



Troubleshooting tools in Business Central for the Everyday Superhero

Cynthia Priebe



Cari Corozza

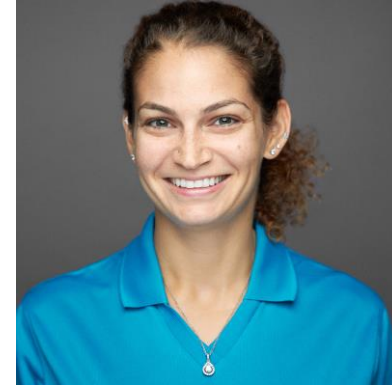


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Session Objectives

1. Walk away from this session with tools that you can use the next time you are troubleshooting an issue
2. Learn how to get more information for better documentation prior to escalation
3. Become more confident investigating your own issues and helping other users



How did you travel to this conference?

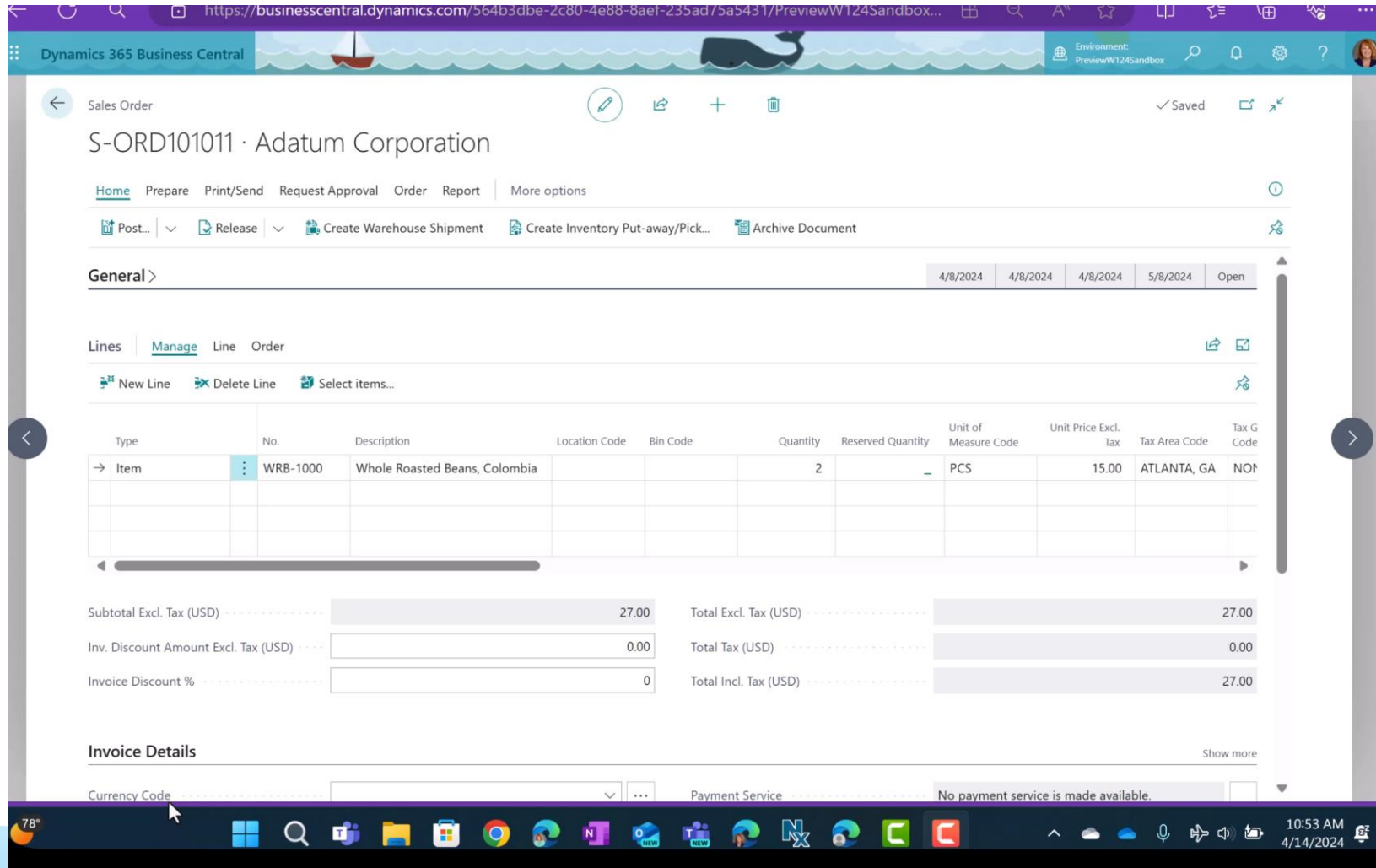


There is a line discount on a sales order.

Where did it come from?



Page Inspection



The screenshot displays the Dynamics 365 Business Central interface for a Sales Order. The browser address bar shows the URL: `https://businesscentral.dynamics.com/564b3dbe-2c80-4e88-8aef-235ad/75a54317/PreviewW124Sandbox...`. The page title is "Sales Order" and the specific order is "S-ORD101011 · Adatum Corporation".

Navigation options include: Home, Prepare, Print/Send, Request Approval, Order, Report, and More options. Action buttons include Post..., Release, Create Warehouse Shipment, Create Inventory Put-away/Pick..., and Archive Document.

The **General** section shows dates for 4/8/2024 and 5/8/2024, with an "Open" button.

The **Lines** section includes "Manage", "Line", and "Order" tabs. Action buttons include "New Line", "Delete Line", and "Select items...".

Type	No.	Description	Location Code	Bin Code	Quantity	Reserved Quantity	Unit of Measure Code	Unit Price Excl. Tax	Tax Area Code	Tax G Code
Item	WRB-1000	Whole Roasted Beans, Colombia			2		PCS	15.00	ATLANTA, GA	NOI

Summary values:

Subtotal Excl. Tax (USD)	27.00	Total Excl. Tax (USD)	27.00
Inv. Discount Amount Excl. Tax (USD)	0.00	Total Tax (USD)	0.00
Invoice Discount %	0	Total Incl. Tax (USD)	27.00

The **Invoice Details** section shows "Currency Code" and "Payment Service" (No payment service is made available).



Susan can see the Customer Discount Group on the sales line.

Why can't I get that field onto my sales line?





Personalization

Permissions

Customization of Profile (Role)



Profile Customization

← Sales Order ✓ Saved

S-ORD101011 · Adatum Corporation

Home Prepare Print/Send Request Approval Order Report More options

Post... Release Create Warehouse Shipment Create Inventory Put-away/Pick... Archive Document

General Show more

Customer Name	Adatum Corporation	Due Date	5/8/2024
Contact	Robert Townes	Requested Delivery Date	
Document Date	4/8/2024	External Document No.	
Posting Date	4/8/2024	Status	Open
Order Date	4/8/2024		

Lines Manage Line Order

New Line Delete Line Select items...

Type	No.	Description	Location Code	Bin Code	Quantity	Reserved Quantity	Unit of Measure Code	Unit Price Excl. Tax	Tax Area Code	Tax Group Code	Gen. Bus. Posting Group	Gen. Prod. Posting Group	Line Disc.
→ Item	WRB-1000	Whole Roasted Beans, Colombia			2	-	PCS	15.00	ATLANTA, GA	NONTAXABLE	DOMESTIC	RETAIL	

Subtotal Excl. Tax (USD)	27.00	Total Excl. Tax (USD)	27.00
Inv. Discount Amount Excl. Tax (USD)	0.00	Total Tax (USD)	0.00
Invoice Discount %	0	Total Incl. Tax (USD)	27.00



Someone changed a Customer Price Group and I don't know what it was before the change.

How can I keep track of changes along with the old value?



Change Log - Setup

Tell me what you want to do

Go to Pages and Tasks

- > Change Log Setup Administration
- > Change Log Entries Lists

Change Log Setup

Setup | Actions Fewer options

Tables

Change Log Activated

IMPORTANT

Tracking changes can impact performance, which can cost you time, and increase the size of your database, which might cost you money. To reduce those costs, consider the following:

- When choosing the tables and operations.
- Do not track all fields. Instead, prioritize system fields such as Created By and Created Date.
- Do not track all fields. Instead, choose Some Fields and track only the most important fields.

? Turning on the Change Log might slow things down, especially if you are monitoring entities that often change. Do you want to log changes?

Yes No



Edit - Change Log Setup (Table) List



cust

Edit List



ID ↑	Name	Log Insertion	Log Modification	Log Deletion
→ 6	Customer Price Group	[Dropdown Menu]		
18	Customer			
19	Cust. Invoice Disc.			
21	Cust. Ledger Entry			
92	Customer Posting Group			
172	Standard Customer Sales Code			
266	Customer Amount			
287	Customer Bank Account			
340	Customer Discount Group			
379	Detailed Cust. Ledg. Entry			
725	Custom Address Format			
726	Custom Address Format Line			
923	Customer Sales Buffer			
1300	Mini Customer Template			
1319	Sales by Cust. Grp.Chart Setup			
1328	Top Customers By Sales Buffer			
1381	Customer Template			
1912	MigrationQB Customer			
1913	MigrationQB CustomerTrans			
2107	O365 Customer			
2113	O365 Cust. Invoice Discount			
4048	GP Customer Address			

[Dropdown Menu]

- Some Fields
- All Fields

Close



Edit - Change Log Setup (Field) List - 0



Search Edit List



No. ↑	Field Caption	Log Modification
4	Last Statement No.	<input type="checkbox"/>
85	Review Lower Back	<input type="checkbox"/>
86	Tax Registration No.	<input type="checkbox"/>
87	Combine Shipments	<input type="checkbox"/>
88	Gen. Bus. Posting Group	<input type="checkbox"/>
90	GLN	<input type="checkbox"/>
91	ZIP Code	<input type="checkbox"/>
92	State	<input type="checkbox"/>
93	EORI Number	<input type="checkbox"/>
95	Use GLN in Electronic Documents	<input type="checkbox"/>
102	Email	<input type="checkbox"/>
103	Home Page	<input type="checkbox"/>
104	Reminder Terms Code	<input type="checkbox"/>
107	No. Series	<input type="checkbox"/>



Review Changes

Change Log Entries - Dyn... x +

businesscentral.dynamics.com/4bf74db2-9eec-4266-894b-66a99b322b23/Sandbox?page=595&company=50%20Tips&dc=0&bookmark=16%3bIQEAAACN2A%3d%3d

dynamics 365 Business Central Sandbox

Change Log Entries

Search Setup Print More options

Date and Time ↓	User ID	Table Caption	Primary Key Field 1 Value	Primary Key Field 2 Value	Primary Key Field 3 Value	Field Caption	Type of Change	Old Value	Old Value (Local)
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			CFDI Period	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Tax Identification Type	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Check Date Separator	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Check Date Format	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Bank Communication	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Contact ID	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Tax Area ID	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Payment Method Id	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Shipment Method Id	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Payment Terms Id	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Currency Id	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Id	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Copy Sell-to Addr. to Qte From	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Allow Line Disc.	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Price Calculation Method	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Shipping Advice	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Contact Type	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Image	Insertion		
10/7/2022 10:29 AM	CCOROZZA	Customer	CARI'S CREATURES			Intrastat Partner Type	Insertion		



Use to Troubleshoot

- Notify on Change- Job Queue
- Monitor Sensitive fields- if not already in change log



Monitor Fields

← ✎ ↗ + 🗑️ ✓ Saved

Field Monitoring Setup

▶ Start Stop | Actions ▾ Automate ▾ Fewer options




General

Notification Recipient ... CCOROZZA ▾ Monitor Status

Notification Email Acc... ...



Monitor Fields

← Monitored Fields Worksheet ✓ Saved   








  | Manage  Add fields  Set for Notification  Clear for Notification ...  

	Table No.		Table Caption	Field No. ↑	Field Caption	Notify
→	288	⋮	Vendor Bank Account	14	Transit No.	<input checked="" type="checkbox"/>



The expenses for last month in Business Central don't match the published income statement.

How can I find why there's a difference?



Fields on General Ledger Entries

Dynamics 365 Business Central

50100 Cost of Materials

General Ledger Entries

Posting Date	Document Type	Document No.	G/L Account No.	Job No.	Description	Department Code	Customergroup Code	Amount	Area Code	User ID	Reversed	Entry No.	Source Code
9/30/2023		PS-INV103227	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	338.20	70	SHAWN	<input type="checkbox"/>	4517	INVTPCOST
9/30/2023		PS-INV103227	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	150.30	70	SHAWN	<input type="checkbox"/>	4515	INVTPCOST
9/30/2023		PS-INV103227	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	797.47	70	SHAWN	<input type="checkbox"/>	4513	INVTPCOST
9/30/2023		PS-INV103226	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	-0.37	70	SHAWN	<input type="checkbox"/>	4501	INVTPCOST
9/30/2023		PS-INV103226	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	338.20	70	SHAWN	<input type="checkbox"/>	4494	INVTPCOST
9/30/2023		PS-INV103226	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	150.30	70	SHAWN	<input type="checkbox"/>	4492	INVTPCOST
9/30/2023		PS-INV103226	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	797.47	70	SHAWN	<input type="checkbox"/>	4490	INVTPCOST
9/30/2023		PS-INV103225	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	-1.20	70	KIMCO	<input type="checkbox"/>	4472	INVTPCOST
9/30/2023		PS-INV103225	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	150.00	70	KIMCO	<input type="checkbox"/>	4465	INVTPCOST
9/30/2023		PS-INV103224	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	150.30	70	KIMCO	<input type="checkbox"/>	4453	INVTPCOST
9/30/2023		PS-INV103223	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	150.30	70	KIMCO	<input type="checkbox"/>	4446	INVTPCOST
9/30/2023		PS-INV103222	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	-32.80	70	KIMCO	<input type="checkbox"/>	4440	INVTPCOST
9/30/2023		PS-INV103222	50100		Direct Cost 10000 on 09/30/23	SALES	SMALL	1,594.20	70	KIMCO	<input type="checkbox"/>	4433	INVTPCOST
9/30/2023		T00014	50100		Direct Cost on 09/30/23			42.80		KIMCO	<input type="checkbox"/>	4616	INVTPCOST
9/30/2023		T00014	50100		Direct Cost on 09/30/23			-338.20		KIMCO	<input type="checkbox"/>	4614	INVTPCOST
9/30/2023		T00014	50100		Direct Cost on 09/30/23			-150.30		KIMCO	<input type="checkbox"/>	4612	INVTPCOST
9/30/2023		T00013	50100		Direct Cost on 09/30/23			-7,976.68		KIMCO	<input type="checkbox"/>	4610	INVTPCOST
9/30/2023		T00012	50100		Direct Cost on 09/30/23			150.30		KIMCO	<input type="checkbox"/>	4608	INVTPCOST
9/30/2023		T00011	50100		Direct Cost on 09/30/23			-3,757.50		KIMCO	<input type="checkbox"/>	4606	INVTPCOST
9/30/2023		T00010	50100		Direct Cost on 09/30/23			-79,766.80		KIMCO	<input type="checkbox"/>	4604	INVTPCOST
9/30/2023		T00009	50100		Direct Cost on 09/30/23			-1,481.00		KIMCO	<input type="checkbox"/>	4602	INVTPCOST
9/30/2023		109014	50100		Direct Cost on 09/30/23			751.50		KIMCO	<input type="checkbox"/>	4600	INVTPCOST
9/30/2023		109014	50100		Direct Cost on 09/30/23			-150.30		KIMCO	<input type="checkbox"/>	4598	INVTPCOST
9/30/2023		109014	50100		Direct Cost on 09/30/23			-601.20		KIMCO	<input type="checkbox"/>	4596	INVTPCOST
9/30/2023		108014	50100		Direct Cost on 09/30/23			751.50		KIMCO	<input type="checkbox"/>	4594	INVTPCOST
9/30/2023		108014	50100		Direct Cost on 09/30/23			-150.30		KIMCO	<input type="checkbox"/>	4592	INVTPCOST
9/30/2023		108014	50100		Direct Cost on 09/30/23			-601.20		KIMCO	<input type="checkbox"/>	4590	INVTPCOST
9/30/2023		PHY2023	50100		Direct Cost on 09/30/23			-16.88		KIMCO	<input type="checkbox"/>	4588	INVTPCOST
9/30/2023		PHY2023	50100		Direct Cost on 09/30/23			-1,503.00		KIMCO	<input type="checkbox"/>	4586	INVTPCOST
9/30/2023		PHY2023	50100		Direct Cost on 09/30/23			797.58		KIMCO	<input type="checkbox"/>	4584	INVTPCOST



Posting Date Control

General Ledger Setup

[Home](#) | [Posting](#) | [General](#) | [Tax](#) | [Bank](#) | [Journal Templates](#) | [More options](#)

[Change Payment Tolerance](#) [Change Global Dimensions...](#)

General

Allow Posting From 5/1/2024

Allow Posting To 5/31/2024

User Setup

| [+ New](#) | [Edit List](#)

User ID ↑	Allow Posting From	Allow Posting To
→ CCOROZZA	4/30/2024	5/31/2024



I need to see all documents referencing a specific vendor's invoice number.

Is there somewhere I can go to find them all or do I need to go document list by document list?



Search in data...

Dynamics 365 Business Central

New View Strategies

Finance ▾

Cash Management ▾

Sales ▾

Purchasing ▾



Customers

Vendors

Chart of Accounts

Posted Purchase Invoices

Register Customer Payments

Bar

Actions

+ Sales Order

+ Sales Invoice

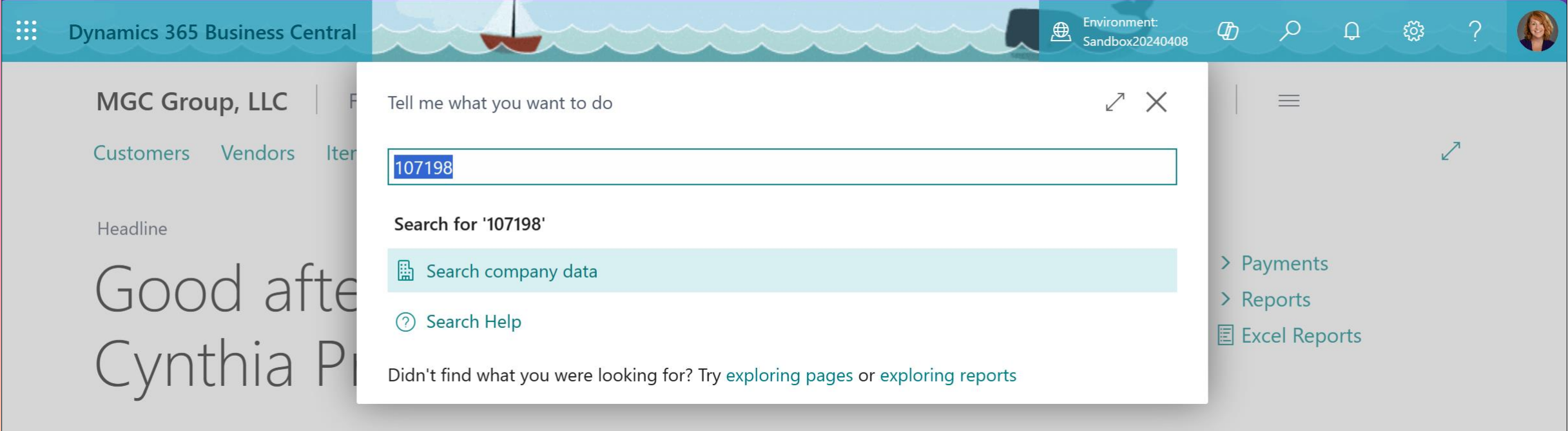
+ Purchase Invoice

> Find entries...

> Search in data...



Search company data



The screenshot shows the Dynamics 365 Business Central interface. At the top, the header includes the application name, a decorative wave graphic with a sailboat, and the environment name 'Sandbox20240408'. A search bar is open, displaying the query '107198'. Below the search bar, a dropdown menu lists search results: 'Search company data' (highlighted) and 'Search Help'. A message at the bottom of the search bar suggests exploring pages or reports if the search is unsuccessful. The background shows a blurred view of the 'MGC Group, LLC' entity page with navigation tabs for 'Customers', 'Vendors', and 'Items'.



Search company data

The screenshot shows the Dynamics 365 Business Central interface for the 'NVS Training Company'. The top navigation bar includes 'Finance', 'Cash Management', 'Sales', 'Purchasing', and 'Shopify'. The main content area features a summary card for 'Insight from last month' stating 'Your top customer was School of Fine Art, bought for \$23,102'. Below this is an 'Activities' section with four key metrics: Sales This Month (\$3,052), Overdue Sales Invoice Amount (\$63,890), Overdue Purch. Invoice Amount (\$49,422), and Sales Invoices Predicted Overdue (0). The 'Ongoing Sales' section displays counts for Sales Quotes (2), Sales Orders (7), Completely Re... from Stock (0), and Sales Invoices (8). The 'Ongoing Purchases' section shows Purchase Orders (6), Ongoing Purch... Invoices (7), and Purch. Invoices... Next Week (0). The 'Payments' section includes Unprocessed Payments (1), Average Collec... Days (5.5), and Outstanding V... Invoices (14). An 'Incoming Documents' section shows 1 document. The bottom navigation bar includes 'User Tasks', 'Email Status', 'Approvals', and 'Intercompany'.

Environment: Sandbox

Company: NVS Training Company

Navigation: Finance, Cash Management, Sales, Purchasing, Shopify, All Reports

Insight from last month: Your top customer was School of Fine Art, bought for \$23,102

Activities

Sales This Month	Overdue Sales Invoice Amount	Overdue Purch. Invoice Amount	Sales Invoices Predicted Overdue
\$3,052	\$63,890	\$49,422	0
> See more	> See more	> See more	> See more

Ongoing Sales

Sales Quotes	Sales Orders	Completely Re... from Stock	Sales Invoices
2	7	0	8
>	>	>	>

Ongoing Purchases

Purchase Orders	Ongoing Purch... Invoices	Purch. Invoices... Next Week
6	7	0
>	>	>

Payments

Unprocessed Payments	Average Collec... Days	Outstanding V... Invoices
1	5.5	14
>	>	>

Incoming Documents

My Incoming Documents
1
>

Bottom Navigation: User Tasks, Email Status, Approvals, Intercompany



We set up permissions so users would not be able to view balances and G/L entries.

Why can one of those users still see balances?



General

User: TESTING

Show All Objects:

Company: NVS Training Company

 Permission Sets  Permission Set by User

Permissions

In User-
Def...

By Permission Set



Permission Set	Source	Type ↑	Read Permission	Insert Permission	Modify Permission	Delete Permission	Execute Permission	Security Filter
→ NVS GL ENTRY POST 1	:	Normal	User-Defined Yes					G/L Entry: E...
NVS GL ENTRY POST 2		Normal	User-Defined Indirect	Indirect				
D365 BASIC		Normal	System Indirect					
SUPER		Normal	System Yes	Indirect (reduced)	Indirect (reduced)	Indirect (reduced)		
-		Inherent	System		Indirect	Indirect		
-		Entitlement	System	Indirect	Indirect	Indirect		

By Permission Set



Permission Set	Source	Type ↑	Read Permission	Insert Permission	Modify Permission	Delete Permission	Execute Permission	Security Filter
→ NVS GL ENTRY POST 1	:	Normal	User-Defined Yes					G/L Entry: E...
NVS GL ENTRY POST 2		Normal	User-Defined Indirect	Indirect				
D365 BASIC		Normal	System Indirect					
SUPER		Normal	System Yes	Indirect (reduced)	Indirect (reduced)	Indirect (reduced)		
-		Inherent	System		Indirect	Indirect		
-		Entitlement	System	Indirect	Indirect	Indirect		



After SUPER removed

Chart of Accounts: All ▾ | 🔍 Search + New 🗑️ Delete 📄 Edit List Home ▾ Account ▾ Balance ▾ Navigate ▾ Report ▾ | More options

No.	Name	Net Change	Balance	Income/Ba...	Account Category	Account Subcategory
10000	BALANCE SHEET	–	–	Balance Sh...	Assets	Assets
10001	ASSETS	–	–	Balance Sh...	Assets	Assets
10100	Checking account	–	–	Balance Sh...	Assets	Cash
10200	Saving account	–	–	Balance Sh...	Assets	Cash
10300	Petty Cash	–	–	Balance Sh...	Assets	Cash
10400	Accounts Receivable	–	–	Balance Sh...	Assets	Accounts Receivable
10500	Prepaid Rent	–	–	Balance Sh...	Assets	Prepaid Expenses
10600	Prepaid Insurance	–	–	Balance Sh...	Assets	Prepaid Expenses
10700	Inventory	–	–	Balance Sh...	Assets	Inventory
10800	Equipment	–	–	Balance Sh...	Assets	Equipment
10900	Accumulated Depreciation	–	–	Balance Sh...	Assets	Accumulated Depreciation



I want BC to do something that it's not yet capable of doing.

Is Microsoft going to add this?



Release Planner

The screenshot shows the Microsoft Release Planner interface. At the top, there is a navigation bar with the Microsoft logo, 'Release Planner', and various menu items like 'Products', 'Solutions', 'Pricing', 'Partners', 'Platform', 'Resources', 'Support', and 'Community'. On the right side of the navigation bar, the user's name 'Cari Corozza' and the language 'English' are displayed. Below the navigation bar, the main header reads 'Dynamics 365 and Microsoft Power Platform Release planner'. A search bar with 'What's new' and 'Feedback' buttons is located on the right. The main content area is divided into two tabs: 'All release plans' (selected) and 'My release plans'. On the left, a sidebar lists various Dynamics 365 modules, with 'Marketing' selected. The main content area features a 'Watch the new highlights!' banner and a table of release plans. The table has three columns: 'Planned' (12 upcoming features), 'Coming soon' (8 upcoming features), and 'Try now' (39 new features). The table lists features such as 'Unify sales and marketing', 'Build custom reports using Microsoft Fabric integration', 'Accelerate your pipeline with integrated analytics', and 'Quality leads and route to sales when buying is likely'. The table also includes columns for release dates (e.g., 'Public Preview Nov 2023', 'General Availability Dec 2023') and expand/collapse icons. At the bottom, a Windows taskbar is visible with various application icons and system information like '74°F' and '2:26 PM 10/2/2023'.



BC Ideas

Dynamics 365 Business Central

Environment: Sandbox

NVS Learn Dynamics | Finance | Cash Management | Purchasing | Sales

Customers | Bank Accounts | Items | Chart of Accounts | Jobs | Financial Reports | G/L Budgets | Recurring General Journals

Headline

Good afternoon, Cari Corozza!

Actions

- + Sales Quote
- + Purchase Quote
- + Sales Order
- + Purchase Order
- + Sales Invoice
- + Purchase Invoice
- > Find entries...
- > Search in data...
- > New
- > Payments
- > Reports
- Excel Reports

Activities

Sales This Month	Overdue Sales Invoice Amount	Overdue Purch. Invoice Amount	Sales Invoices Predicted Overdue
\$0	\$58,585	\$39,534	0
> See more	> See more	> See more	> See more

Ongoing Sales

Sales Quotes	Sales Orders	Sales Invoices
2	10	7
>	>	>

Ongoing Purchases

Purchase Orders	Ongoing Purch. Invoices	Purch. Invoices Next Week
8	4	0
>	>	>

Payments

Unprocessed Payments	Average Collection Days	Outstanding V. Invoices
1	0.0	9
>	>	>

Scan documents

Create Incoming from Camera

Incoming Documents

My Incoming Documents

1

User Tasks | Email Status | Approvals | Intercompany

Type here to search

74°F | 2:10 PM 10/2/2023



Microsoft should help us with troubleshooting.

Are there specific tools and guides provided by Microsoft?





Cynthia Priebe • You

Senior Consultant & Trainer | Microsoft Certified D365 Business Ce...
1d • Edited • 🌐

Kennie Nybo Pontoppidan, so nice to see all of this in one place in [Learn.microsoft.com](https://learn.microsoft.com)

Cari Corozza, CPA and I have been doing sessions on troubleshooting for the user and functional consultants at user groups meetings for couple of years. They are always well attended. Developers aren't ones that need to troubleshoot!



Kennie Nybo Pontoppidan • Following

Principal Program Manager at Microsoft
1d • 🌐

Need to troubleshoot issues in D365 Business Central? Then check out our new overview article

Microsoft | Learn | Documentation | Training | Certifications | Q&A | Code Samples | Assessments | Shows | Events

Dynamics 365 Business Central | Get started | Guidance | Troubleshooting | Release plans | Support | Resources

Filter by title

- > Get started
- > Administration
- > Development
- Development overview
- > Get started
- > Development environment
- > AL language
- > AL programming
- > AL platform
- > Extensibility

Troubleshooting overview

Article • 09/11/2023 • 2 contributors

In this article

- Troubleshooting in the client
- Troubleshooting in AL
- Troubleshooting with telemetry
- Troubleshooting guides (TSGs)



Add a comment...



Most relevant ▾



Kennie Nybo Pontoppidan • Following

Principal Program Manager at Microsoft

1d ...

Super cool to hear that. Let us know if there are areas where a TSG would be helpful

Like



1

Reply



Work Dynamics 365 Business Central x troubleshoot in business central x

https://www.bing.com/search?q=troubleshoot+in+business+central&q&form=QBRE&sp=-1&ghc=1&iq=0&pq=troubleshoot+in+business+central&sc=10-32&sk=&cvid=9E89F4381C924493803D800136466058&ghsh=0&g...

Microsoft Bing troubleshoot in business central

cpriebe@learndynamics.com 25

SEARCH CHAT WORK SHOPPING IMAGES VIDEOS MAPS NEWS MORE TOOLS

About 11,500,000 results

Welcome to the new Bing
Your AI-powered copilot for the web
Ask anything

To troubleshoot Business Central, you can use the following tools and methods ¹ ²:

- Help and Support page
- Page inspection
- Environment telemetry in the Business Central administration center
- Troubleshoot in a sandbox environment
- Use the Event Recorder
- Check the data in the database
- Analyze long running operations in Application Insights
- Database locks
- Use profiling combined with debugging in sandboxes, or snapshot debugging in production environments to pinpoint what causes a specific issue ².

Learn more:

- 1 Managing technical support - Business Cent...
learn.microsoft.com
- 2 Troubleshooting overview - Business Ce...
learn.microsoft.com

How to access Administration Center? What is a sandbox environment? How to i >

Type a message...

Feedback

People also ask

- What is the Troubleshooting section?
The Troubleshooting section shows technical information that your administrator or Business Central
- Can I report a problem with business central online?
With Business Central online, the Report a Problem section is **only available if you have paid for a Business Central**
- How do I report a problem with business central online?
Use the Report a Problem section in the Business Central administration center.

71°F Sunny 7:14 PM 10/2/2023



It is a growing list - Bookmark it!

1. Investigate root causes for errors with [Copy details in the error dialog](#)
2. Investigate page data, filters, and load times with the [Page Inspector](#)
3. See if the events you rely on are fired as expected with the [Event Recorder](#)
4. Check for unexpected table sizes with [Tables Information](#)
5. Find locks with [Database Locks](#)
6. Identify whether there are [Missing indexes/Keys](#)
7. Analyze database bottlenecks with [Database wait statistics](#)
8. Identify performance issues with the [Performance Profiler](#)
9. Verify report dataset with [Save Report Dataset to Excel](#)
10. Check personalization issues with [Personalized Pages](#)
11. Mitigate can't start user personalization issues with [Troubleshooting user personalization can't be started](#)
12. Check customization issues with [Customized Pages](#)
13. Mitigate can't start profile configuration issues with [Troubleshooting profile configuration can't be started](#)
14. Verify user permissions with [Effective Permissions](#)
15. Investigate issues with [Mobile App On-Premises](#)
16. Investigate issues with [Troubleshoot in Visual Studio Code directly from the web client.](#)



It is a growing list - Bookmark it!

[Microsoft Dynamics 365 - Release Plans](#)



BONUS!

**Minimize problems BEFORE they happen with
NEW features**



Add existing table fields to optimize your pages

Now, we're also unlocking table fields so that administrators, department owners, and partner consultants can easily and immediately add them to their pages without having to develop code extensions. By adding existing table fields to a page, customers can self-serve and reduce time to value while cutting implementation costs. Conversely, this frees up time for pro developers to focus on more rewarding implementations.

<https://learn.microsoft.com/en-us/dynamics365/release-plan/2023wave2/smb/dynamics365-business-central/add-existing-table-fields-optimize-pages>



Clear customization...

Done

^ Less

> Add Field to Page ×

Place fields by dragging from the list to a position on the page.

All fields (Preview) ∨

Recommended fields

All fields (Preview) ⊗

Advanced > ⊗

Boolean

Allow Multiple Posting Groups ⊗

Decimal

Amt. Rcd. Not Invoiced ⊗

Decimal



Show details from lookup list

Lines | [Manage](#) | Line | Order

New Line Delete Line Select items...

Type	No.	Description	Location Code	Bin Code	Quantity	Reserved Quantity	Unit of Measure Code	Unit Price Excl. Tax
→ Item	WRB-100X	Whole Roasted Beans, Colombia			2	-	PCS	15.00

No.	Description	Base Unit of Measure	Unit Price
SP-SCM1009	Airpot	PCS	399.00
SP-SCM1011	Airpot Duo	PCS	499.00
→ WRB-1000	Whole Roasted Beans, Colombia	PCS	15.00
WRB-1001	Whole Roasted Beans, Brazil	PCS	15.00
WRB-1002	Whole Roasted Beans, Indonesia	PCS	15.00

Subtotal Excl. Tax (USD) Invoice Discount %
Inv. Discount Amount Excl. Tax Total Excl. Tax (USD)

+ New [Show details](#) [Select from full list](#)

Invoice Details



Go directly to card

Item Card ✓ Saved

WRB-1000 · Whole Roasted Beans, Colombia

[Home](#) | [Request Approval](#) | [Item](#) | [Prices & Discounts](#) | [More options](#)

[Copy Item](#) | [Adjust Inventory](#) | [Create Stockkeeping Unit](#) | [Apply Template](#)

Item Show more

No.	<input type="text" value="WRB-1000"/>	Base Unit of Measure ..	<input type="text" value="PCS"/>
Description	<input type="text" value="Whole Roasted Beans, Colombia"/>	Item Category Code ...	<input type="text" value="BEANS"/>
Blocked	<input type="checkbox"/>	Variant Mandatory if ...	<input type="text" value="Default (No)"/>
Type	<input type="text" value="Inventory"/>		

Inventory Show more

Shelf No.	<input type="text"/>	Stockout Warning	<input type="text" value="Default (Yes)"/>
Quantity on Hand	<input type="text" value="0"/>	Unit Volume	<input type="text" value="0"/>

Costs & Posting Show more

Cost Details		Posting Details	
Costing Method	<input type="text" value="FIFO"/>	Gen. Prod. Posting Gr...	<input type="text" value="RETAIL"/>
Standard Cost	<input type="text" value="0.00"/>	Tax Group Code	<input type="text" value="NONTAXABLE"/>
Unit Cost	<input type="text" value="10.00"/>	Inventory Posting Gr...	<input type="text" value="RESALE"/>

Prices & Sales >

15.00

Replenishment >

Purchase



Mark fields as read-only when customizing UI

Customers often ask their supporting partner to simplify how data is presented on a page, to improve readability and optimize data entry. Now, customers can self-serve by making fields non-editable directly in the UI, adding to the existing UI simplification capabilities such as hiding or moving fields on the page.

<https://learn.microsoft.com/en-us/dynamics365/release-plan/2023wave2/smb/dynamics365-business-central/customize-field-editability-ui>



Phone No.	4055550101	
Mobile Phone No.		
Email	k	
Home Page		
Our Account No.		
Contact		
Primary Contact Code ...		
Contact	Krystal Turk	

- Move
- Remove
- Hide
- Show under "Show more"
- Show always
- Exclude from Quick Entry
- Lock editing

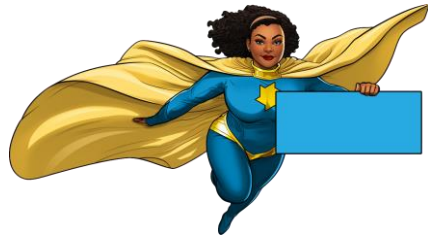


Don't miss our other session!



Searching for answers? Ready-to-use
tools for any and all users in Business
Central

12:30pm – Evergreen B



Thank you for attending!



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Add us on
LinkedIn!



Cari Corozza
New View Strategies
Cari@getyournewview.com

