



CRM and Collections Scheduler

User Guide

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Running Overdue Payment Reminders and Payment Due Alerts with Windows Scheduled Tasks

This guide shows you how to create Windows scheduled tasks to automatically:

- Send Overdue Payment Reminders and Payment Due Alerts to customers.
- Update the list of overdue invoices that appear when you open the Overdue Invoices program in the Collections folder.

TaiRox CRM provides two ways to send overdue payment reminders and payment due alerts to clients:

- **Interactively** – using the Overdue Payment Reminders and Payment Due Alerts programs to select recipients and choose runtime options.
- **In the background using a Windows Scheduled Task** – using the runtime settings on the Scheduling tabs for the Overdue Payment Reminders Setup program and Payment Due Alerts Setup program.

You can use CRM and Collections' Scheduler program to create Windows scheduled tasks for Overdue Payment Reminders and Payment Due Alerts, and to update overdue invoices.

Steps for creating Windows Scheduled Tasks for overdue payment reminders and payment due alerts:

- Enter default program settings using the Overdue Payment Reminders Setup and Payment Due Alerts Setup programs.

The Settings tabs for the setup programs include default settings for using the programs interactively or when launched by Windows scheduled tasks.

The Scheduling tabs provide the email and task assignment options that are in effect when running the programs as scheduled tasks. Most of these options appear in a popup window when you run the programs interactively from the Collections folder.

- Run the CRM and Collections' Scheduler program and enter Sage 300 login settings and email notification information.
- Save the XML parameter file for running Overdue Payment Reminders and Payment Due Alerts to the Shared Data Folder for your company.
- Use the Create Scheduled Task button on the CRM and Collections Scheduler's Settings tab to create a basic scheduled task.
- Use the Start Task Scheduler button to open the Windows Task Scheduler and change security options to run the task whether the user is logged on or not.
- Set the task to run with the highest privileges.

The CRM and Collections Scheduler program creates a basic Windows scheduled task that points to the current XML path and name.

Make sure that the Windows task points to the correct XML file. This is the most common error made by Sage 300 consultants not familiar with the Windows Task Scheduler.

Important Notes: The task created by The CRM and Collections Scheduler will not run on a regular basis until you edit the task and provide Windows login credentials. Other important options will also need to be set up properly. Consult Windows Task Scheduler documentation for important details beyond the scope of this document.

Step 1: Enter Program Settings in the Overdue Payment Reminders, Payment Due Alerts, and Send Invoices Setup Programs

See the CRM and Collections User Guide for details on setting up Overdue Payment Reminders, Payment Due Alerts, and Send Invoices.

Before you create Windows scheduled tasks, you must make sure that you can successfully send Overdue Payment Reminders, Payment Due Alerts, and Invoices from the standard program interface.

- Enter default program settings with the Overdue Payment Reminders Setup, Payment Due Alerts Setup, and Send Invoices Setup programs.

The CRM and Collections Scheduler uses these settings when it runs the Windows scheduled tasks for sending payment reminders and invoices.

Edit and choose the email templates for overdue invoice reminders, payment due alerts, and invoices using the Overdue Payment Reminders Setup, Payment Due Alerts Setup and Send Invoices Setup programs.

The *Scheduling tabs* provide the email and task assignment options that will be in effect when running the programs as scheduled tasks. Most of these options appear in a popup window when you run the programs interactively from the Sage 300 Desktop.

Enter the name, phone number, and email address that will appear in emails if your email templates include variables for sender information.

Note that your entries for variables will appear exactly as entered in emails – and that the task will fail if you use variables in email templates and the variable information is not available when reminders are sent by a scheduled task.

- Use the Contacts tab in the Company window to select the company contacts that are emailed payment reminders and invoices. Emails will not be sent if recipient (or company/contact) email addresses are missing.

You must select XQ Payment Reminders on the Contacts tab in the Company window for each Overdue Payment Reminders and Payment Due Alerts email recipient, and select A/R or O/E invoices to send invoices.

- Use a test customer account to send overdue payment reminders, payment due alerts and invoices.

See the TaiRox CRM User Guide.pdf for details on Overdue Payment Reminders, Payment Due Alerts, and the Send Invoices program.

Step 2: Start CRM and Collections Scheduler and Edit Settings

To start the program and enter settings:

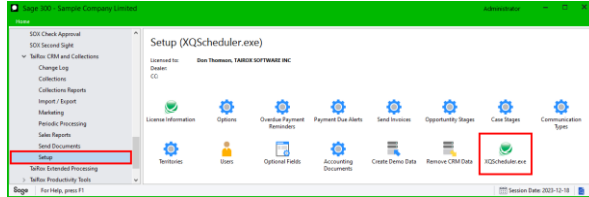
1. Run the CRM and Collections Scheduler as an Administrator – this is necessary if you intend to create or edit scheduled tasks in this session.

If your Sage 300 User Account is also an administrator on the Sage 300 server, you can run the CRM and Collections Scheduler from the Sage 300 Desktop, create Windows Scheduled Tasks and launch the Windows Task Scheduler program.

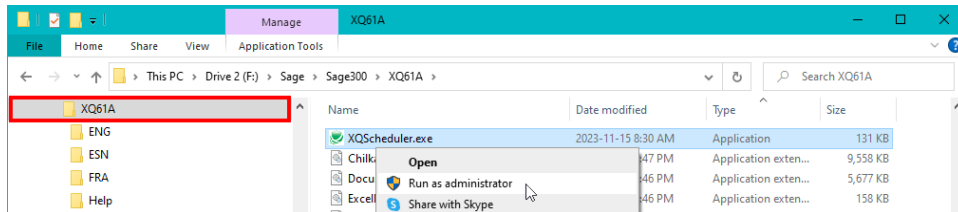
*If your Sage 300 User Account is **not** an administrator on the Sage 300 server, you can open the CRM and Collections Scheduler from the Sage 300 Desktop, but you will not be able to create Windows Scheduled Tasks and launch the Windows Task Scheduler program.*

- See the instructions below for launching the CRM and Collections Scheduler directly from Windows as an Administrator.

The CRM Scheduler in the CRM and Collections Setup folder on the Sage 300 Desktop.



Launching the CRM Scheduler directly from Windows as an Administrator:



- Navigate to the **Sage300 \XQ61A** program folder.
- Right-click XQScheduler.exe, and select Run as Administrator to start the program.

The following form will appear:

- Fill in the information on the Settings tab.

Note the following points:

- **Settings File:** The file has been saved in the \Sage300\SharedData\Company\SAMLTD folder (in subfolder \TaiRoxCRM\ScheduledTasks. It should be available to all Sage 300 users here. You can create different settings files for different scheduled tasks.

The default name for the XML settings file is “Collections.xml”, but you can give it any name.

- **Task Name:** This is the name that will appear in the Windows Task Scheduler. The name shown above indicates that it will send invoices, payment due alerts and overdue payment reminders, and it will update the invoices displayed in the Overdue Invoices program grid.

- **Company Name and Company ID:** This is the Sage 300 company database for the task. You will create separate tasks for each company if you have several company databases.
- **Login User ID and Password:** This is the ID that the Windows Scheduled Task will use to log into Sage 300 and run the programs. The password is encrypted in the XML parameter file.

You probably want to use a special ID for tasks – for example, one that doesn't expire and can have all the appropriate rights to Sage 300.

Note that the Overdue Payment Reminders Setup and Payment Due Alerts Setup programs let you specify a different user as the email sender and contact person. The Windows scheduled tasks will send out reminders using the current "sender" settings in Overdue Payment Reminders Setup and Payment Due Alerts Setup.

- **Process Overdue Payment Reminders / Process Payment Due Alerts / Update Overdue Invoices / Send Invoices.**

Select the tasks that want included in this scheduled task.

- Automatically send out overdue payment reminders. The program will update the customer list for overdue payments, then create the reminders using the settings in Overdue Payment Reminders Setup.
- Automatically send out payment due alerts. The program will update the customer list for payment due invoices, then create the reminders using the settings in Payment Due Alerts Setup.
- Automatically update the overdue invoices list that appears in the Overdue Invoices program. Run this nightly to ensure that this list is always up to date.
- Automatically send out invoices. The program will send A/R invoices, A/R credit/debit notes, O/E invoices, O/E credit/debit notes, Technisoft invoices and credit notes, and other 3rd party invoices and credit/debit notes that have been posted to Accounts Receivable.
- **Include the following documents when sending invoices:** This applies to the Send Invoices program. You can choose which A/R documents are sent out by the Send Invoices program: A/R invoices, credit notes and debit notes, O/E invoices, O/E credit and debit notes, and/or invoices or credit notes created by Technisoft's Service Manager.

3. Fill in the information on the Email Notification tab.

The Email Notification tab settings control how email notifications are sent.

You will need proper credentials that work from the computer running Fast Database Management.

The screenshot shows the 'Email Notification' tab in the 'Settings' dialog box. The 'Email Notification' checkbox is checked. The 'Mail Server (SMTP)' is set to 'smtp.gmail.com' and the 'Port Number (SMTP)' is '587'. The 'Enable SSL' checkbox is also checked. The 'Account Name' is 'notifications@tairox.com', the 'Password' is masked with asterisks, 'Mail To' is 'morgan.thomas@tairox.com', 'Mail From' is 'notifications@tairox.com', and the 'Subject' is '%Task %DateTime %Status'. There are 'Reset Email Settings' and 'Send Test Email' buttons. At the bottom of the dialog are 'Process', 'Log Files', 'Create Scheduled Task', 'Start Task Scheduler', and 'Close' buttons.

Note the following points:

- **Email Notification:** Select this checkbox to get email notifications when scheduled tasks are completed.

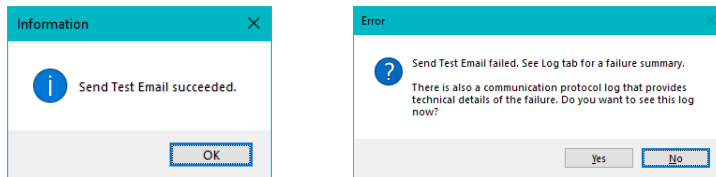
The program attaches log files to the notification email that provide the reasons for email failures – such as a missing global variable referenced by the email template, or a missing recipient email address.

Enter the same settings that Outlook would use from the server – same SMTP server, same port number, same account name and password. (The settings will probably match the email settings on the Email tab in CRM and Collections Options.)

- **Mail To:** You can include any number of email addresses, separated by commas or semi-colons.
- **Subject:** Use any subject line you want for the notification email.

The codes %Task, %DateTime and %Status will be replaced respectively by the Task Name on the Server Tab, the Date and Time that the job completes and the Status of the job (SUCCESS or FAILURE). For compatibility reasons %Job will be treated the same as %Task.

- **Reset Email Settings button:** Blanks out the fields on the form so you can enter new settings.
- **Send Test Email:** Sending a test email will display a pop-up message. If the test fails, check the log file by clicking the Yes button in the error message.



Note regarding “Enable SSL” if unsupported by the SMTP server

If you select the “Enable SSL” checkbox, the program will first try to send a test email securely. If it does not succeed, it will try to send a test email insecurely. The program will display an error message if the secure test fails, but the insecure test is successful.

If this message appears, it means that:

- Your SMTP server does not support current email communication styles on the port provided. (The “Enable SSL” checkbox has different meanings for different email sending mechanisms, particularly older ones.)
- You should uncheck “Enable SSL” to send emails without SSL protection.

Step 3: Save the XML Parameter File in the Shared Data Folder

Save the XML parameter file for the Windows scheduled task to the Sage 300 Shared Data folder for your company. In the following example, we added a ScheduledTasks folder under TaiRoxCRM.



The default name for the XML settings file is “Collections.xml”, but you can give it any name. If you are creating several scheduled tasks, each xml file must have a different name.

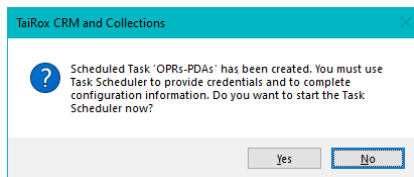
The current XML file will become the parameter file for the new Windows scheduled task that you create in the next step.

Step 4: Click the “Create Scheduled” Task Button

Click the Create Scheduled Task button on the CRM and Collections Scheduler’s screen to create a basic scheduled task.



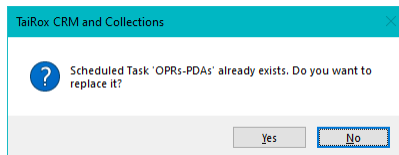
The program will display the following message:



The new task:

- Will have the Task Name from the Settings tab.
- Point to the XML settings file that you just saved.

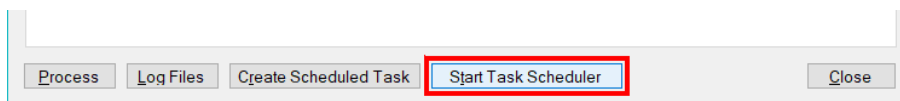
If a task with the same name already exists, you will be warned.



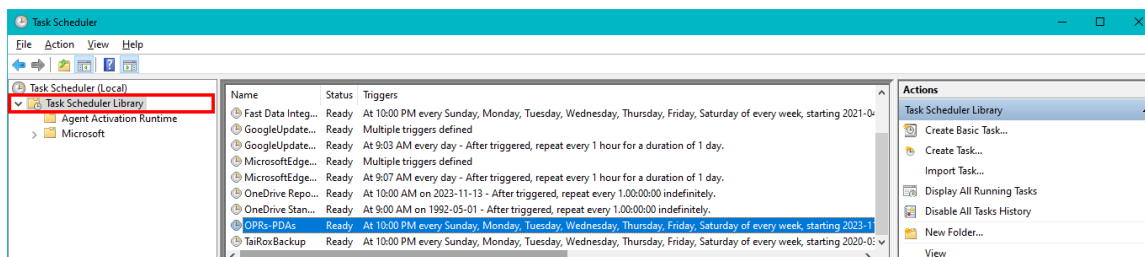
Note: Replacing the task means not retaining any existing task settings:

Step 5: Click the “Start Task Scheduler” Button

Click the Start Task Scheduler button to open the Windows Task Scheduler. You have to enter login information for the scheduled task and change security options to run the task whether the user is logged on or not.



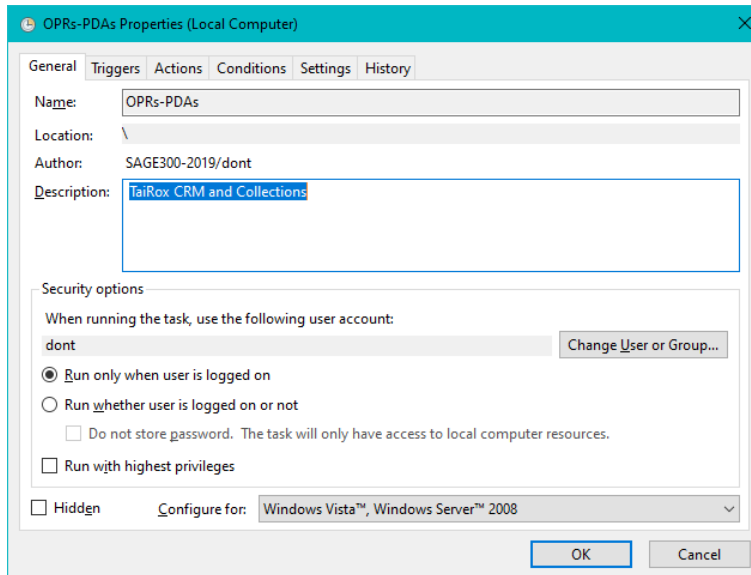
The Windows Task Scheduler varies in appearance from one version of Windows to another. This is the window that appears when you open the Task Scheduler in Windows 10.



To set up the new Windows Scheduled Task:

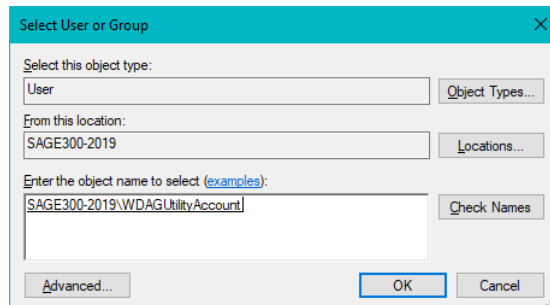
1. Select the Task Scheduler Library in the left-hand navigation panel. The task will be in the root folder and have the Task Name from the CRM and Collections Scheduler Settings tab.
2. Double-click the new task that you just created (in this screen, “OPRs-PDAs”) – or right-click the task name and select “Properties”.

The following window appears to let you edit the task properties.



You MUST edit the properties to add the task user account password. When you save the properties, the program will ask you to provide the password for the task user.

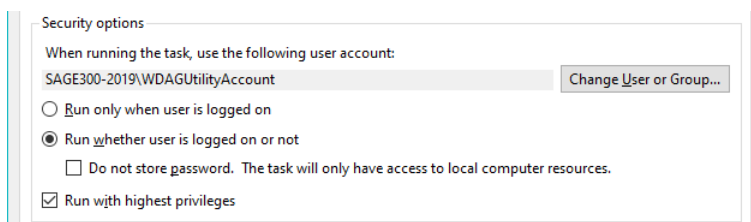
- Click the “Change User or Group ...” button to select the Windows account for running the task.



You can click the Advanced button to search object names.

If the task does not run properly after setup, the problem is usually that some authentication has failed.

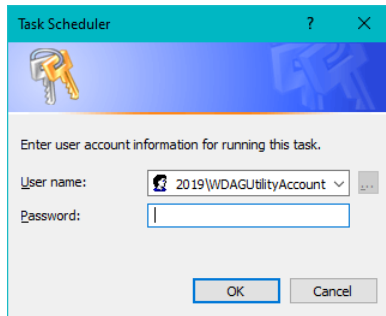
Some hints:



- You can change the task user when you edit the task properties.

- Change security options to run the task whether the user is logged on or not.
- Set the task to run with the highest privileges.
- The Windows Task Scheduler requires a user and password. Create Scheduled Task created the task with a task user, but it did not add the task user's password.

After editing the task properties, the following box will appear to specify the password when you click Save.



If you have problems running the task:

- An experienced Windows IT person should be able to solve any problems.
- Your error has occurred before – do an internet search specifying the error message.

Troubleshooting Windows Task Issues

Issue: The Overdue Payment Reminders / Payment Due Alerts / Send Invoices programs work interactively but fail when run as a task

Check the following settings for the scheduled windows task:

- If the path to the XML file has blanks and there are no quotes (") around the path+file name.
- That the user account for the task has logged onto the machine running the task and has a user profile.
- That you selected "Run whether user is logged on or not".
- That other task settings – e.g. run with highest privileges – have been properly set up.

Note: Make sure that your user account can run CRM and Collections programs interactively and can run a scheduled task. Even if using an Admin account, you may have to change Active Directory security settings to run the scheduled task with your account.

- Whether another task for Overdue Payment Reminders, Payment Due Alerts, or Send Invoices – created during testing – is already running. (Delete with Task Manager.)

Diagnosing Issues with Scheduled Tasks

If you are setting up as a Windows Scheduled Task, a good strategy is to set up a task and run it on a small test database first – such as SAMLTD. If that works, then set up your production database.

- Set up the CRM and Collections Scheduler for the small test database (e.g. SAMLTD) and store the settings in an XML file.
- ***Make sure that The CRM and Collections Task Scheduler works interactively before you create the scheduled task. Use the Process button to run the job from the Scheduler.***
- Create a Windows Scheduled Task using the Create Scheduled Task button in The CRM and Collections Scheduler to make sure that the paths are correct for the program and for the settings XML file. Incorrect path names are often the issue for tasks.
- Run the task from the Windows Task Scheduler and see if it runs properly. This will prove that you have correct file names (with quotes if blanks are in paths).
- Set up the task to run in 5 minutes, then exit the Windows Task Scheduler and log off. Check to see what happened in 6 minutes.
- Look at the CRM and Collections Scheduler logs.
- Check the history of the task in the Windows Task Scheduler. If tasks are still running, delete them.

Now set up the real databases and schedule tasks to run overnight. Come back and check the next day.

- If the notification emails didn't arrive, you'll have to see where they are being blocked.

Example of Settings and Permissions Required to Run a Batch File from a Scheduled Task

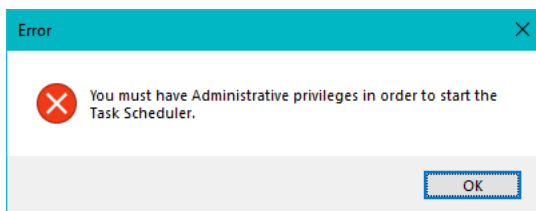
See [Fix Scheduled Task -- from Help Desk Geek](#) for an example of the permissions and settings to check to fix a scheduled task that runs a batch file (*.bat). If you can't run a batch file with your account, you cannot run the Windows scheduled task.

CRM and Collections Scheduler FAQ

Read this User Guide carefully in addition to reviewing this FAQ. The user guide provides specific guidelines for configuring the CRM Scheduler.

Scheduled Task Issues

Q: I'm running Windows 10. I get this message when I click "Start Task Scheduler", and a similar message when I try to create a Windows scheduled task. I am an administrator on the server, and I can start the Task Scheduler from the Windows Search field. What's wrong?



A: Try running the CRM and Collections Scheduler as an administrator. Go to Program Files (x86), right-click *DownloadRates.exe*, and select *Run As Administrator*.

Q Why do Overdue Payment Reminders / Payment Due Alerts / Send Invoices hang when run as a scheduled task?

A: Check [Troubleshooting Scheduled Task Issues](#) in this guide.

When the program is executed, it uses a command-line parameter (an XML file name) to provide all configuration information for running.

If the XML filename parameter is missing from the command-line, the program starts and waits for you to provide further input – however, the program screen is hidden. If you open the Windows Task Manager, you can see and end the task.

If the parameter is there but invalid, the program will generate an error and close (if running from the Windows Task Scheduler).

Q: Why did the scheduled task for Overdue Payment Reminders / Payment Due Alerts / Send Invoices suddenly stop working?

A: Check the errors logged for the Windows task and try to run program interactively to confirm that it still works. For example, one common reason for a sudden failure is that the CRM and Collections license has expired.

Also check [Troubleshooting Scheduled Task Issues](#) in this guide.

Q: FAIL: System Error. Exception occurred at xxxxxxxxxxxx. Error='The requested security protocol is not supported.'. Please ensure to install all the

latest Windows Updates to enhance your computer's security and performance.

A: This error message originates from the .NET framework. You can Google the message to see suggestions from other users.

Check the versions of .NET Frameworks on your system and check that TLS 1.2 protocol is enabled on your server.

Note that although Fast Data Integrity uses .NET Framework 4, you also require .NET Framework 4.5 be installed if you are using some of the newer security protocols (TLS 1.2 specifically). Many websites now require that TLS 1.2 or later be used in order to communicate with them.

Install all Windows updates for your platform. For example, Googling shows that early versions of Windows Server 2012 SR2 and Windows 8 had TLS1.2 issues with other applications, typical support / update article:

<https://support.microsoft.com/en-ca/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

Q: I changed several settings for Overdue Payment Reminders / Payment Due Alerts / Send Invoices, then resaved the XML file under a new name. The name is correct in the UI, but the task continues to run as it did before the changes. What's going on?

A: The scheduled task is still using the previous XLM file. You have to edit the scheduled task in the Windows Task Scheduler and specify a new file name on the Actions tab for the task properties.