



Missing Sessions in a Register Report

An Exploration of Sage Pro System Recovery Tools, Part 2.

Sage Pro has several system utilities that can fix issues that come up from time to time. This article is the second in a series that explores the Sage Pro system recovery tools.

About once a month, we get a call from someone who is missing a session in a register report. In most cases, the session is still open and must be closed through the System Manager. In the example below, session 000172 is open and the invoice from that session will not be printed.

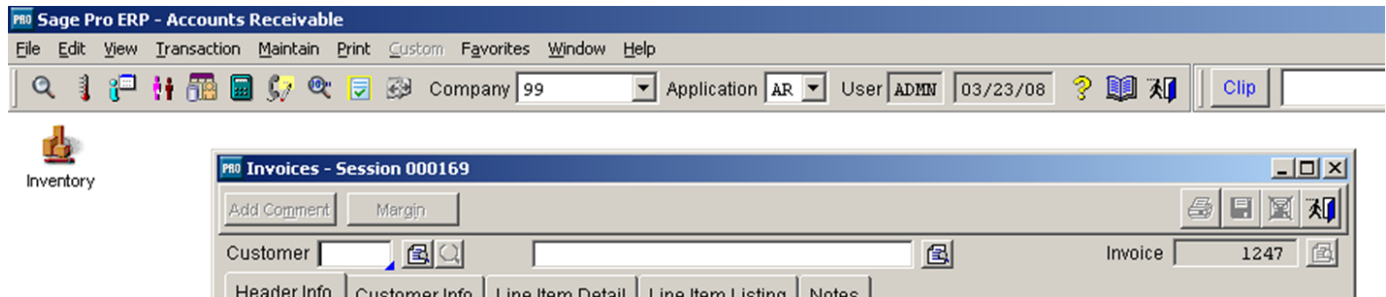
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Date: 03/23/08 at 4:02 PM

Professional Software, Inc.
Detail Invoice Register
Current File On or After 03/01/08 Active and Voided Invoices And Credit Memos
Sessions 000000 to 000173

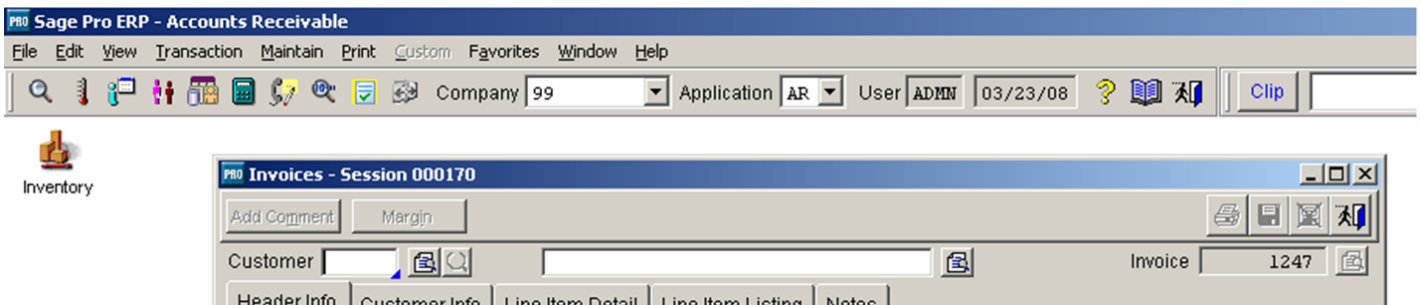
Active Sessions (Not Included in Report)
000172

Item	Session	Sls/Itm Cat	U/M	Trn Quantity	Extended Price	Tax
Invoice: 1234		Customer: BBE 1		Invoice Date: 03/01/08		
				PO Number	Vendor	
CONSULT	Consulting	000154	DOM / SRV	HOUR	100.000000	29400.00
				Tax Rate:	6.500	Total Tax:
				Invoice Total:	29400.00	N

So, what is a session? A session is used by Pro to keep entries to GL from being recognized by reports until they are in balance. Any time a user makes entries to something that can be posted to GL, a session is created. When entering AR invoices, a session number is displayed on the invoice window title bar.



If no invoices are created in the session, the session is voided. Going back into the invoice screen brings up another session number.



This time, an invoice for \$97.99 is entered and saved.

The Session Statistics Report (System Manager under Print → Users → Session Statistics) shows the two sessions. Note that session numbers are assigned by application, so they are not unique throughout the system.

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Professional Software, Inc.
Summary Session Statistics Report
Current File

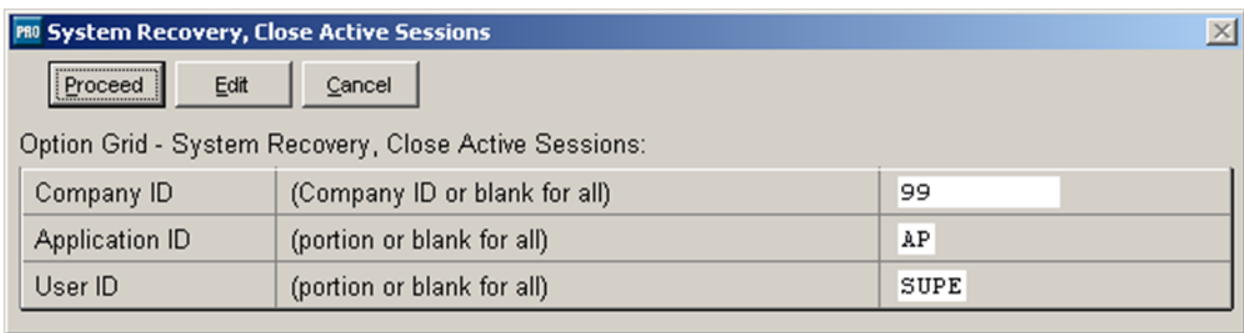
User	Session	Date	Started	Ended	Comp/App'l	Process	Status	Total	Released to GL ?
ADMN	000169	09/01/2007	10:37 AM	10:41 AM	99/AP	Enter Payables	Complete	10637.0100	Yes
ADMN	000170	09/01/2007	10:41 AM	10:41 AM	99/AP	Generate Recurring	Complete	5550.0000	Yes
ADMN	000169	03/23/2008	4:08 PM	4:13 PM	99/AR	Enter Invoices	Void	0.0000	No
ADMN	000170	03/23/2008	4:17 PM	4:34 PM	99/AR	Enter Invoices	Complete	97.9900	No
ADMN	000169	03/21/2008	6:44 AM	6:44 AM	99/IC	Enter Shipments	Void	0.0000	No
ADMN	000170	03/23/2008	3:34 PM	3:34 PM	99/IC	Receive Purchase Order	Void	0.0000	No

If a session is still in use, it will have a status of "Active". Sometimes, if an error forces the user to close Pro abnormally, the session will be left open. In that case, entries made during that session may not show up in some reports.

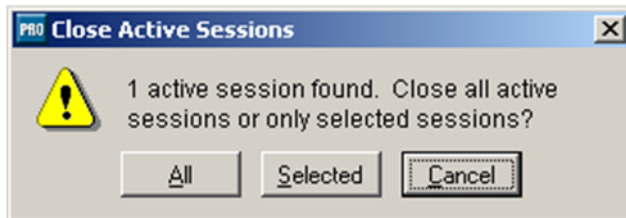
ADMN	000310	03/23/2008	10:19 AM	10:21 AM 99/AP	Invoice PO Receipts	Complete	55.0000	No
ADMN	000311	03/23/2008	10:21 AM	10:35 AM 99/AP	Enter Payables	Void	0.0000	No
ADMN	000312	03/23/2008	10:31 AM	10:35 AM 99/AP	Enter Payables	Complete	500.0000	No
SUPE	000313	03/23/2008	5:24 PM	0 AM 99/AP	Enter Payables	Active	0.0000	No

If this happens, go into the System Manager, Transaction → System Recovery → Clear Flags → Close Active Sessions.

Enter as much information as you can into the option grid. Because session numbers may be duplicated between companies and applications, those fields are especially important.



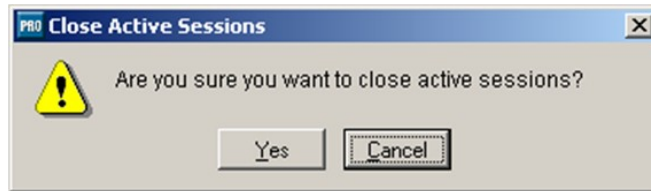
If active sessions are found, the system will display an alert.



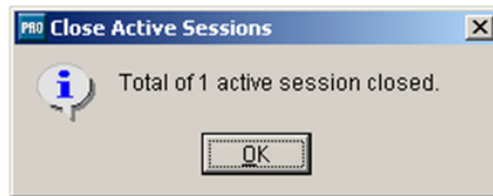
Selecting "All" will, of course, close all open sessions. This should only be selected if no one is in the system and no sessions should be open. Even so, it is always best to choose "Selected". Choosing "Selected" will display a list of open sessions.

Description				Selected
000313	SUPE	AP 99	03/23/2008 17:24:26	No

Pressing space will toggle the selected field between yes and no. It is important to verify that the sessions being selected are, in fact, no longer in use. Pay special attention to the application and company fields. Verify that the user displayed is no longer in the application. The date field can also be a good indicator of recent activity. Chances are pretty good that if the date is from last month, that session is no longer being used. Press enter to continue. At this point, the system will display another confirmation.



Select "Yes" to close the selected sections. An alert will be displayed showing the total number of sessions closed.



Entries made in the sessions that were closed will now show up on registers and other reports using the GL.

If this does not work or you need additional assistance in finding missing sessions, remember help is just a phone call away. Watch for future Tips and Tricks editions of The Advisor, where we will look into other locking and recovery issues.