FAQ

Here you will find questions and answers to various scenarios.

- [Master data cannot be synchronized](#)
- [Documents are not retrieved from Squeeze and remain there in the export step](#)

Master data cannot be synchronized

Checking the squeeze masterdata tables in BC

In the setup for the Squeeze master data tables, you can see which master data tables are to be synchronized or have already been synchronized. You can also deactivate synchronization with Squeeze for individual tables there.

Checking the Squeeze Master Data

On the Squeeze page, you can check whether all master data tables already exist. If any are missing, a 404 error may occur during the synchronization attempt. This is avoided in the latest app version by subsequently creating the table in Squeeze in case of doubt.
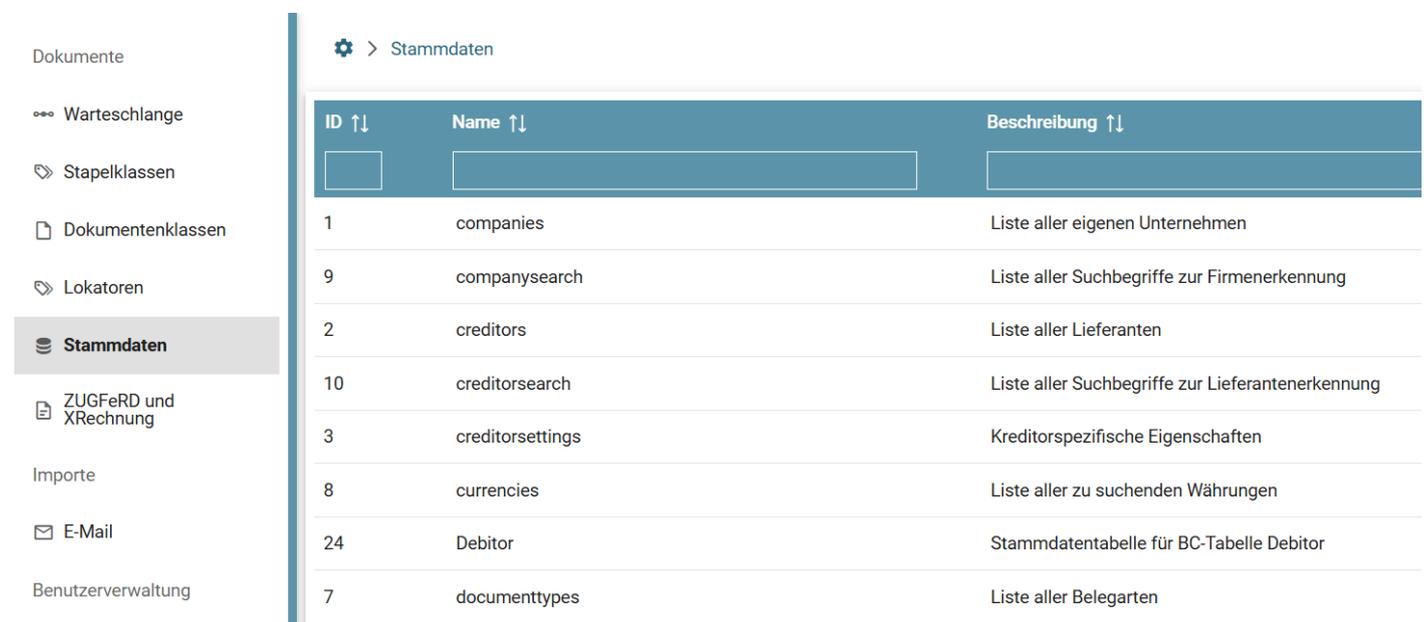
	ID ↑↓	Name ↑↓		Beschreibung ↑↓
Dokumente				
Warteschlange				
Stapelklassen				
Dokumentenklassen	1	companies		Liste aller eigenen Unternehmen
Lokatoren	9	companysearch		Liste aller Suchbegriffe zur Firmenerkennung
Stammdaten	2	creditors		Liste aller Lieferanten
ZUGFeRD und XRechnung	10	creditorsearch		Liste aller Suchbegriffe zur Lieferantenerkennung
	3	creditorsettings		Kreditorspezifische Eigenschaften
Importe	8	currencies		Liste aller zu suchenden Währungen
E-Mail	24	Debitor		Stammdatentabelle für BC-Tabelle Debitor
Benutzerverwaltung	7	documenttypes		Liste aller Belegarten

Checking the setup

Squeeze Setup

API

URL	[blurred URL]
API Key Name	DXP Test03 - Sandbox - BC
Connection status	✅

Does the Squeeze URL match? Is the correct squeeze system stored? Check the URL for this.

What is the connection status? Is the tick green? If not, get a current API key.

Has the initial master data upload already taken place?

Document class Setup

Are the API settings of the document class correct? Please check whether the IDs entered match those on the DEXPRO platform.

API Settings

Squeeze Document Class ID	1 ···
Squeeze Export Interface ID	1
Squeeze Line Table ID	28

Checking the Documentclass Id

Checking the Export Interface id

Checking the Line Table id

Allgemein   Felder   **Tabellen** ①   Export-Interfaces

Zeilen ✏ ② 🗑   Neue Tabelle +

ID ↑↓	Name
☰ 1	PosD
☰ 2	PosC
☰ 3	PosS
☰ 4	PosT
☰ 16	PosC

Tabelle ändern (ID: 28) ③   ✕

Name *
LineItems

Beschreibung *
Zeilen

Lokator
Positionen   ✕ ∨

Name (Zielsystem)

Tabellenverhalten ⁇

Dynamisch   ∨

Documents are not retrieved from Squeeze and remain there in the export step

Checking the import queue

Is there already an entry in the import queue with the Squeeze docId? Please also remove the system filtering when checking.

Squeeze Import Queue Entries

🔗 ⌄ 🔍 ⧉ | 📝 Edit List   🗑 Delete   Home   Navigation

↓ Download Documents now   📄 Handle unprocessed entries

Views   ✕   Current Company

All   ⋮

Filter list by: Document Id ↑

╶┼╴ Filter...

Show system filters
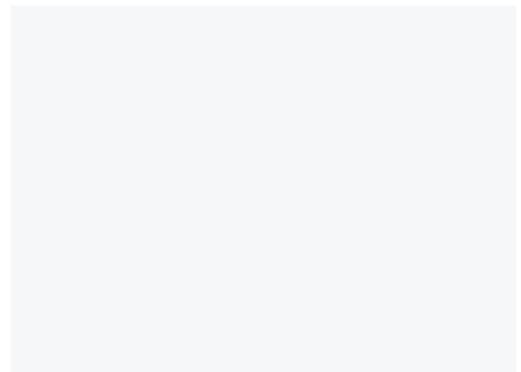
Click on "Show system filter" to display the system filters.

As soon as these filters have been removed, all documents are displayed across all clients. Check whether the Squeeze docid exists in the "Document Id" column and whether the entry has already been processed. If so, it cannot be downloaded again. The document must then be manually set to the "Processed" step on the Squeeze page (DEXPRO platform).

If the document is not in the list, the uncollected document can be pulled directly via the import buffer.

Checking the setup

Squeeze Setup

API

URL	░░░░░░░░░░░░░░░
API Key Name	DXP Test03 - Sandbox - BC
Connection status	✅

Does the Squeeze URL match? Is the correct squeeze system stored? Check the URL for this.

What is the connection status? Is the tick green? If not, get a current API key.

Document class Setup

Are the API settings of the document class correct? Please check whether the IDs entered match those on the DEXPRO platform.

API Settings

Squeeze Document Class ID	1 ⋯
Squeeze Export Interface ID	1
Squeeze Line Table ID	28

Checking the Documentclass Id

Checking the Export Interface id

Checking the Line Table id

Allgemein   Felder   **Tabellen** ❶   Export-Interfaces

Zeilen ✏ ❷ 🗑   Neue Tabelle +

ID ↑↓	Name
≡ 1	PosD
≡ 2	PosC
≡ 3	PosS
≡ 4	PosT
≡ 16	PosC

Tabelle ändern (ID: 28) ❸   ✕

Name *
LineItems

Beschreibung *
Zeilen

Lokator
Positionen   ✕ ⌄

Name (Zielsystem)

Tabellenverhalten🗨
Dynamisch   ⌄