Logging for Interface Distribution and Vouchering Receiving

Summary:

Location of logs to be used for troubleshooting problems with direct or export accounting interfaces from NCR Counterpoint.

Cause:

The Counterpoint.log is the primary source of errors logged within the application, including those logged for accounting interface errors, or errors vouchering receivings to a direct or export accounting package. Additional logging is available for export interfaces.

Solution:

When errors are returned in Counterpoint while interfacing distributions or vouchering receivings, these messages should be logged to the Counterpoint.log located in the CPLOGS folder of the machine where the error occurred. This log is referred to as the 'Delphi' log (not to be confused with the .NET log of the same name found in the LOGS folder at each workstation and the server).

If the interfacing or vouchering is being performed at the server, the default directory in 8.4.x would be as below in a 64 bit setting:

C:Program Files (x86)Radiant SystemsCounterPointCPSQL.1LogsCPLogsCounterpoint.log

If interfacing or vouchering is being performed at the station, the default directory in 8.4.x would be as below in a 64 bit setting:

C:Program Files (x86)Radiant SystemsCounterPointCPSQL.1 - StationLogsCPLogsCounterpoint.log.

Note: The CounterPoint.log file is retained on each workstation in 8.4.x or higher. In 8.39, this log can be found on the server under the toplevel directory, i.e. C:Counterpoint and in versions prior to 8.4.x, this file logs errors from all workstations at the server.

The Counterpoint.log can prove invaluable in troubleshooting a problem with a direct accounting interface. Additional logs are created for export interfaces.

If an export interface is defined, the default directory for any files created by interfacing distributions or vouchering receivers are written to the C:CPAccounting directory on the machine where the interface or vouchering occurred.

Note: This directory can be specified as something other than the default in the output file path and name fields on the G/L and A/P tabs in the Setup/System/Accounting/Interface for export interfaces.

Error logs for an export interface are typically indicated by the file extension *.ERR.

GLInterface.err (generated when interfacing distributions) and APInterface.err (generated when vouchering receivings) are used with export interfaces such as Quickbooks and Passport for example.

If there are no errors, the above error files may still be created as 0 byte files. If errors occur, these logs can be opened with a text editor such as Notepad or Wordpad.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=666