

# Clarity - Cant see exported GL items in SAP Business One although Clarity does not give an error message

Problem: You export GL items from Clarity to SAP Business One, you don't receive any error messages but your items cannot be seen in SAP Business One Journal

Possible causes:

1. In GL export settings, make sure you have a correct date format. Click on "GL Default" button if you are not sure. In some systems, the export did not go through if Clarity's date format was not the same as the one in Control Panel->Regional Settings. If in doubt, click on "GL Default" button to default the date format
2. Check the currency character in Clarity and SAP. In SAP, you can find the currency in Administration -> Setup -> Financials -> Currencies. The currency is stored as a character (mostly \$) or a string like "CAN" or "CDN". Make sure this is the same one as in Clarity GL export settings.
3. Try the solution below. This solution is taken from SAP Note 863568

- Close SAP Business One
- In Windows, go to Start > Run
- Type in **%temp%** and press OK
- In the window that appear locate the **SM\_OBS\_DLL** folder and rename it to oldSM\_OBS\_DLL
- Restart SAP Business One
- Restart Paymate
- Retry exporting to GL

If this solution doesn't work, please try this:

- Close SAP Business One
- In Windows, go to Start > Run
- Type in **C:\WINDOWS\TEMP** and press OK
- In the window that appear locate the **SM\_OBS\_DLL** folder and rename it to oldSM\_OBS\_DLL
- Restart SAP Business One
- Restart Paymate
- Retry exporting to GL

If this doesn't work as well, please refer to SAP Note 863568 (<https://service.sap.com/sap/support/notes/863568> )