

How do I Determine Environment Type and Solve an SSRS Fix Report Issue?

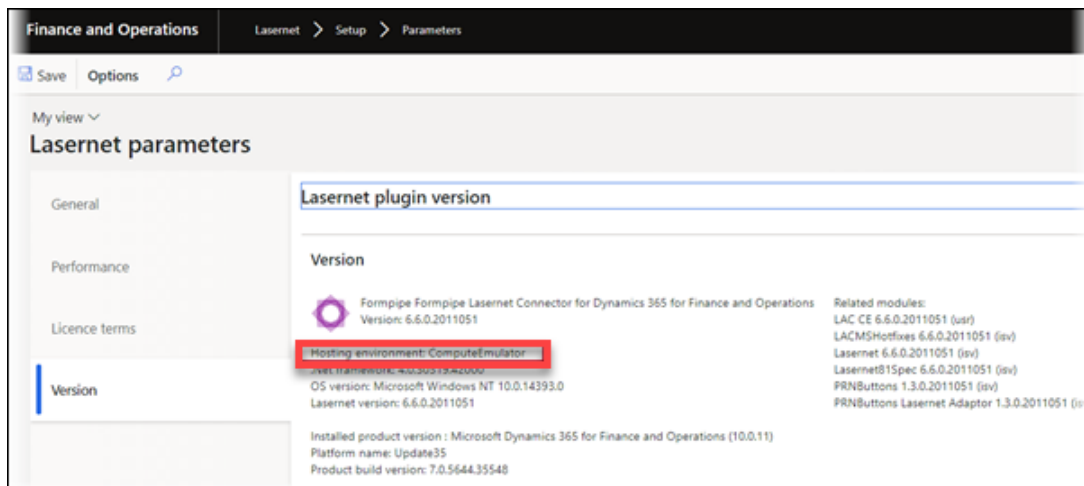
- 2023-11-30 - Comments (0) - Lasename FO Connector FAQs

Lasernet for Dynamics 365

This article describes the steps to obtain more information to determine the self-service environment and recommend steps and a solution to troubleshoot an SSRS fix report issue.

To determine the environment, Formpipe Support would need the details from the following image from Lasename FO Connector, if this is not already provided. This will be applicable to Lasename FO Connector 6.6 and above.

For a Microsoft-managed hosting environment, the value will be 'ComputeEmulator' and for Self-service, its 'ServiceFabric'.



For Lasename FO Connector versions older than 6.6.0, a screenshot of the Server instance type would confirm if environment is self service or Microsoft managed. To determine this, follow these steps:

1. Navigate to **Module > System administration > Users > Online users**.
2. Click the Server instances option.
3. Locate the Type column

Server instance name	Computer name	Type	Server Startup DateTime	Status	Number of clients
Database Synchronizer	SN2AAP074C3C673.phx.gbl	S	7/9/2020 08:06:57 AM	Inactive	2
Azure	demo-1	IIS	6/7/2021 05:16:44 AM	Inactive	2
Database Synchronizer	demo-1	d	5/12/2021 02:55:19 PM	Inactive	5
DynamicsAXBatchManagement	demo-1	Batch	6/7/2021 05:07:02 AM	Inactive	8

'SF' would identify it is a self-service environment.

Lasernet FO Connector version older than 6.6.0

The following information is applicable to Lasernet FO Connector versions older than 6.6.0 where SSRS Fix Report is used, and upgrading to Lasernet FO Connector 6.6.0 is not an option.

There are different issues associated with changes to the Self-Service environment. Details can be accessed here <https://kb.lasernet.formpipe.com/article/AA-00818>

1. Confirm the environment in which the issue occurs (the deployment is expected to be without issues in the Tier 1/Development environment).
2. Verify if the test environment (Tier2+) is self-service or Microsoft-managed.
3. If the affected environment is determined to be self-service, use the link to download the model file or package.

The article in the link below describes all known issues in relation to Self-service for which a hotfix is applicable.

<https://kb.lasernet.formpipe.com/article/AA-00818>