Manual

Four-Eyes Approval

APPROVAL SYSTEM
TO PREVENT ERRORS AND FRAUD

Microsoft
Partner

profacto

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INTRODUCTION

To manage changes in a number of master data tables in Dynamics NAV, ProFacto is offering an approval management system, where changes in one or more of the included tables will be logged, and an approval has to be fulfilled before the change is ready for use.

The tables handled by approval management are:

- G/L Account
- Customer
- Vendor
- Item
- Bank Account
- Customer Bank Account
- Vendor Bank Account
- Dimension
- Dimension Value

You only need to set up the Four-Eyes Approval. Select the master data tables you want to be handled by the approval management. Then the system is ready to use.

Changes will be detected automatically and these will be logged in the Approval Log.
Get an overview of changed records in the **Four-Eyes Approval Log**. From Departments you will get access to the topics below:

Four-Eyes Approval

Tasks
Approval Log Repair Tool
Approval Log Details Repair Tool

Archive
Four-eyes Approval Log

Administration
Four-Eyes Approval Profiles
Four-Eyes Approval Profile Card
Field Exemptions
Four-Eyes Approval Setup
Four-Eyes Approval User Setup

From each master data card, you will be able to view the changes on the specific record by clicking **"Show changes"**. This action button is available on all relevant card pages.

REQUIREMENTS

This product can be installed as an extension in Microsoft Dynamics NAV 2018 or Microsoft Dynamics 365 Business Central.

It is recommended to use the newest Cumulative Update.
It is possible to see the runtime version in Help – About Microsoft Dynamics.

NAV 2018 is the only version supporting the Windows Client used for the current manuals illustrations.

FOUR-EYES APPROVAL ROLE CENTER

The best overview of the available functions in Four-Eyes Approval is present in the role center. Here you will find easy access to the Four-Eyes Approval definitions and functions.

You will probably use another role center, and access the functionality from Departments or using the search window (Ctrl+F3).
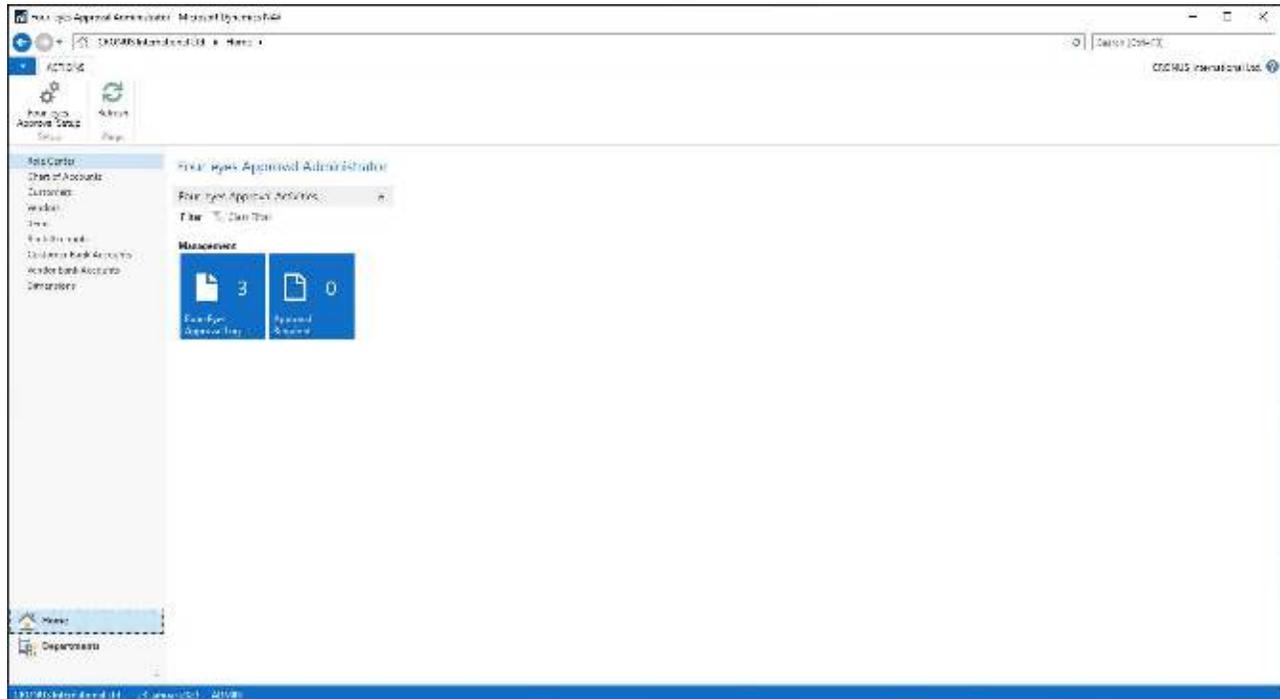
Here, in Departments, Four-Eyes Approval, you can see what page names you can search for in the search field:

Four-Eyes Approval

Tasks
Approval Log Repair Tool
Approval Log Details Repair Tool

Archive
Four-eyes Approval Log

Administration
Four-Eyes Approval Profiles
Four-Eyes Approval Profile Card
Field Exemptions
Four-Eyes Approval Setup
Four-Eyes Approval User Setup

Setup

Under **Departments**, **Four-Eyes Approval**, **Administration** you will be able to select the desired master data tables to be handled by the approval management.

Open the **Four-Eyes approval setup** page from the role center, from Departments or search for it in the search field.

Here you select what master data to be handled by approval management.
Also mark the **"Activate Approval Flow"** field to enable approval management.
Now changes in the selected tables will be logged.

"Customer Blocked Definition" and "Vendor Blocked Definition" are used to set what blocked level to use when blocking a record for pending approval. In these two tables blocked is not a simple checkbox.

Changes are logged

Changing data in a Bank Account, the changes will be logged. When logging, the master data card will be blocked. After the changes are logged, the user will be able to see the changes by clicking **"Show changes"** on the Bank Account Card.
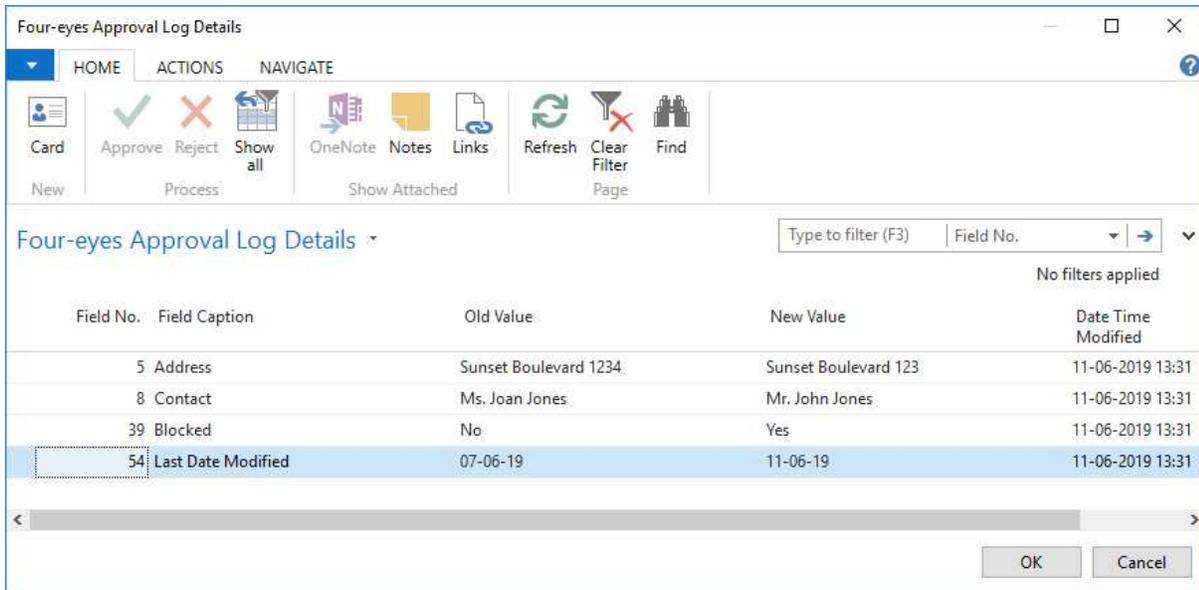
Here the latest changes are displayed. By default, the changes since the latest approval or rejection are shown. The user who has made changes cannot approve changes made by him or herself. This is a task for any other user. Field changes still not approved or rejected are displayed.

In the "**Show changes**" page three buttons are available.

- Approve   Approving changes – The Blocked field will be rolled back
- Reject   Rejecting changes – The Blocked field will be rolled back. Changes will be rolled back
- Show all   Show all changes logged for the current record. Including approved and rejected changes

When approving or rejecting, the Blocked field will be left in the state as before the approval sequence was initiated.

A similar functionality is available on all the included master data cards.

Overview

Under **Four-Eyes Approval**, **Administration, Archive** you will be able to get an overview of the logged changes in the **Four-Eyes approval log**.

Here log entries for all tables included found. As a default only not processed (approved or rejected) log entries are displayed.

By clicking the **"Show changes"** you will access the Four-Eyes approval log details.
The same as shown from the card pages.

The log details for the selected approval log entry will be listed in the **Four-Eyes Approval Log Details** page.

If there are no changes to be approved, a "No changes to approve" notice is displayed.

Functions available in the **Four-Eyes Approval Log Details** page are:

- Approve   Approving changes – The Blocked field will be rolled back
- Reject   Rejecting changes – The Blocked field will be rolled back. Changes will be rolled back
- Show all   Show all changes logged for the current record. Including approved and rejected changes

When approving or rejecting, the Blocked field will be left in the state as before the approval sequence was initiated.

Field Blocked usage

Table blocked by approval system
When changes in the master data tables included in the approval management are made, the field Blocked will be set at the time the changes are logged.

Blocked fields of type Boolean (yes/no fields) will be set to "Yes" (TRUE), and blocked fields of type option will be set to "All" during the change logging procedure.

A blocked field set by the approval system, which indicates that the changes have to be approved or rejected, can be changed by approving or rejecting only.

After approving or rejecting the Blocked field is no longer marked "Yes" or "All".

Changing field blocked manually
A user can set the Blocked field manually. The same user who blocked the master data manually can unblock the same master data without approval.

However, the change of the Blocked field will still be logged.

Unblocking a manually set blocking is possible for another user. This change has to be approved by another user before the field Blocked is cleared.

When unblocking a manually set blocking the following message appears:
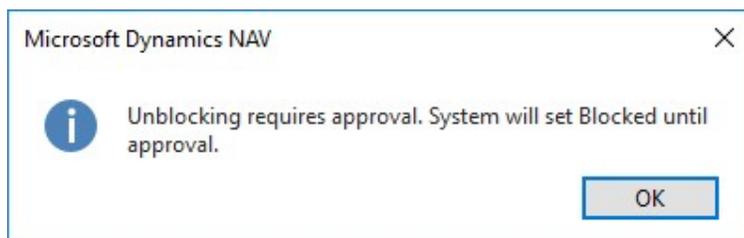
It is not possible manually to unblock when the Blocked field has been set by the system during logging other changes.

Then the blocking has to be removed by either approving or rejecting the changes.

Approval Management and Advanced Data Management

If Four-Eyes Approval functionality is setup for a table, the record is blocked if a user makes some changes. To unblock the record another user needs to approve or reject this. It is not possible for the user who made the change to unblock the record.

Setting up restrictions

If we would like to setup who are allowed to unblock the record, then we need to add Advanced Data Management. Here it is possible to setup permission on field level.

Example:
If we setup Four-Eyes Approval for table Customer, then a customer is blocked if we make changes to it. Everyone, except the user who made the last change on the customer, can unblock the customer if they are allowed to modify customers.
If we have a group of people that can modify customers, but we would like to limit this further, this can be setup using Advanced Data Management.

Field Roles
Example of setting up permission in Advanced Data Management for table Customer
First, we have to create a Field Role.

Field Permissions
Then we set up permission for the field Blocked on customer.
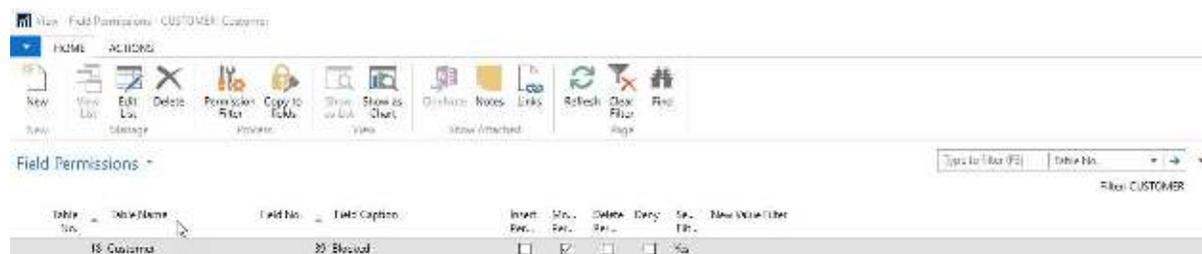
We want to restrict who can approve the customer changes only. That is, who can unblock the customer. Therefore, we need to setup a filter saying that this Field Role only applies to blocked customers. This is done by setting a filter on Blocked for All.

Field Permission Filters
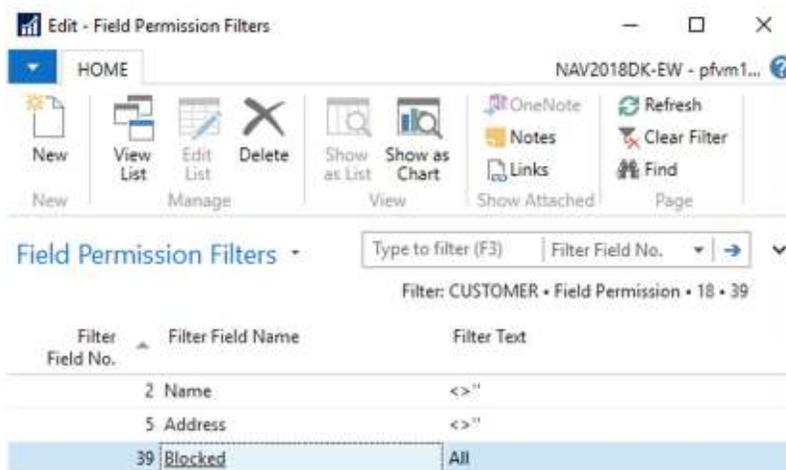
To activate this Field Role we need to add users (can be a user group) to this Field Role.

Troubleshooting

In some cases data in the database could cause unexpected locking of records, and then the normal approval or rejection cannot be handled. If this happens you might find a solution in this chapter.

Approval Log Repair Tool

The Approval Log Repair Tool gives the administrator of Four-Eyes Approval a possibility to clean up invalid or unexpected data.

In short terms the two pages are granting access to delete an Approval Log entry including Detailed Approval Log entries. You will find the pages in Departments, Four-Eyes Approval or by searching for *repair tool*.

Important: It is recommended to access data through **"Approval Log Repair Tool"** since here the access to Details is filtered on single Approval Log entries. From "Approval Log Details Repair Tool" you are presented all detailed entries at once with limited overview of which parent Approval Log they belong.

To enable the tool, the user profile must be set to 'FOUR-EYES APPROVAL ADMIN', even if it is for a short time. Else there is no access to the feature making deletion of undesired entries possible.

Even granted access, the user will be met with a warning about being careful when deleting entries.
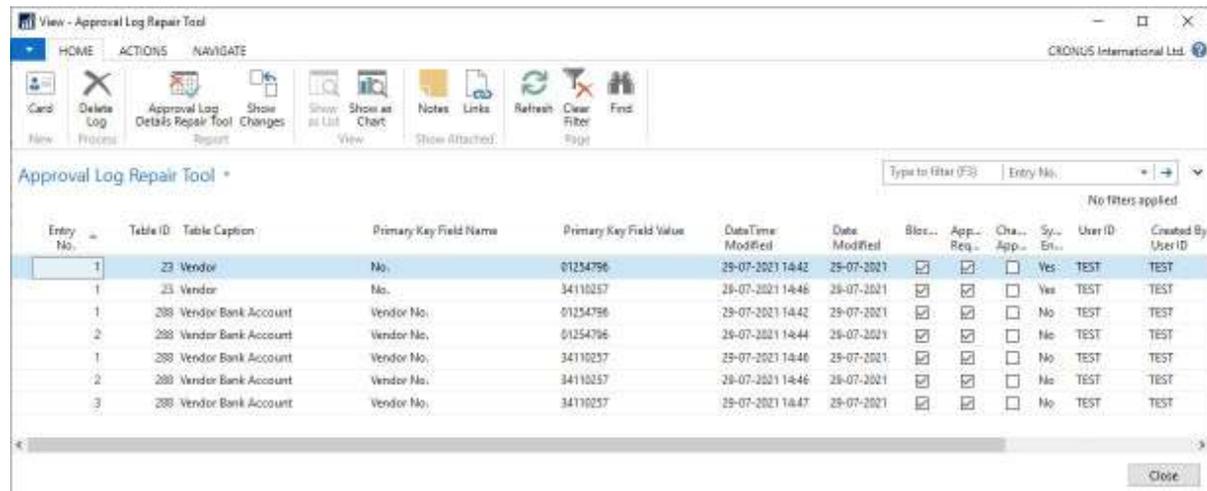
The page is very similar to the normal Approval Log List, only two action buttons are added.

Delete Log	The log entry is deleted. Detailed entries included. Be careful. After deleting there is no regrets.
Approval Log Details Repair Tool	Access to the second page showing Details in the tool, but from here with a filter on the current Approval Log entry.