

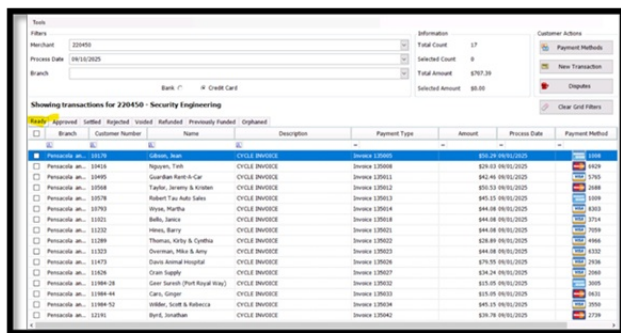
Scheduled CC/Bank (EFT) Transactions Stuck 6.2.0.19/20

09/11/2025 10:25 am EDT

142266 / 144983

Scheduled CC/Bank Transactions Stuck 6.2.0.19/20

In rare instances you may receive a case from a customer that has indicated that they are able to manually process transactions but their scheduled submissions on versions 6.2.0.19 / 6.2.0.20 are not processing as they should (image below).

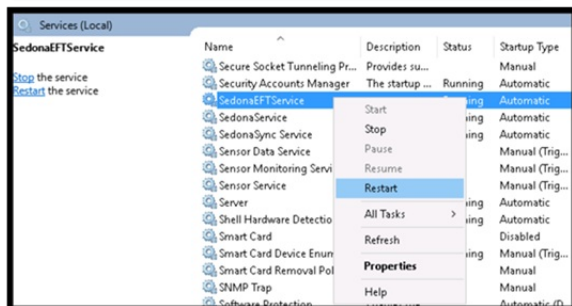
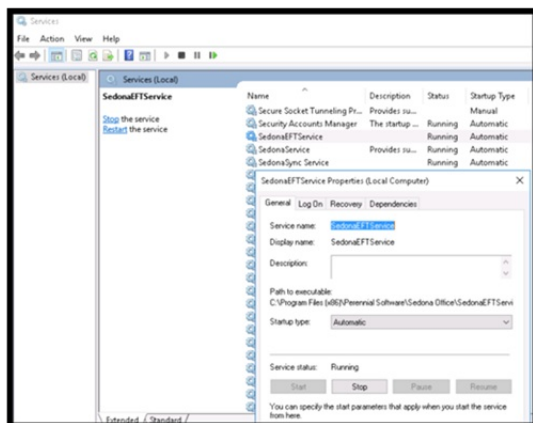


The screenshot shows the 'Showing transactions for 220450 - Security Engineering' window. It displays a table of transactions with columns for Branch, Customer Number, Name, Description, Payment Type, Amount, Process Date, and Payment Method. The transactions are listed in a grid, and the 'Process Date' column shows dates from 09/10/2025 to 09/10/2025. The 'Amount' column shows various values, and the 'Payment Method' column shows 'EFT'.

Branch	Customer Number	Name	Description	Payment Type	Amount	Process Date	Payment Method
Pennsylvania	10176	Johnson, Ryan	CYCLE INVOICE	Invoice 120005	\$10.18	09/10/2025	EFT
Pennsylvania	10416	Nigam, Tish	CYCLE INVOICE	Invoice 120006	\$29.03	09/10/2025	EFT
Pennsylvania	10495	Guardian Health-Car	CYCLE INVOICE	Invoice 120011	\$42.46	09/10/2025	EFT
Pennsylvania	10508	Taylor, Jeremy & Kristin	CYCLE INVOICE	Invoice 120012	\$50.53	09/10/2025	EFT
Pennsylvania	10576	Robert Tan Auto Sales	CYCLE INVOICE	Invoice 120013	\$45.15	09/10/2025	EFT
Pennsylvania	10783	Wynn, Martha	CYCLE INVOICE	Invoice 120014	\$44.08	09/10/2025	EFT
Pennsylvania	11021	Bello, Javier	CYCLE INVOICE	Invoice 120018	\$44.08	09/10/2025	EFT
Pennsylvania	11232	Hines, Barry	CYCLE INVOICE	Invoice 120021	\$44.08	09/10/2025	EFT
Pennsylvania	11289	Thomson, Kelly & Cynthia	CYCLE INVOICE	Invoice 120022	\$28.89	09/10/2025	EFT
Pennsylvania	11323	Downs, Mike & Amy	CYCLE INVOICE	Invoice 120023	\$44.08	09/10/2025	EFT
Pennsylvania	11473	Davis Animal Hospital	CYCLE INVOICE	Invoice 120026	\$79.19	09/10/2025	EFT
Pennsylvania	11626	Clear Supply	CYCLE INVOICE	Invoice 120027	\$24.24	09/10/2025	EFT
Pennsylvania	11884-28	Coast Search (Port Royal Way)	CYCLE INVOICE	Invoice 120032	\$15.05	09/10/2025	EFT
Pennsylvania	11889-44	Carl, Ginger	CYCLE INVOICE	Invoice 120033	\$15.05	09/10/2025	EFT
Pennsylvania	11889-52	Widder, Scott & Rebecca	CYCLE INVOICE	Invoice 120034	\$45.15	09/10/2025	EFT
Pennsylvania	12291	Bart, Jonathan	CYCLE INVOICE	Invoice 120042	\$29.78	09/10/2025	EFT

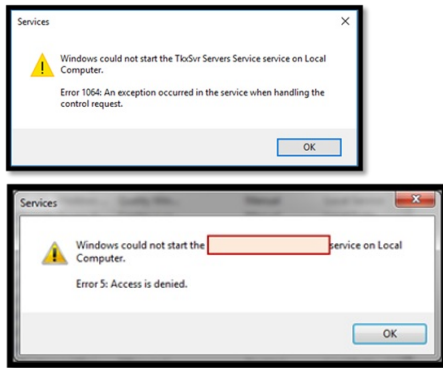
Typically you will want to first confirm that the SedonaEFT service is running on the customer server.

- For Enterprise and Dedicated Hosted customers this will be their Sedona SQL server.
- For Communal Hosted customers this will be the application server.



If you receive an error attempting to restart the service, this means either you do not have the permissions or often times if you are an admin, the

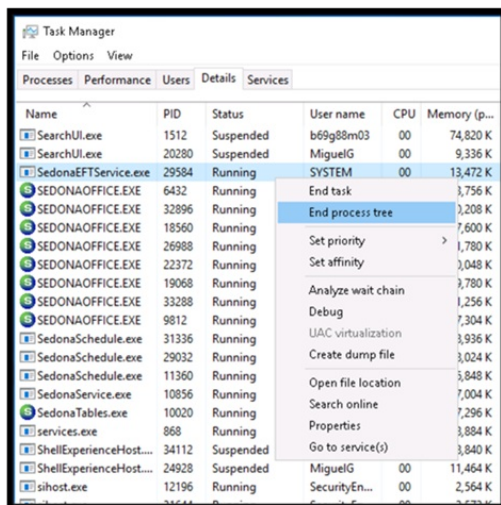
message is the same when the service is in use by other programs or services. Example below



To work around this, ensure you are a local administrator on the machine and then open Task Manager > Details

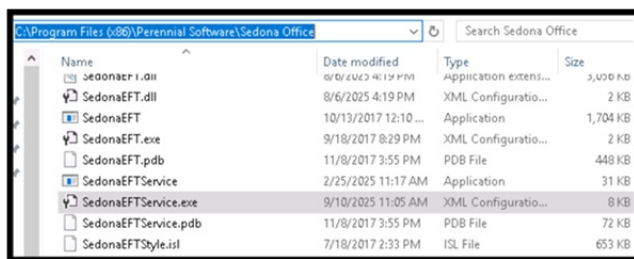
Find the specific service executable, right click on it, and select End Process Tree.

Ensure you are accessing the correct service, and then you should see the service is stopped. If you run into any issues starting again or another failure with the process tree, opt to have the server rebooted with the customer's agreement.



If the transactions do not process within an hour of the restart, then for versions 6.2.0.19/20, you may need to alter the SedonaEFTService.exe.config file, which will be located in the SedonaOffice Install Directory

C:\Program Files (x86)\Perennial Software\Sedona Office



You will be looking for the following value `add key="MINUTES_AFTER_THE_HOUR" value="9" />` and can use CTRL-F

Change the value from "-1" to a number about 5 minutes ahead of your current time minute on the machine and then restart the SedonaEFT service

