

# Troubleshooting

## Common Issues

### Document Not Generating

**Check:**

1. All required fields are completed (use Missing Fields 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 **Reset Status** to retry processing
4. Check document data before reprocessing

# Getting Help

## Built-in Guidance

- **ToolTips**: Hover over fields for explanations
- **Missing Fields 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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