



More Troubleshooting Tools in BC for the Everyday Superhero







Troubleshooting tools in Business Central for the Everyday Superhero













Session Objectives

- Walk away from this session with tools that you can use the next time you are troubleshooting an issue
- 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?



Why is my page/list search not finding things?

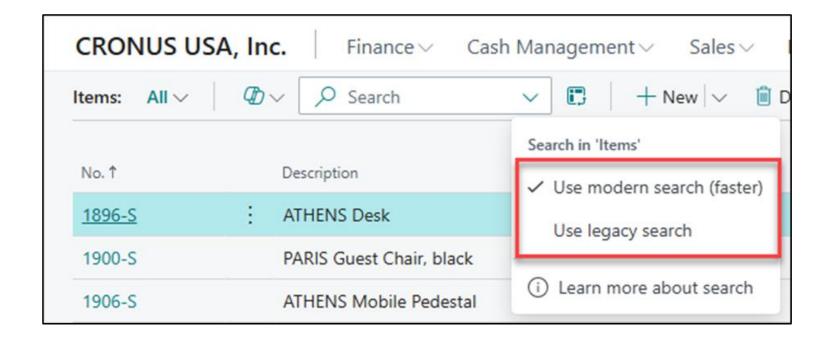


Modern Search

- Starting with main tables Customers, Contacts, Items, G/L Account
- More tables will be added Purchase and Sales docs, Projects, G/L Entries, etc.
- Feature Management to enable modern search
- Modern search will become the default method in a future release

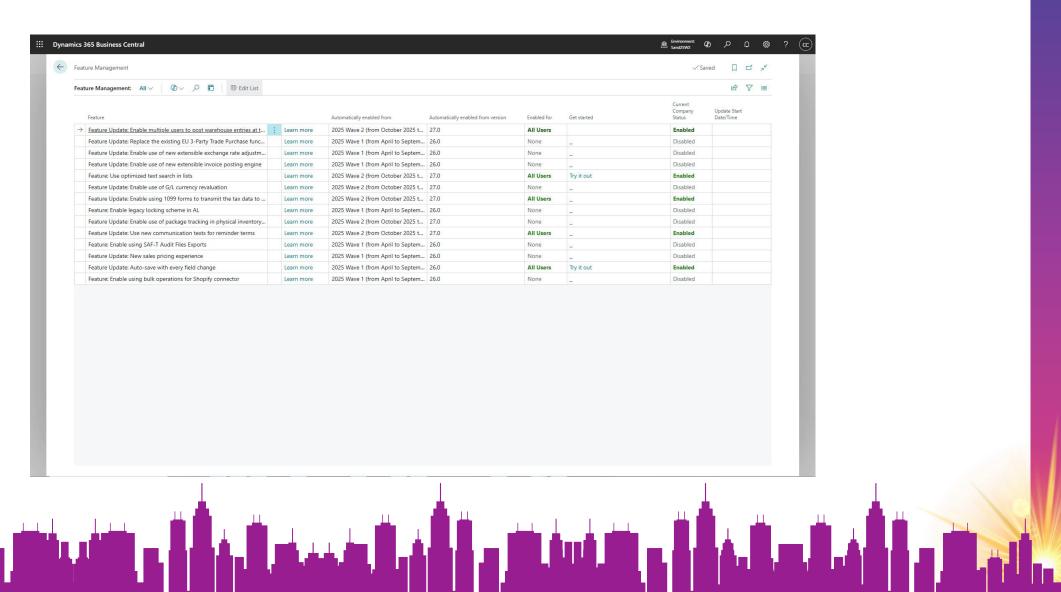


Search in List



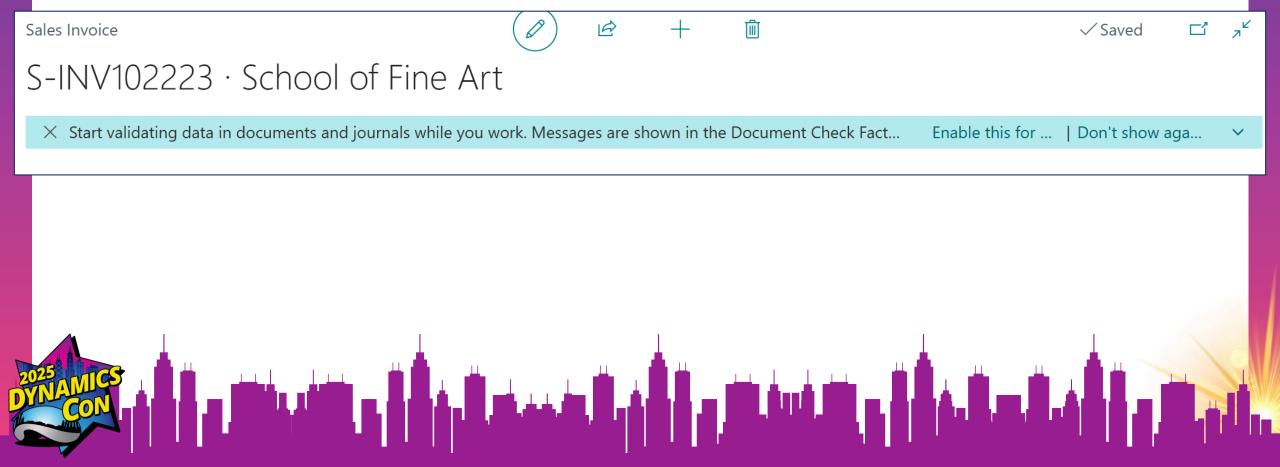


Modern Search

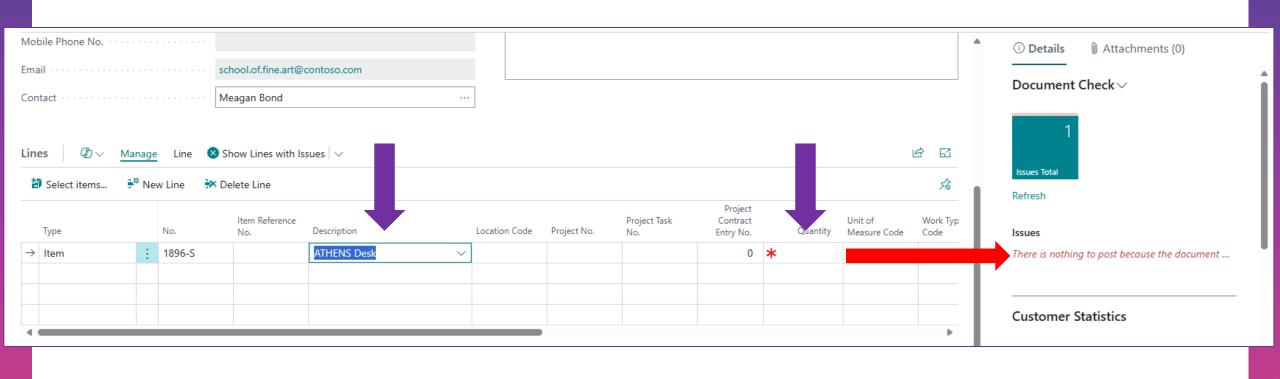


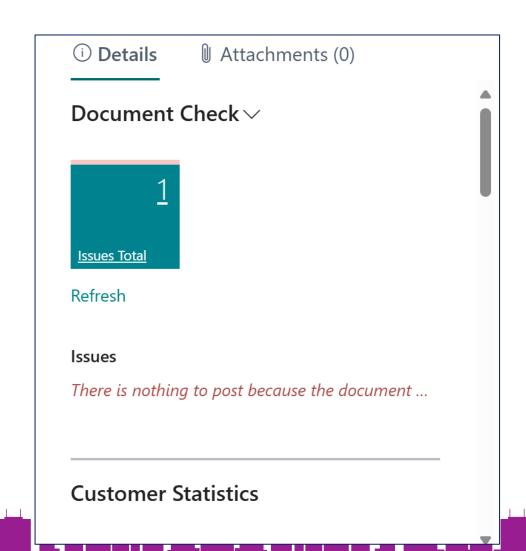
Why are errors message so confusing?





Entering Sales Invoice

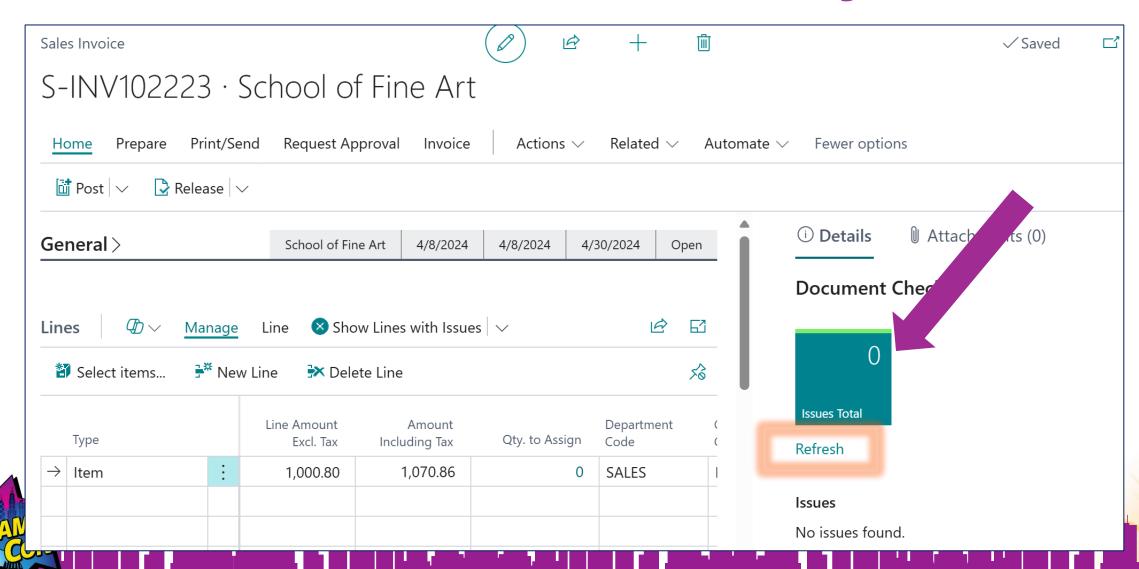






Description

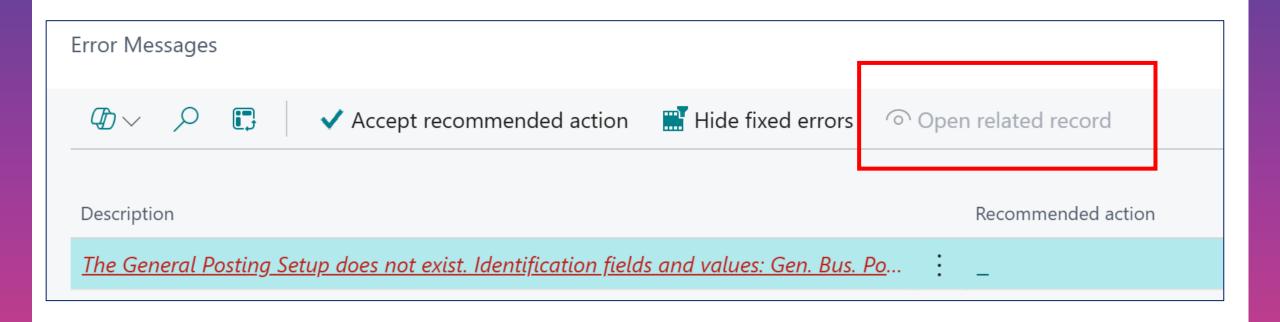
There is nothing to post because the document does not contain a quantity or amount.



Posting Error

The General Posting Setup does not exist. Identification fields and values: Gen. Bus. Posting Group='DOMESTIC', Gen. Prod. Posting Group='RETAIL'

Posting Error





Notif

Sales Invoice

S-INV102223 · Sche-

Notifications: 2

X This customer has an overdue by

X The customer's credit limit has be

☐ Post ∨ ☐ Release ∨

Credit Limit Notification - 30000 · School of Fine Art



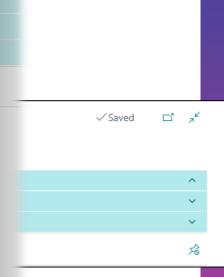
Manage New Report Page

The customer's credit limit has been exceeded.

Details

No	30000
Name · · · · · · · · · · · · · · · · · · ·	School of Fine Art
Balance (\$)	53,833.52
Outstanding Amt. (\$)	16,320.07
Shipped/Ret. Rcd. Not Invd. (\$)	0.00
Current Amount (\$)	1,070.86
Total Amount (\$)	70,153.59
Credit Limit (\$)	52,000.00
Overdue Amounts (\$)	53,833.52
Invoiced Prepayment Amount (\$)	0.00

Close

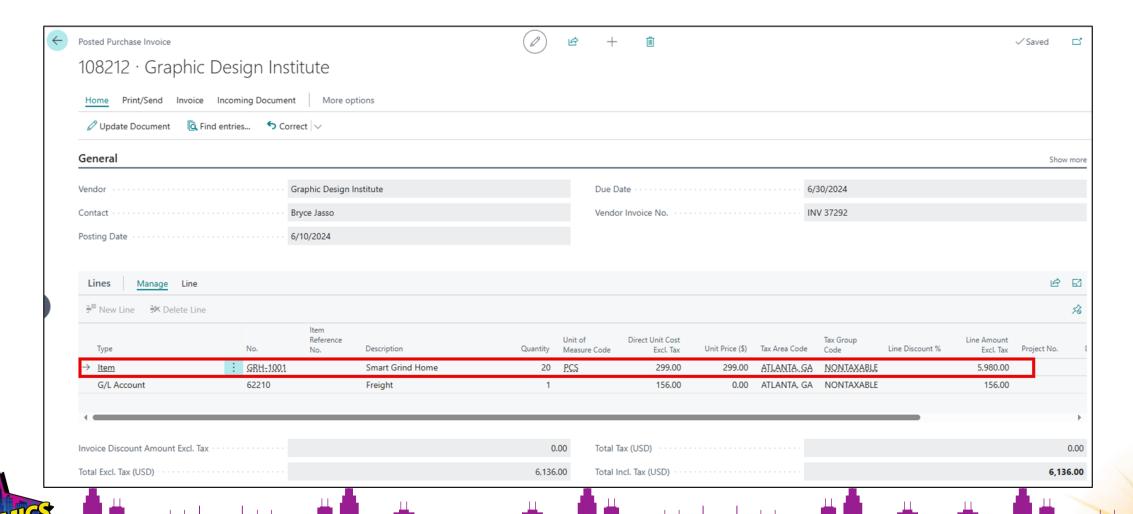




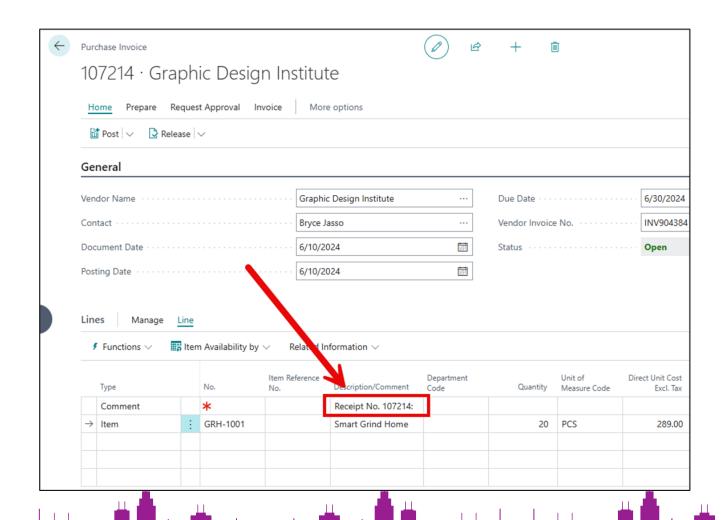
Was this Posted Purchase Invoice <u>actually invoiced</u> against the PO?



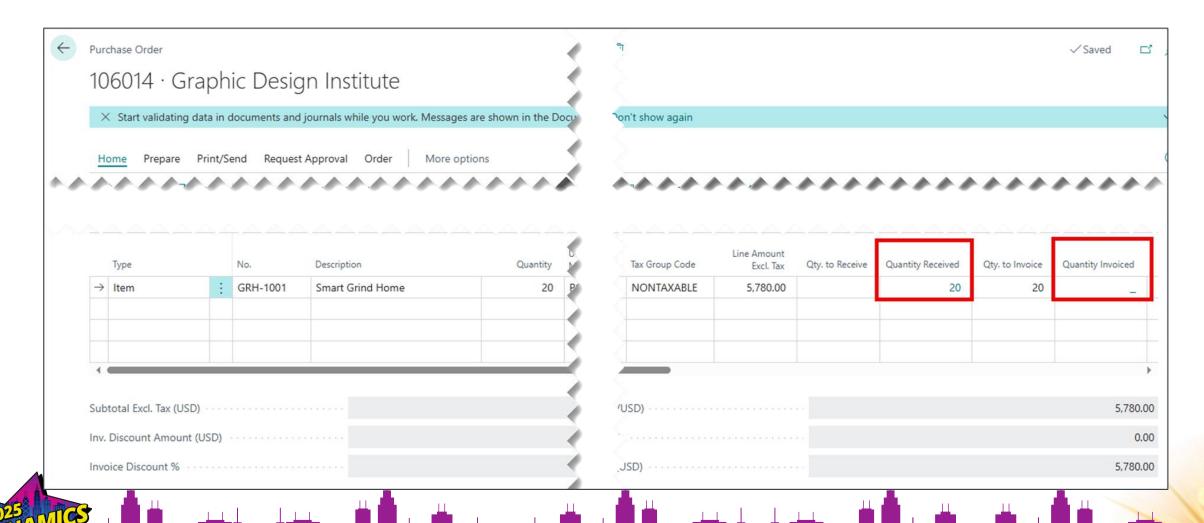
Posted Purchase Invoice



Posted Purchase Invoice



Purchase Order



Page Inspection





Page Inspection - Object Numbering

0-49,999	Business Central base functionality
----------	-------------------------------------

50,000-99,999 Customizations and test purposes

100,000-999,999 Microsoft localization for country or region

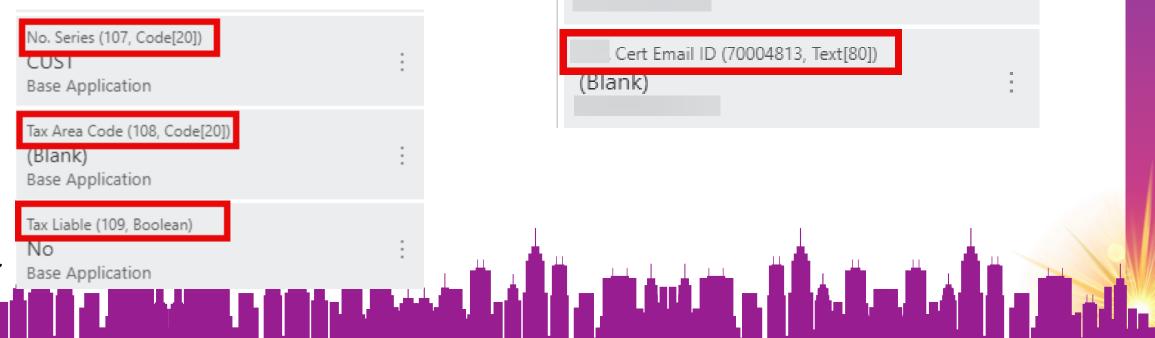
1,000,000-69,999,999 Registered Solution Program (RSP)

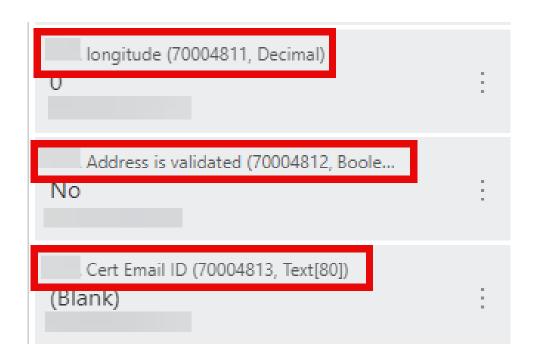
70,000,000-74,999,999 Extensions from apps



Object Numbering - Examples

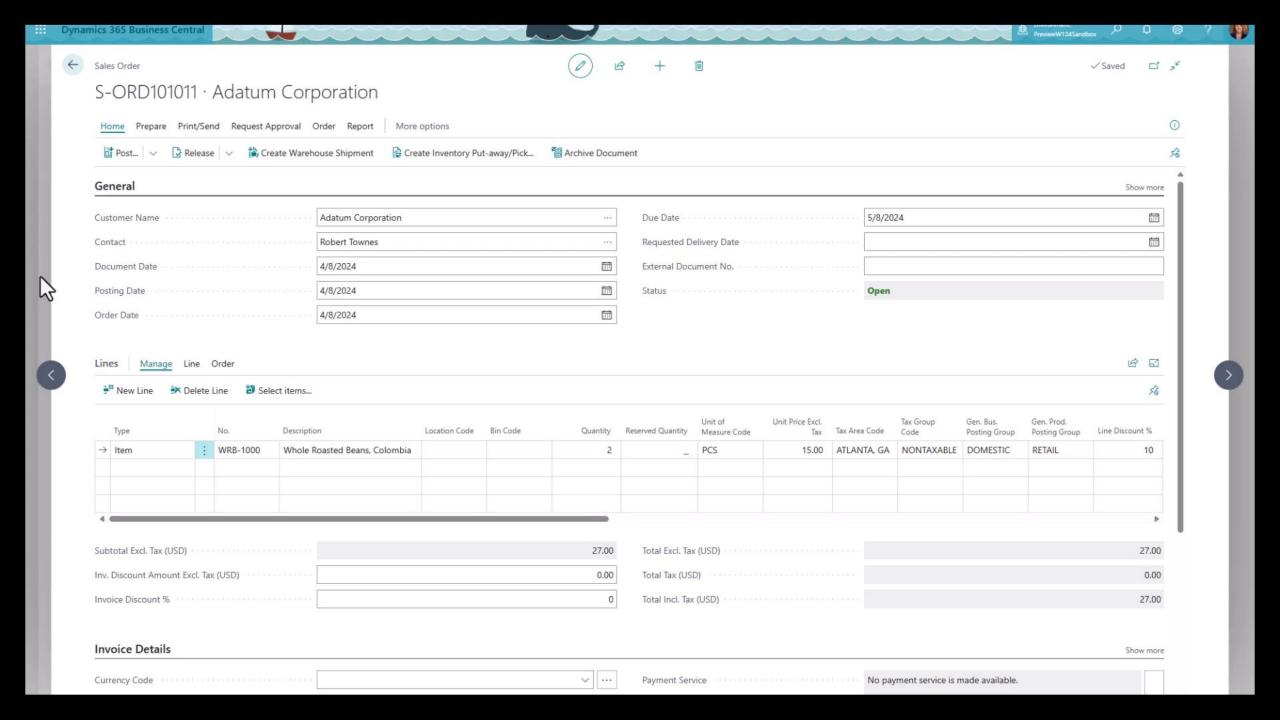








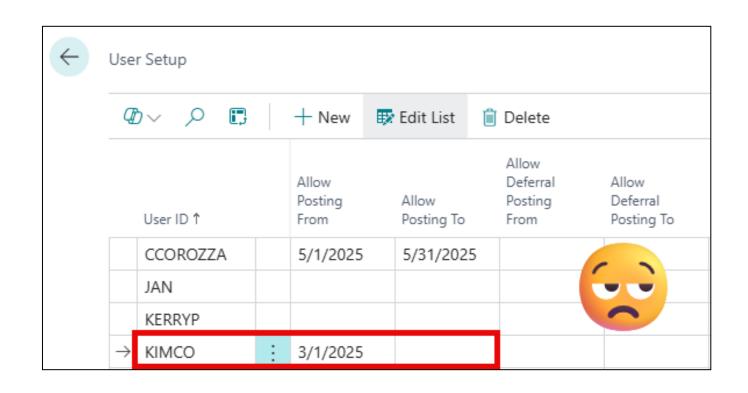
What is an easy way to compare records when troubleshooting?



How can I track who keeps changing the User Setup Posting Dates?



User Setup – Allowed Posting Dates





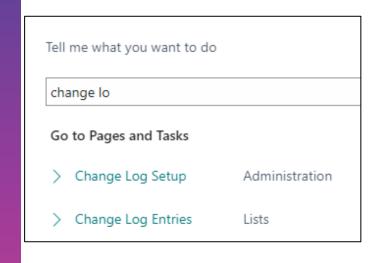
Two Options

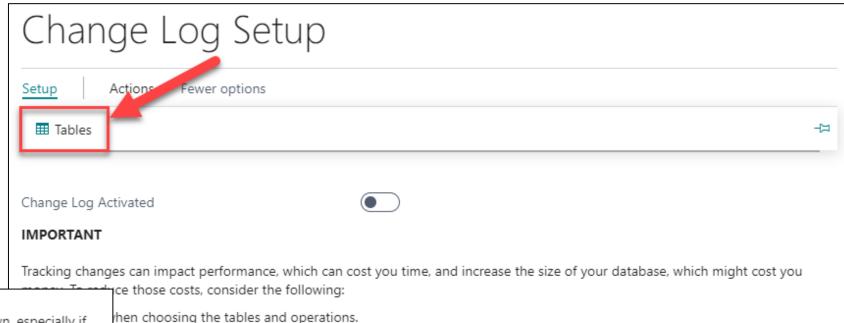
Change Log

Monitored Fields



Change Log - Setup





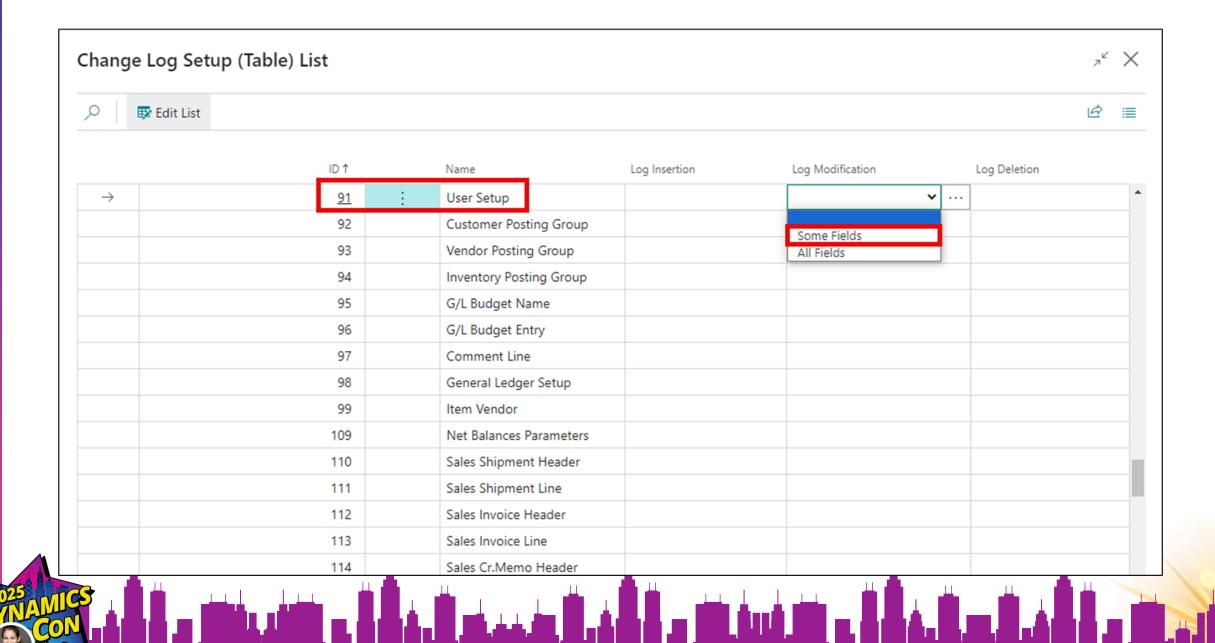
Turning on the Change Log might slow things down, especially if you are monitoring entities that often change. Do you want to log changes?

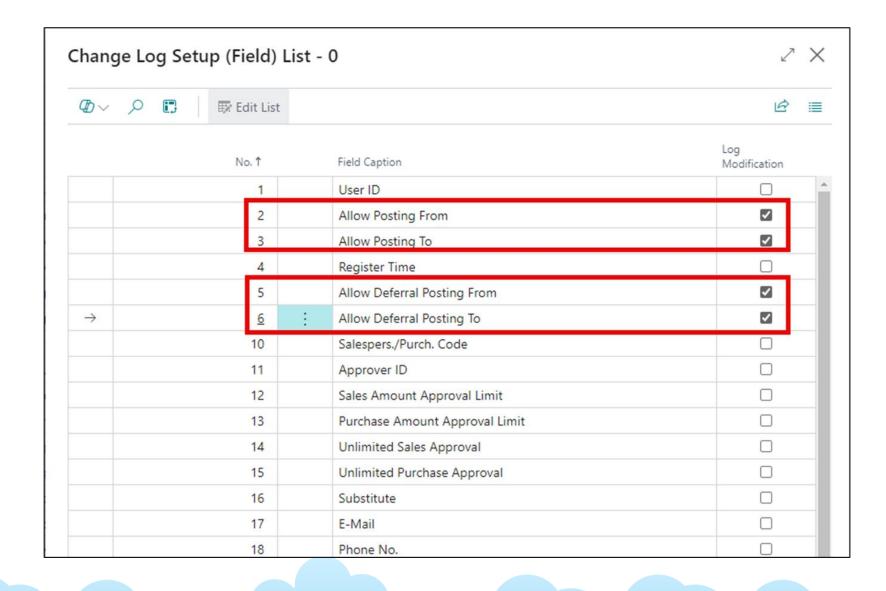
Yes No

dger entries and posted documents. Instead, prioritize system fields such as Created By and Created Date.

e All Fields tracking type. Instead, choose Some Fields and track only the most important fields.

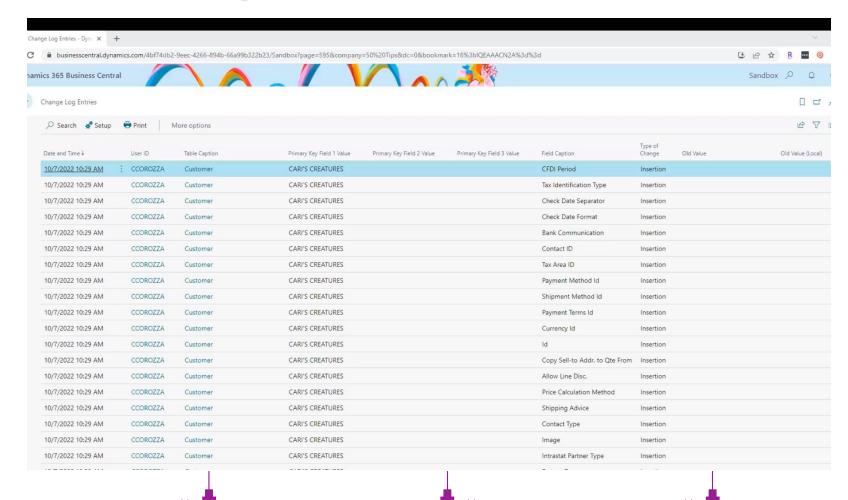




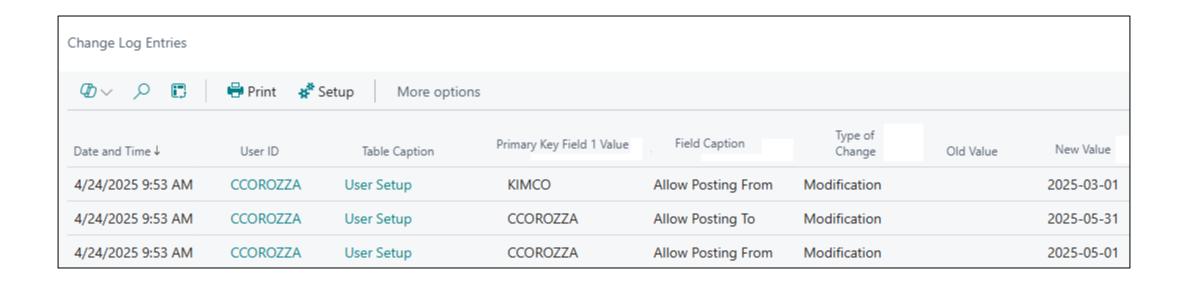




Review Changes



Review Changes - Use to Troubleshoot

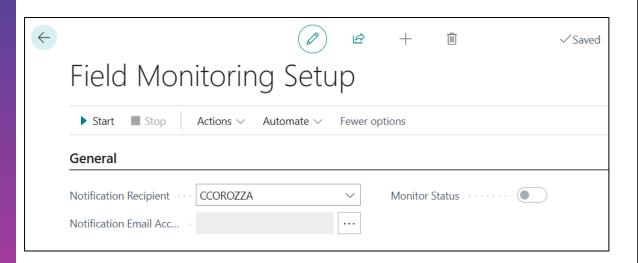


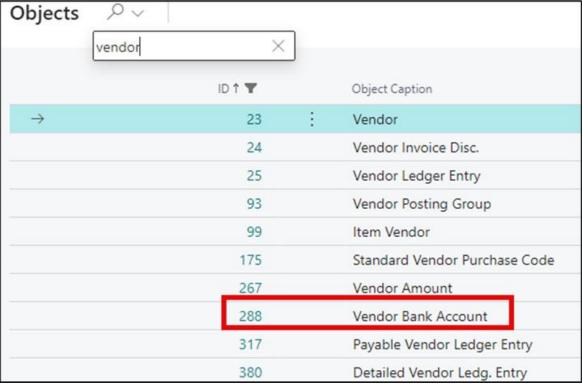


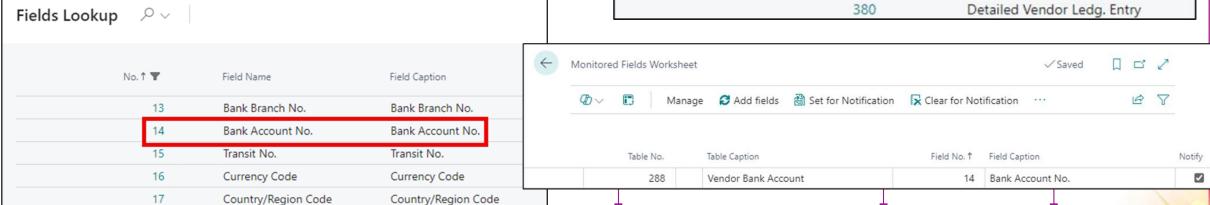
Saved View

Change Log Entries							
Change Log Entries: New GL Account	ts Inserted V DV P	Print	⋠ * Setup				₽ ■
Views X	Date and Time	User ID	Table Caption ▼	Primary Key Field 1 Value↑	Field Caption	Type of Change ▼ Old Value	New Value
All	11/30/2023 2:05 PM	:	G/L Account	10002	No.	Insertion	10002
Vendors Deleted	6/18/2024 3:28 AM		G/L Account	10003	No.	Insertion	10003
Dimension Values and Codes Inse	8/23/2024 12:11 PM		G/L Account	10004	No.	Insertion	10004
Vendor Name Modified	1/3/2025 10:07 AM		G/L Account	10005	No.	Insertion	10005
Dimension Values Renamed	1/15/2025 4:44 AM		G/L Account	10100	No.	Insertion	10100
GL Accounts Name Modified	11/6/2024 11:29 AM		G/L Account	11125	No.	Insertion	11125
New Vendors Inserted	7/9/2024 3:50 PM		G/L Account	11145	No.	Insertion	11145
New GL Accounts Inserted	7/9/2024 3:50 PM		G/L Account	11145	Name	Insertion	Allowance
Filter list by:	6/18/2024 3:11 AM		G/L Account	13001	No.	Insertion	13001
× Table Caption	1/15/2025 3:50 AM		G/L Account	15030	No.	Insertion	15030
G/L Account	1/8/2025 12:17 PM		G/L Account	21055	No.	Insertion	21055
× Type of Change Insertion V	1/10/2025 1:10 PM		G/L Account	22005	No.	Insertion	22005
	9/14/2022 3:31 AM		G/L Account	40015	No.	Insertion	40015
+ Filter	9/14/2022 3:24 AM		G/L Account	40100	No.	Insertion	40100

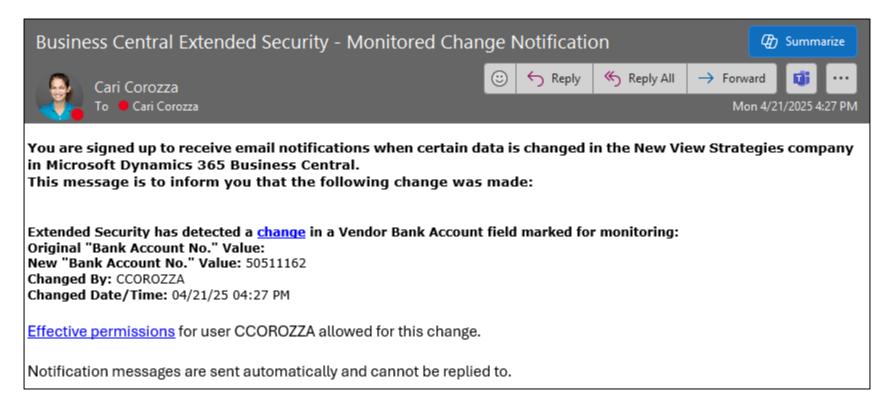
Monitor Fields





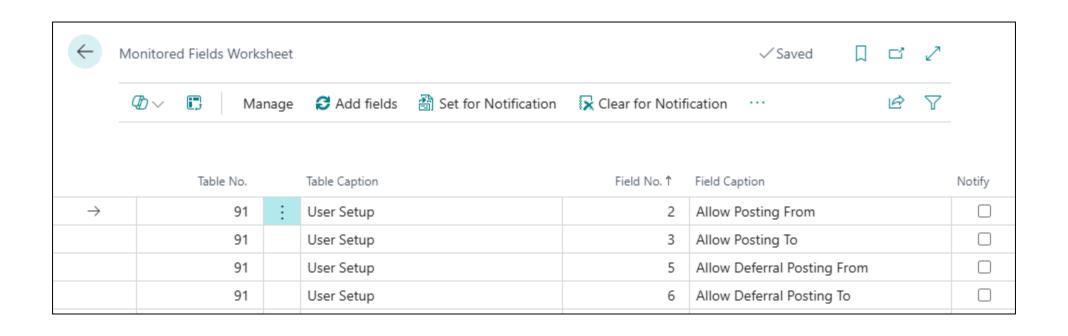


Notification Email - Monitored Fields



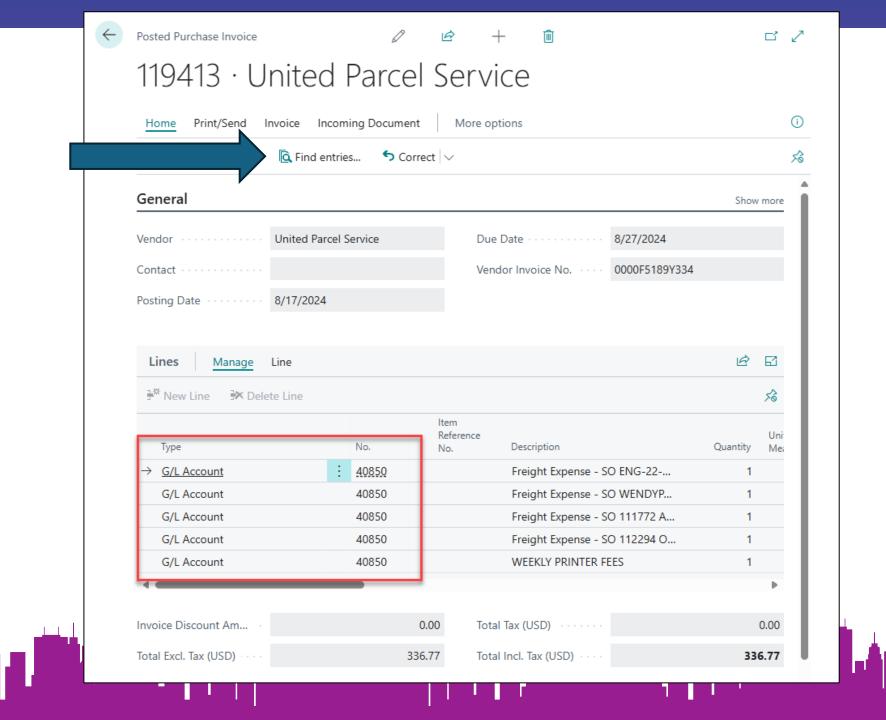


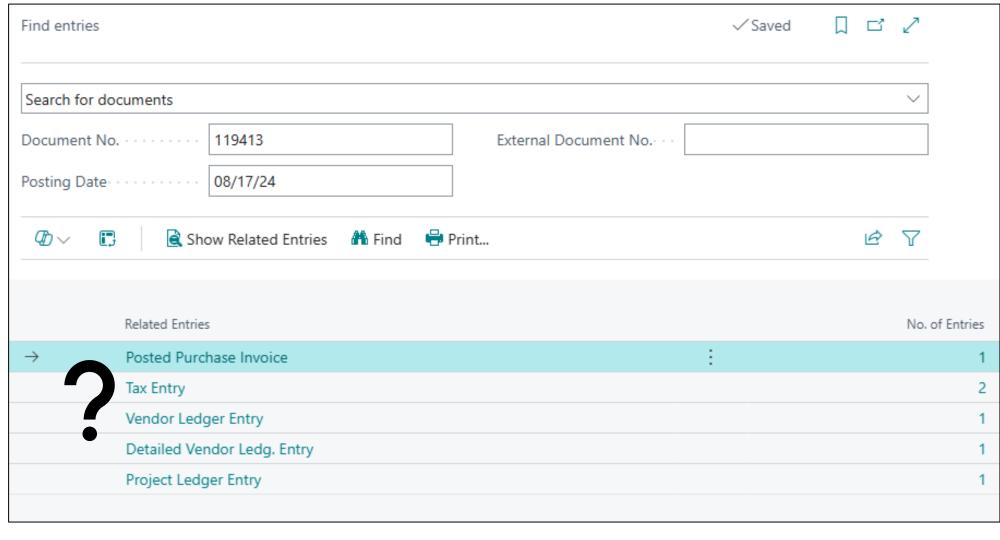
Track Field in Change Log also adds it To Monitored Fields Worksheet





Why aren't G/L Entries listed in Find Entries?

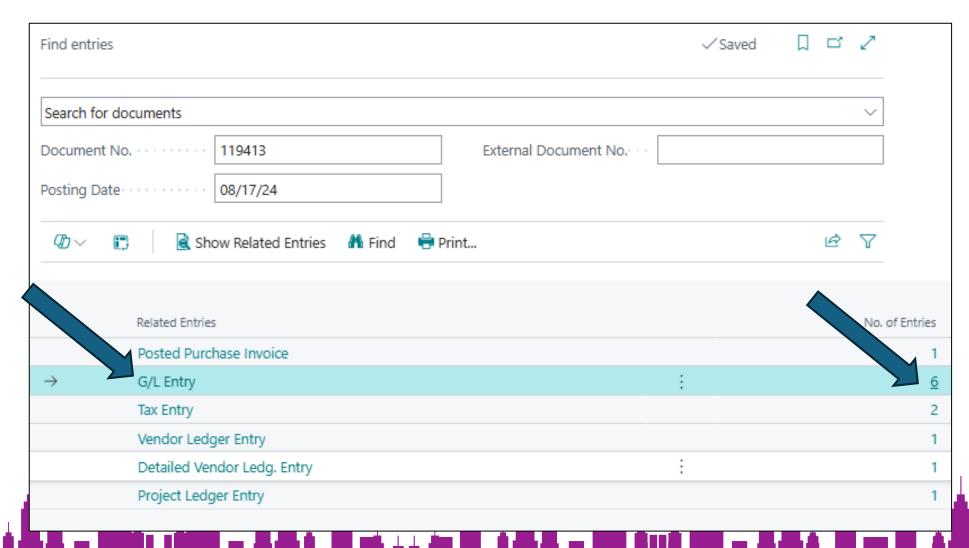


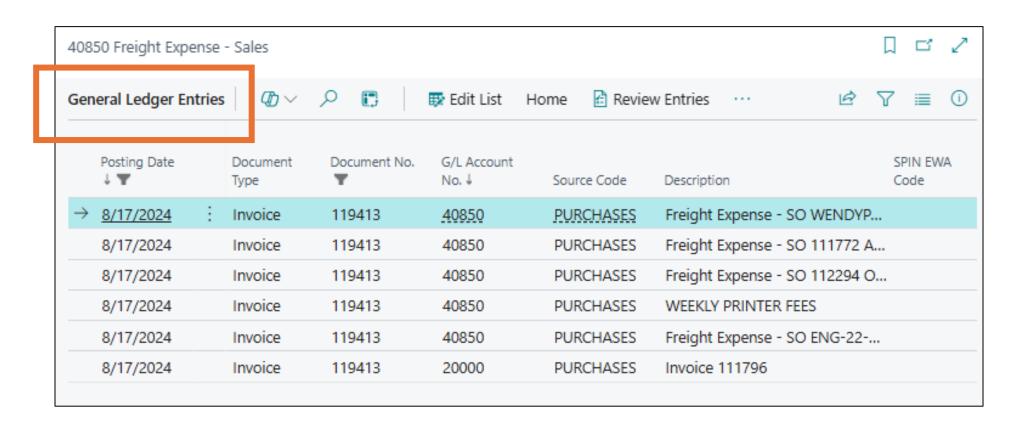




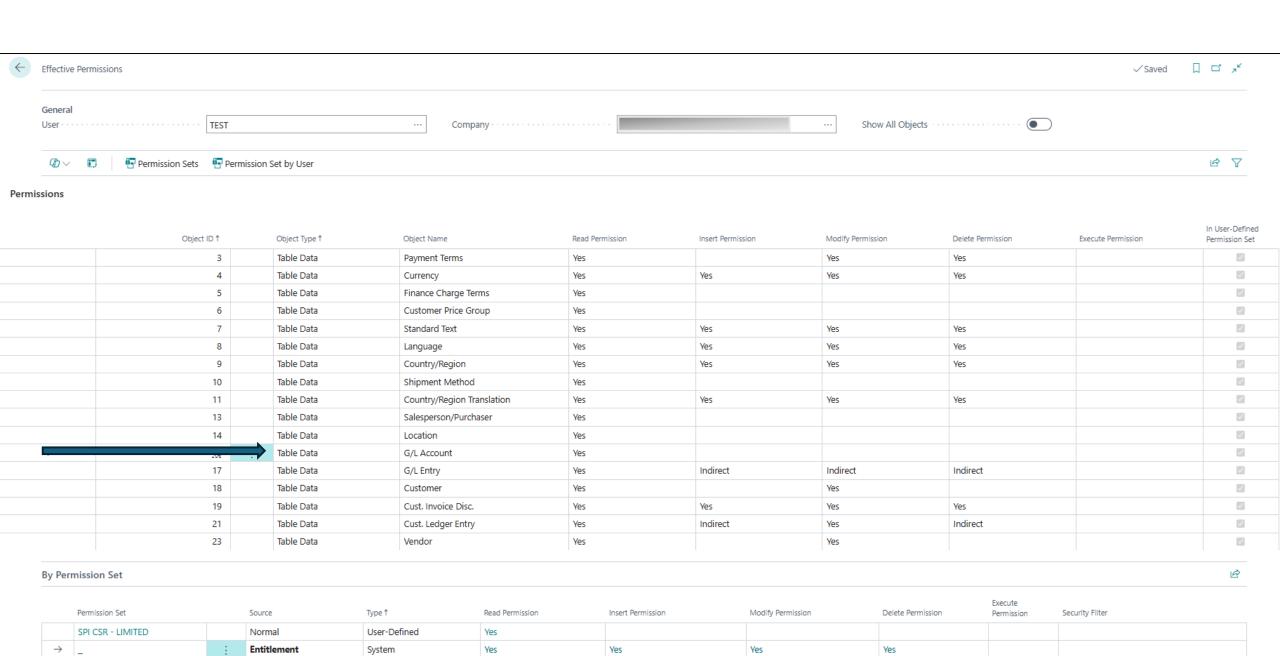


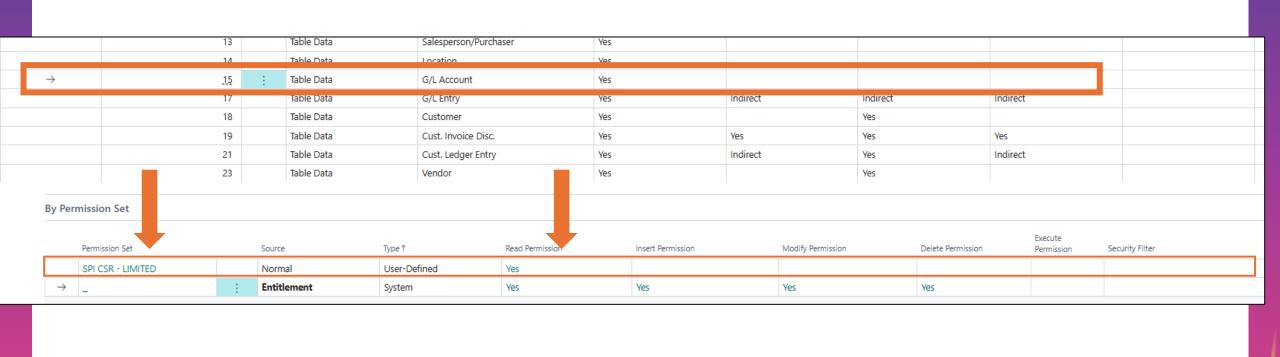
My user can see G/L Entries









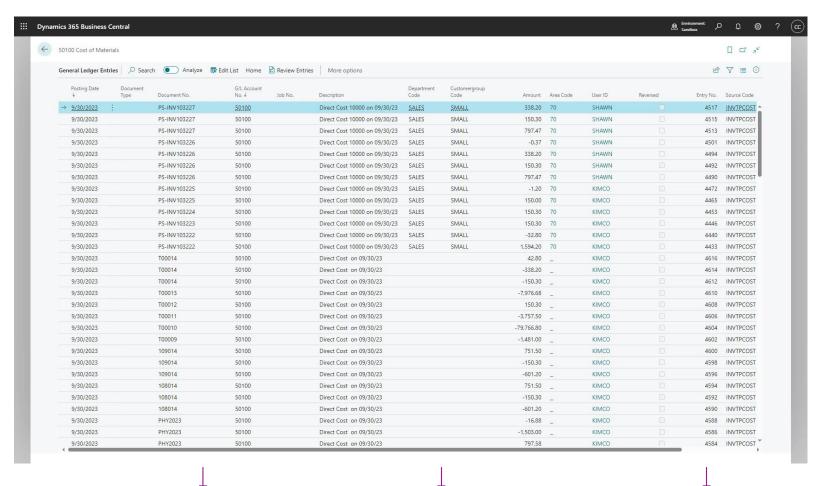


		14		Table Data	Location G/L Account		Yes								
		.1.7		Table Data	G/L Entry		Yes		Indirect		Indirect		Indirect		
		18		Table Data	Customer		Yes				Yes				
		19		Table Data	Cust. Invoice Disc.	,	Yes		Yes		Yes		Yes		
		21		Table Data	Cust. Ledger Entry	, , , , , , , , , , , , , , , , , , ,	Yes		Indirect		Yes		Indirect		
		23		Table Data	Vendor	,	Vec				Vec				
/ Permission	sion Set		Source	e Type†		Read Permiss		Insert Permission		Modify Permission		Delete Permission		Execute Permission	Security Filter
MG/	GC GL ENTRY POST 1		Norma	nal User-De	efined	Yes									G/L Entry: Entry No.=
MG	GC GL ENTRY POST 2		Norma	nal User-De	efined	Indirect		Indirect							
	I CSR - LIMITED		Norma	nal User-De	efined			Indirect		Indirect		Indirect			
SPI		:	Emails'	clement System	4	Yes		Indirect	1	Indirect		Indirect			

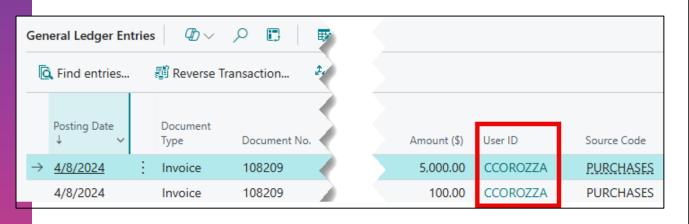
How can I help finance find why their published income statement from last month changed?

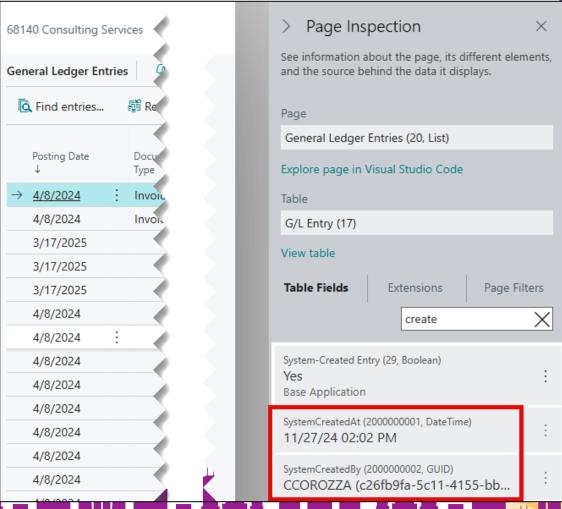


Fields on General Ledger Entries

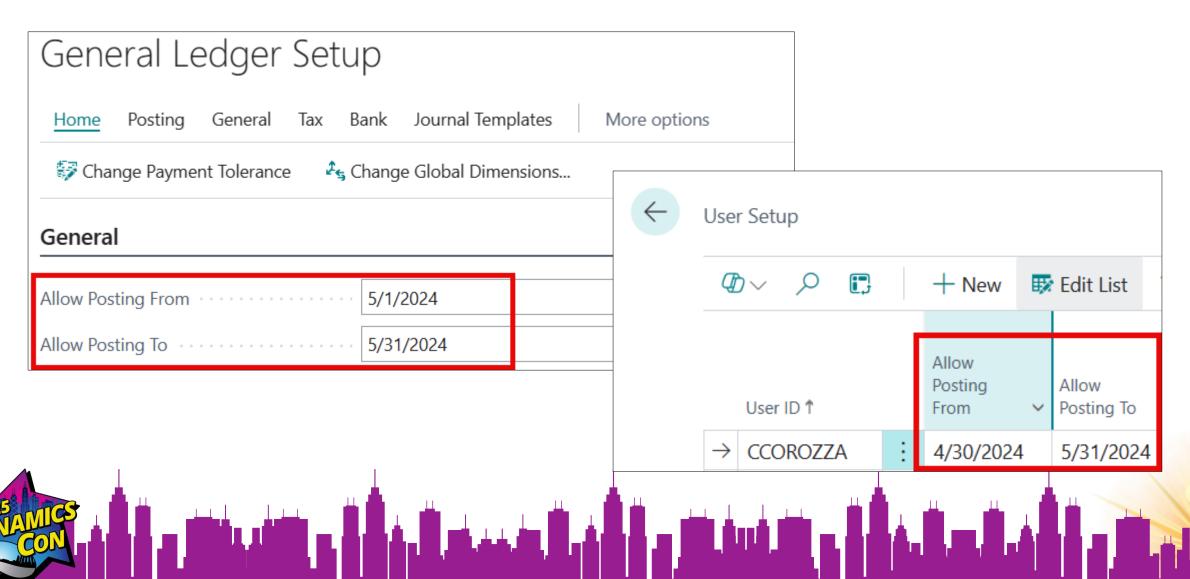


Other ways to Identify User and Date





Posting Date Control



Changes in BC happen so fast! How can I keep up to date?

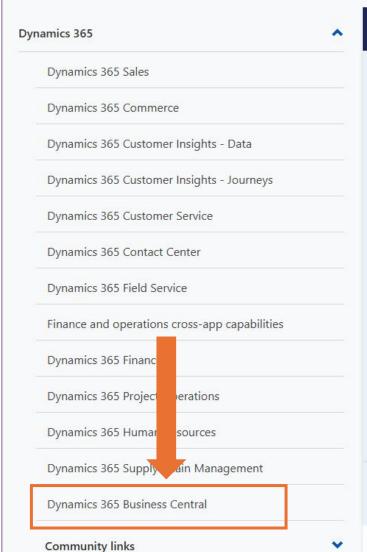


Relea

Dynamics 365 and Microsoft Power Platform Release planner

All release plans

My release plans



Watch the new highlights!

Microsoft Copilot Studio 2025 release wave 1



For previous release wave highlight videos:

- 2024 release wave 2
- 2024 release wave 1

For archived plans:

• Release Plans Dynamics 365 and Power Platform - Dynamics 365 | Microsc

All Planned

15 features included in release plans

15 upcoming features included in release plans

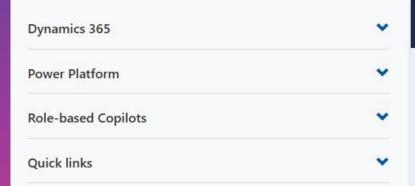
Coming soon

features included in release plans 7 upcoming features available th



Dynamics 365 and Microsoft Power Platform

Release planner



My release plans All release plans

▲ Watch the new highlights!

Dynamics 365 Business Central 2025 release wave 1



For archived plans:

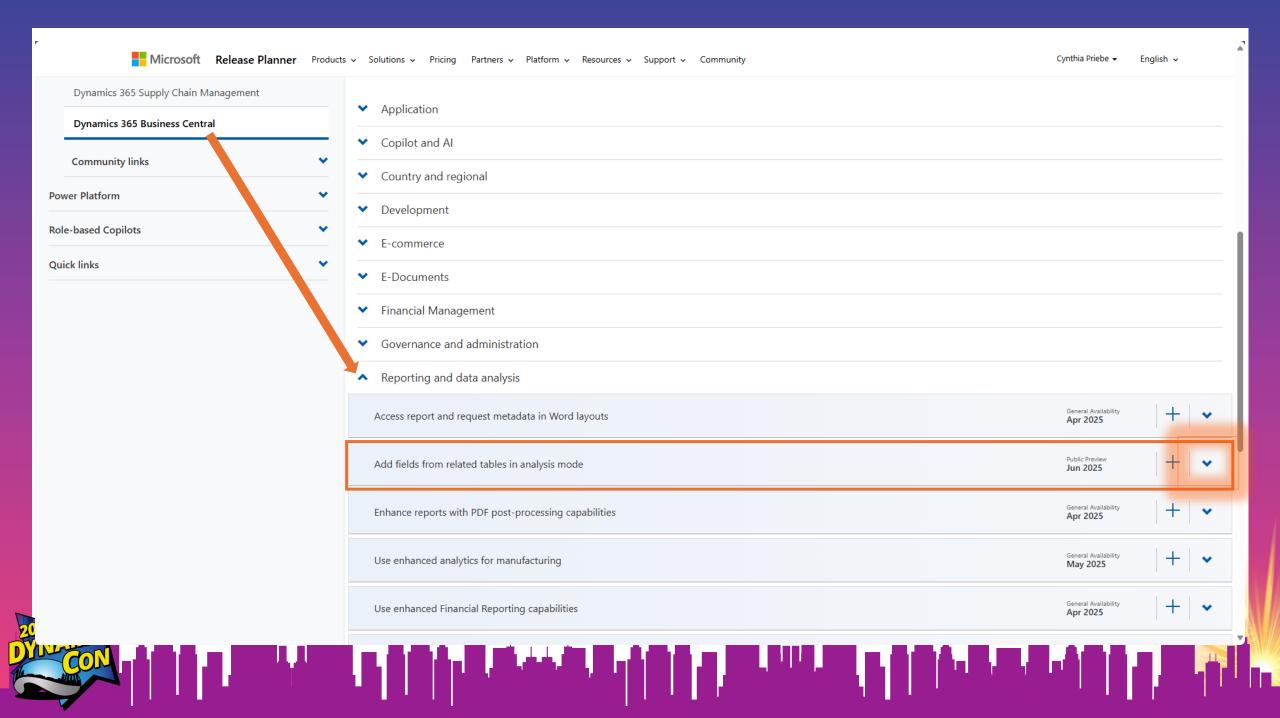
• Release Plans Dynamics 365 and Power Platform - Dynamics 365 | Microsoft Learn

Planned

Coming soon

95 upcoming features available this month 3 new features recently released to market

Try now







Business Value

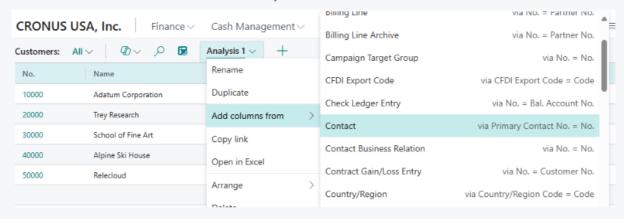
Analysis mode is a powerful experience that lets you create and analyze data views easily. You can also use Copilot and natural language to create views. This release lets you add fields from related tables to an analysis mode tab, including grouping by these fields for advanced data analysis.

Feature Details

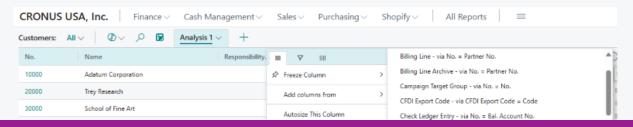
You can add fields from related tables in analysis mode tabs in two ways:

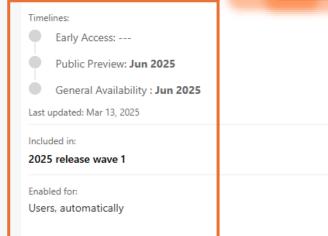
Show less

· From the context menu Add columns from on an analysis mode tab. This inserts the fields as new columns at the end of the view.



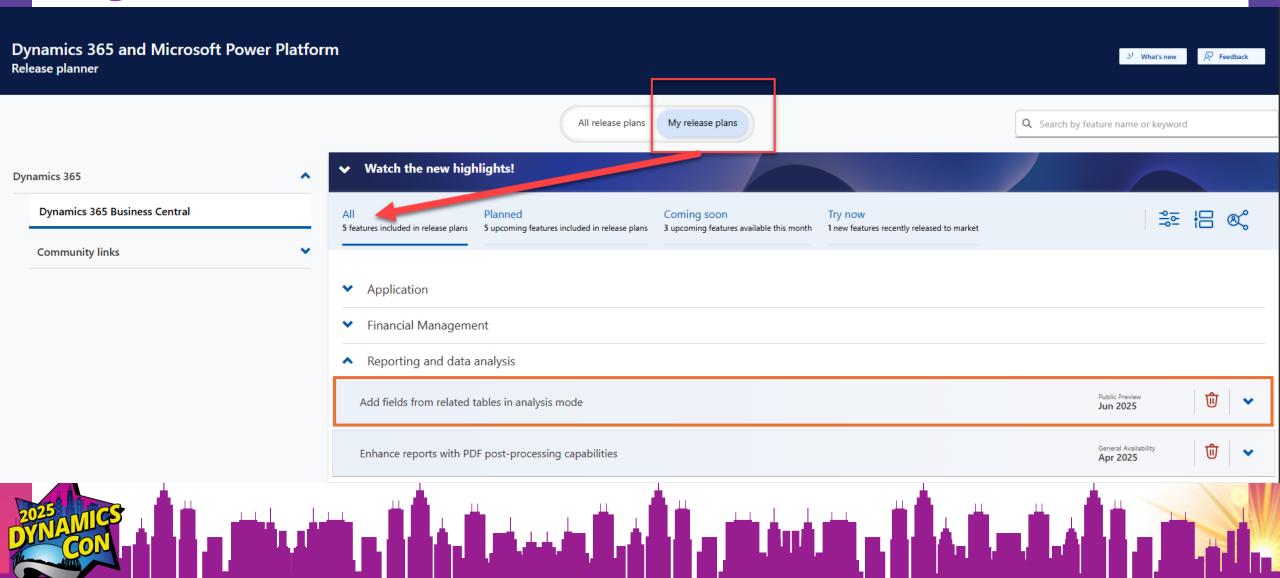
• From the context menu Add columns from on an analysis mode column. This inserts the fields as new columns to the right.

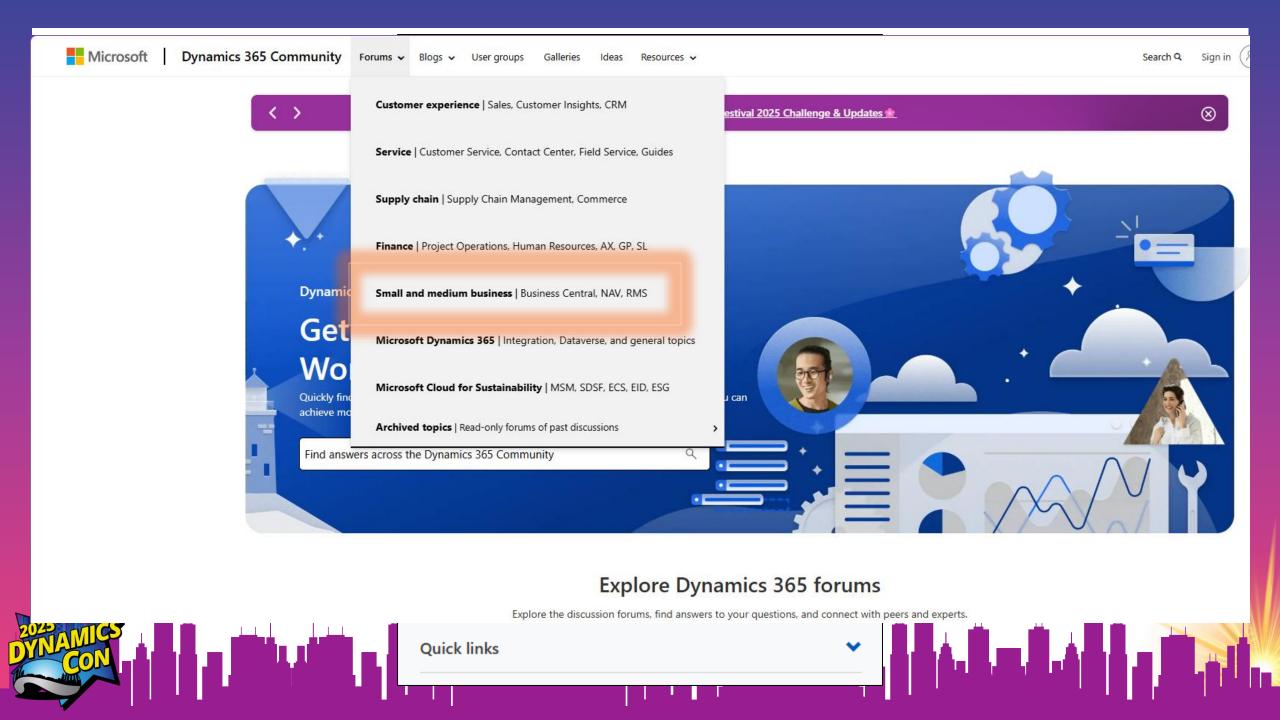




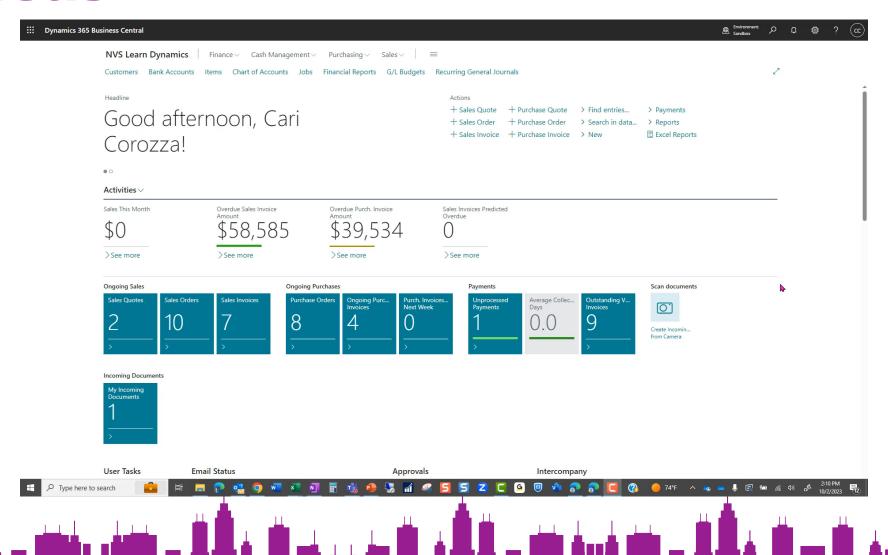


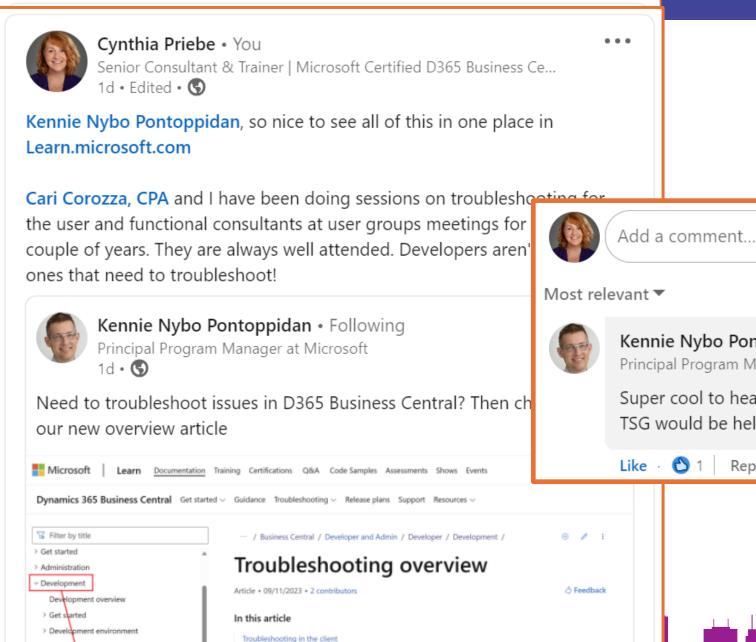
My Release Plans





BC Ideas



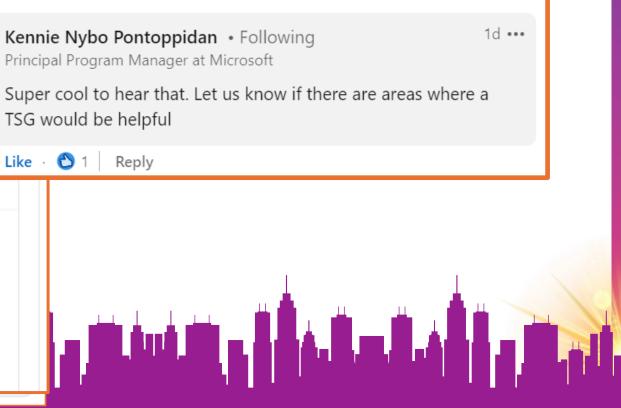


Troubleshooting with telemetry

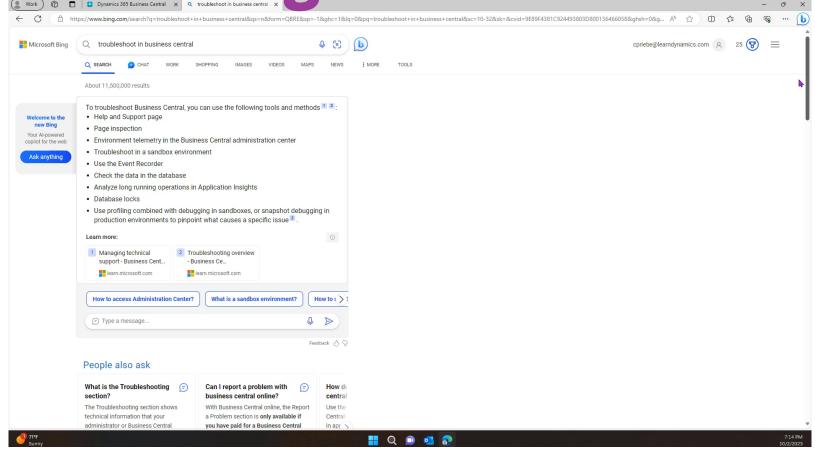
Troubleshooting guides (TSGs)

> AL language > AL programming

> AL platform



Troubleshooting Guides





Bookmark it!

Microsoft Dynamics 365 - Release Plans

Troubleshooting overview - Business Central | Microsoft Learn





BONUS!

Prevent user questions before they occur with new features

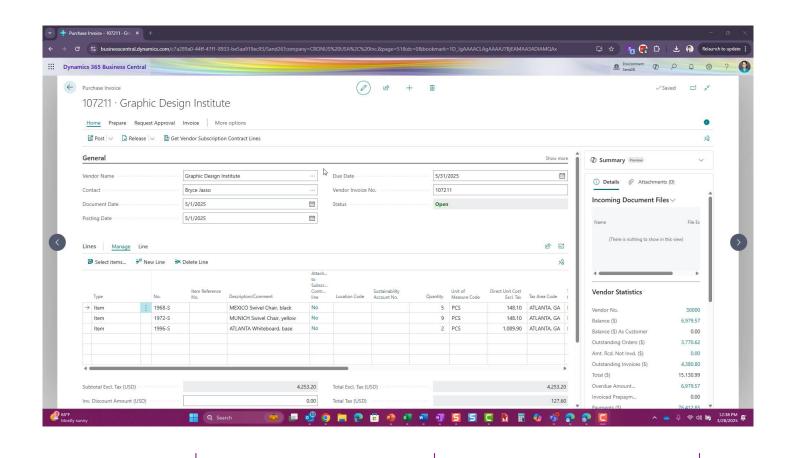




Purchase Document Amount Check



Purchase Document Check





Extra Columns in Analysis View

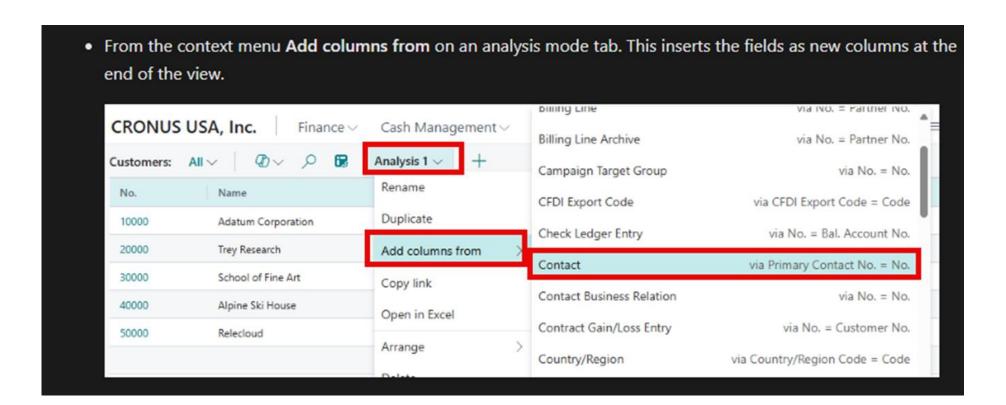


Add Fields from Related Tables

Enabled for	Public preview	General availability
Users, automatically	Jun 2025	Jun 2025



Add Fields from Related Tables



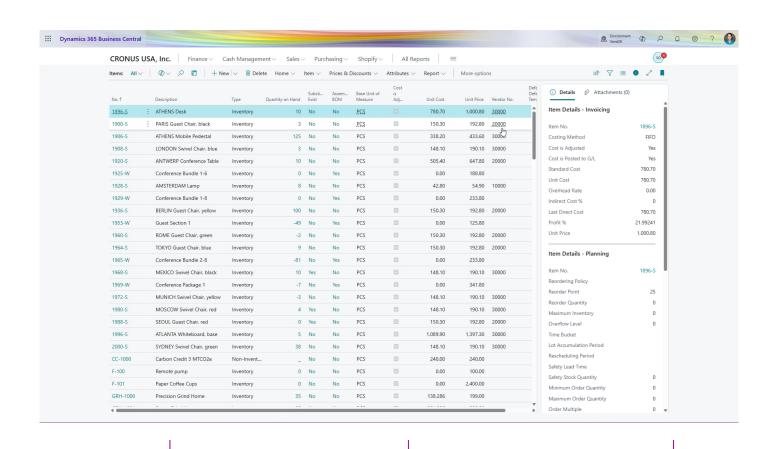




FactBox changes



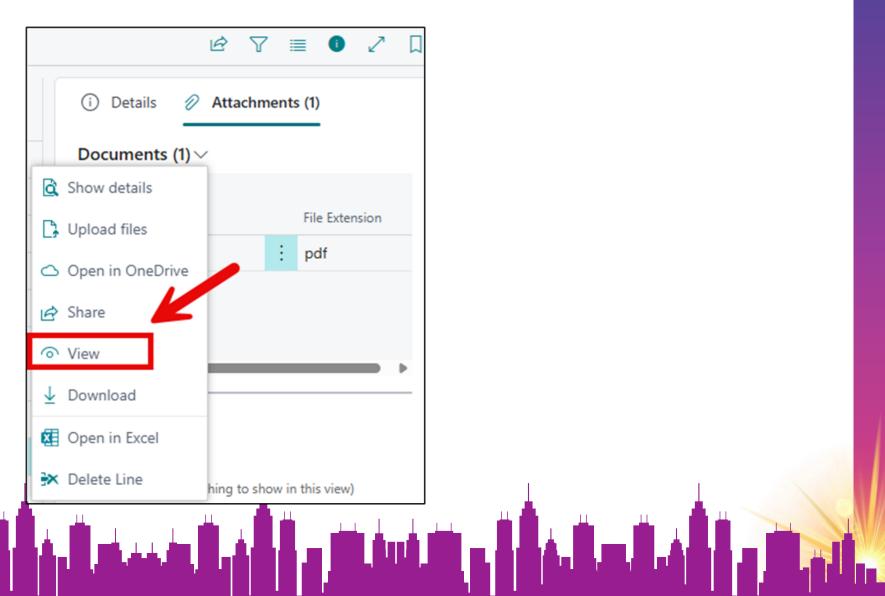
Resize Factboxes





PDF in one step!

View PDF Attachments





Thank you for attending!



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Cari Corozza

New View Strategies Cari@getyournewview.com

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