**	Deselect "This workstation uses IAPs for external applications" on all workstations. Refer to Turn off IAP Users on the next page.
Unable to open XAPI session to Organisation XXXXXX – **bad User ID** or **bad password**	Correct the User ID and/or Password for the target company in the IET setup screen. Use: - IET Entity Database Mappings for IY Transactions - Trade Organisation Setup for IY Trade **Tip:** In some cases, for example after an upgrade, you may need to delete the existing entries and enter them again.

Unable to open XAPI session to ORGANISATION XXXXXX – **cannot create session**	Ensure the Database Setup ORGID matches the ORGID in the appropriate IET Setup screen: • (IY Txns) IET Entity Database Mappings • (IY Trade) Trade Organisation Setup

RE-PROCESSING ERROR TRANSACTIONS

After resolving the cause of the error, you should re-process the error transactions using the appropriate Periodic Processing function.

For more info, refer to Introduction to Inter-Entity Errors on page 3.

TURN OFF IAP USERS

Using IAP on the workstation is the most frequent reason for receiving the XAPI error message.

We therefore recommend that the setting "this workstation uses IAPs for external applications" must be turned off on all workstations and also on the server (if anyone RDPs to the server and processes transactions on the server).

> **Note:** If users log on through Terminal Server, you need to deselect the setting for each user because this setting is stored in the registry per user per server.

> **Note:** With the installation of new versions of Sage 300, and sometimes with new product updates, this switch can revert back to the default 'on' status.
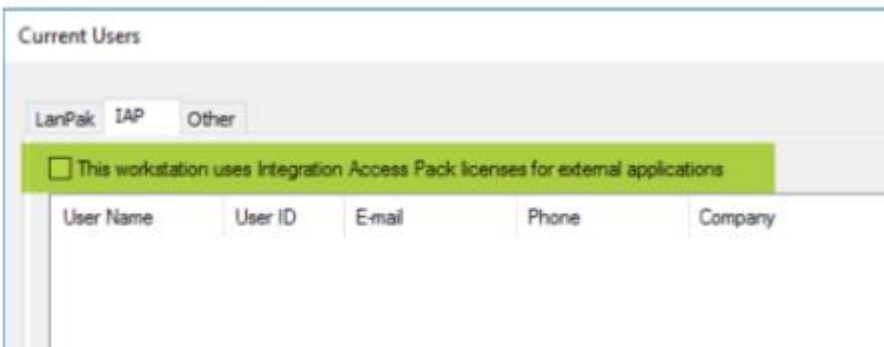
Troubleshooting Inter-Entity Errors: Loan Accounts & G/L Triggers

This article focuses on error types specific to Inter-Entity Transactions (Loan Account entry automation, and G/L Triggers). If you are looking for other error types:

- For XAPI errors, refer to Troubleshooting XAPI Errors on page 4, as these are common to Inter-Entity Transactions and Inter-Entity Trade.
- For troubleshooting other error types, refer to Introduction to Inter-Entity Errors on page 3 .

COMMON AUDIT LOG ERRORS (AFTER BATCH POSTED)

These errors appear in the IET Audit Log once the source G/L Batch has posted. To view the log:

- Go to Inter-Entity Transactions \ IET Inquiries
- Open **IET Audit Inquiry** (or **IET G/L Triggers Audit Inquiry)**
- Filter using Ctrl-F on any column. (E.g. Transaction Status = Error)
- You can filter Date/Time Created or Amended columns to check for recent errors.

Error Message	Resolution
Period X in fiscal year YYYY **is locked** for General Ledger in Common Services' Fiscal Calendar	Open the Fiscal Period, then re-process through IET Periodic Processing
Fiscal Year YYYY **does not exist**	Option the Fiscal Year, then re-process through IET Periodic Processing
Account AAA-BB-CC **does not exist**	Create the G/L Account, then re-process through IET Periodic Processing
Account AAA-BB-CC **is inactive**	Make the G/L Account active, then re-process through IET Periodic Processing
Account AAA-BB-CC **is a Control Account**	De-select "Control Account", then and

	re-process through IET Periodic Processing
Error creating document header**. Customer number** "xxxx" **does not exist**. (Applies to G/L Triggers: AR Reallocations)	Create Customer, then re-process through IET Periodic Processing
Error creating document header. **Vendor** "xxxx"**is not defined** in A/P Vendors. (Applies to G/L Triggers: AP Reallocations)	Create Vendor, then re-process through IET Periodic Processing

After resolving the cause of the error, you should re-process the error transactions.

In some cases, when Inter-Entity Transactions does not create transactions, please check the G/L Posting Errors report for details on the issues.

RE-PROCESSING ERROR TRANSACTIONS USING PERIODIC PROCESSING

- Open Inter-Entity Transactions \ IET Periodic Processing
- Select the Periodic Processing tab
- Check '**IET Periodic Processing**' (or '**G/L Triggers Periodic Processing**')
- Select the Posting Sequence and other options
- Check '**Process Error Entries**' (or '**Process G/L Trigger Error Entries**')
- Click 'Process'

Inter-Entity will attempt to re-process. You can then return to the Audit Log to check that the status has changed to 'Exported' for the problem entries.

> **Note:** This only applies to G/L Batches across databases and when using G/L Triggers. Periodic Processing does not apply when posting G/L Batches in a single database and not using G/L Triggers. You need to use the GL Posting journal errors as described below.

COMMON ERRORS PREVENTING THE G/L BATCH FROM POSTING

- These error messages will be displayed as you are posting (not in the Audit Log).
- An Error Batch will be created.
- You can view details of the errors in the G/L Reports > G/L posting journal errors.

Error Message	Resolution
No **Entity Route Defined**	Create the IET Route (or correct the G/L Journal Entry), and re-post.
Entity DR, CR **unbalanced**	Ensure all accounts use the entity segment. Correct the G/L Journal Entry, and re-post
Account "xxxx-y" **does not exist** or is **inactive**	Create the G/L Account (or make it active), and re-post

Troubleshooting Inter-Entity Errors: Cash Management

This article focuses on error types specific to Inter-Entity Transactions - Cash Management.

- For XAPI errors, refer to Troubleshooting XAPI Errors on page 4, as these are common to Inter-Entity Transactions and Inter-Entity Trade.
- For troubleshooting other error types, refer to Introduction to Inter-Entity Errors on page 3 .

COMMON CASH MANAGEMENT AUDIT LOG ERRORS (AFTER ENTRY POSTED)

These errors appear in the IET Audit Log once the BS/AP/AR entry has posted. To view the log:

- Go to Inter-Entity Transactions \ IET Inquiries
- Open **IET CM Audit Inquiry**
- Filter using Ctrl-F on any column. (E.g. Transaction Status = Error)
- You can filter Date/Time Created or Amended columns to check for recent errors.

Error Message	Resolution
Period X in fiscal year YYYY is locked for General Ledger in Common Services' Fiscal Calendar	Open the Fiscal Period, then re-process through IET Periodic Processing
Fiscal Year YYYY does not exist	Option the Fiscal Year, then re-process through IET Periodic Processing
Account AAA-BB-CC does not exist	Create the G/L Account, then re-process through IET Periodic Processing
Account AAA-BB-CC is inactive	Make the G/L Account active, then re-process through IET Periodic Processing
Account AAA-BB-CC is a Control Account	De-select "Control Account", then re-process through IET Periodic Processing
AP Vendor/AR Customer does not exist – CM Two Step Processing	Create the Vendor / Customer, then re-process through IET Periodic Processing
Error: Bank Entries Header. Attempt to change read-only field 'Bank Entry Type'.	Remove Default Options in Bank Options in the target company. Bank Options in the Source and Target Company should be left blank, in the source and the target companies.
No Active Transactions allowed for auto-post when processing bank reversals	This happens if you have configured your Common Services -> Bank Services -> Bank Setup -> G/L Integration: "Create G/L Transactions by" to "Creating and Posting a New Batch". You need to post the G/L Batch manually. Refer to IET Cash Management Bank Setup - Overview

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RE-PROCESSING ERROR TRANSACTIONS USING PERIODIC PROCESSING

After resolving the cause of the error, you should re-process the error transactions:

- Open Inter-Entity Transactions \ IET Periodic Processing
- Select the **Cash Management** tab
- Check the A/P, A/R or Bank Cash Management checkbox as appropriate
- Check the '**Process Error Entries**' checkbox
- Click 'Process'

Inter-Entity will attempt to re-process. You can then return to the Audit Log to check that the status has changed for the problem entries.

Troubleshooting Inter-Entity Trade Errors: AP/AR

This focuses on error types specific to Inter-Entity Trade - AP/AR Trade.

- For XAPI errors, refer to Troubleshooting XAPI Errors on page 4, as these are common to Inter-Entity Transactions and Inter-Entity Trade.
- For troubleshooting other error types, refer to Introduction to Inter-Entity Errors on page 3 .

COMMON AUDIT LOG ERRORS

These errors appear in the IET Audit Log once the source transaction has posted. To view the log:

- Go to Inter-Entity Transactions \ IET Inquiries
- Open **AP/AR Trade Audit Inquiry**
- Filter using Ctrl-F on any column. (E.g. Transaction Status = Error)
- You can filter Date/Time Created or Amended columns to check for recent errors.

Error Message	Resolution
Period X in fiscal year YYYY **is locked** for Sub-ledger or General Ledger in Common Services Fiscal Calendar	Open the Fiscal Period, then re-process
Fiscal Year YYYY **does not exist**	Open the Fiscal Year, then re-process
Customer/Vendor 9991 **does not exist**	Create the Customer/Vendor, then re-process
Customer/Vendor 9991 **is inactive**	Make the Customer/Vendor active in target database, then re-process
Invalid G/L distribution account. Account 6560-1 not found in IET Trade AP to AR Setup details.	- Check Trade Options > AP – AR Trade Options. - If "Use Account to Account /Distribution Set Mapping" is ticked, go to AP/AR Trade Setup and add G/L Account target distribution set. - Re-process
A/P Doc. Detail Create Failed. G/L Transaction creation completed. **G/L Account** XXXX-YY-**ZZ is not defined in the General Ledger**	Create or make the G/L Account Active, then reprocess.
A/P Doc. Detail create failed. G/L Transaction creation completed. **Distribution set** XXXX **is inactive**.	- Go to AP/AR Trade Setup. - Check the AP/AR Trade Partnership details. - Under AP/AR Trade Options check you are using Account to Account / Distribution Set Mapping. - Map relevant G/L Account to an active Distribution Set in target company
A/P Doc Header Failed– **Document Number** XXXXXXX **already exists** for Vendor VEN999	- Go to AP-AR Integration within Trade Options. - Ensure that the AP/AR Mappings result in a unique Document Number (noting that it may be trun-

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	cated if too long). • Alternatively, you may need to create the transaction manually.
Optional Field xxx not set	• Create optional fields at the same levels in AP and AR (e.g. AP Invoice and AR Invoice, or AP Invoice Detail and AR Invoice Detail). • Inter-Entity will set the optional fields on the Target document.
Note: AP Payment is created successfully, but **target batch not posted**	• If creating AP Payments and check stock code includes 'Check', is auto-post ticked? • If so, the check will need to be printed before the batch can be posted.

After resolving the cause of the error, you should re-process the error transactions:

RE-PROCESSING ERROR TRANSACTIONS USING PERIODIC PROCESSING

- Open Inter-Entity Transactions \ IET Periodic Processing
- Open **AP/AR Periodic Processing**
- Check the '**Perform A/P-A/R Trade Periodic Processing**' checkbox
- Check 'Documents in Error Status' and/or 'Documents in Pending Status'
- Select the documents you wish to reprocess (or select All)
- Click 'Process'

Inter-Entity will attempt to re-process. You can then return to the Audit Log to check that the status has changed for the problem entries.

Troubleshooting Inter-Entity Trade Errors: OE/PO

This article focuses on error types specific to Inter-Entity Trade OE/PO

- For XAPI errors, refer to Troubleshooting XAPI Errors on page 4, as these are common to Inter-Entity Transactions and Inter-Entity Trade.
- For troubleshooting other error types, refer to Introduction to Inter-Entity Errors on page 3 .

COMMON AUDIT LOG ERRORS

These errors appear in the IET Audit Log once the source transaction has been posted. To view the log:

- Go to Inter-Entity Transactions \ IET Inquiries
- Open **OE/PO Trade Audit Inquiry**
- Filter using Ctrl-F on any column. (E.g. Transaction Status = Error)
- You can filter Date/Time Created or Amended columns to check for recent errors.

Error Message	Reason / Resolution
Period X in fiscal year YYYY **is locked** for Sub-ledger or General Ledger in Common Services Fiscal Calendar	Open the Fiscal Period, then re-process
Fiscal Year YYYY **does not exist**	Open the Fiscal Year, then re-process
Customer/Vendor 9991 **does not exist**	Create the Customer/Vendor, then re-process
Customer/Vendor 9991 **is inactive**	Make the Customer/Vendor active in target database, then re-process
OE Order Detail create failed. Invalid Item. **Check item** ABC **exists in database** XXX	- Map items in OE/PO Trade Setup, or; - Create Item (or make Item active) in the target database - Re-process
Unable to locate and modify match-	This is generally when a transaction

ing detail record in trade document. This PO is complete	• has been processed manually. • This error can't be corrected, but... • Check the OE/PO Trade Options and Trade Partnerships to stop this happening for future transactions.
Unable to find originating P/O Document	E.g. Trying to create a matched credit note in OE, but the matched Invoice didn't create a matched PO in target.
OE Shipment Header create failed. **Order** ORD0000xxx **is on hold**	• Take order off-hold and re-process, or; • Map On-Hold field in Trade Options – OE/PO Trade Integration.
Shipment has already been completed and invoiced	• In O/E Options, set 'Default Create Invoice Option' to No (if you want IE Trade to create the OE Invoice from a PO Invoice). • Do not create invoice manually!
Internal Error. **Serial quantity does not match transaction quantity for item** A1-900/B	• Check that 'Include Serial/Lots' is checked in OE/PO Trade Setup for this Customer/Vendor partnership. • Note: Do not change the Serial Numbers when creating invoice, as this will result in errors.
Vendor/Customer/Category/Location **does not exist**, or **inactive**	Check OE/PO Trade partner setup, and make Customer/ Vendor/ Category/ Location active in target company (or create them), then re-process.
Period X in fiscal year YYYY **is locked** for Sub-ledger or General Ledger in Common Services Fiscal Calendar	Open the Fiscal Period, then re-process
Fiscal Year YYYY **does not exist**	Open the Fiscal Year, then re-process
Invoice Contemptible to change read-only field "Quantity	Check security rights in Admin Services for users who need to create PO Invoices. Edit Invoiced

Received"...	Quantity and Edit Invoiced Cost must be selected.
Errors Found during generation. Document will be cleared	Try entering the transaction manually in OE or PO to see what is causing the OE or PO error. For example, this error occurs if creating an OE Shipment from a PO Receipt and the BOM Number on the line doesn't exist in the target company.

After resolving the cause of the error, you should re-process the error transactions:

RE-PROCESSING ERROR TRANSACTIONS USING PERIODIC PROCESSING

- Open Inter-Entity Transactions \ IET Periodic Processing
- Open **OE/PO Periodic Processing**
- Check the '**Perform O/E-P/O Trade Periodic Processing**' checkbox
- Check 'Documents in Error Status' and/or 'Documents in Pending Status'
- Select the documents you wish to reprocess (or select All)
- Click 'Process'

Inter-Entity will attempt to re-process. You can then return to the Audit Log to check that the status has changed for the problem entries.

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