

Troubleshoot Batch Email Setup Errors/Issues

04/29/2024 10:53 am EDT

Description of Issue:



Internal

After updating from older versions of SedonaOffice we have seen some customers have problems using the Batch Email Invoices application.

These are some things that can be checked and updated to try to correct the various issues they may see.

If the customer has never used the Batch Email Invoices, they would need to have this set up and configured by the Cloud/IT team.

See details on this in the article below.

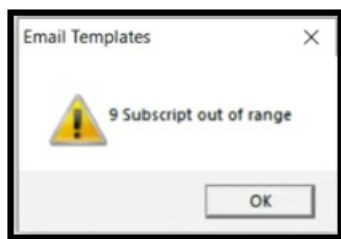
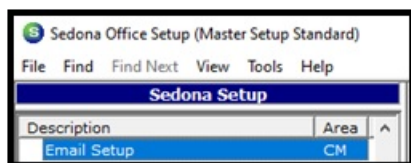
[SedonaOffice - Setting Up a Company to Use SedonaEmail](#)

Resolution:

Users may report that the Email Batch Invoices screen will not open.

Verify the Email setup has been entered correctly.

Attempting to open the Email Setup application, returns error 9 subscript out of range message.



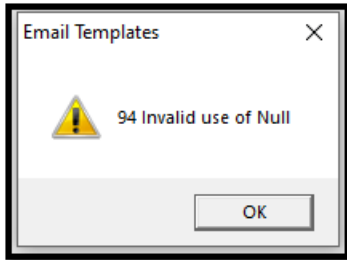
This can be caused by invalid data in the EM_Template, EM_Template_Default, or EM_Domain.

The Template_ID in the EM_Template_Default must be a valid Template.

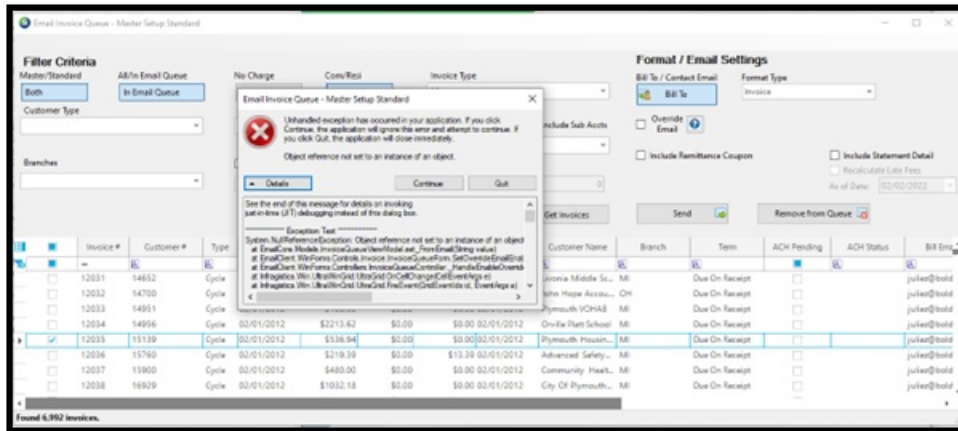
Creating a new EM_Template and adding the EM_Domain records. May also correct the issue.

Invalid Use of NULL message can be returned if the Company_Hyperlink or other fields contain a NULL value.

Company_Hyperlink	Company_Hyperlin...
NULL	NULL



Selecting an invoice to email from the Batch Email Invoices screen returns an Unhandled Exception Error.



There may be records in the AR_Branch table where the Branch records have an Email_Template_Id that is not valid.

To see if this is the issue and to correct the records use the SQL scripts below.

Set the Email_Template_Id in the Update scripts with the valid Email Template ID.

```
--- Check AR_Branch to verify there is a valid Email_Template_Id on the Branch ---
```

```
Select Email_Template_Id,EM.Template_Id,* from AR_Branch  
LEFT OUTER JOIN EM_Template EM ON AR_Branch.Email_Template_Id = EM.Template_Id  
WHERE (EM.Template_Id IS NULL)
```

```
--- BACKUP AR_BRANCH TABLE --
```

```
Select * into AR_BranchBackup from AR_Branch
```

```
---Update all AR_Branch records with new valid Email_Template_Id ---
```

```
update AR_Branch  
Set Email_Template_Id = 10
```

```
--- Update AR_Branch records with an invalid Email_Template_ID with valid Template_ID ---
```

```
Update AR_Branch  
Set Email_Template_Id = 10  
From AR_Branch  
LEFT OUTER JOIN EM_Template EM ON AR_Branch.Email_Template_Id = EM.Template_Id  
WHERE (EM.Template_Id IS NULL)
```

Below are other scripts that can be used to look at the data.

```
---Check the email domain table to see values. Customers domain on their emails must be listed, validated and not inactive ---
```

```
Select * from EM_Domain
```

```
--- Verify the email types are in the table. Should be two. --
```

```
select * from EM_Type
```

```
-- Verify template record is valid. --
```

```
select * from EM_Template
```

```
--- Verify the default Template ID is valid. --
```

```
Select * from EM_Type_Template_Default
```