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Article # 1089

Technical Note: Explanation of the Error "Transfer Date Not Defined" When Performing Transfer Data to GL and/or Period-end Closing in Accounts Receivable

Difficulty Level: Advanced Level AccountMate User

Version(s) Affected: AccountMate 7 for SQL and Express
AccountMate 6.5 for SQL and MSDE
AccountMate 6.5 for LAN

Module(s) Affected: AR

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DESCRIPTION

The purpose of this document is to discuss the causes and possible solutions to the "Transfer Date is not defined" error, encountered during Transfer Data to GL in the Accounts Receivable module. This will also provide deeper level of user knowledge about some of the tables and files related to the AR Transfer Data to GL function.

I. Reasons why the error is displayed

The following reasons can trigger the system to display the error during AR Transfer to GL and or Period-End Closing:

- Transaction dates (i.e., invoice dates and cash receipts date) are undefined in the Fiscal Period Table (COACPD). For example, if an invoice or cash receipt has a date of 07/14/1980 and this date does not exist in COACPD; the system will display the error.
- Required date fields in some tables are blank. For example, blank invoice dates in ARINVC and blank cash receipt dates in ARCASH and ARCAPP; also, blank records in the three tables mentioned (ARINVC, ARCASH, and ARCAPP) triggers the system to display the error.

The following date fields should not be empty. In addition, these fields do not allow NULL values or dates that are not defined in the Fiscal Period Table (COACPD).

Table	Field
AR Invoice File (ARINVC)	Create Date
AR Invoice File (ARINVC)	Invoice Date
AR Applied Payment File (ARCAPP)	Applied Date
Inventory Adjustment File (ICIADJ)	Adjust Date

II. Possible causes of the error

Any of the following factors caused the problem:

A. Corruption in the Transaction Tables

AccountMate does NOT accept transaction dates that are undefined in the Fiscal Period Table; therefore, in most cases, data corruption caused the erroneous dates. Data corruption could result from any of the following environmental factors:

o Abnormal termination of the application occurred while manipulating data. This would include loss of power, voltage spikes, internal consistency errors, page faults, and fatal exception errors.
o Substandard or faulty network components cause workstations to "hang". These components may include network drivers, network interface cards, cabling, hubs, and switches.
o Data storage components fail to house data properly. Check storage devices regularly for errors and fragmentation.
o Conflicting software such as Antivirus packages, screen savers, and terminate-and-stay-resident applications (TSRs) can cause conflicts with Visual FoxPro that could cause data corruption.
o Incompatible video drivers cause workstation lockup: Certain video drivers can cause Visual FoxPro to become unstable and suspend processing.
o Computer viruses can also interrupt processing of data and may cause data corruption. Be sure that you have good virus software and that you keep it updated.

B. Wrong Form File or Stored Procedure

Wrong file usage could trigger the system to display the error. In most cases, we find that individual patches remain in the AccountMate directory after performing build updates or upgrade. This could create conflict with the current executable files and may affect the transaction saving process.

The following forms and stored procedures relate to the recording of invoices and cash receipts in AccountMate. The presence in the Patches folder or the Forms folder of any form mentioned below can cause this error. You should also check the script date on the stored procedures mentioned below to verify that the one you have is correct.

Form

- ARTINVC
- ARTPYMT

Stored Procedure

- VSP_ARTPYMT_SAVE
- VSP_ARTINVC_CNLSHIPLINE

The following information relates to AR Transfer Data to GL process:

Form

- ARTFER.FXP

Stored Procedure

- VSP_ARTFER_TRANSFER
- VSP_ARTFER_VALIDATE

Note: Stored procedures occur only in SQL versions of AccountMate software.

C. Modifications

Software modifications may also conflict with stored procedures, reports and forms. If you have modified an area in the software that pertains to any function in which dates are used, you may experience this error. Although AccountMate Technical Support cannot assist you in this case, you may e-mail AccountMate Development Consulting Group at devconsulting@accountmate.com for assistance.

SOLUTIONS

The following discusses the possible solutions for the error.

A. Restore Backup

Note: For a more complete explanation on backing up your data, please refer to TechNote article#1087, entitled "Data Backup Strategies"

Before you make the decision to restore your back up file to resolve the error, you must consider first the following:

- Existence of a good and clean back up
- Time frame of the last backup
- Work required bringing the Accounts Receivable data up to date.

If you decide that restoring your back up is the best way to resolve the problem, you may perform either a FULL or a PARTIAL restore of your back up file.

Full Restore

You can perform a full restore if your back up is clean. It is also important that the backup file is very recent; otherwise, you will end up spending a great deal of time to update your data.

Note: *Performing a full restore will require you to re-enter data in all modules (i.e., AP, PO, SO, IC, MI and CL).*

Partial Restore

A partial restoration recovers only certain data tables. This is most applicable for the LAN version of AccountMate software. You should exercise caution when performing a partial restore because you could miss some related tables; in our example, you may miss one or more tables related to the invoice and cash receipt transactions.

B. Data Fixing

Another method by which to correct the "Transfer Date is not defined" error is to have the offending data fixed. Often, there are only a few records with problems, and it is simply more expedient to fix the data rather than to restore a backup and re-enter data. The first option should be to contact a Business Partner/Reseller. If you are a Business Partner, you should have the following skills in order to be competent to fix data:

- o You should possess substantial knowledge of the AccountMate data flow.
- o You should possess moderate skill with Visual Fox Pro or SQL Server as applicable.

If you do not meet or do not have access to someone who meets the criteria enumerated above, you may contact AccountMate Technical Support to initiate contact with the AccountMate Data Fixing group. You can reach Technical Support by telephone at 707-774-7599; by e-mail at support@accountmate.com; and by fax at 707-774-7595.

Please note the following before you contact AccountMate:

- o Estimate how soon you need the corrected data. Note that you may not be able to enter transactions while AccountMate has your data. Your estimate will help us allocate the required resources.
- o You also must consider the schedule of the AccountMate Data Fixing Group; they might not be able to meet your schedule.