



## V1 Document Management

### EDM for Sage X3 by V1

Electronic Document Management

### PIA for Sage X3 by V1

Purchase Invoice Automation

### SOA for Sage X3 by V1

Sales Order Automation

## Release 12

## Quick Start Troubleshooting Guide

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# 1. Introduction

The installation and usage of EDD / EDM / PIA / SOA for Sage X3 by V1 may prompt questions regarding functionality, behavior or if an error has been encountered. This document includes common scenarios which engineers and customers may encounter together with troubleshooting advice and corrective action.

Common scenarios include:

- ▶ Running the Installation Program
- ▶ X3 Common Queries
- ▶ User Touch Points

## Pre-requisites

- ▶ The engineer has a good working knowledge of Windows and Sage X3 administration, setup and installation.
- ▶ Some knowledge of the V1 software, but this is not essential.
- ▶ Knowledge of Windows Services, command line functionality and the registry.

You are encouraged to bookmark the Portal which is regularly updated with information about the release:

<http://support.wearev1.com/software/x3/X3EDMHELP/index.htm>

## 2. Installation Scenarios

### 2.1 I receive a .NET exception

In most cases, this is a serious error and must be reported to V1 Support immediately. Possible scenarios to investigate detailed below:

#### Possible causes

- ▶ The most common reason is that the installer is compiled to run on a minimum of .NET 3.5. If the detection is a false positive (usually when a machine is upgraded from .NET 2.0 to 4.0) the files for 3.5 are not actually present which can cause issues manifesting as .NET exception errors.
- ▶ You are logged in as a windows user without privileges to access the registry

#### Proposed Solution

- ▶ Install .NET 3.5 SP1 and restart the Installer.
- ▶ Ensure to log in to Windows as an administrator class user

### 2.2 The Sage X3 EDM Installer does not appear to be styled correctly as per the styling in the installation instructions

When *styling* the software (which occurs the first time the installer is ran) several files are copied to the Program Files / (x86) area, as well as entries written to the local registry.

#### Possible Causes

- ▶ If the installer is denied permission to perform these actions, the styling will not be applied.

#### Proposed Solution

- ▶ Close the installer. One of two actions has failed and one or the other needs removing before retrying: Check the HKEY\_CURRENT\_USER\Software\ area of the registry and if found, remove the Version One key. Check the c:\Program Files / (x86)\Common Files area and if found, remove the Version One Shared folder. Once cleared, re-run the installer ensuring to do so as an admin user (with privileges) and to right click and '*Run as administrator*'. This should allow the styling process to occur.

## 2.3 I've purchased additional fax lines, but only one modem is sending faxes

The default for EDM document distribution is a single modem / fax line which is compiled and initialised at the point of installation. It is however possible to purchase additional *lines* to load balance busy sites and therefore increase distribution.

### Possible Causes

- ▶ DbFax differs to the other hardware components in that rather than a \*.key or \*.cal file, the binaries themselves (DbFaxd.exe) are compiled to allow for extra fax lines. Once applied, further manual configuration is required to then activate their use.

### Proposed Solution

- ▶ Request your new DbFax binaries from V1 Support. Once received, un-compress to a temporary location on the Sage X3 Application server. Consult the Implementation Guide and go the section 'Applying additional fax lines' for more details.

## 2.4 I've clicked 'List' in the SQL Database setup screen and cannot find the SQL Instance in the drop down list

The image file repository for EDM supports SQL or Oracle. For the SQL installation, available SQL instances can be listed. As such, must be accessible by the APPS server where the installation program must be run from.

### Possible Causes

- ▶ If the SQL Server Browser Agent service is not running on the Database server, it is possible the APPS server cannot have visibility to connect and thereby create a database on it.

### Proposed Solution

- ▶ Start the SQL Server Browser Agent service on the Database server and re click the 'List' button.
- ▶ If you know the DNS address of the Sage X3 Database Server, enter it manually as per the instructions.

## 2.5 The ABBYY Fine Reader MSI fails to run

When installing the OCR Setup, the first action is to install ABBYY Fine Reader. PIA / SOA are dependent on this being successful.

### Possible Causes

- ▶ MSIEXEC is running in the back ground, e.g. for Windows Update, therefore preventing the MSI for the Fine Reader installation from running.

### Proposed Solution

- ▶ As per the on screen instructions, stop the MSIEXEC process found in process explorer and retry.

## 2.6 My modem for DbFax is not on the APPS Server so there is no option for a COMM port in the drop down list

The standard requirement, as per the minimum hardware requirements document, is that the modem for Fax Settings is present on the APPS server.

### Possible Causes

- ▶ You will not see an available COMM port in the drop down in the Fax Settings Tab

### Proposed Solution

- ▶ Install the Fax Settings as normal selecting nul as the port, then install the DbComms service to allow the communication to occur, this is detailed in the Implementation Guide.

## 2.7 Not all installer setup options are present having copied license files

The installation setup options are dependent on the licenses bought for the software.

### Possible Causes

- ▶ The licenses have not been copied to the correct location
- ▶ If no Fax capability has been purchased / licensed for, Fax Setup will not appear
- ▶ If no PIA / SOA capability has been purchased / licensed for, OCR Setup will not appear

### Proposed Solution

- ▶ Ensure you have uncompressed the license files to a valid location, re run the Installer
- ▶ Contact V1 Support to ensure you are properly licensed for the software purchased

## 2.8 I have restarted the Sage X3 Application Server and EDM has stopped archiving documents

If the Sage X3 Application is restarted, this will restart all the archiving services EDM relies on.

### Possible Causes

- ▶ Because the file repository relies on SQL being running, (assuming a SQL installation) if there is a delay in SQL starting, this will in turn delay the DbArchive services from starting

### Proposed Solution

- ▶ Wait 1 minute following the restart of the APPS server before trying to resume archiving. Open services.msc and ensure both the DbArchive: Write and DbArchive: Query services are running.

## 2.9 Having installed the EDM SQL database / DSN I see a message 'archive has failed to initialise'

This is a serious error, you can 'roll back' to try as many times as is necessary, however if the message persists it is something that can be remedied following the steps below.

### Possible Causes

- ▶ The server is below the minimum hardware requirements as detailed in the supporting documentation.
- ▶ The connection to the SQL server has been compromised during the installation.
- ▶ The Installer has not been run as an administrator and has been denied access to the SQL instance.

### Proposed Solution

- ▶ Consult the supporting documentation and ensure the Sage X3 Application / Database server(s) meet the minimum hardware requirements.
  - ▶ Complete the rest of the installation steps as normal, install the 'DbLogin Admin Client' on the Sage X3 Application server and follow these steps to restore the EDM archive:
1. On the Sage X3 Application server, ensure the 'DbArchive: Write' and 'DbArchive Query' services are stopped
  2. On the Sage X3 Database server, log in to the SQL Management console and delete the X3EDM\_DB database (assuming that has been successful.)
  3. Re / create a blank X3EDM\_DB giving it administrator privileges
  4. On the Sage X3 Application server, launch c:\windows\SysWOW64\odbcad32.exe
  5. Click the System DSN tab and select the X3EDM\_DSN\_CONNECTION entry, click Configure ...
  6. Ensure the details are accurate, Click Next >

7. Select your method of authentication, SQL is recommended. Enter the relevant authentication details required to establish a connection to the SQL database.
8. Ensure the default database to connect to is X3EDM\_DB
9. Agree to the defaults, click Finish and click Test Data Source ...
10. Click OK and close the ODBC Data Source Administrator
11. Navigate to the c:\versionone\dbarchive folder and remove all of the following files where present:

```
_tables.ini  
tables.ini  
tables.ini.temp  
_TABLES.dat
```

12. Still in this folder, open the dbarchive.ini in notepad

Note the values:

If using Windows authentication:

odbcconnectionname – ensure this value matches the name of the DSN created at step 5 meaning the line should be:

```
odbcconnectionname="X3EDM_DSN_CONNECTION"  
debug=1
```

in addition, if using SQL authentication:

odbcusername – ensure this is the username matching the one assigned when creating the DSN at step 7.

odbcpassword – ensure this is the password matching the one assigned when creating the DSN at step 7.

As previously stated meaning the lines should be:



```
odbcconnectionname="X3EDM_DSN_CONNECTION"  
odbcusername="MYUSER"  
odbcpassword="MYPASSWORD"  
debug=1
```

NOTE: Reflect the above credentials in red with the actual details

13. Save dbarchive.ini and close the file.
14. Open a cmd prompt as an administrator
15. CD to c:\v1\DbArchive and enter this command:

```
DbCSArchiveServerSQL.exe -debug 31417@any  
c:\v1\dbarchive\dbarchive.ini
```



16. Press enter, you should now see the archive being run in the foreground in debug mode.
17. Open the DbLogin Admin Client, login is as administrator / administrator using Internal DbLogin
18. Click the  icon
19. You will be asked if this is a new archive and whether you wish to initialise it, click Yes.
20. Close the 'DbArchive Table Editor Window', minimise the DbLogin Admin Client, it will be needed again shortly.
21. Return to the CMD window with DbArchive running in the foreground, press CTRL+C to stop it and close the CMD prompt.
22. From your distribution, navigate to the \DbArchive\Server\ folder and copy the tables.ini
23. Still on the Sage X3 Application server, navigate to the c:\versionone\DbArchive folder and paste the tables.ini into this folder
24. Open services and start the DbArchive: Write and DbArchive: Query services (there may be a small delay whilst they start)
25. Reopen the DbLogin Admin Client, again click on the  icon and you should now see the full list of tables available for archiving.

The EDM File repository is now created and can be used as normal.

## 3. Sage X3 Functionality Scenarios

### 3.1 I've selected EDM Enquiry and there is no image / an error message

When a document is archived, an entry is added to the <DATABASE>.<FOLDER>.AOBJTXT table. In addition it is archived in the X3EDM\_DB database.

#### Possible Cause

- ▶ Nothing has been archived against this entry
- ▶ 'DbArchive: Query' service is not running on the Sage X3 Application server.

#### Proposed Solution

- ▶ Start / restart it and retry to view your image. Having performed the above actions and there is still a problem, contact V1 Support with details.

### 3.2 I've clicked Print Barcode and nothing has printed

On each of the transaction screens, a button can be added 'Print Barcode' allowing a user to print a barcode for the selected record. When attached to the paper document and scanned, this allows the system to commit it to the database and be viewed.

#### Possible Cause

- ▶ The configuration has not been completed as per the installation instructions.
- ▶ The configuration has not been completed correctly.
- ▶ The EDM Print Management Service is not running
- ▶ The barcode printer has not been shared as a user that the EDM Print Management Service is permitted to print to

#### Proposed Solution

- ▶ If the steps in the installation document have been performed correctly, a dialog stating a barcode has been printed and the printer has been properly mapped but nothing is physically printing, consult your IT department as this indicates a Network issue. EDM cannot pass network credentials to a barcode printer so ensure you can browse to your printer on the network without the need to enter a user name and password (i.e. <\\X3PRINTSERVER\\Zebra>) or do so and remember to tick 'remember credentials'

### 3.3 I've clicked the paperclip and don't see EDM Enquiry / Enclosure function

The triggering of this is dictated by the patches as deployed as part of the installation.

#### Possible Cause

- ▶ If the patch process has failed / not been applied to the folder where EDM functionality is required
- ▶ The ARCH pre requisite has not been satisfied as per the installation instructions

#### Proposed Solution

- ▶ Enable the ARCH activity code has been properly activated, ensure the two functions GESARC and GESARE are present. Ensure the ARCGLOB global variable is activated. This is a serious step and should only be validated by a suitably qualified Sage consultant.
- ▶ Reapply the EDM R12 patches to the folder of choice as per the installation instructions.

### 3.4 Printing to the AUTO destination is not emailing or Faxing

A standard capability of the EDM system is to email to the default email address (based on the default address for the Supplier GESBPS / Customer GESBPC) or if not found a default fax number as set if fax capability has been licensed and installed.

#### Possible Cause

- ▶ Email address / fax number has not been set for the Supplier / Customer
- ▶ The mail server is not responding
- ▶ The fax modem is not switched on / responding
- ▶ You're trying to use a non-analogue fax line

#### Proposed Solution

- ▶ Set the default email / fax number for the Supplier / Customer of choice
- ▶ Consult the I.T department to ensure
  - ▶ The mail server is running,
  - ▶ It has not changed its address since installation and
  - ▶ If using POP, relaying is permitted. If it has changed, alter the c:\Windows\DbMail.ini MailHost entry to reflect its new address and save the file.
- ▶ Ensure the fax modem in use is responding to Telnet
- ▶ R12 only supports analogue fax lines
- ▶ Where emailing: Open the DbMail Admin Client and browse to the c:\v1\DbMail\DbMail.log, this will give details of an issue
- ▶ Where faxing: Open the DbFax Admin Client, go to View > All Faxes, double click on the entry and a log is displayed which gives details of any possible issue.

### 3.5 The Enclosure functionality fails to deposit (after archiving screen fails to appear)

When printing to the ARCHIVE destination, or using the Enclosure functionality via the Paper Clip icon, you are given a before archiving and after archiving screens. The 'after archiving' screen indicates a successful commit to the EDM database.

#### Possible Cause

- ▶ The X3 web server is not responding
- ▶ The 'DbArchive: Write' service is not started / responding
- ▶ Details in the c:\v1\Process\- ▶ The EDM Apache service is not running

#### Proposed Solution

- ▶ Restart the 'DbArchive: Write' and 'DbArchive: Query' services
- ▶ Correct the settings in the c:\v1\Process\- ▶ Restart the 'EDM Apache' service
- ▶ Put the associated archiving rule (GESARC) in debug mode, save it. Re-run the attempt to archive, More detail will be shown about the attempt to transfer and an error code. Provide these details to V1support.

### 3.6 I have printed to AUTO and received the message 'Print Server Not Available'

The AUTO destination is created during the patching stage. This is assigned the print server value. When printing to the AUTO destination, or using the Enclosure functionality via the Paper Clip icon, you are given a 'before archiving' and 'after archiving' screens.

#### Possible Cause

- ▶ The X3 print server is not responding
- ▶ The AUTO Destination has an incorrect PRINTSERVER:PORT assigned

#### Proposed Solution

- ▶ Contact your system administrator and confirm the X3 Print Server is available
- ▶ Navigate to Parameters (Setup) > Destinations > Destinations, select the AUTO Destination and correct the Server cell to reflect the SERVER:PORT of the X3 print server. When satisfied, press Tab and click Save.

### **3.7 I have tried to export a PDF to DbCapture by copying a PDF into the polling directory and it hasn't appeared**

When a PDF is copied into the pre-defined directory, this is polled over a pre-set period of time set at the time of installation. When found, the daemon monitoring the directory picks up the PDF passing it into the DbCapture system for processing.

#### **Possible Cause**

- ▶ The DbCapture: Unpacking Service is not running

#### **Proposed Solution**

- ▶ Ensure all DbCapture\* services are started

## 4. Client Scenarios

### Assumptions:

- ▶ The EDM server components have been installation to c:\v1 on the Sage X3 Application server
- ▶ The EDD / EDM / PIA client components have been installation to c:\Program Files (x86)\v1

### 4.1 I receive a message from the clients stating 'You are not licensed to run this application'

All users wishing to use V1 clients must be configured by the administrator using DbLogin Admin Console.

#### Possible Cause

- ▶ You have not been configured by the administrator to use the client.
- ▶ You must request extra licensing from Sage.
- ▶ The licences purchased have expired

#### Proposed Solution

- ▶ Contact your system administrator requesting access to the client.
- ▶ Once received, use the R12.1 installation program to apply new licenses. Consult the installation documentation for details on applying new licenses.

## 5. DbDeposit Client

### 5.1 I have tried to do a 'like' search and no record is returned

I started DbDeposit / another EDM application and received this problem.

#### Possible Cause

- ▶ The record you are searching for does not exist in the Sage X3 database
- ▶ The Sage X3 Web server is not responding
- ▶ The Pool Alias is not responding

#### Proposed Solution

- ▶ Check the record in the Sage X3 Client and retry the search
- ▶ Consult your IT department and ensure the X3 Webserver is running
- ▶ Consult your IT department and ensure the EDM Pool Alias is responding

### 5.2 I have tried to archive a document and received the error "File type has not been registered in DbArchive Blob type manager"

I started DbDeposit / another EDM application and received this problem.

#### Possible Cause

- ▶ The file syntax is not one that is currently supported

#### Proposed Solution

- ▶ Open the BLOB Type Manager and add the desired syntax to the list. From now on, it will be allowed in to the EDM archive.

### 5.3 I have tried to archive a document and received the error "ERROR - Your user is not configured to use any Sage X3 Folders with EDM. Please contact your administrator and request access via the Multi Folder Manager."

I started DbDeposit / another EDM application and received this problem.

#### Possible Cause

- ▶ Your user has not been imported into the EDM database security mechanism.

#### Proposed Solution

- ▶ Contact your I.T administrator and load the setup.exe. Select Multi-Folder management and re-import your user list.

## 6. DbScanner Client

### 6.1.1 I have scanned a document and the validation has failed / I scanned in a transactional document with a barcode attached to it

#### Possible Cause

- ▶ The barcode is of poor quality
- ▶ The Sage X3 Web server is not responding
- ▶ The Pool Alias is not responding

#### Proposed Solution

- ▶ Re scan image or re print the barcode ensuring it is of good quality
- ▶ Consult your It department and ensure the X3 Webserver is running
- ▶ Consult your It department and ensure the EDM Pool Alias is responding

NOTE: The barcode contains the transaction number, manually enter it and click the 'Perform Lookup' button to manually override the reading of the barcode but process the scanned image as normal.



## 7. DbCapture Admin

### 7.1 I receive a message in the status 'OCR Process failed'

I imported a PDF into the OCR system or used DbScanner to scan into DbCapture. When stating DbCapture Admin / DbCapture Client received this warning.

#### Possible Cause

- ▶ The LicenceManager.exe has not been ran during installation
- ▶ The ABBYY FineReader Engine 10 - Licensing Service is not running
- ▶ Your allotted amount of pages have been scanned
- ▶ Your licenses have expired

#### Proposed Solution

- ▶ This represents a serious error. Contact V1 / your local administrator to correct any the above.

### 7.2 I receive a message when exporting 'Line Status / Update Not Possible'

I imported a POP PDF into the OCR system or used DbScanner to scan into DbCapture. When stating DbCapture Admin to export a processed document into the X3 system and received this warning.

#### Possible Cause

- ▶ The fiscal period is closed for the transaction / Supplier
- ▶ The date is mismatched against the transaction
- ▶ There is an issue communicating with the Sage X3 Web Server
- ▶ The matching transaction is open in the X3 Client

#### Proposed Solution

- ▶ Ensure the fiscal period is open for the Supplier transaction, correct X3 if closed / there is a problem and reprocess the document in DbCapture
- ▶ Ensure the date for the Order / Receipt has been read from the document and is valid for the fiscal period in X3
- ▶ Contact the system administrator and ensure the Web server is running
- ▶ Ensure the order / receipt to which you are matching against the Invoice / Credit is not open on screen in the X3 client.

## 7.3 I receive a message when clicking 'Check' in the DbCapture Client the characters in the Supplier Document Reference are invalid

I imported a POP PDF into the OCR system or used DbScanner to scan into DbCapture. When trying to validate the document, I get warnings the data in some of the fields contains invalid characters even though they seem valid.

### Possible Cause

- ▶ The OCR process has found an invalid / non-alphanumeric character

### Proposed Solution

- ▶ To prevent the possibility of invalid data being imported into the Sage X3 system, a small list of characters is validated against. On the Sage X3 Application server, navigate to c:\v1\DbCapture\defs\ directory and open V1\_SETTINGS\_OCR.def in notepad. Observe the following:

```
LET VALID_INVOICE_CHARACTERS = "_0123456789/QWERTYUIOPASDFGHJKLZXCVBNM-"
VARIABLE = VALID_PO_CHARACTERS
LET VALID_PO_CHARACTERS = "_0123456789PO/IQWERTYUIOPASDFGHJKLZXCVBNM-"
VARIABLE = VALID_DELIVERY_CHARACTERS
LET VALID_DELIVERY_CHARACTERS = "_0123456789PO/IQWERTYUIOPASDFGHJKLZXCVBNM-"
```

The strings in **red** represent the valid characters as standard; anything not listed will be flagged as invalid. Example: To add ~ as a valid character for the Supplier Invoice Number, reflect the below:

```
LET VALID_INVOICE_CHARACTERS = "_0123456789/QWERTYUIOPASDFGHJKLZXCVBNM-~"
```

Save the V1\_SETTINGS\_OCR.def. From now on, ~ will be accepted as a valid character.

## 8. Server Logs

### Assumptions:

- ▶ The installation is in the C:\v1\ directory

All activity for EDM / PIA / SOA is logged in great detail.

- ▶ On the Sage X3 Application server, go to the c:\v1\utils EDM for Sage X3 by V1-R12 - Log Viewer directory
- ▶ Launch EDM for Sage X3 by V1- R12 - Log Viewer.exe
- ▶ Select the relevant tab and click Load. These log files are a useful way of diagnosing possible issues or seeing activity on the server. To manually see these files:

## 8.1 EDM Outbound (EDD)

As above, in addition:

C:\v1\logs\DBPDFMASTERLOGFILE.csv

A master log of out bound activity for the lifetime of the solution since installation, it is appended too indefinitely.

C:\v1\dbpdf\Details activity of the batch of outbound activity for the PDF that has been generated.

### Specific Email Activity

C:\v1\DbMail\DbMail.log

Details activity of the communication between the mail server and the EDD system, it is appended too indefinitely.

### Specific Fax Activity (if module purchased)

C:\v1\DbFax\spool\L-00000 for the system

C:\v1\DbFax\spool\L-[FAXIDNUMBER] per fax

## 8.2 EDM

As above, in addition:


C:\v1\DbArchive folder, all \*.log files

Named per document type are written to detailing activity for the most recent commit to the file repository.

C:\v1\DbArchive folder, archive.lg.31417 and archive.lg.31418

archive.lg.31417 is the server activity for the 'DbArchive: Write' service

archive.lg.31418 is the server activity for the 'DbArchive: Query' service

To view these files, load the DbLogin Admin Console and click the  icon, all recent activity is then shown. (The files have a maximum size of 512 kb.)

The solution also utilises the Archived Log table to store all outbound activity in addition to those logs as detailed for EDD.

## 8.3 PIA

As above, in addition:

C:\v1\DbCapture\Queue\[DOCIDNUMBER]\ [DOCIDNUMBER]val.log

Provides details of the validation of a document being processed by the OCR

C:\v1\DbCapture\Queue\[DOCIDNUMBER]\ [DOCIDNUMBER]exp.log

Provides details of the exporting of a document being processed by the OCR

## 9. Appendix

### 9.1 Debug Modes

All server components (with the exception of DbMail) can be run in debug mode. This allows communication between the server / client / X3 components to be seen in the foreground.

#### Assumptions:

- ▶ Installation pointed to c:\v1
- ▶ Installation has been completed
- ▶ Those services that need to be in debug mode, the Db\* services are / must be stopped
- ▶ All X3 users must be off logged out of the clients

Open a cmd prompt as administrator, cd to the c:\v1 folder and perform the following

- ▶ cd DbLogin
- ▶ DbLoginServer.exe -debug 32000@any c:\v1\dblogin
- ▶ Press Enter

Open a cmd prompt as administrator, cd to the c:\v1 folder and perform the following

- ▶ cd DbArchive
- ▶ DbArchiveServerSQL.exe -debug 31417@any c:\v1\dbarchive\dbarchive.ini
- ▶ Press Enter

Open a cmd prompt as administrator, cd to the c:\v1 folder and perform the following

- ▶ cd DbArchive
- ▶ DbArchiveServerSQLRead.exe -debug 31418@any c:\v1\dbarchive\dbarchive.ini
- ▶ Press Enter

Open a cmd prompt as administrator, cd to the c:\v1 folder and perform the following

- ▶ cd DbFax
- ▶ cd bin
- ▶ DbCSFaxserver.exe -debug 31415@any c:\v1\dbfax\ c:\v1\dbfax\spool\
- ▶ Press Enter

Open a cmd prompt as administrator, cd to the c:\v1 folder and perform the following

- ▶ cd DbFax
- ▶ cd bin
- ▶ DbFaxD.exe –debug
- ▶ Press Enter

Open a cmd prompt as administrator, cd to the c:\v1 folder and perform the following

- ▶ cd “DbCapComms”
- ▶ DbCapCommsPrimary.exe –debug 31450@any
- ▶ Press Enter