



ACCPAC Advantage 5.6

Introduction

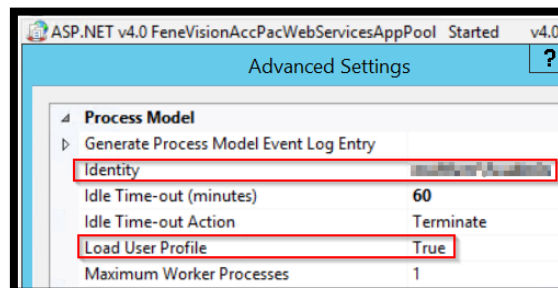
This document gives a list of steps to successfully deploy the ACCPAC Advantage 5.6 interface. There are two major parts to this interface:

1. Web Service
2. Client Install

FeneVision Version 11.3 and later

Beginning in version 11.3, the FeneVision Accounting Poller service has been deprecated and the functionality has been moved into the FeneVision Agent service.

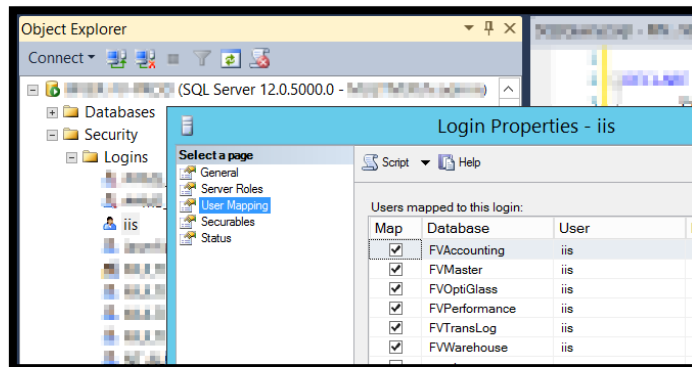
1. Run FVAI_ACAWEB_XX.exe on the customer's FeneVision server. The Sage ACCPAC client software should also be installed on this server.
 - a. It is common for customers to have the Sage 300 Workstation client application installed on the Sage server and to run the client over the network. In this configuration, the required DLL's are not actually on the FeneVision server. **The FeneVision server needs the full version of the Sage 300 Workstation client application installed directly.**
2. In IIS, go to the advanced settings for the "ASP.NET v4.0 FeneVisionAccPacWebServicesAppPool" app pool
 - a. Identity – User with administrative rights
 - b. Load User Profile – True
 - c. Be sure to Stop and Start this application pool after modifying these settings



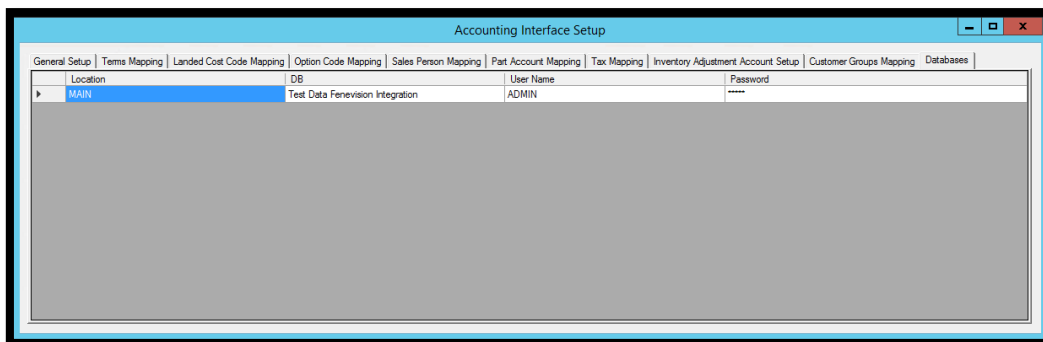
- d. In some instances, you may have to modify the Authentication settings on FeneVision.AccPac.WebServices
 - i. Message of "Invalid Signon Information"; try the following
 1. Anonymous Authentication – changed to run as a user with admin privileges
 2. ASP.NET Impersonation Enabled and set to run as a user with admin privileges
3. Navigate to <C:\inetpub\wwwroot\FeneVision.AccPac.WebServices>
 - a. Open the "Web.Config" file and set the connection string information
 - b. Use the iis user name and password in this connection string
 4. Verify the iis user is mapped to the FVAccounting (FVAcctACCPAC) database
 - a. Open SQL Server Management Studio
 - b. In Object Explorer, under the SQL instance, expand the Security node
 - c. Expand the Logins node
 - d. There should be an "iis" login
 - i. Right click and choose "Properties"
 - ii. Open "User Mapping"
 - iii. Find the FVAccounting (FVAcctACCPAC) database and verify the box next to it is checked



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5. Set the AccountingCatalog and AccPacWebServiceURL GSPs in CORE
 - a. The AccountingCatalog GSP is required and should be set the FeneVision Accounting database name
 - b. The AccPacWebServiceURL GSP is the URL where the ACCPAC web service is running
 - i. For example, "http://SERVERNAME/FeneVision.AccPac.WebServices/"
6. Set the password setting for ACCPAC (login credential for Sage ACCPAC Application)
 - a. CORE > Accounting > Import > Interface Settings > Databases tab
 - b. Most of the time this password is ADMIN
 - i. **THE PASSWORD MUST BE IN ALL CAPS**
 1. Yes, even if Sage doesn't require it to be all caps. This is an issue with the Sage API we are using.



7. **WARNING!** The interface settings specify the ACCPAC database name, username, and password. Notice server is missing from this equation. Step 1 stated the ACCPAC client had to be installed on the FeneVision server. Part of that ACCPAC client setup is to setup an ODBC connection specifying the server location of the database. If you are setting up a test environment using a test ACCPAC database, the ODBC connection on the FeneVision test server must be set to point to the correct server where the test database resides. This is important, because it is possible that the database name, username, password will be identical for the live and test ACCPAC database – only the server location might be different. The only thing that would save live ACCPAC data from being overwritten in this case is guaranteeing the ODBC connection is setup properly on the FeneVision test server.
8. Enable the FeneVision Accounting Poller by editing the [AgentJobs] table in [FVPerformance]
 - a. The interval (how often the polling service will execute customer and vendor syncs) can be set

FENEVISION.FVMaster - dbo.AgentJobs										
JobName	ProgID	Params	StartDateTime	RunsEveryXMin...	NextRunDateTime	SuccessEmailRecipients	FailureEmailRecipients	Enabled	ThreadPriority	
FeneVision Accounting Poller	FeneVision.Acct.Poller.Po...		2015-01-01 00:0...	30	2016-10-05 09:30:00.00...			True	2	
FeneVision Inventory Generator	FeneVision.InventoryGene...		2015-01-01 00:0...	30	NULL			False	2	
FeneVision Lineal Optimization Analyzer	OptimizeAnalyzer.Busines...	<configuration...	2016-04-15 01:3...	1440	2016-10-06 01:30:00.00...			True	1	
FeneVision Performance Monitor	FeneVision.PerformanceM...	Database=FVPe...	2015-01-01 00:0...	1440	2016-09-23 12:01:31.00...			False	2	
FeneVision Translation Poller	FeneVision.Translations.Sy...		2015-01-01 00:0...	1440	NULL			False	2	
* NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	

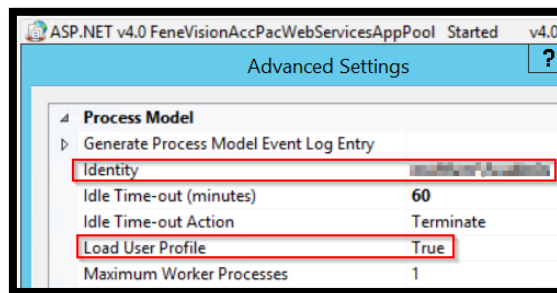


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- b. Verify the FeneVision Agent service is running in Services. Find FeneVision Agent in the list of services and verify its startup mode is set to “Automatic”.
9. Run FVAI_ACA56_XX.exe on the customer’s FeneVision server
 - a. The version of this install should be the same as the FVAI_ACAWEB installer
10. After these two items are installed on the server, the users can install FVAI_ACA56_XX.exe on their PCs

Pre FeneVision Version 11.3

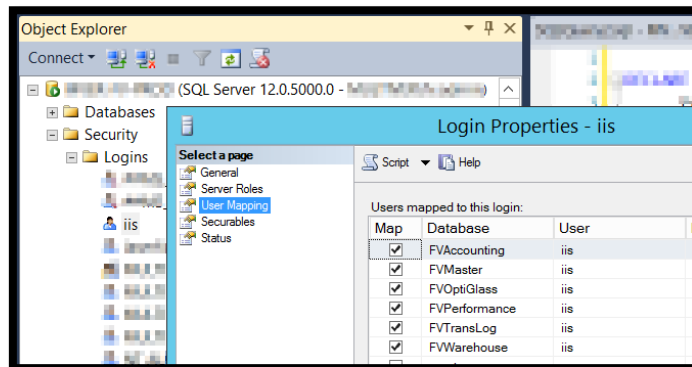
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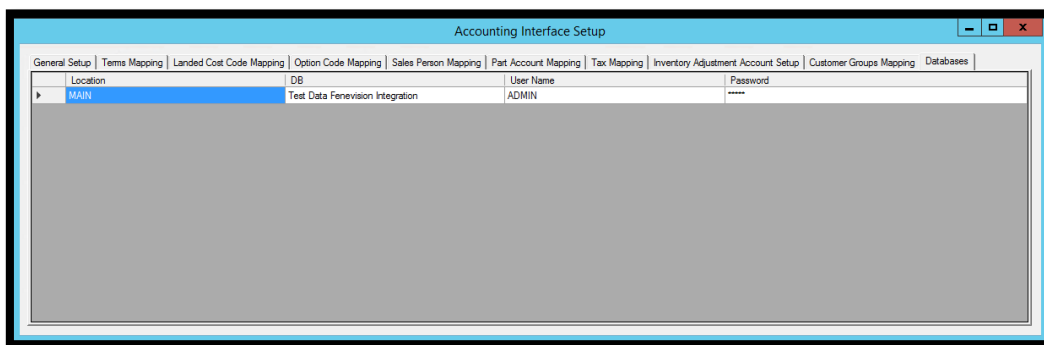
- d. In some instances, you may have to modify the Authentication settings on FeneVision.AccPac.WebServices
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 - b. Most of the time this password is ADMIN



7. Run the following query on FVAcctACCPAC_ADV_56
 - a. UPDATE Settings SET Value = 'YOUR ACCPAC PASSWORD' WHERE Name = 'DBPwd'
 - b. **OR** – Open SSMS and manually enter the value into the Settings table
8. **WARNING!** The interface settings specify the ACCPAC database name, username, and password. Notice server is missing from this equation. Step 1 stated the ACCPAC client had to be installed on the FeneVision server. Part of that ACCPAC client setup is to setup an ODBC connection specifying the server location of the database. If you are setting up a test environment using a test ACCPAC database, the ODBC connection on the FeneVision test server must be set to point to the correct server where the test database resides. This is important, because it is possible that the database name, username, password will be identical for the live and test ACCPAC database – only the server location might be different. The only thing that would save live ACCPAC data from being overwritten in this case is guaranteeing the ODBC connection is setup properly on the FeneVision test server.
9. Make sure the FeneVision Accounting Poller is configured on their FeneVision server.
 - a. Go to [C:\Program Files \(x86\)\Common Files\Fenetech Shared\Config\acctpoller.config](C:\Program Files (x86)\Common Files\Fenetech Shared\Config\acctpoller.config)
 - i. Set the connection string to point to the FVAcctACCPAC database
 - ii. Set the poll interval – or how often the polling service will execute customer & vendor syncs
 1. This value is in milliseconds (120000 = 2 minutes)
 - iii. If there is a second instance of ACCPAC installed, you will have an additional config file in this directory, like acctpollersrc.config, pointing to the 2nd SQL instance
10. FeneVision.Acct.Poller.exe.config (in server utilities directory) must be edited for the instance config file name



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- a. If there is more than one name, place both instance names in the server name section, delimited by a semi-colon
 - b. For example:

```
<setting name="INSTANCE_FILE" serializeAs="String">  
    <value>acctpoller.config;acctpollersrc.config</value>  
</setting>
```
 - c. The poller service may need to be run as a user with admin privileges if there are issues running as LocalService
11. Start the FeneVision Accounting Poller service
 - a. Services
 - b. Find FeneVision Accounting Sync Poller in the list of services
 - c. Right click on it and set its startup mode to "Automatic"
 12. Run FVAI_ACA56_XX.exe on the customer's FeneVision server
 - a. The version of this install should be the same as the FVAI_ACAWEB installer
 13. After these two items are installed on the server, the users can install FVAI_ACA56_XX.exe on their PCs

Notes

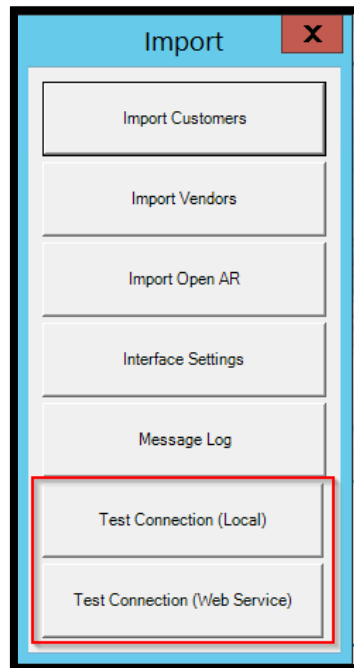
- If you want to set up a SQL job to run the customer sync, the T-SQL you need to know is:
 - Execute usp_ACCPACSyncCustomers 1 (ACCPAC → FeneVision)
 - Execute usp_ACCPACSyncCustomers 0 (FeneVision → ACCPAC)
- If you want to set up a SQL job to run the vendor sync, the T-SQL you need to know is:
 - Execute usp_ACCPACSyncVendors
- If you want to set up a SQL job to run the open AR sync, the T-SQL you need to know is:
 - Execute usp_ACCPACSyncOpenAR
- If you are going to be syncing from ACCPAC to FeneVision and the customer has lots of retail customers that they wouldn't want to come over into FeneVision make sure you set the GroupsToExclude setting before testing a customer sync
- ***Before trying to use anything in the ACCPAC interface make sure all the ACCPAC settings are setup correctly. See the User's Manual for the full list of settings and their meanings.***

Testing

You can test the connection to the services in CORE > Accounting > Import:



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Upgrading SAGE 300 Software

When Upgrading SAGE 300 Software to its newest version you need to do the following:

1. Uninstall Old Sage Software and Reboot the Server to remove any lingering dll's.
2. Install New Sage Software and set up the ODBC per standards.
3. Test Connection (Local) and run through setup steps from there if needed.

Troubleshooting

Post upgrade, tax exempt orders are showing up with tax included in ACCPAC.

Issue: On the FeneVision side, the Invoice has no tax.

Solution: In ACCPAC, go to the Customer Account and check the Tax Group Account. Even when the FeneVision upgrade does not occur at the same time as an accounting update.

The customer can't see anything in ACCPAC after an export.

Issue: Customer says that they aren't seeing any invoices in Sage after an export from FeneVision. FeneVision's message log shows a successful post message.

Solution: It's possible that the customer doesn't know where to look for these invoices since they might be imported differently than they're used to. There is a manual approval and posting process in Sage for these batches. To confirm that things were sent correctly, start by going to the FeneVision message log and grab the GL batch number.

Message Log

Document Number	Message	Failure	Date
Open AR Sync	Success For Location MAIN	☐	2025-11-24 4:14 PM
Open AR Sync	Customer OpenAR Synchronization Completed Successfully for location MAIN! 248 customers synced.Updating Customer ID = 14 Name = Test CustomerUpdating Customer ID = A050 Name = A&...	☐	2025-11-24 4:14 PM
Open AR Sync	Open AR sync successful. Messages: Customer OpenAR Synchronization Completed Successfully for location MAIN! 248 customers synced.Updating Customer ID = 14 Name = Test CustomerUpd...	☐	2025-11-24 4:14 PM
Open AR Sync	Success For Location MAIN	☐	2025-11-24 4:01 PM
Open AR Sync	Customer OpenAR Synchronization Completed Successfully for location MAIN! 248 customers synced.Updating Customer ID = 14 Name = Test CustomerUpdating Customer ID = A050 Name = A&...	☐	2025-11-24 4:01 PM
Open AR Sync	Open AR sync successful. Messages: Customer OpenAR Synchronization Completed Successfully for location MAIN! 248 customers synced.Updating Customer ID = 14 Name = Test CustomerUpd...	☐	2025-11-24 4:01 PM
80014	Posted to Accpac.	☐	2025-11-24 3:53 PM
80014	The invoice was added to Accpac AR batch '16'. GL information added to GL batch '000015'. Accpac database 'HPLDAT'	☐	2025-11-24 3:53 PM
80015	Posted to Accpac.	☐	2025-11-24 3:53 PM
80015	The invoice was added to Accpac AR batch '16'. GL information added to GL batch '000015'. Accpac database 'HPLDAT'	☐	2025-11-24 3:53 PM
Open AR Sync	The open AR sync request has been placed in the queue.	☐	2025-11-24 3:53 PM

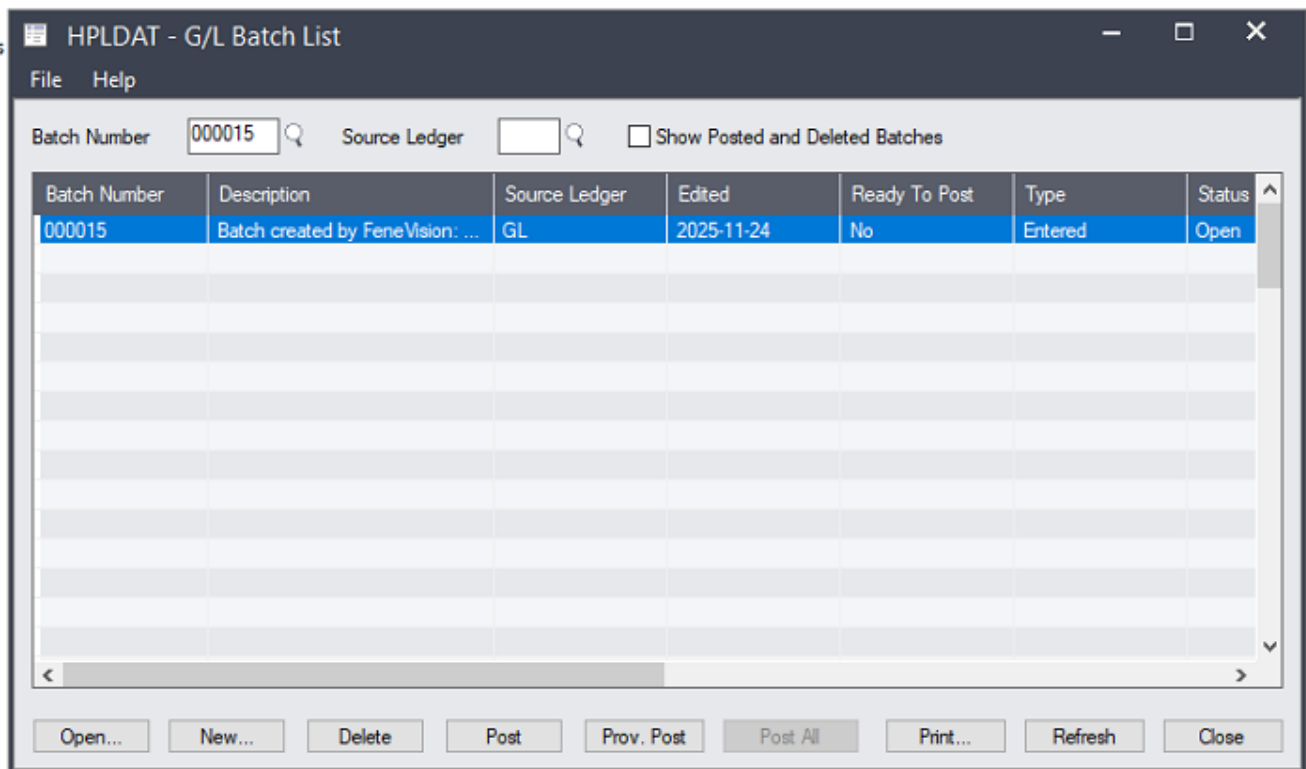
In Sage, navigate to General Ledger --> G/L Transactions



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Open the G/L Batch List and look for the batch number from the FeneVision message log.



Double click to open it and confirm that all the invoices were sent correctly. Use the arrows to view the different invoices within the batch.



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HPLDAT - G/L Journal Entry

File Settings Help

Batch Number: 000015 Entered By: ADMIN * Required

Batch Description: Batch created by FeneVision: 2025-11-24 3:52:37 PM

Entry Number: 00001

Entry Description: FeneVision Invoice '80014'

Document Date: 2025-11-24 Posting Date: 2025-11-24 Year/Period: 2025 - 11

Source Code: G/L Journal Entry

Entry Mode: ☒ Normal ☐ Quick ☐ Auto Reverse

Entry Type: Standard Tax Group: Create Tax Details

Un...	Reference	Description	Account	Account Description	Debit	Credit	Date
1	80014			Inventory -WIP	0.00	1,772.31	2025-11-2
2	80014			Accounts Receivables	1,772.31	0.00	2025-11-2

Debits: 1,772.31 Credits: 1,772.31 Out of Balance By: 0.00

Save Delete Post Clear Detail... Close