What is the Violation of the dual control principle error

000035596 | Troubleshooting | Last updated 2026-09-08 | Process Director Accounts Payable, Process Director Web Application

ISSUE

What is the "Violation of dual control principle" error, what causes it, and what settings/configuration can we check?

CAUSE

The workflow step is configured to comply with the standard accounting Four Eyes Principle.

SOLUTION

What is it: The "Violation of dual control principle" is a standard accounting practice related to the 4 eye principle. The four-eyes principle means that a certain activity, i.e., a decision, transaction, etc., must be approved by at least two people.

What causes it: The same person tries to approve/release multiple steps in a workflow configured to comply with this principle.

What settings/configurations to check: See page 58-59 of the Work Cycle Configuration Guide.

REFERENCES

Check the Work Cycle Configuration Guide for your version here.

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