

# cash•book

## Cashbook Q & A



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## License Activation cannot find the Server

### **Question:**

License Activation cannot find the server at [www.peresoft.com](http://www.peresoft.com). Please check your internet connection and try again.

### **Solution:**

Have you added Peresoft as a trusted site in your internet options?

Please ensure you have logged onto the machine as Administrator.

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## License Application Update in a Loop

### **Question:**

When running the license activation application, "A later version of the License Activation program has been found" is received.

Do you want to install it? Select Yes" The latest version has been successfully downloaded. Re-running the application repeats the process.

### **Solution:**

Check the version of AccpacCB8920.ocx in the cb68a directory, it should have a File Version of 6.8.0.1.

If this file does not have this version, it has not downloaded it, which is why this message is received each time.

Ensure you have read and write rights to this directory.

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## CB Bank Reconciliation out of Balance

### **Question:**

Cashbook bank reconciliation out of balance.

### **Solution:**

Set the date range in the Cashbook Bank Reconciliation From: 01/01/1900 To: 31/12/2999.

Select the same date range when printing the report and compare the Bank balances.

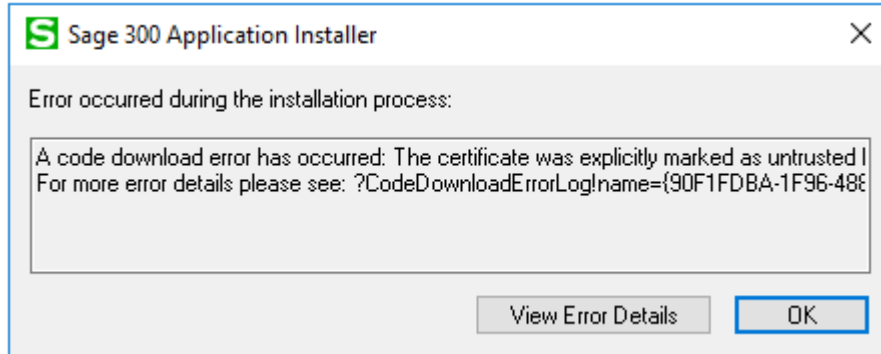
Are the balances on the report the same as the balances in the Bank Reconciliation? (The Date Range in the Cashbook report.)

If they are, check-in the database there might be a transaction with a rogue date.

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# Code Download Error

## Question:



## Solution:

Please run Regacc.exe to re-register the OCX.

Please ensure that Peresoft is added as a trusted site.

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## Allocate Button Error

### Question:

When capturing an AP payment, when select Allocate a list of errors appears:

Error: Field 'CBBTHDRVH' is not a valid field name Field 'CBBTHDVW' is not a valid field name Field 'CBBTDTRVH' is not a valid field name etc.

### Solution:

The reason you are experiencing the issue is because the three Cashbook sub-class records for AP, AR and BK have been removed from the CSAPP table.

To address the issue please add these three records back into the CSAPP table.

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## French Overlays

### **Question:**

Has there been progress with French Overlays?

### **Solution:**

We have no plans to do any foreign language overlays.

To translate the language files into a different language is a massive undertaking, which we have already attempted before for Portuguese and which we had to eventually abandon.

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# ISV Product Integration

**Question:**

Does Peresoft's Cashbook integrate with other ISV products, for example Norming Resource Manager?

**Solution:**

To retrieve the batches with the Source Application for Norming RM go to C/B Setup - Options - Retrieve From Other Systems - tick the "Other" option and enter the Source Application in the Source Application field.

You can also use the Retrieve From Other Systems function to retrieve the batches that were not previously retrieved.

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# Peresoft Audit Logger

## Question:

Do Peresoft Products integrate to Pacific Technology Audit Logger.

## Solution:

Cashbook does not integrate to Pacific Technology Audit Logger.

Peresoft can write to your own **Audit Files** – you will find these under **Cashbook Audit Reports**.

You can also drill down to the transaction detail and get an audit trail of who reconciled the entry.

You can use the Orchid Extender Configuration Edition to track any user activity on any Sage 300 View developed in the Sage 300 SDK.

Please visit <http://www.orchid.systems/product/extender>

## Applies to:

All Peresoft Products

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## Audit Logger and EFTXpress

**Question:**

Does Peresoft EFTXpress integrate to Pacific Technology Audit Logger.

**Solution:**

Peresoft Products do not integrate with Pacific Technology Audit Logger.

The EFT Bank Audit report in C/B Audit Reports – Registers will provide an Audit trail of any changes to the vendor payment information on the Miscellaneous Code EFT tab.

The EFT Bank Audit report provides information on the date any changes took place, what changes were made and the User ID responsible for the changes.

**Applies to:**

EFTXpress for Cashbook

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