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Troubleshooting Missing JobInfo Section in the XML

Harley Britcher - 2023-12-01 - Comments (0) - Lasernet FO Connector FAQs

Lasernet for Dynamics 365

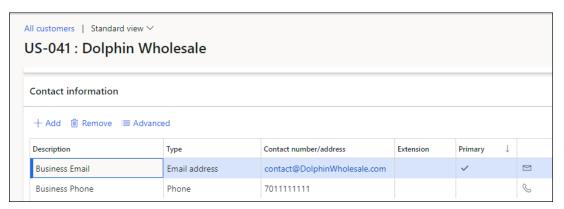
This article will show you how to troubleshoot if the JobInfo section is missing within the XML.

The JobInfo section of the XML is created by the Lasernet Connector for Dynamics 365 FO; it helps to provide many important properties about the job that can be used by Lasernet 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 Lasernet connector based on various report settings within the connector.

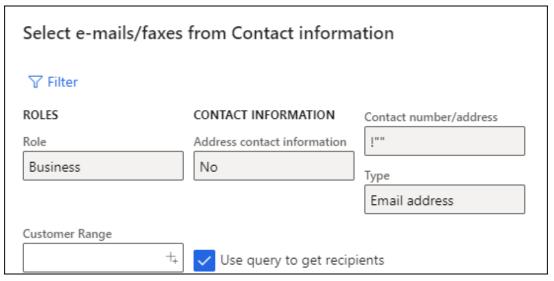
If the JobInfo section is missing from the XML, the report may not be properly processed. A missing JobInfo section may occur if a valid Lasernet destination is not found.

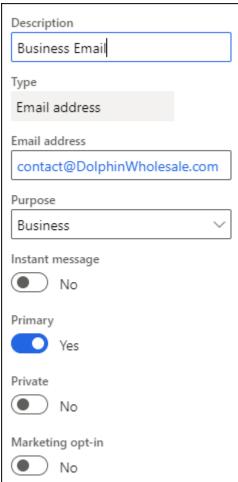
To troubleshoot this issue, follow these steps:

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.

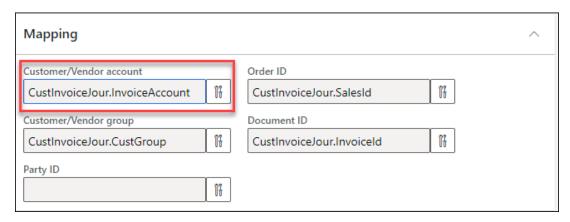


2. If using a dynamic **To** email address which checks for certain criteria, verify the account has an email address that meets all the necessary criteria.





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



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.

