Troubleshooting

Common Issues

Document Not Generating

Check:

1. All required fields are completed (use the DEXPRO eInvoice Compliance Check FactBox)
2. Customer has valid email address
3. VAT setup is correct
4. Connection to web service is working

Email Not Sending

Check:

1. Email setup in Business Central
2. Customer email address validity
3. SMTP configuration
4. Process log for error details

Validation Errors

Common causes:

- Missing VAT registration numbers
- Invalid GLN codes
- Incomplete address information
- Unsupported payment methods

Error Resolution

Process Log Analysis

1. Open **Process Log** from setup page
2. Filter by date range or document number
3. Review error messages
4. Check **Context** field for specific issues

Document Queue Management

1. Open **Document Queue**
2. Identify failed items (status indicators)
3. Use **Re-queue** to retry processing of entries in status Error or Failed
4. Check document data before reprocessing

Getting Help

Built-in Guidance

- **ToolTips**: Hover over fields for explanations
- **DEXPRO eInvoice Compliance Check** FactBox: Shows validation issues
- **Process Log**: Detailed error information

Support Resources

- Check field validation messages
- Review process log entries
- Verify setup configuration
- Contact DEXPRO Solutions GmbH for technical support

Best Practices

1. **Complete Setup First**: Run guided setup completely before processing documents
2. **Test with Sample Data**: Process test documents before going live
3. **Monitor Process Log**: Regularly check for processing issues
4. **Maintain Customer Data**: Keep email addresses and VAT numbers current
5. **Review Document Queue**: Monitor automatic processing status

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