

EVision Support - Frequently Asked Questions

Q) I receive the same error when I try to verify a subcontractor or submit my Monthly Return - *'The submission of this document has failed due to departmental specific logic in the Body Tag'.*

A) Make sure that the details of the subcontractor are correct and that a UTR number is present and in the correct format.

Q) When trying to submit my Monthly Return I receive an error – *'This message is for C/AL programmers: Could not create an instance of the OLE control or Automation server. Check that the OLE control or Automation server is correctly installed and registered'.*

A) This error is usually caused by the lack of or incorrect installation of the CIS files. Check if the computer has been used for a submission previously. If not then there are files that are required to be installed first. Please request these from Eque2 via the evision.support@eque2.com email address.

Q) I'm trying to post G/L Journal but I receive an error - *'A dimension used in Gen. Journal Line has caused an error. Select a Dimension Value Code for the Dimension Code for G/L Account'.*

A) The error message is stating that you need to enter dimensions against the line as the G/L Account requires it. If you look at the G/L Account details you can see the dimensions are mandatory. Look at the Line Dimensions for the line referenced in the error message you will see that there is no Dimension assigned. Update the line dimension value and the issue will be resolved.

Q) I'm trying to post a sales invoice and getting error *'The dimension used in invoice, are invalid. Dimension value CONTRACT - is blocked'.*

A) Contract code dimensions are automatically set to Blocked when the contract has status 'complete'. In these instances the contract's status must first be changed. Please contact Eque2 for this.

Q) I'm attempting to post an invoice but receive an error - *'Posting Date is not within your range of allowed posting dates in Gen Journal Line Journal Template Name ='GENERAL', Journal Batch Name = 'GENERAL', Line No='130000'.*

A) The message states that the posting date is out with your range of allowed posting dates. The range of posting dates can be set either in the User setup or the General Ledger setup. The posting date range of the User setup over rides that of the General Ledger setup, so the User setup should be checked first.

Q) I have posted a subcontractor valuation, however I'm unable to generate a payment certificate and authenticated receipt.

A) This is usually because the Subcontractor is new and has not been verified, which must be done to allow payment. If there is not a new Subcontractor, check that they are not blocked and the valuations subcontractor ledger entry has not been marked as 'On Hold'.

Q) How do I reverse Subcontractor Valuations?

A) Where a valuation has been posted and paid in error, you will need to create new valuation(s) and enter the negative amount to negate the original ones, then create and post a REFUND type payment to reverse the additional payments that were made in error.

Q) How do I reverse a posted invoice that has been posted to the wrong code?

A) You will need to create a credit to reverse the invoice, then redo the invoice with the correct cost code. You should apply to receipt when it is to be posted.

Q) How do I restrict what users are able to see on their menu?

A) Select Tools/Navigation Pane Designer then right click on the relevant menu option and select Assign Users. You will see who has access and who doesn't.

Q) When a user is trying to access the subcontractor module they receive an error - '*You do not have permission to read the Subcontractor table*'. How can I give them this permission?

A) The user must have a role that includes the table mentioned in the error. There are five levels of security that can be assigned – Read, Insert, Modify, Delete, Execute. The user will have to be added to a relevant Role and the appropriate security levels assigned.

Q) If a new user is trying to login for the first time and they receive an error '*You do not have permission to read the table*' and they have the relevant roles assigned, what can be causing this?

A) Once you have setup a new user you will need to synchronise logins (single user or all users).

Q) When I have tried to 'Calculate & Post' the VAT I receive an error - '*You must specify Purchase VAT account in VAT posting setup VAT Bus.Posting Groups, VATProd.Posting Groups*'.

A) There may be open VAT Entries with no Posting Groups applied that cause the error. In the VAT Posting Setup, lines may be blank and have no Sales or Purchase VAT Posting accounts assigned to them. If you enter the relevant accounts here it should allow you to calculate and post the VAT.

Q) How do I run the VAT statement?

A) If you go to Financial Management / Periodic Activities / VAT / VAT Statement, then from the Statement select Activities / Functions / Print: Enter criteria.

Q) How do I re-run the VAT Statement?

Go to Financial Management / Periodic Activities / VAT / VAT Statement, then from the Statement select Actions/Functions/Print. Then in the criteria enter the period dates, to include 'Closed Entries' as you have already posted it and 'Within Period'.

Q) I'm trying to post an invoice but receive an error – '*VAT account must have a value in VAT posting setup VAT Bus. posting Group=UK, VAT Prod. Posting Group=.It cannot be zero or empty*'.

A) Right Click to choose the Vat Column. On the line choose STD or whichever is applicable, you should then be able to post.

Q) How do I enter a VAT-only invoice?

A) Setup and use a FULL VAT posting group.

Q) I'm trying to access specific screens and I'm receiving an error – *'Invalid page number(3) for the tab control names 'Control1'*.

A) Check the language setting in Tools>Language - it needs to be ENG UK.

Q) I have an error when trying to post payments – *'You cannot assign new numbers from the number series'*.

A) This error suggests that the No. Series has no starting number. Once this is added you will be able to post.

Q) I'm receiving an error when trying to raise a new subcontractor order - *'No. Series Code does not exist'*.

A) This error will be because the number series is missing so you will need to re-add to resolve this.

Q) When attempting to output a BACS file the following message is received – *'No. Series Code does not exist'*.

A) The BACS Batch No. Series must be added to the P&P setup.

Q) How do I upload a copy of our database for investigation?

A) We have a Thru Portal which you can use to upload your back-up files securely. Instructions can be sent if required.

Q) I'm trying to post a payment and receive an error that it is out of balance.

A) The bank account and payment method must be entered on the payment line.

Q) I'm trying to post a payment and receive an error that cheques / BACS must be exported.

A) Print cheques or export BACS.