

How to Run Reset Totals when the Trial Balance is Out of Balance

02/09/2024 5:15 pm EST

There are times when running the Trial Balance report will show the debts and credits as out of balance. Prior to contacting support, follow the steps below to make sure all data is correct.

Overview

The following steps will only work if the user has access to the SQL Button in SedonaOffice. If you do not, then you will need someone who either has access to run the script or have one of the IT team run it on the server.

Steps:

1. In SedonaOffice click on the SQL button

2. Type the following script:

```
// exec Reset_Totals
```

3. If there is a window that opens wanting a code to continue, then the user does not have access to run the script. So either a user that does have access or will need to have an IT person to run the script on the SedonaOffice server in SSMS (SQL Server Management Studio).
4. If the script times out, running it from within SedonaOffice, then it NEEDS to be run from the server before any of the reports will work properly again.
5. After the script is run, please re-run the reports to verify in balance. If still out of balance, please send a screenshot of the Out of balance numbers to SedonaOffice Support advising the script was run and still shows out of balance and then support will send over to our L2 - Data Support team to get that addressed.