

BEST Reader

Frequently Asked Questions Document



December 2023

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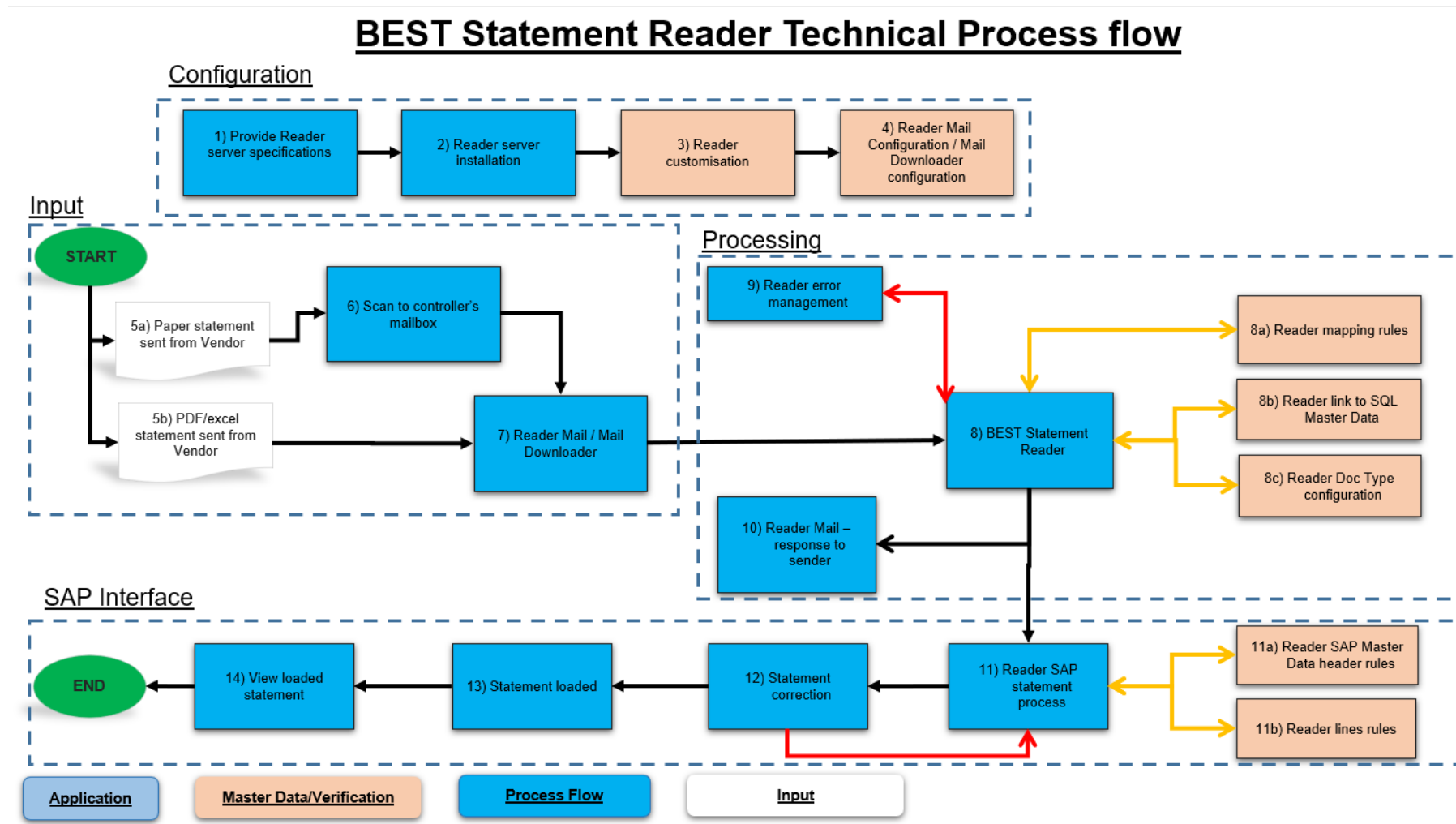
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1. BEST Statement Reader Process Flow

The steps in the following sections align with the BSR Technical Process Flow.

Contact the BEST support desk at support@bestsapcbi.com for assistance.



2. Configuration

Q: How is the configuration of the project handled? (Refer to steps 1 to 4 in the flow diagram).

A: The configuration is completed at the project's outset, and all activities are performed by our highly skilled technical consultants at BEST. If any adjustments are required to the existing process, please raise a support call with BEST at support@bestsapcbi.com.

3. Input

Q: What is the process for inputting data into the BSR solution? (Refer to steps 6 and 7 in the flow diagram).

A: The input process of the BSR solution involves retrieving emails from a central designated mailbox or a defined hot folder on the Windows server. Detailed information about the ChronoScan server can be found in the Technical Handover document.

3.1 Statements not loading into ChronoScan (Client's IT Team).

Q: How can you resolve the issue of statements not loading into ChronoScan?

- a) Confirm the Chrono_Import service is running via services.msc on the remote desktop.
- b) Connect to the ChronoScan server Import web page i.e., http://Clients_address:9007 and review the activity log to confirm the service is running.
- c) Confirm enough disk space is available on the for new statements to be loaded on the C: drive as input files are stored on the directory C:/WCI_INPUT_ROOT/.....

3.2 Connection to mailbox failing (Client's IT Team).

Q: What should you do if the connection to the mailbox fails?

- a) Check if any firewall rules have changed with the network team and ensure that the exchange server details have not been adjusted.
- b) Confirm the mailbox still exists, the password has not changed, and the user has not been locked.
- c) Test the mailbox connection within ChronoScan by connecting to ChronoScan as an administrator, selecting the "Jobs" tab, expanding the relevant job (BSR), expanding the input option, selecting the Active mailbox, clicking on the pencil icon, and choosing the "Check connection" option. If the connection fails, it indicates an issue with either a) or b) and should be addressed with the Exchange team.

3.3 OAuth2 authentication expired (Client's IT Team).

Q: How can I handle OAUTH2 authentication expiry for O365 mailboxes?

- a) For O365 mailboxes and Oauth2 authentication, please ensure that the credentials have been obtained and are still within the validity period. You can verify this by reviewing the mailbox connectivity as noted in section 3.2. If the credentials have expired, please contact BEST support for assistance with the renewal.

3.4 Import Service running but no emails are being retrieved (Client's IT Team).

Q: What should I do if the Import Service is running but no emails are being retrieved.

- a) Sometimes, the windows service may enter a suspended state, appearing to be active (in a running state) but not functioning. You can restart the service by opening the Windows services via services.msc, selecting the Chrono_Input service, and choosing the restart option.

3.5 Statements failed to create in ChronoScan (Client's IT Team).

Q: How can you troubleshoot statements that failed to create in ChronoScan?

- a) Insufficient disk space, typically on the C: drive, can cause this issue. Check the available space and ensure that the Task Scheduler script "Delete Historical Files" is active and completing successfully. If space is still limited, use a tool like "Treesize Free" to analyse the drive's storage usage. Contact the BEST support team for further assistance if necessary.
- b) This could also be related to space limitations on the data drive. Follow the same process as in 3.5a to analyse the space utilisation.

4. Processing

Q: What does the processing of documents mean? (Refer to Steps 8, 9 and 10 in the flow diagram).

A: Documents are generated within the BSR solution in the forms of PDF and Excel batches. To establish the document's origin, which includes pinpointing the exact supplier, it's essential to extract pertinent information and associate the document with the corresponding predefined template. With accurate identification in place, the remaining data can be validated, extracted, and transformed into a suitable format for integration into SAP systems.

- 4.1 Users unable to connect to the Web Interface via port 10000 (Client's IT Team).

Q: How can the connectivity issue to the web interface be resolved for logged calls, particularly when the Web Interface is reported as unreachable?

- a) Make certain that the Windows server is operational by establishing a connection to the server using the accurate address specified in the technical handover documentation.
- b) Upon successfully accessing the remote desktop, validate the existence and running status of the Windows service associated with the Web service (Chrono_Web). Consider restarting the service if it is currently active.
- c) Verify that the user has established a secure connection to your network. For remote work scenarios, it's imperative that they are connected to the VPN, as the web page is not publicly accessible.
- d) Should the service already be in an active state, proceed to perform a service restart to eliminate any potential suspended tasks.
- e) In the event of continued connection failures to the web page, ensure that the accurate address (IP or DNS name) is being used to establish a connection to the server. Additionally, confirm that the server credentials remain unaltered. Detailed information regarding the correct server is provided in the Technical Handover documentation.

- 4.2 Source documents are not visible when connecting the Web Page (Client's IT Team).

Q: How can the cause be troubleshooted when logged calls indicate that the user can access the solution, but documents are not being displayed?

- a) Determine whether this error is specific to the Document screen or if it extends to the Batches screen as well. If the issue is isolated to the document screen, the user should review their filter settings and clear any filters if necessary.
- b) The situation where the web page loads without batch details could signal a potential failure to establish a connection with the SQL Database. Verify the ability to connect to the SQL database by initiating the ChronoScan application on the remote desktop (Start ChronoScan Capture). Confirm that the connection to Enterprise is both successful and devoid of errors. If connecting to Enterprise encounters difficulties, it confirms an issue with the SQL database connection. To resolve this, ensure that no recent changes have been applied to the SQL Server, such as user modifications, IP or DSN alterations, or adjustments to the firewall. If needed, collaborate with the BEST

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support team to implement necessary adjustments in order to restore the SQL database connection.

- c) In cases where the problem appears to be user-specific, it's plausible that the user lacks access to the pertinent Job. Verify this within the ChronoScan Web application by navigating to the Jobs tab. Expand the relevant Job and user sections to validate whether the user possesses the necessary permissions for the Job, such as BSR.
- 4.3 Statements remain in Created status (Client's IT Team / Client's Mapping team).
Q: How to troubleshoot the cause when calls are being logged that documents are being loaded into the solution but remain with a status of "Created".
- a) When records persist in a "Created" status, it indicates that the processing server is not operational. Initiate the processing service (Chrono_Proc) to resolve this.
 - b) In cases where the service is already running, perform a service restart to eliminate any potential suspended tasks. Additionally, collaborate with the business team to confirm that the statements are indeed being processed.
 - c) If the challenge persists despite taking actions as outlined in points "a" and "b" above, establish a connection to the Web service using the client's solution address and port 9008, as detailed in the technical handover document (e.g., <http://xxx.xx.xx.xx:9008>). Review the activity log for any system messages that could shed light on the underlying cause. Should you encounter any error messages, kindly share them with the BEST support team via support@bestsapcbi.com. This will enable BEST to provide the necessary assistance in addressing the issue.
- 4.4 Statements not populating the Document Generator field (Client's Mapping team).
Q: What steps should be taken when a statement has undergone processing, yet the Document Generator field remains empty, consequently halting further statement processing?
- a) Confirm that the quality of the statement is adequate for the recognition of critical fields such as the supplier's name.
 - b) In situations where previously supplied information in a statement is now absent, necessitating the adjustment of mapping to synchronize the new key values with the established mapping.
 - c) Verify if the statement had not been mapped previously. This can be achieved by cross-referencing the previously identified "itags". If these tags have not been defined in earlier mappings, proceed to map the supplier statement accordingly.
- 4.5 Company Codes or Vendor Id's not identifying (Client's IT Team / Client's Mapping team).
Q: A query is raised when either the company code or the vendor id is absent, causing a failure in processing the statement through to SAP. How would this issue be resolved?
- a) The mapping team must ensure the accurate population of pertinent fields, such as validating that CompanyRegion reflects the correct company details and that VendorName or comparable identifiers like VAT number are populated with data consistent with the details maintained in SAP's Master Data.
 - b) Verify the successful completion of the most recent run of the Master Data Update task in the task scheduler.
 - c) Validate the extraction of Master Data files by inspecting the MasterData directory, as outlined in the Technical Handover document. Confirm the recent update timestamps on files like T_Receiver.txt and T_Sender.txt. If these files aren't current, assess the operation of the BestSapStatementLoader service. If inactive, initiate the service and confirm timely updates of the text files, typically within a span of 5 to 10 minutes.

- d) If the text files mentioned in point b) above are up-to-date, it implies a failure on the Master Data extraction within SAP. This issue should be escalated to the SAP Basis team to ensure the BSR_Extract job is active and not encountering failures in transaction SM37.
- 4.6 Statement not reading Grid lines (Client's Mapping Team).
Q: How do you troubleshoot when the header information is read correctly but the line items fail to extract from the source document?
- a) If the statement was mapped as a PDF and you can see the defined grid on the page, then you need to check if a trigger was set up to anchor the Grid. If this trigger is no longer present or in a different location, it indicated by a yellow warning triangle at the top left corner of the grid. Rectify this by adjusting the text value repositioning the OCR trigger block. Additionally, consider the possibility that the unique identifier or trigger value formerly utilized may no longer appear on the statement, requiring the establishment of a new identifier.
 - b) Occasionally, although a statement was mapped in PDF format, a supplier might send an Excel statement instead. Even when the grid mapping remains visible, it's necessary to remap the statement grid to suit the Excel format. Ensure that the grid definition aligns precisely with the structure of the Excel document. If the previous definition doesn't correspond to the Excel file's layout, create a fresh header definition accordingly.
 - c) Validate that the mapped grid columns encompass a date field with accurate details. The solution is designed to eliminate lines lacking a date identification, assuming these lines aren't active transactions (e.g., subtotal lines).
 - d) Verify the correct definition of amounts within the mapped lines. Lines devoid of any amount are also considered extraneous and will be deleted by the solution. Ensuring accurate amount definition is vital to prevent unintended data loss.
- 4.7 Statements not exporting from BEST BSR - remain in process or error_export status (Client's Mapping Team).
Q: What would be the root cause for statements not being exported successfully and loaded into SAP?
- a) The required header fields have not been populated namely - Document Generator, Statement Date, Company Code, Vendor Id, Closing Balance. The cause for the missing field value must be investigated and resolved through correcting the Intellitags, OCR Zones, correct names used for Company and Vendor and ensuring the Master Data has been activated for the vendor and or sub account where required.
 - b) An error is reported on the batch and reflected in the "ValidationMessage" field in the statement header section. Examples of typical errors reported could be invoice numbers not populated for debit amounts and the statement not balancing to itself.
 - c) The statement was not configured and should be resolved by opening the batch and set the mapping to configured and reprocess the statement.
- 4.8 New Line found in the mapping (Client's Mapping Team).
Q: Why would a statement fail to load into the SAP BSR solution after it was successfully exported?
- a) This can occur when a new line character was incorporated into a field and thus would separate the XML line into two lines resulting in a failure. Open the OCR Zone settings for the specific document and check for possible fields that could incorporate multiple lines. The date field would be an example. De-activate the allow carriage return button

to remove new lines incorporated in the field. You should also adjust the position and properties of the OCR zone to isolate the actual value to be retrieved.

- b) Specific field lengths and attributes might lead to failures. For instance, reading amounts with three decimals or encountering fields such as invoice numbers that surpass the defined length limit in SAP can cause issues. It's essential to adjust the field mapping to align with the acceptable lengths as mandated by SAP's requirements.
 - c) Ensure that the RFC Application is operational as a service, as its absence can lead to the statement not being displayed on the SAP BSR screen.
- 4.9 OCR zone not reading (Client's Mapping Team).
Q: How to troubleshoot a mapping where the OCR zone has been defined but the field value is not being read?
- a) When OCR triggers are associated with an OCR zone, verify that the trigger continues to accurately capture the intended value. If the trigger fails to detect the value, a yellow triangle warning will appear within the OCR zone.
 - b) Access the properties of the OCR zone and ensure that there are no constraints on field values that deviate from the source data. For instance, a date field defined with a date format might not align with the source data, leading to an empty field. Modify the rules of the OCR zone to correctly interpret the source field.
- 4.10 OCR Zone Shifted (Client's Mapping Team).
Q: How to troubleshoot when an OCR zone is not populated due to an adjustment on the source document?
- a) In the event of a shift in your statement's layout, the initial step involves confirming that the OCR zone is associated with a trigger. Alternatively, consider engaging with the supplier to ensure the provision of consistent statements on a monthly basis.
 - b) When the supplier alters the statement's structure and introduces a new format, the recommended action is to remap the statement to match the updated layout accurately.
 - c) It can prove advantageous to establish connections between crucial OCR zones and static triggers or labels where feasible. For instance, associating the date field with the label "Statement Date" enhances clarity and accuracy.
- 4.11 Statement is reading the mapped field incorrectly (Client's Mapping Team).
Q: How do I fix a mapped field that is not reading the source data correctly?
- a) Field reading failures may arise from the quality of the received statement. You have the option to adjust the OCR read settings or, as an alternative, communicate with your supplier about switching to a system-generated PDF statement.
 - b) The discrepancy might stem from validation rules that don't align with the designated field—for example, a field anticipating a date format that's not fulfilled by the provided values. Check the advanced OCR settings for the field or grid column to ensure that no constraints conflict with the anticipated value.
 - c) Hover your cursor over the relevant field's PDF section within the mapping screen and confirm the successful recognition of the underlying text. The interpreted value will appear in blue text. If the underlying text is unreadable, consider requesting an electronically generated statement from the supplier.
- 4.12 Statements not rotating correctly (Client's Mapping Team).
Q: How do you correct statements appearing with the wrong orientation?

- a) You can manually adjust the orientation of the statement on the left side of the mapping screen using the page bitmaps. This highlights the need for a configuration modification to facilitate automatic detection of page orientation and subsequent rotation upon document receipt. To address this, reach out to the BEST support team at support@bestsapcbi.com for assistance with configuring the necessary adjustments.
- 4.13 Statements remain in “Ready_to_Export” status (Client’s IT Team).
Q: Why would the statements remain in ChronoScan with a “Ready_to_Export” status and not be sent even though all the fields are valid?
- a) Statements will remain in a “Ready_to_Export” status when the export service is not running. Start the export service (Chrono_Export) on the server.
- b) If the export service is noted as running, a re-restart of the service is required as the windows process might have been suspended. Verify the statements are being exported with business once the service was re-started.
- c) Ensure sufficient disk space is available on the data drive and whether additional space should be made available or redundant files should be cleared from the drive.
- 4.14 Disk space alerts received on low disk space.
Q: How to resolve the issue when the user reports that there are alerts on the application noting that the disk space is low?
- a) Insufficient space on the disk, normally the C: drive could be due to archiving procedures not running. Check space availability to ensure the disk is not out of space. If there is insufficient space available, then ensure the script in the Task Scheduler “Delete Historical Files” is active and completing successfully. If the script is completing successfully, then an analysis of the drive should be done using a tool like “Treesize Free” to assess and review storage usage. If no redundant space can be identified, then contact the BEST support team for assistance.
- b) This could also relate to space limitations on the data drive and the same process need to be followed with analysing the space utilisation.
- 4.1 Excel statements loading as blank batches in ChronoScan (Client’s IT Team).
Q: What to do if excel statements are loading blank batches into ChronoScan?
- a) Ensure that the services are running on an active service account with the correct permissions.
- b) If the service is running through an active service account, configure and test through another user that has the required permissions. Send an excel statement through to see if the statement then loads correctly.
- c) Check with the IT team to ensure the service account has an active and valid Office 365 license assigned to it.

5. SAP Interface

Steps 11, 12, 13 and 14

- 5.1 RFC Failing to update Statements – statements not visible in SAP (Client’s IT Team).
Q: How to resolve when statements are being exported from the BSR solution but not being loaded in SAP?
- a) When users raise the query that statements are not being loaded into SAP even though they are exported, indicates that the RFC Application service is not running. Check to ensure the service BestSapStatementLoader is running and restart if required.

- b) Check the output directory from ChronoScan as noted in the Technical Handover guide in Section 2 to ensure that there are files to be processed. There would be .pdf and .xml files. If no files are present, check with business to ensure they are exporting statements.
 - c) Check in the logging folder as noted in the Technical Handover guide and open the latest .log file. Scroll down to the end of the file and note if there are any errors regarding the connectivity to SAP with the RFC Application. Common problems encountered would be failure to connect to SAP, user access failure on the RFC user, ABAP dumps occurring in SAP. The message would provide better insight and would determine the root cause of the failure and the action to be taken. If further assistance or clarity is required, then log a call with the BEST support team.
- 5.2 RFC Failing with ABAP Dumps (Client's IT Team).
- Q: How do you fix errors being reported by the SAP basis team that ABAP dumps are occurring due to the statement load program?**
- a) When users raise the query that statements are not being loaded into SAP and the Basis team is reporting ABAP dumps related to the BEST RFC application, this would require the assistance of the business team to correct the statement in error. Identify the source documents in the "New 1" folder, path noted in the Technical Handover Guide, and share the detail of the file with the business team to correct the statement mapping. The source files (.pdf and .xml) must be removed from the "New 1" folder once reported to the business team to ensure no further SAP dumps are occurring.
- 5.3 RFC failing to update the SAP Tracker (Client's IT Team / Client's Mapping Team).
- Q: How to resolve a query reported by the business team that the statement tracker is not being updated in the SAP BSR cockpit?**
- a) The users will raise the query noting the SAP tracker is not being updated in the BSR solution. This would be related to invalid records in the source file, located in the MasterData folder as Chrono_Extract_Tracker.csv, and normally represents records that have been split incorrectly due to a new line being mapped in a field. Share the .csv file with the business team or with the BEST support team to analyse and identify the error batch. The source document must be corrected in ChronoScan, and the new line removed for the applicable field to resolve the error.
- 5.4 RFC failing on DMS connection (Client's IT Team).
- Q: The business team will report that statements are not being loaded into SAP and you will see errors relating to a failure to attach documents in the Document Management Solution. How can this be addressed?**
- a) The users will raise the query noting the statements are not being loaded into SAP. Find the latest log file as noted in 5.1 c) above and confirm that the error being reported reflects a failure to insert the appropriate records into the DMS application. This needs to be taken up with the SAP Basis team to resolve the DMS connectivity.

6. Addendum

6.1 Scheduled Tasks

There are several tasks configured during the implementation of the BSR solution responsible for maintenance. All tasks need to be monitored and confirmed that they are executing successfully according to their schedule in the Task Scheduler.

- 6.1.1 MasterData_Update – This step is responsible for updating the SQL database in the case of a local SQL instance. This might also be set up on the SQL Server if a central instance is being used.
- 6.1.2 Clear historical files – Deletes historical log files no longer required.
- 6.1.3 Extract ChronoScan Tracker – SQL extract utility to provide the source files for the SAP upload.
- 6.1.4 Copy files to SQL Server (if applicable) – Replicates the files via the share drive with the SQL server.

6.2 AD Authentication

- 6.2.1 Should AD have a security group?
This is not really required but can assist in categorising the users and have them grouped for users that have access to ChronoScan as well.
- 6.2.2 What access does Helicon require to validate AD accounts?
Within Helicon, we'll configure the connection to the AD authentication and the user will log on to ChronoScan via their AD credentials. The requirement is an account that we will log on to the AD Domain server that will have administration authorisation to do the configuration.
- 6.2.3 How does Helicon work/function?
Helicon is the interface between the ChronoScan IIS setup and the AD server for user authentication. Helicon uses reverse proxy to receive the connection from the ChronoScan server and allow the AD authentication.
- 6.2.4 How does the user get validated in Helicon?
Helicon will receive the login credentials from the ChronoScan login page and will then link to the AD server to authenticate the user.
- 6.2.5 Are users created in BSR and then validated via Helicon?
The users will be created in ChronoScan, and the user credentials must align with the AD credentials.
- 6.2.6 If user created in BSR not in AD server what happens?
One of the parameters that will be activated will align credentials with the AD server and if the credentials cannot be authenticated with the AD domain, they will not be able to log on.
- 6.2.7 What access does Helicon require to validate AD accounts?
Within Helicon, we'll configure the connection to the AD authentication and the user will log on to ChronoScan via their AD credentials. The requirement is an account that we will log on to the AD Domain server that will have administration authorisation to do the configuration.

- 6.2.8 Is the admin authorisation requirement just for the configuration part? Once configured what access will Helicon require to validate the user? Or is it always an admin user?
The admin user should only be required during installation and configuration, thereafter it will form part of the standard IIS connectivity.
- 6.2.9 How does the user get validated in Helicon?
Helicon will receive the login credentials from the ChronoScan login page and will then link to the AD server to authenticate the user.
- 6.2.10 For this link what type of user is required on the AD server.
The connection will be done as part of Microsoft's IIS connectivity and will pass the user credentials to the AD server via Helicon like domain\user and the password.
- 6.2.11 Service stop running.
Services may stop running when the Server gets restarted once a month (or as required). Services are set to Automatic startup but might fail to start up.
Log onto the Remote desktop (Server IP), open the services and start the services. If you experience a greyed-out option on a service, then check if the service is ended in the Task Manager. If the services are not showing in the Task Manager refresh the services screen and see if it's now allowing you to start the services.
This will be the clients IT team's responsibility that is monitoring the services.