



V1
Document
Management

Invoice Automation for Microsoft Dynamics NAV

Troubleshooting Guide

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Contents

Introduction	3
DbLogin	4
DbArchive.....	5
DbCapture	6
Web-services.....	7

Introduction

This document details the integration common issues or 'gotchas' to look out for between Dynamics NAV and Document Management 4.5 (DM).

In general, if the pre-requisites have been satisfied and instructions followed, you should get few problems, however there of course head scratchers that can happen.

This document will grow over time based on the experiences of Professional Services and support so the more it is added too, the more benefit it will be.

DbLogin

- ▶ Ensure the mandatory users are created
- ▶ Ensure the DbLogin users are given the access to the software they need

DbArchive

- ▶ Ensure all the #USES paths are set in the def files
- ▶ Ensure the V1_SETTINGS.def is configured to reflect the environment
- ▶ Ensure access to the Dynamics companies are added to the DBA_FILTER_MAP table using the connector

DbCapture

- ▶ Ensure DbLogin users are assigned the queue states based on the companies they require access too
- ▶ Ensure the Companies.xml file is configured to reflect the Companies required by the integration

Web-services

- ▶ As per the server side instructions, ensure sure they're activated