SOX Check Approval FAQ

Read user guides for SOX Check Approval carefully in addition to reviewing this FAQ.

Note that SOX Check Approval is described in several documents, each one intended for a different kind of user.

- **SOX Extended Payment Batch List User Guide** is for users of Sage 300 who prepare payment batches and submit them for approval using the Sage 300 Windows desktop.
- **SOX Check Approval Console User Guide** is for key users who will perform a 1, 2 or 3-step approval using the Windows-based approval console. These users may not be familiar with Sage 300.
- **SOX Check Approval Web Screens User Guide** is for users who will approve payments or who will submit A/P payment batches for approval using the browser-based Sage 300cloud interface.
- **SOX Check Approval Audit Report User Guide** is for users who oversee the A/P check process and want to print reports from the Sage 300 Windows desktop. The report provides an audit trail for the approval of Sage 300 checks.
- **SOX Check Approval Setup Guide** is a document written for system administrators who will install the software, set up databases, and configure the solution.
- **SOX Check Approval Update Guide** provides important information for system administrators who are updating an installation from a prior version of SOX Check Approval.

Installation and Upgrade Issues

Important Note: For versions ***prior to SOX Check Approval 2018-2021*** (released Jan 2021), you must reinstall Desktop Menu Control on all computers where Check Approval is installed after performing any Sage 300 updates.

SOX Check Approval updates the AP.INI file for Sage 300 when you install the Desktop Menu Control. That's why you must reinstall the menu control after updating Sage 300 – to ensure that the new AP.INI file includes the Check Approval changes.

Q: Where can I get release notes for SOX Check Approval, and what will they tell me?

A: *Click the Release Notes link in the upper left-hand corner of the SOX Check Approval product page on the TaiRox web site.*

Among other things, the Release Notes will tell you about recent fixes and provide program compatibility information. For example:

```
Build 2022-09-19
 - Support is added for Sage 300 2023.
```

```
Build 2022-03-24
 - Support for the Advanced Complex Passwords feature added in Sage 300
2022 PU2.
 - Fixes an issue in the Basic workflow that under certain conditions
caused an approval level to be skipped.
 - Setup options have been grouped to separate system-wide settings from
company-specific settings.

Build 2021-10-13
 - A new workflow, Basic, is added.
```

Q: I just installed Check Approval, but the default Sage icons are all still there. What happened?

A: *If you just installed the new version of **SOX Check Approval 2018-202n**, you will **not** see a change in the A/P icons. The new version of SOX Check Approval subclasses the A/P Payment Batch List and Payment Entry programs to add functionality that forces batches to be submitted for approval before you can print checks and post payments.*

As part of the upgrade procedure to SOX Check Approval 2018-202n, you must Uninstall the Desktop Menu control from all workstations that have a full install of Sage 300.

A2: ***If you are running "the classic" version of SOX Check Approval (for Sage 300 versions 2012-2017),*** *you must install the Check Approval program and install the desktop menu control on each computer where Sage 300 is physically installed. The Desktop Menu control must be installed on all workstations that have a full install of Sage 300.*

General Installation Notes:
Most SOX Check Approval users have one or more RDP servers and use workstation setup. Make sure that you install the SOX Check Approval program and install the desktop menu control on all RDP servers.

It may help to sketch out your Sage 300 and Check Approval installation.

- You require one (and only one) approval database for Check Approval.
- You need to activate Check Approval ***for each company*** using Check Approval.
- You need to install the Desktop Control ***on each computer*** that has a full install of Sage 300.
    - ***If Check Approval 2012-2017 is active for the company,*** installation ***adds*** the new Extended Payment Batch List function to the A/P Transactions menu and ***removes*** the Sage 300 Payment Batch List and Payment Entry functions.

Q: Why did the Extended Payment Batch List icon disappear from the A/P Transaction folder?

A: *Note that after January 2021, versions of the program that work with Sage 300 2018-202n do not change the icons in the A/P Transaction folder.*

If you are using a version of SOX Check Approval that was released before January 2021 – or if you installed the version for Sage 300 2012-2017, note the following.

Did you just update Sage 300?

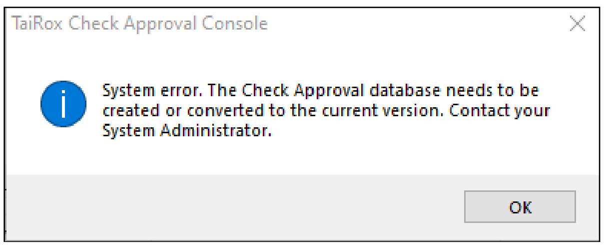
For older versions of SOX Check Approval, you must Install Desktop Menu Control on the Check Approval Setup Installation tab when you install or update Sage 300 so certain Check Batch operations can be blocked and the correct icons appear on the Accounts Payable folder on the Sage 300 desktop.

- Click the Uninstall Desktop Menu Control button ***before*** installing any Sage 300 updates. Then click the Install button after the Sage 300 update is complete.

Q: Why don't I see everyone that I want to add as a check approver on the Users tab?

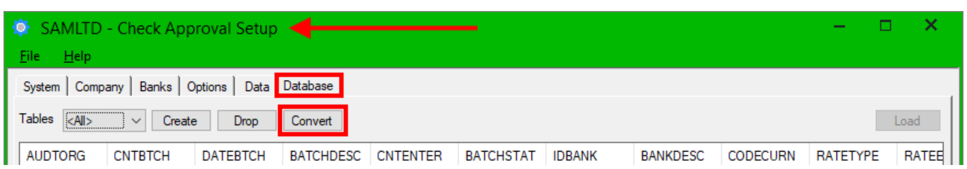
A: All check approvers must first be added as Sage 300 users in order to appear on the Users tab. In addition, all submitters and users must have an email address in the Email 1 field of their Sage 300 user profile in order to be sent email notifications.

Q: I just updated SOX Check Approval and got a message that the database needs to be "created or converted." What's wrong?



A: This message appears if you updated your version of SOX Check Approval and you need to update the Check Approval database as well.

- Sign on to Sage 300 as an administrator and open SOX Check Approval Setup.
- Select the Database tab.
- Click the Convert button.



Issues with Email Setup

Q: I can successfully send a test email to my Gmail account from the SOX Check Approval Setup program, but I get an email error message when I submit A/P batches for approval, and email notification is not sent to approvers.

A: Check the port number for the Email Server on the Email Notification tab in SOX Check Approval setup.

If it's set to port 465 in Setup, the test will work properly, but email notifications will not be sent from the Web Screens. Change the email port to 587, test the settings, then check that it works with the Web screens.

All approvers must have an email address in the Email 1 field of their Sage 300 user profile.

Also check that your Gmail account is configured to allow access for less secure apps.

Q: How can I test email for the Web Check Approval Console. It doesn't have a choice to send a test email.

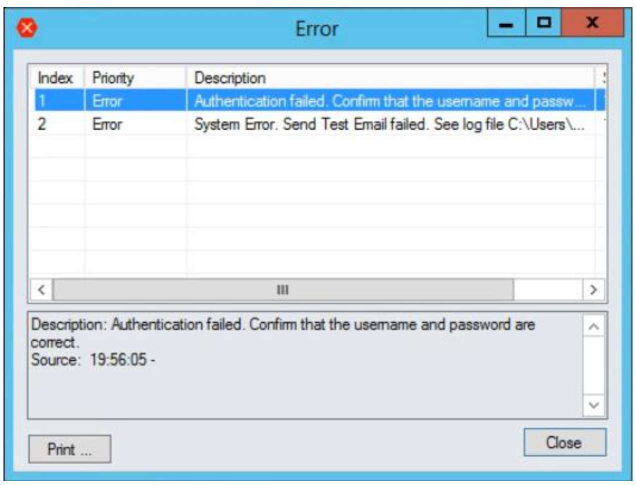
A: You can test the Web Check Approval Console email by installing the Classic Check Approval Console on the web server, and then use the Classic Check Approval Console to test email.

Q: How do I list multiple recipients for distribution lists or for sending test emails from the Email Notifications tab?

A: Use commas or semicolons to separate email addresses if you need to enter more than 1.

Note that newer versions of SOX Check Approval (as of December 2022) do not use distribution lists. The program uses the Email 1 email addresses stored in Sage 300 User profiles.

Q: I am trying to set up email notification in TaiRox Cheque Approval, but I am receiving the following error. I have checked many times, and the username and password are correct. What's wrong?



A. Confirm that the username and password are correct, and review the log file.

For example, the following log extract suggests that 2-factor authentication is in place (and the second factor has not been entered on the device where you are running SOX Check Approval). If 2-factor authentication is on, you might read this article:

https://support.microsoft.com/en-us/account-billing/turning-two-step-verification-on-or-off-for-your-microsoft-account-b1a56fc2-caf3-a5a1-f7e3-4309e99987ca

```
readSmtpResponse:
    SmtpCmdResp: 535 5.7.3 Authentication unsuccessful
   [MWHPR21CA0063.namprd21.prod.outlook.com]
    (leaveContext)
SMTP authentication failed after sending password.
office365_tips:
    Your office365 account might be requiring MFA (multi-factor authentication).
    Change your office365 account settings to allow single-factor authentication
    (allow legacy authentication).
    See https://docs.microsoft.com/en-us/azure/active-directory/conditional-
    access/block-legacy-authentication
    Also, you may need to create an App password.
```

Q: How do I turn on email logging and view the log file?

A: *Select the "Enable Email Logging" checkbox on the System tab for SOX Check Approval Setup. The logging option creates a technical email log that documents all of the handshaking involved in communicating with an SMTP server. This feature helps you diagnose setup issues, as well as ones that arise due to email providers' changes.*

You can find the email log file in:

```
>Sage300\SharedData\Company\TaiRox SOX Check Approval\Logs
```

Issues with A/P Check Batches

Q: I have AP check batches. Why do I get this message when I submit the batches for approval?

Incorrect Procedure. Payment batch 712 has no payments or checks that need check approval. Payment batch 712 does not need to be submitted for check approval.

A: *Review the "Submit These Payment Types for Approval" option on the Options tab (or Installation tab in older versions) for SOX Check Approval Setup. Older versions of Check Approval only submitted transaction type "Check" for approval. (Check Approval allowed other payment types in Oct 2020.)*

Note that payment types are associated with payment codes, which can be assigned cash, check, credit card, or other payment types. If you are submitting Check payment types only, then Check Approval will not be involved if the type is "Cash" or "Other".

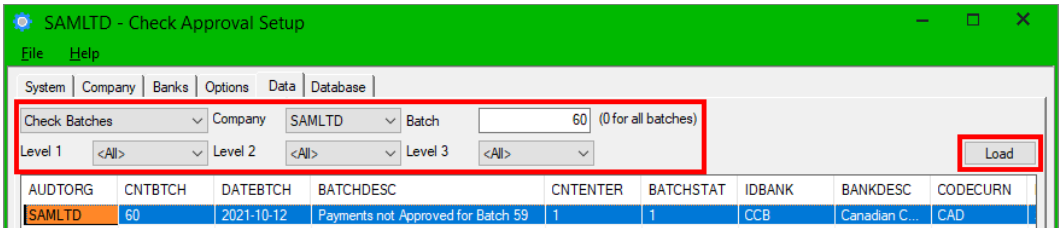
Also, changing the 'Payment Type' in Payment Codes after entering a transaction does not affect existing Payment Entries. If you entered a payment that requires approval with the wrong payment type, you must delete it, then re-enter it with the correct Payment Type.

Q: How can I return a batch to Open status that was submitted for approval?

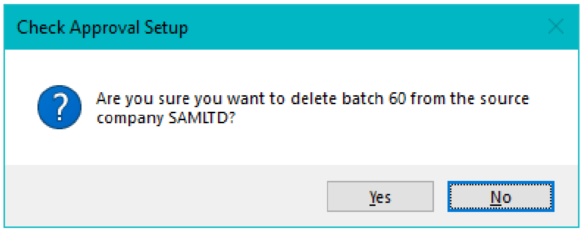
A: *The standard way to return a batch to Open status is to have an approver use the Check Approval Console to return it to the submitter.*

If you cannot return the batch to the submitter, an Administrator can return a batch to Open status by removing the batch entry from the Approval database.

- *Open the Check Approval Setup program on the Sage 300 desktop.*
- *Go to the Data tab, select Check Batches, and click the Load button.*



- Select the batch that you want to return to Open status, and press the Delete key.
- Click the Yes button to confirm the procedure.



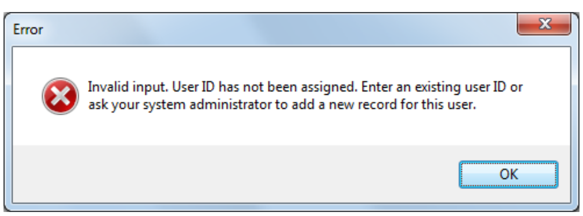
Q: We have batch that is "hung up" in the approval process. How can we reset it?

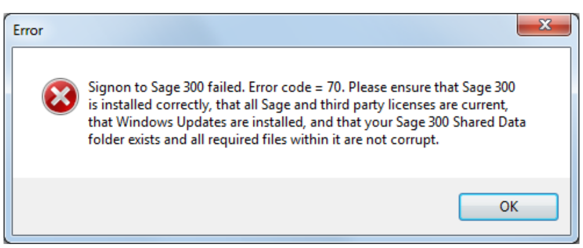
A: *No matter why the batch became stuck, you can follow the instructions in the previous FAQ "How can I return a batch to Open status that was submitted for approval?" to return a batch to Open status, and then resubmit it.*

A batch can become "stuck" if you change the approval workflow (usually by reducing the number of approval levels) after submitting the batch for approval.

Issues with the Check Approval Console

Q: Why do I get an Invalid Input or a Signon Failed message when I try to log in to the Check Approval Console?





A: *Invalid Input message can appear if the user ID you entered has not been added to Sage 300 or if the password you entered is incorrect.*

If this is your first time signing in, check with a system administrator that the User ID has been added in Sage, and confirm the password. (You can test the ID by signing on to Sage 300.)

A *"Signon failed" message can appear if you were assigned a new Sage 300 ID that required a password change on the first login.*

If this is your first time signing in, you should sign in to Sage 300 first to ensure your ID works properly, and then change your password if requested by Sage.

Q: How can I change my signon password for the Check Approval Console?

A: *Your Check Approval Console ID and password were assigned in Sage 300.*

Start Sage 300, then click the "Change Password" button when the Open Company signon screen appears.

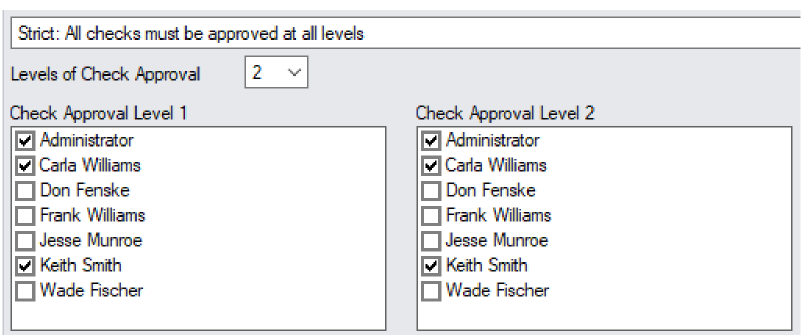
Q: Why do I get a message about "Integration with document management software?

A: *SOX Check Approval integrates with Altec DocLink and Orchid Document Management Link, allowing check approvers to drill down to and examine source documents that have been paid – mainly invoices.*

When applicable, the Document Number column in the Console includes a button that you can click on to launch a document management product to view the original source document.

Q: We submitted a Payment batch which shows Check Creation in Progress status. It has been approved in Level 1, but it does not show up in the Check approval console for any of the Level 2 approvers.

Here is our settings screenshot.

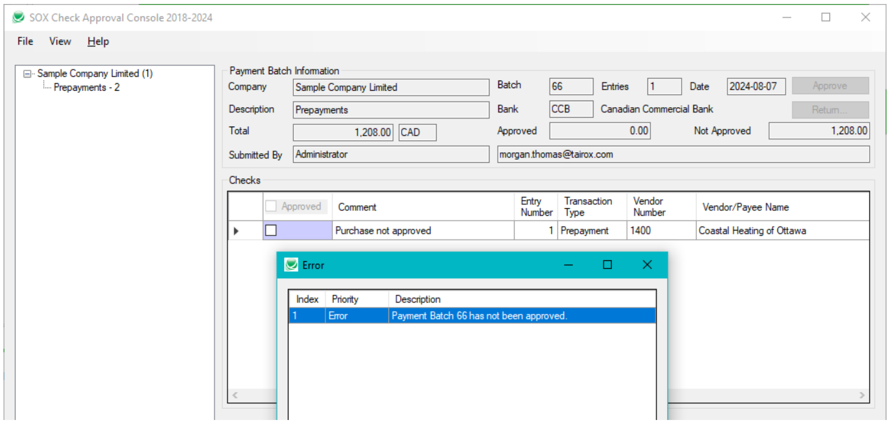


A: *You have the same approvers for level 1 and 2. If you want the same approvers for each level (that is, you want each check approved by 2 people, in any order), you should use the Simplified workflow.*

- Simplified: Checks must be approved by a number of users. Choose this workflow when each check requires more than one approver, but there is no hierarchy for approvers.

If a user approves a batch at level 1 – and the user is also a level 2 approver – the batch will be approved at both levels.

Q: I have a batch with a single payment that is not approved. How can I move the batch along so it is no longer in the queue. I get an error when I try to approve the batch without approving the entry.

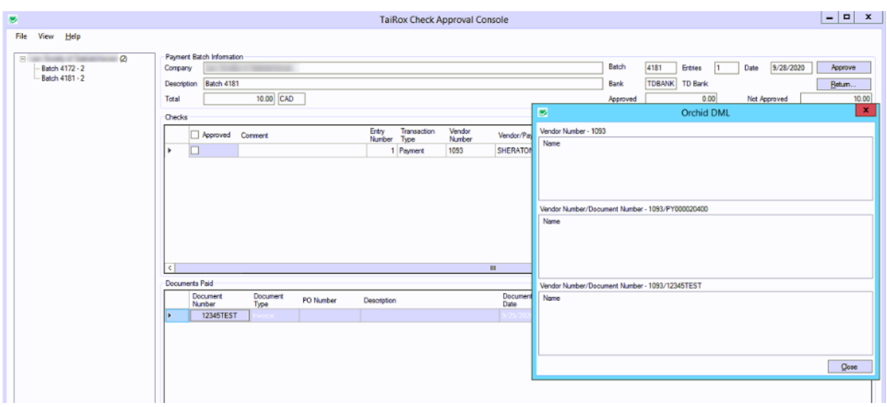


A: Acknowledge the message, choose ***View > Refresh*** *from the SOX Check Approval Console, and then click the Return button. Type the reason for rejecting the payment.*

SOX Check Approval doesn't create new batches with rejected entries if no entries have been approved.

Issues with Orchid Document Management Link

Q: Orchid DML works properly in A/P Invoice Entry and when I enter a payment in TaiRox Extended Payment Entry. Why don't the documents appear in the Check Approval Console?



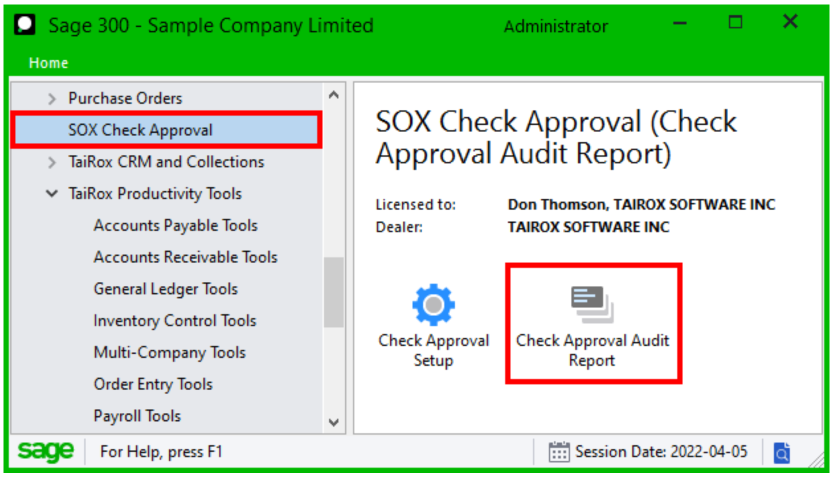
A: Check that the user (network user account) running the TaiRox SOX Check Approval Console has read access to the network folder with the A/P documents.

Use a UNC path to the A/P document drive if running the console from a different server from where you run Sage 300.

Issues with the Audit Report

Q: How can I generate an Audit Report?

A: You can generate an audit report by running the Sage 300 Desktop, opening the SOX Check Approval folder, and choosing the "Check Approval Audit Report" icon.

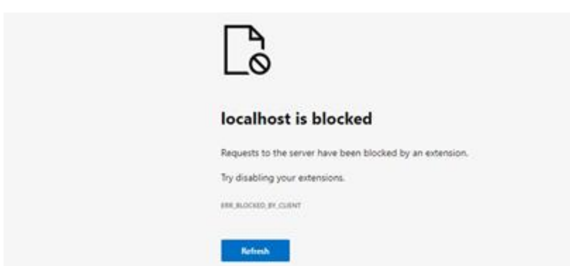


Issues with Viewing the Web Screen Audit Report

Q: The menu choice for the Audit Report does not appear on my screen. What's Wrong?

A In order for the Audit Report to show on the Web desktop, a user must have been granted the Audit Report security rights as well as be able to view AP payment batches (Payment Batch Inquiry, Payment Batch Entry, or Payment Batch Posting).

Q: My browser displays the following error message when I generate an Audit Report. What's Wrong?



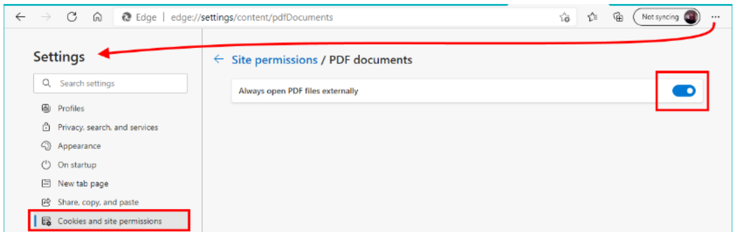
A: The Check Approval Console generates an audit report in PDF format that needs to be downloaded to some browsers in order to be viewed

Some browsers will let you view the PDF directly, but others will not. Follow the instructions listed below to download PDFs for Edge and Chrome. You can then open the downloaded PDF files.

PDF download settings in Microsoft Edge

- Choose Settings from the Edge menu.

- Select Cookies and Site Permission.
- Scroll down and select “PDF Documents”.
- Turn on “Always open PDF files externally.



PDF download settings in Google Chrome

- Choose Settings from the Edge menu.
- Select Privacy and security.
- Scroll down and select “Site Settings”.
- Scroll down and expand “Additional content settings”.
- Select “PDF documents”.
- Turn on “Download PDF files instead of automatically opening them in Chrome”.