

## Troubleshooting missing JobInfo section in the XML.

Harley Britcher - 2022-03-11 - Comments (0) - D365 FO Connector FAQs

# Lasernet for Dynamics 365

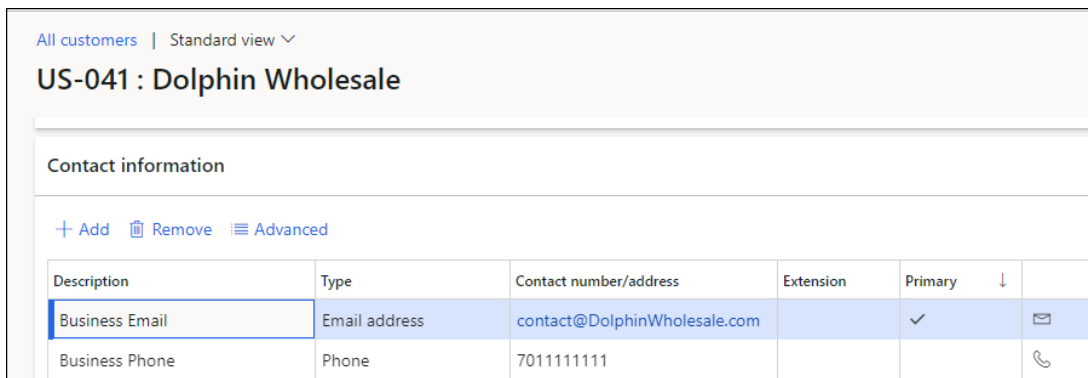
This article will show you how to troubleshoot if the JobInfo section is missing within the XML.

The JobInfo section of the XML is created by the Lاسernet Connector for D365FO; it helps to provide many important properties about the job that can be used by Lاسernet Developer to process the job correctly. Some of these properties include the report name, the destination type, the file format, the language. The JobInfo section is generated by the Lاسernet connector based on various report settings within the connector.

If the JobInfo section is missing from the XML, the report may not be properly processed. A missing JobInfo section may occur if a valid Lاسernet destination is not found.

To troubleshoot this issue please follow these steps:

1. Verify that the record you are printing has a valid destination. For example, if sending an email, verify the account has an email associated with it.



The screenshot shows a Dynamics 365 interface for a contact record titled "US-041 : Dolphin Wholesale". It displays a table of contact information with columns for Description, Type, Contact number/address, Extension, Primary, and an action icon. The "Business Email" row is highlighted, showing the email address "contact@DolphinWholesale.com" and a checkmark in the Primary column.

Description	Type	Contact number/address	Extension	Primary	↓	
Business Email	Email address	contact@DolphinWholesale.com		✓		✉
Business Phone	Phone	7011111111				☎

2. If using a dynamic **To** email address which checks for certain criteria, verify the account has an email address that meets all the necessary criteria.

## Select e-mails/faxes from Contact information

 Filter

### ROLES

Role

Business

### CONTACT INFORMATION

Address contact information

No

Contact number/address

!""

Type

Email address

Customer Range



Use query to get recipients

Description

Business Email

Type

Email address

Email address

[contact@DolphinWholesale.com](mailto:contact@DolphinWholesale.com)

Purpose

Business

Instant message

No

Primary

Yes

Private

No

Marketing opt-in

No

3. If using Predefined destinations, verify that Mapping on the report is configured.

### Mapping

Customer/Vendor account	Order ID
CustInvoiceJour.InvoiceAccount	CustInvoiceJour.SalesId
Customer/Vendor group	Document ID
CustInvoiceJour.CustGroup	CustInvoiceJour.InvoiceId
Party ID	

4. If using Predefined destinations with conditions, verify that the job meets the criteria for at least one of the destinations or ensure a fallback destination is selected at the time of printing the report.

Finance and Operations

Search for a page

USMF

Save + New Delete Up Down Copy Options

Destinations | Standard view | SALESINVOICEREPLACEMENT

### SalesInvoiceReplacement

General

References

Email parameters

File format

**Condition**

Condition Code </> Edit Preview

### Print destination settings

- Lasernet Predefined**
- Lasernet Fax
- Lasernet Custom port
- Lasernet Email
- Lasernet Print
- Lasernet Screen

#### FALLBACK DESTINATION

Fallback destination

None

None

Print

Email

Fax

Custom

Screen

#### PROCESSING OPTIONS

Force rerun

No

 Open Lasernet setup  