

Payment Troubleshooting

First time taking payments not working

The first time you are taking in payments there are many more things to review as there could be a setup issue

1. Verify COWS configuration

Caselle Connect® > System Management > Security > Setup/Modify Third Party Access

Caselle Connect® View Application Licenses Setup/Modify Third Party...

Third Party: Third Party 1 of 2

Third Party: Civic Systems

Third Party

Third party name: Civic Systems

Client ID: d3d69084-4332-47c3-9ae1-00b8b708a925

Client secret: EUi7fy8BiWMDo1_NbxFdeaWrtptUV

Callback URL: https://miviewpoint.servicebus.windows.net/dev/api/accounts/COWSOAuthToken

☒ Enabled

Active	Created Date	Expiration Date	OAuth Token
✓	4/4/2023	10/4/2023	B3j/wAYejxVrRynV2uNQA8YLK1piY+bg1+mdUITngunh6Qpxz/8cg==

CITY OF ANYCITY

UTILITY BILLS BUILDING PERMITS BUSINESS LICENSE ANIMAL LICENSE BUSINESS TAX ACCOUNTS RECEIVABLE OTHER PAYMENTS PORTAL ADMIN

ADMINISTRATION

PORTAL SETTINGS

EMAIL EVENTS

NOTIFICATION SETTINGS

PENDING PAYMENTS

FORMS DESIGNER

FORMS DEFINITIONS

CREATE COMMUNICATIONS

Portal Settings

General Payment COWS Email

COWS Service Name
CaselleWebService\$marknovrelease

Right Click on Caselle Connect Online Service -> Properties

COWS Subdomain
marknovrelease@

COWS Client ID
d3d69084-4332-47c3-9ae1-00b8b708a925

COWS Client Secret
EUi7fy8BiWMDo1_NbxFdeaWrtptUV

COWS OAuth Token
B3j/wAYejxVrRynV2uNQA8YLK1piY+bg1+mdUITngunh6Qpxz/8cg==

COWS Token Expiration
10/4/2023

COWS Callback Url (Setup / Modify Third Party Access)
https://miviewpoint.servicebus.windows.net/dev/api/accounts/COWSOAuthToken

2. Verify Caselle licensing. At a minimum CRW40004 Cash Receipting Web Service is required



CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS

Caselle Connect® > System Management > Security > View Application Licenses

Caselle Connect® View Application Licenses

Licensee name: Civic Systems Total workstations licensed:

Customer service: Civic Systems Total applications licensed:

Security file name: C:\Users\MM11856\OneDrive - Baker Tilly US\Documents\Connect\Local - Now Release\Caselle.AppSecurity.net35\CivicSystems001.Dat Br

Serial Number	Application
BLF40011	Business Tax Online Filing
BLT40015	Business Tax Collection
BLW40011	Business License Web Services Interface
BP040002	Community Development
BPA40002	Community Development - Approvals
BPP40002	Community Development - Planning & Zoning
BPV40002	Community Development - Code Violations
BR040006	BlueReview Interface
CD040107	Court Management
CDI40024	CD Citation Import
CDW40002	Court Management Web Services Interface
CK040030	Check On Demand
CM040090	Cemetery Management
CR040001	Cash Receipting
CRC40001	Cash Receipting Check Conversion
CRE40001	Cash Receipting Check Endorsement
CRP40001	Cash Receipting Online Payment Credit Card Interface
CRW40004	Cash Receipting Web Services Interface
CRX40085	Cash Receipting Online Payment (XpressBillPay)
DM040009	Document Management Viewer Interface
DMC40007	Document Management - Caselle Version
GL040001	General Ledger
GLI40001	General Ledger Interest Allocation
GLV40001	General Ledger Investment Management
GLW40003	General Ledger Web Services Interface

- Update COWS licensing. Many changes made require COWS to be restarted on the server. So just restart on the server.
- Verify firewall. If the COWS log indicates it cannot reach port 5673. Request their IT open outgoing traffic from the server COWS is installed on
- Validate payment provider tokens

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ADMINISTRATION

Portal Settings

General Payment COWS Email

Payment Provider ZIFT

☐ Use Payment Provider Sandbox

Payment Provider Client Reference 6918001

Credit Card Description

Shows on the payment complete page to let the user know how the payment will appear on their credit card statement

Utility Payment Provider Client Reference 6918001



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

- Online payments not allowed for this distribution - in order for COWS to post payments Online payments must be enabled for each distribution that will take in payments

Caselle Connect® > Cash Receipting > Organization > Categories

Caselle Connect® View Application Licenses Setup/Modify Third Party... Organization Categories

Category: Category

Category: 1 Utilities

Category Court Management Source Validation Distributions Notes

Priority	Code	Description
1	101	Utility Payment

Distribution User-Defined Notes

Distribution code: 101

Priority: 1

Description: Utility Payment

Title: Utility Payment

☐ Stop at description field

☒ Allow online payments

Default payment type: Check

GL account: 01-10750 Cash Clearing - Utilities

Payments are not posting to Caselle

The pending payments screen will show all payments that were posted by the payment provider (MSB or Zift) but not yet posted to Caselle. The pending payments is found on the community portal page (eg: <https://clientname.ourcommunityconnect.com>) for that client under Portal Admin -> Pending Payments

- Click Retry Now. If payments remain in the list continue on. Sometimes retry now will provide you with the error that you need to fix.

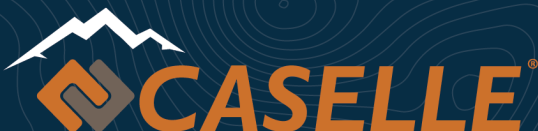
Pending Payments

Payments shown here are currently processed through MSB but awaiting posting to Caselle. These are automatically retried once per hour. This page should be empty in mo:

Retry Now

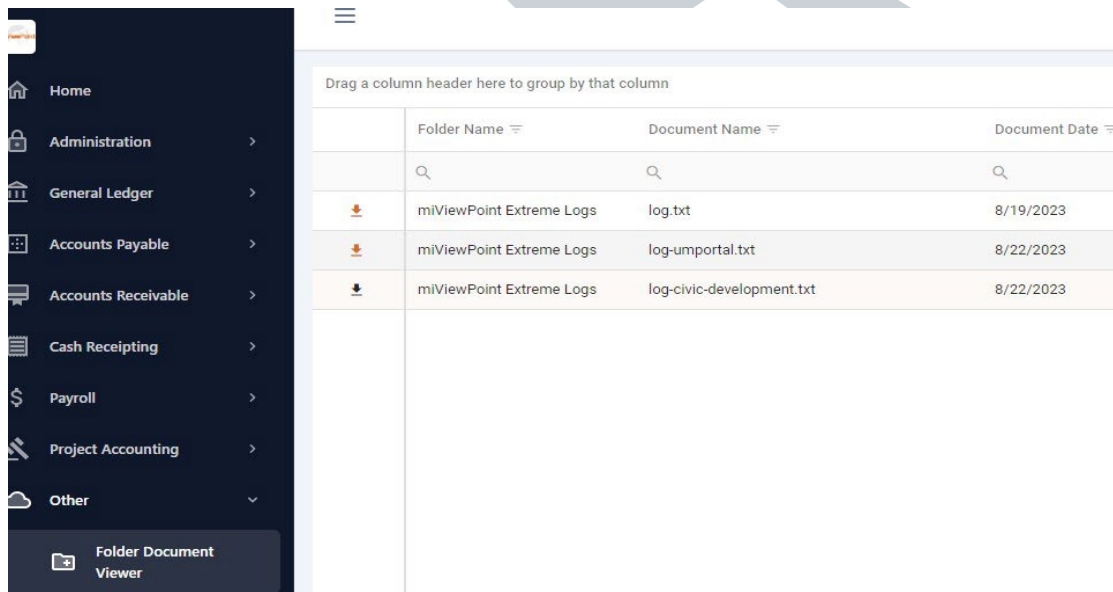
Show Completed Payments

Date ↓	Payment Amount	Email	Trans...	Module
8/14/2023, 1:10 PM	50		CC1460...	UM
8/3/2023, 12:02 PM	5		CC7426...	UM
7/17/2023, 10:29 AM	5		CC7354...	UM
7/6/2023, 1:09 PM	5		CC7287...	UM



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

2. Review the log file. The easiest way to get to the log file is to log into the client miViewPoint site (eg: <https://clientname.miviewpoint.net>) with Civic credentials and go to Other>Folder Viewer.
 - a. Click on the log.txt file in the miViewPoint folder. In the case of a hosted client there may be multiple log files, you would choose the one with their client name in it.



- b. The best way to review a log file is to find the last date stamp. The first line of the log entry is usually the most useful.

```

2023-04-22 07:11:38,236 [73] ERROR miViewPointExtreme.SharedCore.Helpers.COWSPProvider [(null)] - Failed to communicate with COWS - {"user_errors":["The communication with the Connect Online Web Service (COWS) timed out."], "status":504, "response":{}, "action":"comm:ping_service"}
2023-04-22 07:12:09,298 [76] ERROR miViewPointExtreme.SharedCore.Helpers.COWSPProvider [(null)] - Failed to communicate with COWS - {"user_errors":["The communication with the Connect Online Web Service (COWS) timed out."], "status":504, "response":{}, "action":"comm:ping_service"}
2023-04-22 07:12:09,301 [76] ERROR miViewPointExtreme.SharedCore.Helpers.UMUtility [(null)] - miViewPointExtreme.SharedCore.Models.Other.MiViewPointException: COWS not currently running, payment will be retried within an hour
at miViewPointExtreme.SharedCore.Helpers.COWSPProvider.PostReceiptAsync(CowCrReceipt receipt, CowCrReceiptDistribution[] distributions) in
D:\a\1\s\miViewPointExtreme\miViewPointExtreme.SharedCore\Helpers\COWSPProvider.cs:line 202

```

- i. COWS timed out - typically indicates that COWS is not running. Just start the COWS service on their server
 - ii. User not authorized - typically indicates an issue with the OAuth token as setup in Caselle System Management and Portal Settings. Review the step above to ensure everything is properly configured
 - iii. COWS version mismatch - indicates that the COWS version is not matching the expected version. For this typically it means they forgot to update COWS on the server when they did their program updates. It could also mean that they did a manual update (not using Program Updates from Caselle eg: zip extract). In this case a query will need to be made to update the AAD version table. For example, if they updated to the August 2023 release. UPDATE tblOrganization SET Version = '2023.08.63'
 - iv. "No Workspace assigned to create receipts". Go into Cash Receipting and ensure there is a workspace setup to Use for online payments.

Caselle Connect® > Cash Receipting > Organization > Workspaces

Caselle Connect® Workspaces

Workspace: Workspace

Workspace: Front Counter

Workspace Categories/Payment Types Check Endorsement Cash Drawer Auto-Cutter User-Defined Notes

Workspace: Front Counter ☒ Use for online payments

Receipt group: 1 User:

Default category: Utilities Third party: Civic Systems

☒ Print receipt In use by: Reset

Default printer: Default payment type: Check

Receipt type: 40 Column Roll

Default receipt form:


v. Invalid Client ID or Oauth token - review the steps above

```
2023-08-28 20:25:34,825 [INFO ] [42] Caselle.Aa0.RabbitMQ.RabbitRpcMessage - Publishing to response queue: {
  "status": 401,
  "headers": {},
  "body": {},
  "user_errors": ["Invalid client ID or OAuth token."],
  "user_warnings": [],
  "server_error": ""
}
```

- C. If you don't find anything relevant in the miViewPoint log the next place to check is the COWS log. The COWS log is most commonly found in the clients startup folder.
3. Retry the payments by clicking **Retry Now**. If you fixed the issue the list will clear. If not, check the log again for new errors.
 4. If you've tried everything and COWS is still erroring out it may be a case where COWS was installed prior to all Caselle databases existing. The solution to that is to get on the server and launch Caselle. Go to System Management - > Installation -> Update Connect Online Web Service

Caselle Connect® > System Management > Installation

Caselle Connect® View Application Licenses Setup/Modify Third Party...

 **Installation**

Tasks

- Install Program Updates
- Update Web Services
- Install Connect Online Web Service
- Update Connect Online Web Service