

Clarity - "View call failed" when exporting to Accpac

Problem:

When exporting to Accpac seamlessly you may get an error message saying "View Call Failed"

Solution:

This problem is caused by attempting to post to a calendar year within Accpac that has not yet been opened, created, or is currently closed. You are not allowed to post General Ledger information from Payroll into a closed or non-existent period within Accpac. To resolve this issue you must go into your Accpac Accounting software and either:

- Open the Period that you are attempting to post too.
- Create the Period that you are attempting to post too.

NOTE: This is a very broad error message. 'View call failed' is the catch all error message that doesn't give you any idea of where or what the problem is. There might be a problem in ACCPAC account settings. If you are getting this error, look at which account you receive this error and trace that account in ACCPAC to solve the problem.