

Lifecycle Services resources

Article • 08/16/2022

Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

Lifecycle Services (LCS) for Microsoft Dynamics is a collaboration portal that provides an environment and a set of regularly updated services that can help you manage the application lifecycle of your implementations of finance and operations apps.

- [What's new in Lifecycle Services \(LCS\)](#)
- [Lifecycle Services \(LCS\) user guide](#)
- [Projects in Lifecycle Services \(LCS\)](#)
- [Project onboarding](#)
- [Methodologies in Lifecycle Services \(LCS\)](#)
- [Business process modeler \(BPM\) in Lifecycle Services \(LCS\)](#)
- [Cloud-hosted environments in Lifecycle Services \(LCS\)](#)
- [Manage the support experiences for finance and operations apps](#)
- [Configuration in Lifecycle Services overview](#)
- [Customization analysis in Lifecycle Services \(LCS\)](#)
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- [License sizing estimator in Lifecycle Services \(LCS\)](#)
- [Request for proposals \(RFP\) responses](#)
- [System diagnostics in Lifecycle Services \(LCS\)](#)
- [Upgrade analysis in Lifecycle Services \(LCS\)](#)
- [Usage profiler in Lifecycle Services \(LCS\)](#)
- [Downloadable tools in Lifecycle Services \(LCS\)](#)

Additional resources

- For information about how to contact Microsoft if you have technical questions about finance and operations apps, or if you need help accessing Microsoft Dynamics Lifecycle Services (LCS), see [Get support for finance and operations apps or Lifecycle Services \(LCS\)](#).

Lifecycle Services for finance and operations apps customers

Article • 06/07/2024

This article is intended for customers who have signed up for the current versions of finance and operations apps. Partners who are working with customers to help them move through the lifecycle of their Microsoft Dynamics 365 Lifecycle Services project will also find this information useful.

Lifecycle Services workspace for the current versions of the finance and operations apps

When you sign up for the current versions of finance and operations apps, your subscription includes an Implementation project workspace. After you activate the service, the tenant administrator must sign in at the preferred [Lifecycle Services endpoint](#) using the tenant account. The project workspace is automatically created for your organization. The workspace includes the following elements:

- Enabled features, based on the offer that you selected
- Environments that are deployed and managed by Microsoft
- Guidance that is provided through the Action center to help you complete required actions
- A new methodology experience that includes tasks that lock as you move through the implementation
- A more complete history that specifies who completed each methodology phase and task
- Milestones that you can use to track critical project dates
- Various services to help you with your implementation

Methodologies

As a customer, you must complete the steps that are outlined in the methodology to gain access to the production environment. Before a phase can be marked as completed, you must complete the specified mandatory tasks. Locked tasks, such as tasks 1.6 and 1.9 in the following screenshot, are unlocked after you've completed the required actions. To learn which actions must be completed before a specific task can be unlocked, click the lock icon for that task.

Lifecycle Services for finance and operations apps partners

Article • 03/28/2023

This article explains how partners can get started with Microsoft Dynamics 365 Lifecycle Services.

As a finance and operations partner, you can access the current version by following the steps in [Sign up for preview subscriptions](#).

Projects for partners in Lifecycle Services

After you sign up as a partner for the current version, you can create two types of projects:

- Prospective presales
- Migrate, create solutions, and learn the Dynamics 365 finance and operations apps

Note

Prospect projects is available only in Global Lifecycle Services (<https://lcs.dynamics.com>). The preview license is not available in Local Lifecycle Services. For more information about Lifecycle Services in local geographies, see [Dynamics 365 Finance, Supply Chain Management, and Commerce in local geographies](#).

Prospective presales project

Work with new prospects to help them understand the business processes that are available, and to help them evaluate their subscription needs. Note that only partners can provision a new cloud environment.

Migrate, create solutions, and learn the project for finance and operations apps

Create a Microsoft Dynamics AX 2012 project workspace. You can use the project to support the upgrade from Dynamics AX 2012 to the current version. You can also use the project to learn how to use the current version or create solutions in Microsoft Dynamics AX Lifecycle Services.

Supported web browsers for Lifecycle Services

Article • 06/03/2022

Users can access Microsoft Dynamics Lifecycle Services (LCS) by using the most recent versions of these popular browsers:

- Microsoft Edge (recommended: [Chromium-based Edge ↗](#))
- Google Chrome
- Apple Safari

To find the latest release for each web browser, go to the software manufacturer's website. For optimal performance and an optimal experience, we recommend that you use the latest version of a modern browser, especially Microsoft Edge.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Start and stop environments

Article • 08/20/2021

You can start and stop environments through Microsoft Dynamics Lifecycle Services (LCS) via the LCS Environment API. Using these APIs will ensure the LCS environment status is synced with the actual environment.

Note that the same validation rules from the details page in LCS apply to the API.

ⓘ Note

- Only **Customer-managed** environments are supported. Self-service environments do not have the same concept of stop and start and are not supported by this API. Microsoft-managed environments are not supported.
- These APIs will trigger/invoke the operation. A successful response only indicates that the trigger was successful.
- For **stop**, non-success will be returned if the environment is already undergoing another operation or if the environment is already stopped.
- For **start**, non-success will be returned if the environment is already undergoing another operation but will return success if the environment is already started.

Permissions

One of the following permissions is required to call this API. For more information about permissions and how to select them, see the [Database Movement API Authentication](#) content.

[+] Expand table

Permission type	Permissions (from least privileged to most privileged)
Delegated (work or school account)	user_impersonation

HTTP request

Use the following POST method to send an HTTP request to stop or start an environment.

Fetch environment metadata

Article • 08/17/2022

You can fetch environment metadata through Microsoft Dynamics Lifecycle Services (LCS) via the LCS Environment API. This API returns a paginated list that, by default, includes all environments in the project. The optional query string parameters can be used to filter the response.

Permissions

API application

One of the following permissions is required to call this API. For more information about permissions and how to select them, see [Database movement API - Authentication](#).

[+] Expand table

Permission type	Permissions (from least privileged to most privileged)
Delegated (work or school account)	user_impersonation

LCS

In LCS, the user who is used in the API OAuth authentication must be added to the project as either a project owner or an environment administrator. The user must accept the invitation to the project.

HTTP request

Use the following GET endpoint to fetch environment metadata.

Fetch metadata for all environments in a project

HTTP
<code>GET /environmentinfo/v1/detail/project/{projectId}/?page=1</code>

Fetch metadata for a single environment by ID

HTTP

Retrieve environment metadata via Logic Apps tutorial

Article • 11/14/2023

This tutorial shows how you can take advantage of the Microsoft Dynamics Lifecycle Services API to periodically scan your environments and capture the metadata details.

In this tutorial, you learn how to perform these tasks:

1. Create a Power Automate flow or an Azure Logic Apps workflow that authenticates with the Lifecycle Services API.
2. Call the Environment Metadata endpoint to retrieve the details of a given environment.

In the example scenario, a customer must know the database backup location and whether a daily backup was made, so that it can meet its audit and compliance requirements. The customer retrieves the backup location by using the following steps.

Step 1: Create the workflow and set up the variables

This tutorial uses a Logic Apps workflow. However, you can use a Power Automate flow or any other orchestration engine that your company prefers to use for automation. All the calls to retrieve the data use RESTful APIs. Therefore, any tooling that supports REST works with this tutorial.

In the [Azure portal](#), create a new logic app, and give it a name.

Fetch environment history

Article • 06/03/2022

You can fetch environment history metadata through Microsoft Dynamics Lifecycle Services (LCS) via the LCS Environment API. This API returns a paginated list that includes ongoing and past operations.

Permissions

API application

One of the following permissions is required to call this API. For more information about permissions and how to select them, see [Database movement API - Authentication](#).

[+] Expand table

Permission type	Permissions (from least privileged to most privileged)
Delegated (work or school account)	user_impersonation

LCS

In LCS, the user who is used in the API OAuth authentication must be added to the project as either a project owner or an environment administrator. The user must accept the invitation to the project.

HTTP request

Use the following GET endpoint to fetch environment history for a given environment.

HTTP
GET <code>/environmentinfo/v1/history/project/{projectId}/environment/{environmentId}/?page=1</code>

Request headers

Use the following header values in the HTTP request header.

Fetch an environment's RSAT certificate in a zip file

Article • 06/03/2022

You can fetch the Regression Suite Automation Tool (RSAT) certificate bundle for an environment through Microsoft Dynamics Lifecycle Services (LCS) via the LCS Environment API. This API returns a Base 64-encoded zip file and a Base 64-encoded password for the private certificate password.

The full process for consuming the zip can be found on the [Regression Suite Automation Tool installation and configuration](#) page.

Permissions

API application

One of the following permissions is required to call this API. For more information about permissions and how to select them, see [Database movement API - Authentication](#).

[+] Expand table

Permission type	Permissions (from least privileged to most privileged)
Delegated (work or school account)	user_impersonation

LCS

In LCS, the user who is used in the API OAuth authentication must be added to the project as either a project owner or an environment administrator. The user must accept the invitation to the project.

HTTP request

Use the following GET endpoint to fetch the zip file for an environment's RSAT certificate.

Fetch the RSAT certificate by environment

HTTP

What's new or changed in Lifecycle Services (LCS)

Article • 06/03/2022

Microsoft Dynamics Lifecycle Services (LCS) provides a cloud-based collaborative workspace that customers and their partners can use to manage projects from pre-sales through implementation and operations. LCS provides checklists and tools to help you manage your project, based on the phase of the project and the industry that you're working in. It also provides a dashboard, so that you have a single location where you can obtain up-to-date project information.

To get started with LCS, see the [Lifecycle Services \(LCS\) user guide](#).

ⓘ Important

LCS features and service changes will no longer be announced via blog posts. Descriptions of LCS features are provided in the [release plans](#).

The following sections list the features that are included in LCS releases.

June 2020 - wave 1

[+] Expand table

Area	Feature	Status
Business process modeler (BPM)	Download task recording (AXTR)	General availability
Service updates	View canceled updates	General availability

May 2020 - wave 2

This release contains general performance improvements and minor bug fixes.

May 2020 - wave 1

[+] Expand table

Lifecycle Services (LCS) user guide

Article • 08/16/2022

Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

Microsoft Dynamics Lifecycle Services (LCS) provides regularly updated services. The goal of LCS is to deliver the right information, at the right time, to the right people, and to help ensure repeatable, predictable success with each roll-out of an implementation, update, or upgrade. LCS is available to customers and partners as part of their support plans. If you're a customer of the newest version of the Dynamics 365 finance and operations apps, you can sign in by using your Microsoft Microsoft Entra credentials. [Go to LCS ↗](#).

Tools that are provided in LCS

The following table lists the tools that are provided in LCS and describes the phases that each tool applies to.

 Expand table

Tool	Description
Projects	Projects are the key organizer for your experience in LCS. Projects let you invite your partners to collaborate with you, and they also let you track progress.
Methodologies	Methodologies provide a tool that you can use to ensure more repeatable, predictable implementation projects. You can use one of our methodologies or create your own. By using a methodology, you can easily track and report on your progress.
Business process modeler	Business process modeler lets you create, view, and modify standard process flows. By using Business process modeler, you can achieve the following goals: standardize process flows; align your business processes with industry-standard processes, as described by the American Productivity & Quality Center (APQC); identify fit and gaps between user requirements and the default functionality that Microsoft Dynamics products provides.

Project onboarding

Article • 02/09/2023

Project onboarding is a self-paced, wizard-driven onboarding experience that guides project users in Microsoft Dynamics 365 Lifecycle Services through the process of setting up the key configuration components for a new implementation project for Dynamic 365 Finance, Dynamics 365 Supply Chain Management, or Dynamic 365 Retail. This wizard can also be accessed during and after the implementation, and can be used to update the information as required.

Microsoft relies on the information that you provide. You must provide the most current and accurate data as you complete Project onboarding. After you complete Project onboarding, you can deploy environments and continue with the project implementation.

To access Project onboarding, sign in to Lifecycle Services, and then, on the main menu, select **Project onboarding**.

ⓘ Note

Project onboarding is available for implementation projects and must be completed before any of the Microsoft-managed environments are deployed. For more information about implementation projects, see [Lifecycle Services for finance and operations apps customers](#).

ⓘ Note

Before completing the project onboarding it is important to consider any data residency requirements and make sure the implementation project is created in the correct Lifecycle Services geography. For more information about deployment options across different geographies, see [Dynamics 365 Finance, Supply Chain Management, and Commerce in local geographies](#).

For more information about the onboarding process, see [Onboard an implementation project](#), and watch the [finance and operations: Onboarding to Dynamics 365](#) TechTalk.

Onboarding steps

Project migration manager

Article • 09/22/2023

The Microsoft Dynamics Lifecycle Services Project migration manager lets you move your project data from one geography (or geo) to another geography that Lifecycle Services supports. This article describes the terminology and supported scenarios for this functionality, and provides answers to frequently asked questions.

Move projects to new geographies

The Project migration manager lets you move your Lifecycle Services project from one geography to another geography that meets your requirements. However, it's important that you understand why you might want to move your project in this way.

Originally, Lifecycle Services supported only one instance (<https://lcs.dynamics.com/>), which served as the global endpoint for all customers. However, because of recent regulatory trends across the industry, customers and software vendors are now required to keep data within a geographic boundary. Therefore, Lifecycle Services has started to deploy geography-specific instances, so that customers can have all their project data in the desired location. For more information about the different geographies that are available, see [Available geographies for Dynamics 365 finance and operations apps](#).

Considerations

Organizations that want to migrate Lifecycle Services projects from one geography to another must consider the following aspects before actual migration:

- Migration can take up to two hours when Lifecycle Services projects and environments are unavailable.
- As part of the migration, a new Lifecycle Services project is created. The new project will have a different project URL and Lifecycle Services project ID.
- Dynamics 365 Commerce isn't available in all target geographies. If you have Commerce components enabled, your migration won't be scheduled if you're migrating to one of the target geographies where Commerce isn't available. Be sure to review the [availability of features in the selected target geography](#) before you decide which geography to deploy in.
- All project environments (sandbox and production) must be on supported versions before migration is scheduled.
- The Project migration manager feature is available only to Lifecycle Services project owners.

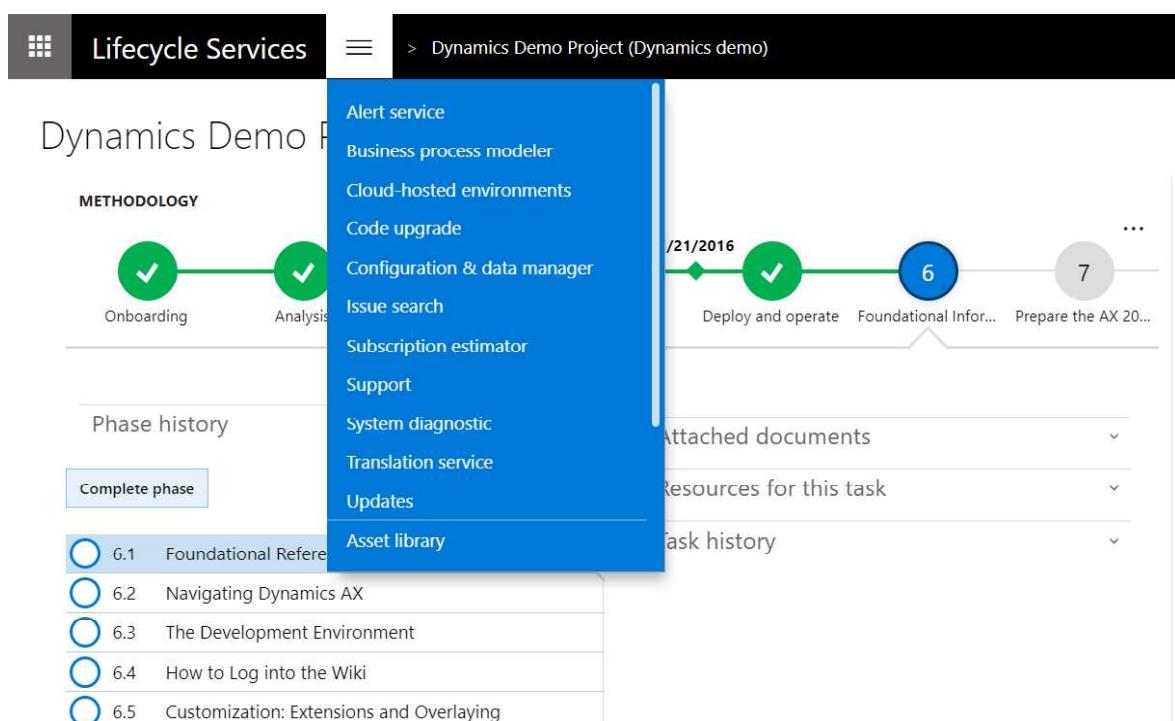
Subscription estimator in Lifecycle Services (LCS)

Article • 07/01/2022

Subscription estimator is a tool that is available in Microsoft Dynamics Lifecycle Services (LCS). Microsoft uses this tool to estimate the initial size of the production environment that must be provisioned for a customer. Before customers can request deployment of a production environment, they must estimate their peak workloads in terms of transaction counts and then upload that information to LCS. By using the details of user licenses and transaction counts to infer subscription requirements, the Subscription estimator tool helps ensure that the provisioned environment meets the customer's business requirements.

Follow these steps to use the Subscription estimator tool.

1. In LCS, open the project that is associated with the implementation project.
2. At the top of the page, select the hamburger icon, and then select **Subscription estimator**.



3. Download the sample usage profile.
4. Answer the required questions on each tab. If you're a Commerce customer, be sure to answer the questions on the **Retail and Commerce** tab.
5. Save the usage profile locally.

Configure Lifecycle Services security

Article • 07/26/2024

ⓘ Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

Security in Microsoft Dynamics Lifecycle Services is controlled at both the organization level and the project level. Not all members of an organization have access to all projects. The members of a project might not all be members of the same organization.

Currently, users can sign in by using the Microsoft Entra credentials that they created in the Microsoft 365 portal when they signed up. Users who are administrators for their organization in Microsoft Entra ID are administrators in Lifecycle Services.

Project-level access to Lifecycle Services is by invitation. You can invite members of your organization to be project owners and team members. You can invite users who aren't part of your organization, and who don't have accounts in Microsoft Entra to be team members.

ⓘ Important

We strongly recommend that you manage all users within your company at the organization level. You help ensure that users can access the benefits that are available to your organization.

Organizational roles

There are three types of organizational roles in Lifecycle Services:

- Admin
- Contributor
- Delegated admin

Organization admin

Issue search in Lifecycle Services (LCS)

Article • 05/30/2023

This article provides information about the Issue search tool on Microsoft Dynamics Lifecycle Services (LCS). It explains how to search for product issues and regulatory features, and describes the information that is provided for each status.

Prerequisites

None

Search for product issues and regulatory features

You can use Issue search to search for product issues, and determine whether an issue has been resolved, is open, or has a workaround. You can also search for regulatory features, and determine whether a feature is available or is planned in a future release. Finally, you can find regulatory white papers, certifications, and registrations.

1. [Go to Microsoft Dynamics Lifecycle Services \(LCS\) ↗](#).
2. Select a project to work in.
3. Click the **Issue search** tile.
4. Enter search terms. You can enter a keyword or group of keywords, or a Microsoft Knowledge Base (KB) number. You can also use a dollar sign (\$) to indicate an Application Object Tree (AOT) object path in the format `$\Object\Type\Object` or `$\Object\Type\Object#Method` (for example, `$\Classes\Tax#Save`). Standard search operators such as **AND** and **OR** are supported.

You can filter the results list for resolved or open issues, workarounds, and issues that won't be fixed or are postponed. You can also filter by the application version. By default, the results are sorted by relevance. However, you can sort by date ascending, date descending, version ascending, or version descending instead. By default, all status and product version filters are selected. **Note:** Results for Microsoft Dynamics AX 2009 are included in Microsoft Dynamics AX 2012 projects only when you search for regulatory features. The following table describes the information that is provided for each status when you search by product issue.

[] Expand table

Configuration in Lifecycle Services overview

Article • 08/16/2022

Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

You can use the Configuration manager to copy from and to Dynamics AX 2012 R3 environments that meet the following criteria:

- Managed as part of a Lifecycle Services project
- Running System diagnostics
- Running the Data Import/Export Framework

Important

This feature is **not** supported for production use. Configuration manager (beta) relies on entities from the Data Import/Export Framework in your environment. Because these entities do not currently include all the functionality in AX 2012 R3, some configuration data is not copied between environments.

For more information, see:

- [Set up Configuration manager](#)
- [Copy configurations by using Configuration manager](#)

Feedback

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Set up Configuration manager

Article • 08/16/2022

ⓘ Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

ⓘ Important

This feature is **not** supported for production use. Configuration manager (beta) relies on entities from the Data Import/Export Framework in your environment. Because these entities do not currently include all the functionality in AX 2012 R3, some configuration data is not copied between environments.

Before you begin

Before you begin, your environment must include the following components:

- A running version of AX 2012 R3 that has been configured for your business. For more information about how to install AX 2012 R3, see [Install Microsoft Dynamics AX 2012](#).
- A running instance of the Data Import/Export Framework. For more information about how to install the Data Import/Export Framework, see [Install the Data import/export framework \(AX 2012 R#\)](#).

ⓘ Important

You must deploy the DMFEntityExecutionStatusService and DMFService service groups to enable Configuration manager (beta) to connect to Data Import/Export Framework.

- An AX 2012 R3 project in Lifecycle Services.

⚠ Warning

Copy configurations by using Configuration manager

Article • 08/16/2022

Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

Before you begin, you must set up Configuration manager (beta). For more information, see [Set up Configuration manager](#).

Important

This feature is **not** supported for production use. Configuration manager (beta) relies on entities from the Data Import Export Framework in your environment. Because these entities do not currently include all the functionality in AX 2012 R3, some configuration data is not copied between environments.

Export a configuration

You can create a stored configuration by exporting it from a specified legal entity and entities.

1. In the **Configurations to export** list, click the plus sign (+).
2. Enter a name for the configuration, and then click **Start**.
3. Select a storage location, and then click **Continue**. You can store your configuration locally, in the cloud, or in both locations.
4. Select an environment to connect to, and then click **Continue**.
5. Review the legal entities that are available in the partitions in your environment. Select the legal entities to work with, and then click **Continue**.
6. Select the entities to copy to a stored configuration.
7. Optional: Tables that contain configuration data but are not in entities can't be copied to a stored configuration. To see these tables, click the **Missing tables** tab.
8. Click **Continue** to create your stored configuration. After a configuration has been created, you can review what it contains.

Configure the code upgrade service in Lifecycle Services (LCS)

Article • 07/01/2022

This article explains how to configure the **Code upgrade** tile in Lifecycle Services (LCS) to migrate your solution to the latest version of the Dynamics 365 finance and operations apps.

Overview

The code upgrade tool operates by connecting to your Azure DevOps project, locating your Trunk\Main branch, branching to a new branch that will be named as Releases\<version number>, and then performing the code upgrade there. After this process is complete, you can synchronize your developer environment to this new branch under Releases\<version number> and resolve conflicts. When you have compiled and tested your upgraded code you can merge the new branch back into Trunk\Main, using source control explorer in Visual Studio and the process is complete.

Dynamics 365 for Finance and Operations version 8.0 and newer, does not allow customization via overlaying of Microsoft models. Before you upgrade, you must have a plan to refactor your customizations into extensions. For more information, see the [Extensibility home page](#) and [Relax model restrictions to refactor overlaying into extensions](#).

Process

Create the Trunk\Main folder structure

For the code upgrade service to recognize your source code, your Azure DevOps project must contain a Team Foundation Version Control (TFVC) code repository. In addition, the code repository folder structure must conform to the following strict pattern.

- For code and metadata: /<DevOps project name>/Trunk/Main/Metadata
- For Visual Studio project and solution files: /<DevOps project name>/Trunk/Main/Projects

You can create new folders directly in the Azure DevOps web interface under **Repos**.

Create or update methodologies

Article • 07/06/2021

Lifecycle Services (LCS) for Microsoft Dynamics provides methodologies that you can use to ensure a more repeatable and predictable implementation project experience. You can use one of the provided methodologies or create your own. With a methodology, you can easily track and report on your progress.

A methodology consists of phases, tasks, and milestones. Each phase can have any number of tasks, some of which are mandatory. When all of the tasks in a phase are completed, the phase can be marked as complete. You can also create a milestone for when you anticipate a phase to be completed. The following methodologies are included in an LCS project:

- Implementation
- Sure Step
- Learn development
- Migrate and create solutions
- Consume solutions

Note: There is a known limitation where new changes that are published to the Microsoft Methodology are not pushed to existing projects. Only new projects get these changes.

Add or update methodologies

A partner or a project administrator can create new methodologies or make changes to an existing methodology for their organization or within the scope of a specific project. These additions and changes can be made at the project level or at the organization level. Use the following procedures to create and save a new methodology, update existing methodologies, and when appropriate, promote a new methodology or methodology changes to the organization level.

Create a new methodology

1. On the Lifecycle Services dashboard, on the right side of the screen, click **Manage methodologies**.
2. On the **Manage methodologies **page, click the plus sign (+).
3. In the **New methodology** pane, enter a name and description for the new methodology. Click **Confirm**.

Business process modeler (BPM) in Lifecycle Services (LCS)

Article • 08/16/2022

ⓘ Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

Business process modeler (BPM) in Microsoft Dynamics Lifecycle Services (LCS) is a tool that you can use to create, view, and modify repeatable implementations that are based on business process libraries. BPM helps you align your business processes with industry-standard processes that are described by the [American Productivity & Quality Center \(APQC\)](#). You can perform fit-gap analysis between your business requirements and the default processes in finance and operations apps. Additionally, you can add new business processes that aren't already defined.

BPM is compatible with the following products:

- **Microsoft Word** – You can generate documentation for business processes.
- **Microsoft Visio** – You can export business process maps to Visio files.

ⓘ Note

The information in this article is specific only to finance and operations apps. For information about Business process modeler and Microsoft Dynamics AX 2012, see [Business process modeler \(BPM\) in Lifecycle Services \(LCS\)](#).

Prerequisites

To effectively use BPM, you must have Microsoft Office 2010 and a Microsoft Azure DevOps project.

Getting started

Follow these steps to access BPM.

Business process libraries in Business process modeler (BPM)

Article • 02/28/2024

This article explains how to view a standard business process library in Business process modeler, how to copy and modify a business process library, and how to export information about the business process library to Microsoft Word.

This article explains how to view a standard business process library, how to copy a business process library, modify it, and how to export information for the business process library to Microsoft Word.

View and copy a standard business process library

You can select a standard business process library on the Business process library page. To open this page, sign in to Lifecycle Services, open a project, and then click the Business process modeler tile.

Important

The business process libraries that are available depend on the industry that was selected when the Lifecycle Services project was created.

To select a standard business process library to start with, follow these steps:

1. Sign in to Lifecycle Services, open a project, and then click the **Business process modeler** tile.
2. In the **Global libraries** or **Corporate libraries** section, select a library.
3. Click the ellipsis in the upper right corner of the library, click **Copy**. The library is added to the **My libraries** section.
4. In the **My libraries** section, click the library to display the business process library.

Search for a process within a library

You can search for a relevant business process within a business process library.

1. Sign in to Lifecycle Services, open a project, and then click the **Business process modeler** tile.

Create, edit, and browse Business process modeler (BPM) libraries

Article • 08/12/2022

This article provides information about how to create, edit, and browse Business process modeler (BPM) libraries. It's important to note You can browse a BPM library that is a global library or a corporate library. However, before you can edit and work with a BPM library, it must be part of your project in Microsoft Dynamics Lifecycle Services (LCS). Libraries that are distributed by Microsoft appear under **Global libraries**, whereas libraries that are published by your organization appear under **Corporate libraries**.

Note

BPM localization is not supported. If you edit in the new BPM client in any language other than EN-US, your changes will only display when you view the BPM in the language in which the changes were made. To view any changes made in EN-US, you must synchronize with Visual Studio Team Server before the changes will display.

Create a BPM library

There are several ways to author a BPM library. You can do so from scratch either building directly in the client or by importing an Excel template. Additionally, you can copy an existing library. This section walks through each of these methods.

Use the BPM client

Complete tasks in Business process modeler (BPM)

Article • 06/03/2022

Upload a task recording

1. In Microsoft Dynamics Lifecycle Services (LCS), in your project, on the **Business process libraries** page, select the library to upload the task recording to.

The screenshot shows the LCS interface with the title bar "Lifecycle Services" and the project name "TestProj1 (Microsoft)". Below the title bar is a navigation bar with icons for user profile, settings, and help. The main content area is titled "Business process libraries". It contains two sections: "Project libraries" and "Corporate libraries".

Project libraries:

- (August 2017 - all languages) APQC Unified Library for Microsoft Dynamics 365 for Finance and Operations Microsoft Approved
- (February 2016) APQC Unified Library for Microsoft Dynamics AX Microsoft Approved
- copy (August 2017 - all languages) APQC Unified Library for Microsoft Dynamics 365 for Finance and Operations_1 Microsoft Approved
- testlib Microsoft Approved

Corporate libraries:

- (August 2016) APQC Unified Library for Microsoft Dynamics AX Microsoft Approved
- (August 2017 - all languages) APQC Unified Library for Microsoft Dynamics 365 for Finance and Operations Microsoft Approved
- (August 2017 - all languages) APQC Unified Library for Microsoft Dynamics 365 for Retail Microsoft Approved
- (February 2016) Getting started Microsoft Approved
- (February 2017) Unified Library for Microsoft Dynar for Operations Microsoft Approved
- (November 2016 - all languages) APQC Unified Library Microsoft Approved
- (November 2016) Trial Experiences for Dynamics 365 for Operations Microsoft Approved
- DGD-BPM v1.3 Microsoft Approved
- ManufacturingEssentials Microsoft Approved
- Trial Experience: Dynamics 365 f Microsoft Approved
- Trial Experiences for Dynamics 365 for Operations Microsoft Approved
- Trial Experiences for Dynamics 365 for Operations - July 2017 App 7.2 Microsoft Approved

2. Select the process to upload the task recording to.

Work with activity diagrams in Business process modeler libraries

Article • 08/16/2022

Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

You can associate an activity diagram with a business process. Activity diagrams are used to describe how a business process or task is completed in a proposed software solution.

There are two types of activity diagrams:

- **Task recordings** – Business processes that are associated with task recordings for finance and operations, include activity diagrams and process steps that are automatically generated.
- **Microsoft Visio** – You can associate a business process with a Visio diagram by manually uploading a Visio file.

Browse activity diagrams

The **Diagrams** column in your BPM library indicates whether a particular business process is associated with an activity diagram. The number in the column indicates the number of child processes that include diagrams. The symbol next to the number indicates whether the current node or process is associated with a diagram. These indicators don't apply to Visio diagrams.

Synchronize BPM libraries with Azure DevOps

Article • 09/01/2022

You start the implementation stage of a project by synchronizing a Business process modeler (BPM) library with your project in Microsoft Azure DevOps. In this way, you can review processes and associate requirements with business processes. By synchronizing a BPM library with an Azure DevOps project, you can also track the progress of your implementation project in Azure DevOps, and can associate various work items with requirements and business processes. These work items include bugs, tasks, backlog items, tests, and documents.

Currently, BPM-Azure DevOps synchronization doesn't support custom work item types or synchronizing business processes with custom work item types. If you try either of these, you will receive a warning. If you choose to ignore the warning and attempt an Azure DevOps sync with a custom template, you can avoid synchronization issues by verifying the following for the template:

- Does not delete any work item type
- Does not delete any state of a work item type
- Does not add any required fields to a work item type

To learn more about Azure DevOps, go to www.visualstudio.com/team-services.

LCS project settings: Set up Azure DevOps

If you've already set up Azure DevOps from Microsoft Dynamics Lifecycle Services (LCS), you can skip the procedures in this section.

Create a personal access token

To connect to an Azure DevOps project, LCS is authenticated by using a personal access token. Follow these steps to create a personal access token in Azure DevOps.

1. Go to <https://www.visualstudio.com>, sign in, and find your Azure DevOps project.
2. In the upper-right corner, hold the pointer over your name, and then, on the menu that appears, select **Security**.
3. Select **Add** to create a new personal access token.

Create and automate user acceptance tests

Article • 08/12/2022

You can use Task recorder and Business process modeler (BPM) to create user acceptance test libraries. Task recorder is a powerful tool to record test cases and organize them by business process using BPM. As a Microsoft partner you can use BPM to distribute test libraries to your customers via LCS and LCS solutions. If you are a customer, use BPM to author and distribute test libraries across different projects and team.

Because BPM can be synchronized with Azure DevOps (formerly known as Visual Studio Team Services), you can automatically create test cases (including test steps) in your Azure DevOps project. Azure DevOps can then serve as your test configuration and test management tool where you can create targeted test plans and test suites, manage the execution of tests and investigate results. For more information about testing with Azure DevOps, see [What are test plans, test suites, and test cases?](#)

This article walks through the process of creating and executing acceptance test suites to be used for manual or automated testing.

Create a Scenario Acceptance Testing BPM library

BPM is a great LCS tool to describe a hierarchy of business processes and user tasks. LCS also allows Microsoft partners and customers to author and distribute BPM libraries across LCS projects via the Asset library. This section describes how to take advantage of BPM to define your acceptance test library.

Create a BPM library

There are several ways to create a Business process modeler (BPM) library. For more information about how to create libraries in BPM, see [Create, edit, and browse Business process modeler \(BPM\) libraries](#).

For illustration purposes, this article uses a library that contains common business processes, such as create an expense report and approve order requests. The library was created by using the Excel import functionality.

Flowcharts in Business process modeler (BPM)

Article • 07/01/2022

ⓘ Important

Flowchart diagrams in Business process modeler have been deprecated. To learn more about the deprecation, see [Flowchart diagrams in Business process modeler](#).

You can use Business process modeler in Microsoft Dynamics Lifecycle Services (LCS) to define and store business process flowcharts for an organization. This article explains how you can view the default connected flowcharts, export a connected flowchart as a Visio file, and upload and view unconnected flowcharts.

- Connected flowcharts are the automatically generated flowcharts based on data recorded in Task recorder and uploaded to Business process modeler, this also includes the process steps from the task recording.
- Unconnected flowcharts are uploaded directly from Visio.

View a connected flowchart

Default connected flowcharts are available for many nodes in the industry-standard libraries. You can view a connected flowchart to determine whether it meets your needs.

To view a connected flowchart, follow these steps:

1. Sign in to Lifecycle Services, open a project, and then click **Business process modeler**.
2. In the **Project libraries** section, select a library to display it.
3. Expand the business process library and then click a library node that has a flowchart icon associated with it: 

The flowchart is displayed. Each activity in the process is represented by a shape in the diagram. Process steps are displayed in the right pane.

Export a flowchart as a Visio file

You can export a business process model flowchart to a Visio file.

Upload custom business processes to Business process modeler (BPM)

Article • 08/12/2022

In Microsoft Dynamics Lifecycle Services, you can record information about custom business processes by using an updated version of Task recorder. You can then upload the files that you record to Business process modeler.

This article explains where to find the updated version of Task recorder and how to upload the custom business process files that you record. The updated version of Task recorder is available as a hotfix. You can download the hotfix from the following sites:

- Microsoft Dynamics AX 2012 and Microsoft Dynamics AX 2012 Feature Pack – Knowledgebase article [2863182](#)
- Microsoft Dynamics AX 2012 R2 – Knowledgebase article [2863182](#)

For more information about how to work with the updated Task recorder, see [Task recorder update for Microsoft Dynamics AX 2012](#).

Upload custom recorded business processes

You can upload business process artifacts (*.axbpm files) to the business process library. These files are generated from Task recorder. After they are uploaded, you can view and modify the recorded processes in Business process modeler. To upload custom business processes that you recorded, follow these steps:

1. On the **Project** home page, click the **Business process modeler** tile.
2. On the **Business process library** page, click **Upload** in the **My libraries** section or the **Corporate libraries** section.
3. On the **Upload** page, select the industry and enter a name and description for the file that you are uploading. Click **Upload**, select the .axbpm file, and then click **OK**. The upload process can take some time. You can view the status of the upload on the **Administration** page.
4. After the business process file has been uploaded, you can view the business process framework from the **Business process library** page.

Additional resources

[Business process modeler \(BPM\) in Lifecycle Services \(LCS\)](#)

Cloud operations and servicing

Article • 07/01/2022

For customers, partners, and Microsoft to be successful in this endeavor, we must ensure that most of the actions are self-serve with the Microsoft Dynamics Service Engineering (DSE) team managing by exception. To attain this self-serve mode, the Microsoft Product team continues to add more automation around the various features needed to operate an environment.

The finance and operations apps are managed services. This means that Microsoft is responsible for managing and operating the production environments. Microsoft's Dynamics Service Engineering team is available 24 hours a day, 7 days a week, and 365 days a year to operate and manage our customers' production systems.

Monitor and troubleshoot the health of your environment

A key tenant for a successful onboarding experience to the cloud service is knowing the health of your environments at all times and being able to troubleshoot health issues when necessary. Lifecycle Services (LCS), which is the admin center for finance and operations, contains a collection of monitoring and diagnostics tools which can help ensure that you have an accurate view of the environments that you manage. For more information, see [Monitoring and diagnostics tools in Lifecycle Services \(LCS\)](#).

Update your environment

After go-live, the Production environment must be updated at regular intervals. Lifecycle Services (LCS) provides a self-serve experience to continuously update your environments.

Update types

For customers who are on **Dynamics 365 for Finance and Operations version 8.0 (April 2018) and earlier**, the following updates are available:

- **Platform updates** – A single cumulative binary update of all the platform fixes.
- **Application hotfixes** – Application hotfixes that are released as granular X++ updates.

Submit service requests to the Dynamics Service Engineering team

Article • 08/16/2022

Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

A service request is a ticket that you use to request that the Dynamics Service Engineering (DSE) team perform a predefined set of tasks on your environments.

Note

Service requests are only required for environments that are **Microsoft-managed**. Most environments are self-service. For more information about environment types, see [Cloud deployment overview](#).

Do not use service requests for product issues. If you encounter a situation that doesn't fit into any of the tasks that are described in this article, submit a support ticket instead. For more information about support tickets, see [Get support for finance and operations apps or Lifecycle Services \(LCS\)](#).

You can use Microsoft Dynamics Lifecycle Services (LCS) to submit service requests directly to the DSE team. You can also view which requests have been submitted, executed, and canceled for your environments.

View service requests

There are two ways to view service requests:

- On the project dashboard, in the **Environments** section, select **Service requests**.

Planned maintenance window FAQ

Article • 06/03/2022

ⓘ Important

This article is applicable to Infrastructure-as-a-Service (IaaS) environments and will be removed soon. For up-to-date information, see [Planned maintenance in self-service environments FAQ](#).

What is a planned maintenance window?

A planned maintenance window is the timeframe that Microsoft has scheduled to apply infrastructure or [service updates](#) to your cloud service.

How does a planned maintenance window work?

For planned maintenance scheduled on your Tier 2 through Tier 5 sandbox environments and production environments, Microsoft will send a notification to all stakeholders **five business days** before the start of the patching window. The patching window is the period when the environment is patched. It's defined by geographic region. Details about the maintenance activity will be included in the notification that is sent to stakeholders. For Microsoft-managed Tier 1 environments, we will not send any notifications before the update.

When is this planned maintenance window taken?

To limit the impact on users, the maintenance window is planned according to the region where environments are deployed. The following list shows the maintenance window for each region. All environments fall into one of these three regions. The times are shown in Coordinated Universal Time (UTC, which is also known as Greenwich Mean Time).

- NAM: 2 AM to 10 AM
- EMEA: 10 PM to 6 AM
- APAC: 12 PM to 9 PM

Will the maintenance from Microsoft require any uptake?

Monitoring and diagnostics tools in Lifecycle Services

Article • 09/18/2024

ⓘ Important

As part of the [One Dynamics One Platform](#) work effort, some Microsoft Dynamics 365 Lifecycle Services (LCS) features have been deprecated. For more information, see [Removed or deprecated platform features](#).

Monitoring capabilities in Lifecycle Services are being rebuilt in [Monitoring and telemetry using Application Insights](#) experiences for Finance and Operations apps. Below you find a detailed description of the available pages in Lifecycle Services monitoring, however some capabilities begin to be disabled starting in September 2024.

Overview

This tab provides a summary of the environment's health and performance. It includes general status information and demonstrates the number of AOS and Batch servers that are receiving traffic.

Activity

The Activity tab displays user and system activities. You can filter activities by user, time, and specific actions. This helps in tracking and troubleshooting user-reported issues.

Deprecated Activity Logs in September 2024

As part of the first wave of monitoring deprecation, the following queries are disabled because they now have feature parity in [Monitoring and telemetry using Application Insights](#).

- Get user Login Events
- Get Error Events for Form
- Get Connection Outages
- Get Slow Interactions
- Get All Events for Activity
- Get All Events for Failed Batch Job

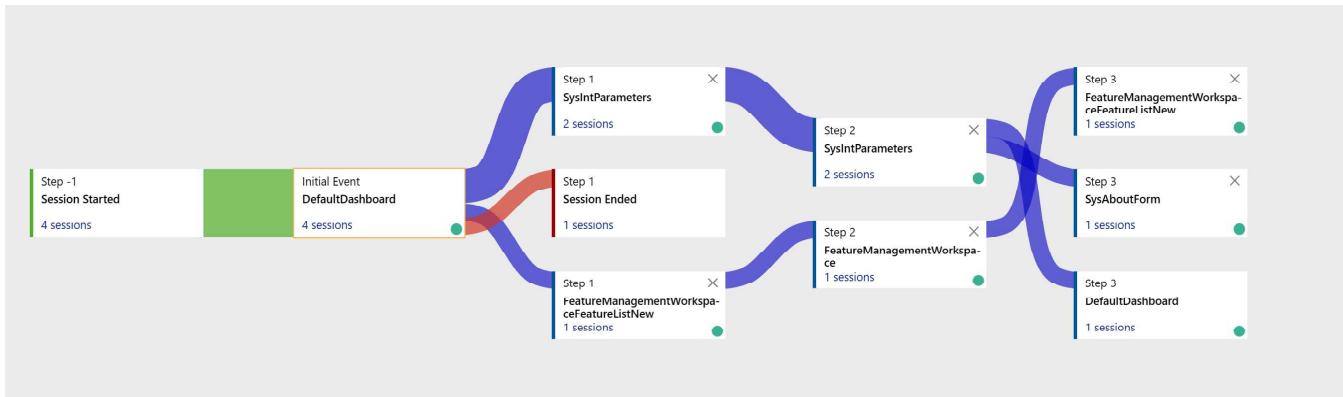
Monitoring and telemetry overview

Article • 01/17/2025

The Monitoring and telemetry feature is a direct, point-to-point integration between an instance of Microsoft Dynamics 365 Finance and Microsoft Dynamics 365 Supply Chain Management and the target Azure Application Insights destination. Azure Application Insights is a service that is hosted in Azure, and that gathers telemetry data for analysis and presentation.

This feature addresses the following needs:

- Gather telemetry to gain insights into how the application is used.
- Let developers and admins gather additional information in diagnosing scenarios.
- Improve efficiency in issue detection, diagnosis, and troubleshooting, and therefore reduce the overall time to resolution.
- Enable proactive alerting through standard capabilities that Azure Application Insights provides.



➊ Note

Microsoft doesn't collect the emitted telemetry for support or other operational reporting. Instead, the data is customer-owned and customer-driven.

Gather monitoring requirements

It's easy and straightforward to configure and enable telemetry signals so that you can get the signals that are provided out of the box. However, before you can build the right experience for your team, it's important that you define the correct set of requirements that the monitoring solution must meet. Learn more in [Gather monitoring requirements](#).

Get started

Restart environment services

Article • 07/01/2022

You can use the Restart services functionality in Microsoft Dynamics Lifecycle Services (LCS) to restart individual services that are associated with a Tier 2, Tier 3, Tier 4, or Tier 5 standard acceptance test (sandbox) environment of the **Self-service** type. You can use this functionality to restart the following services:

- **Finance and operations apps service** - This includes the X++ runtime, as well as batch functionality.
- **Data management service** - This is also known as the Data Import/Export service.
- **Financial reporting service** - Used to generate financial statements.

Any user who has been added as a project owner, organization admin, or environment manager in an LCS project has permissions to use this functionality.

Restart a specific service

To restart a specific service in a deployed environment, follow these steps.

1. In LCS, open the appropriate project, and select the environment to restart the service for.
2. On the **Environment details** page, select **Maintain > Restart services**.
3. In the **Restart a service** dialog box, select the service to restart, and then select **OK**.

The **Environment state** value is updated when the service is restarted.

4. To view the updated status, refresh the page.

Note

Because restart of a service might require only a few seconds, the **Environment state** value might already have been reset to **Deployed**. When the restart is completed, an entry is added to the **History** page.

Feedback

Update the environment administrator

Article • 03/08/2024

When you create a finance and operations apps environment in Microsoft Dynamics Lifecycle Services (LCS), one of the configuration options requires that you select a user as the environment administrator. This user becomes the email account that is associated with the default **Admin** user record that the System Administrator role is assigned to in finance and operations apps.

The Admin user is critical in some situations in the apps, such as when system batch jobs are run. These jobs must run with administrator privileges. They should not be associated with a regular user from your company, because that user's Microsoft Entra account will be disabled if they leave your organization.

However, we know that the Admin user account is occasionally disabled in Microsoft Entra ID, and there is no way to change the Admin user record in the apps. Previously, this issue was manually supported via a support ticket, but it has now been made a self-service action in LCS.

Change the environment administrator account

To change the environment administrator, you must be a project owner in the LCS project.

1. In LCS, go to your project, and open your environment details page.
2. Select **Maintain > Update environment admin**.
3. In the dialog box that appears, select another Project Owner or Environment Admin user from your LCS project.
4. Select **Save**.

Important

Changes to the environment administrator account cause downtime in the target finance and operations apps environment. Therefore, use this capability in the appropriate way and only after you schedule the downtime in your organization. The new administrator account must be a member of the same tenant that the environment belongs to. If you are going to change domain for the environment, you need to get new ISV license file(s) that references the new domain.

Report a production outage

Article • 07/01/2022

Lifecycle Services (LCS) has a feature called **Report production outage**. This feature is available to all customers who have purchased one or more Dynamics 365 finance and operations apps and have implementation projects with a production environment deployed in LCS. This feature provides a quick and effective channel to escalate issues to Microsoft Support in the event that the services in a production environment are degraded or become unavailable.

Following mutually inclusive conditions, a production outage can be defined as one or more system-wide issues on a live production environment that impact multiple users and prevent your business from performing daily operations.

Reporting flow

The following list shows the order in which an issue should be handled:

1. In a live production environment, a customer experiences an outage or other situation with prevents business from continuing.
2. The customer reports a production outage issue by using the LCS Support portal.
3. The customer selects a production outage issue and provides additional information.
4. A Microsoft support engineer acknowledges the production outage ticket within 30 minutes of submission and begins to immediately collaborate with stakeholders to investigate and resolve the issue.
5. A support engineer contacts the customer to provide a status update.

Access and availability

All users who have been added to a customer's implementation project have access to this feature. This includes project owners, organization admins, team members, and environment managers.

This feature is available for:

- Dynamics 365 Finance
- Dynamics 365 Supply Chain Management
- Environments that are managed by Microsoft
- A production environment in the LCS project

Track user sign-ins

Article • 03/08/2024

Many organizations are required to maintain an audit trail of users who have used the system. This requirement can be in place for compliance reasons, or to enable trackbacks in the event of incorrect use.

In Microsoft Dynamics AX 2012, the **Audit log** form recorded which users accessed the Microsoft Dynamics AX environment. In Microsoft Dynamics 365 finance and operations apps, this information is captured in telemetry. IT administrators can download this information by using Microsoft Dynamics Lifecycle Services (LCS) and then move it to offline storage to maintain the audit trail of users who have signed in.

To generate an audit log of users who have used the system, follow these steps.

1. Sign in to LCS, and open the project that is associated with your implementation.
2. Navigate to the production environment, and open the **Environment details** page.
3. On the **Monitoring** tab, select the **Environment monitoring** link to open the monitoring dashboard.
4. On the **Activity** tab, select **View raw logs**.
5. In the **Query** field, select **User Login Events**. You see a time duration that has a start date that is set to **End date - 7 days**.
6. Set the end date, and then select **Search**. The search results that are returned include all users who signed in to the system during the seven days before the selected end date.
7. The search results show the **Microsoft Entra IDUserID** value and the sign-in start and end times of the user's session. To map the **Microsoft Entra IDUserID** value to the user's user name and email address, use the **Users** page (**System administration > Users**).
8. To export the records and keep them for a longer period, select **Export grid**.

To help guarantee a complete audit trail, an IT administrator must complete this procedure every seven days.

Feedback

Was this page helpful?



[Provide product feedback ↗](#)

Asset library in Lifecycle Services

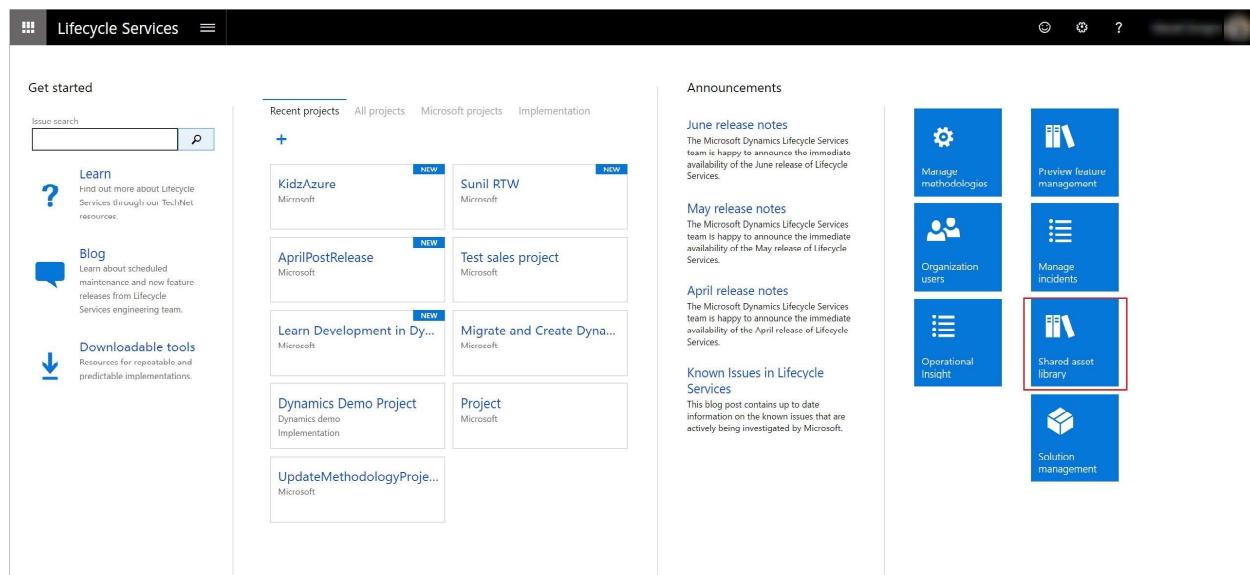
Article • 02/09/2023

The Asset library is a storage location for the various assets that are associated with a tenant in Microsoft Dynamics 365 Lifecycle Services. Two types of Asset library are available in Lifecycle Services: the Shared asset library and the project-level Asset library.

ⓘ Note

Asset library is not supported for Prospect projects or organizations. In these situations, the Asset library menu option will not be visible.

- **Shared asset library** – The Shared asset library is used by Microsoft and Partners to share assets across multiple tenants, projects, and environments in Lifecycle Services. This library can be accessed by any user who signs in to Lifecycle Services. To access the Shared asset library, sign in to Lifecycle Services, and then click the **Shared asset library** tile.



- **Project-level Asset library** – The project-level Asset library is used to share assets across environments within a project in Lifecycle Services. This library can be accessed by all users within a project. To access the project-level Asset library, sign in to Lifecycle Services, and open a project. Then, on the hamburger menu, click **Asset library**.

Performance troubleshooting using tools in Lifecycle Services (LCS)

Article • 03/31/2023

This article describes how you can troubleshoot and mitigate performance issues using the tools available in Microsoft Dynamics Lifecycle Services (LCS).

Overview

Common feedback from customers and partners has been that they are unable to successfully diagnose performance issues using the tools in LCS. We have addressed this feedback by creating a more reliable way to collect performance metrics on demand. This enables customers and partners to execute a predefined set of actions that can be used to mitigate issues in a sandbox or production environment. This feature queries SQL Server directly, so you get query store metrics in near real-time. We have also added an audit trail on the action performed so that you can easily determine who performed the action and when it was performed.

Details

All SQL performance tools in LCS are available under the **SQL Insights** tab on the **Environment Monitoring** page for a specific environment. The following tabs are available:

- **Live View** – Shows executing statements and blocking statements. The current **SQL Now** page that shows performance issues will be replaced with **Live View**.
- **Queries** – Shows a list of predefined queries that can be used to retrieve metrics on demand. Examples of queries include a current blocking tree, a list of active plan guides, and a list of most expensive queries.

Important

To help guarantee that the query results are returned instantaneously, most of the queries are run synchronously. However, if there is an ongoing performance issue, synchronous query execution might cause a time-out error. To address this issue, a new **Use Fast Query** option has been added. By default, this option is turned on for most queries. If you receive a time-out

Query cookbook

Article • 08/12/2022

This article provides details on each query under the **SQL Insights** tab on the **Environment Monitoring** page in Lifecycle Services (LCS) and how they should be used when troubleshooting performance issues. For details about this feature, see [Performance troubleshooting using tools in Lifecycle Services \(LCS\)](#).

Current blocking

Description

Lists any currently blocked queries, and also the SPID that is blocking them, how long they have been blocked, and what resource they are waiting on. This can be used in conjunction with the query to see the blocking tree, which provides a graphical overview of some of the same information. Blocking by itself is normal in a healthy system and is only a problem when it becomes excessive or starts degrading business activities.

Next steps

- Determine which process is blocked, and which process is blocking it and why.
- To resolve blocking, the only two options are to let it run and clear naturally, or to end the lead blocker process, which will roll back work. Generally, the lead blocker should only end in situations where it is not believed that it will clear naturally (such as a bad query plan), or in situations where a critical process is unable to run and needs to be completed immediately.
- To avoid the same blocking in the future, you can use indexes or plan guides, or disable lock escalation and page locks if processes are blocking each other while operating on different records. If processes are operating on the same records, the only way to avoid blocking is by refactoring or rescheduling the processes so that they do not operate on the same records at the same time.

Current blocking tree

Description

Provides a graphical view of the SPIDs and statements that are currently causing blocking or being blocked. This can be used in conjunction with the current blocking

Expired subscriptions and data deletion

Article • 02/23/2023

This article provides a brief overview of licenses for finance and operations apps. These licenses are also referred to as subscriptions. The article describes how subscriptions are related to projects in Microsoft Dynamics Lifecycle Services, and what happens when your license subscriptions expire.

Dynamics 365 license subscriptions

Dynamics 365 applications are licensed by subscription in two broad categories:

- **Assigned licenses** – There are two types:
 - **User licenses** – These licenses grant access for a named user, regardless of the device that's used. For products that offer licenses for both enterprise and professional levels of functionality (for example, Dynamics 365 Finance and Dynamics 365 Customer Service), user licenses might be referred to as enterprise or base licenses, and attach licenses.
 - **Device licenses** – These licenses grant access via specific devices, through either assigned or shared sign-ins.
- **Unassigned licenses** – These licenses provide access to a feature or service at the tenant level, regardless of the user or device that's involved. Options include additional capacity for storage or files, or add-on sandboxes, based on tiers for performance requirements or other user acceptance testing (UAT) requirements.

An organization can have both assigned and unassigned licenses. Licenses grant users non-perpetual rights (with no buy-out rights) to the use of one or more specific Dynamics 365 products in the cloud (not on-premises). If your subscription payments are up to date, and you adhere to the product terms, you'll have access to the current licensed Dynamics 365 product.

Admins don't require any license to configure and administer Dynamics 365 applications.

Base licenses vs. attach licenses

Microsoft provides a cost-effective way for a single Dynamics 365 user to obtain full user licensing for multiple Dynamics 365 products. Licenses for products that provide core business functionality qualify as base licenses. Examples are Finance, Dynamics 365 Supply Chain Management, Dynamics 365 Commerce, Dynamics 365 Project Operations,

What's new in Dynamics Translation Service

Article • 04/15/2025

Important

We're announcing the deprecation of the Dynamics 365 Translation Service (DTS). This service will reach end-of-support on October 15, 2025, and will no longer be available after this date. Learn more in [Microsoft Dynamics 365 Translation Service support ends on October 15, 2025](#).

This article provides information about the new or changed features in Microsoft Dynamics Translation Service (DTS).

DTS Support ends October 15, 2025.

We're announcing the deprecation of the Dynamics 365 Translation Service (DTS). This service will reach end-of-support on October 15, 2025, and will no longer be available after this date. Learn more in [Microsoft Dynamics 365 Translation Service support ends on October 15, 2025](#).

DTS will not support Dynamics NAV after June 1, 2024

Mainstream support for Dynamics NAV 2018 ended on Jan 10, 2023. DTS ends support for Dynamics NAV 2018 and prior versions by June 1, 2024.

Dynamics 365 Translation Service Connector release

The Dynamics 365 Translation Service Connector is now available. Because this connector integrates with Microsoft Power Platform, you can access DTS directly from a flow or app. The connector calls the DTS API on the user's behalf, saving them a trip to the website.

The following functionality is supported:

- Translate user interface (UI) files.
- Regenerate translation requests.
- Create translation memory (TM) files.

To learn more, see [Dynamics Translation Service](#).

Dynamics 365 Translation Service overview

Article • 04/14/2025

ⓘ Important

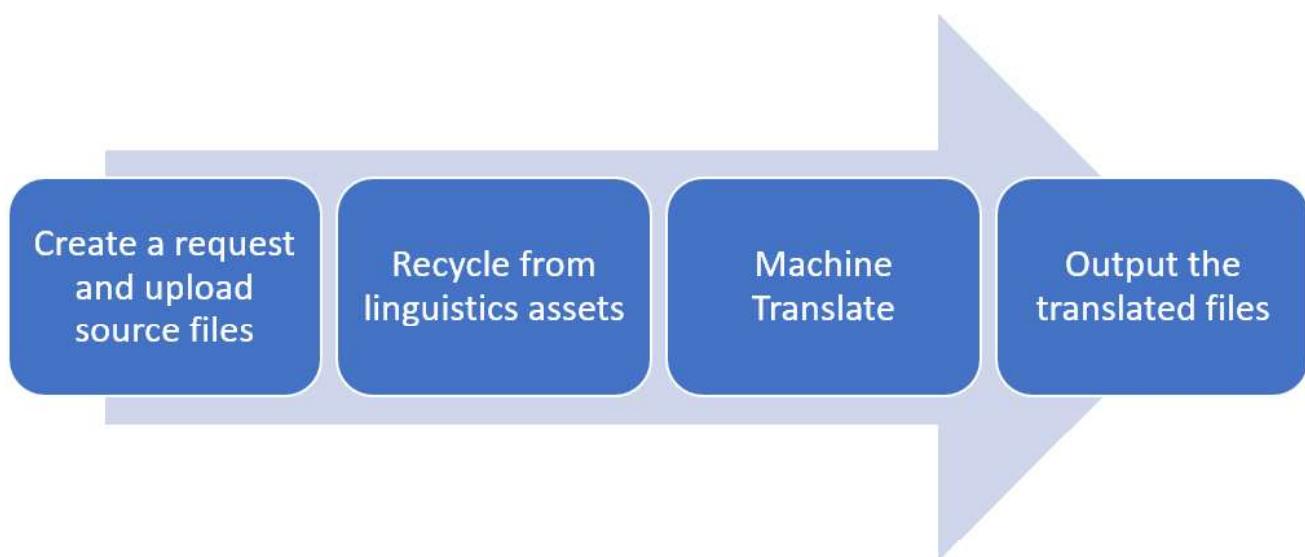
We're announcing the deprecation of the Dynamics 365 Translation Service (DTS). This service will reach end-of-support on October 15, 2025, and will no longer be available after this date. Learn more in [Microsoft Dynamics 365 Translation Service support ends on October 15, 2025](#).

The Microsoft Dynamics 365 Translation Service (DTS) is hosted in Microsoft Dynamics Lifecycle Services (LCS). It's designed to enhance the experience for partners and independent software vendors (ISVs) when they translate their solutions or add a new language for [supported Dynamics products](#).

If you're interested in learning the basics and best practices of DTS, consider completing the [Translate Dynamics 365 apps and documentation with Dynamics 365 Translation Service](#) module.

DTS uses product-specific machine translation (MT) models that are custom-trained for [Microsoft General Availability \(GA\) languages](#) to maximize the quality of the translation output. DTS also supports translation recycling from the linguistic assets of Microsoft Dynamics and partners/ISVs. Therefore, identical strings are translated one time and then consistently reused.

The following illustration shows, at a high level, how the service works.



ⓘ Note

Dynamics 365 Translation Service API

Article • 04/14/2025

Important

We're announcing the deprecation of the Dynamics 365 Translation Service (DTS). This service will reach end-of-support on October 15, 2025, and will no longer be available after this date. Learn more in [Microsoft Dynamics 365 Translation Service support ends on October 15, 2025](#).

The Microsoft Dynamics 365 Translation Service (DTS) API is designed to help developers interact with our service and create custom API clients. For example, you can translate user interface (UI) files and regenerate the translations.

The documentation for the API is available from the [Swagger page](#). Through the Swagger UI, you can see the input and output schemas and test all the endpoints in real-time. Most endpoints are protected which requires Bearer authentication. For guidance on authenticating with the API, see [Dynamics Lifecycle Services API Authentication](#).

Dynamics Lifecycle Services API - Authentication

Article • 04/14/2025

Important

We're announcing the deprecation of the Dynamics 365 Translation Service (DTS). This service will reach end-of-support on October 15, 2025, and will no longer be available after this date. Learn more in [Microsoft Dynamics 365 Translation Service support ends on October 15, 2025](#).

This article provides an overview of the Microsoft Entra setup for calling Lifecycle Services APIs including Dynamics Translation Service API. To access resources available using the API, you must get a bearer token from Microsoft Entra and send it as a header along with each request.

The following steps are required to obtain a bearer token with the correct permissions:

1. Create an application registration in your Microsoft Entra tenant.
2. Configure API permissions.
3. Configure public client.
4. Request an access token.

Create an application registration

1. Go to the [Microsoft Entra app registration](#) page and create a new registration.
2. Name the application and verify that the **Single tenant** option is selected. You can skip the redirect URI setup.

Configure API permissions

1. In your new app registration, on the **Manage - API Permissions** tab, in the **Configure permissions** section, select **Add a Permission**.
2. In the dialog box, on the **APIs my organization uses** tab, search for **Dynamics Lifecycle services**. You might see several entries with a name similar to this, so be sure you use the one with the GUID, **913c6de4-2a4a-4a61-a9ce-945d2b2ce2e0**.

Note

Translate user interface files

Article • 04/14/2025

ⓘ Important

We're announcing the deprecation of the Dynamics 365 Translation Service (DTS). This service will reach end-of-support on October 15, 2025, and will no longer be available after this date. Learn more in [Microsoft Dynamics 365 Translation Service support ends on October 15, 2025](#).

This article provides information about how to translate a user interface (UI) file for Microsoft Dynamics products or solutions.

For more information about the Microsoft Dynamics 365 Translation Service, see [Dynamics 365 Translation Service overview](#). For information about how to translate a documentation file, see [Translate documentation files](#).

Create a translation request

1. In Microsoft Dynamics Lifecycle Services (LCS), on the DTS dashboard, select **Add** to create a new translation request.

The screenshot shows the Microsoft Dynamics 365 - Translation Service: Dashboard. At the top, there's a dark header bar with the LCS logo and a smiley face icon. Below it, the main title is "Microsoft Dynamics 365 - Translation Service: Dashboard". A sub-instruction says "Use Dynamics Translation Service to translate your solutions or add a new language for supported Dynamics products. See Service documentation for details." There's a prominent "Add request" button. Below that is a toolbar with icons for adding, deleting, and filtering. A "Filter" input field is also present. The main area is a table with columns: ID, Status, Request name, Organization name, and Product Version. The table currently has one row of placeholder data.

You can open the DTS dashboard either from the LCS home page or from within a project. For more information, see [Accessing DTS](#).

2. Enter the required information for the request.

[[Expand table

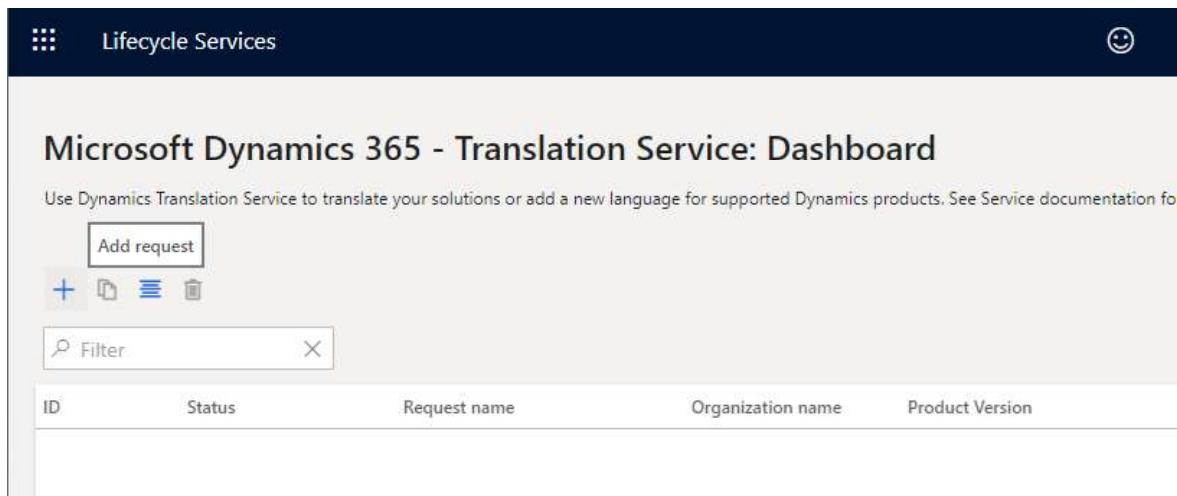
Translate documentation files

Article • 06/03/2022

This article explains how to translate a documentation file for Microsoft Dynamics products and solutions.

Create a translation request

1. In Microsoft Dynamics Lifecycle Services (LCS), on the DTS dashboard, select **Add** to create a new translation request.



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2. Enter the required information for the request.

[] [Expand table](#)

Field	Description
Request name	Enter a name for the request.
File type	Select Documentation .
Product name	Select a product name. If you accessed DTS from within an LCS project, this field is automatically filled in and is read-only.
Product version	Select a product version. If you accessed DTS from within a LCS project, this field shows the default product version information from the project. However, you can select a different version.

Translation memory files

Article • 04/14/2025

Important

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Microsoft Dynamics 365 Translation Service (DTS) uses a bilingual XML Localization Interchange File Format (XLIFF) file to store pairs of source languages and target languages. Because XLIFF is based on XML, you can open XLIFF files in any text editor. However, we recommend that you use XLIFF editors that are specifically designed to work with this format. For example, you can use the free Microsoft Multilingual Editor that is available in the [Multilingual App Toolkit \(MAT\)](#).

In DTS, you can obtain an XLIFF translation memory (TM) in two ways:

- **Run the Align tool** – When you have files that were previously translated, and you also have corresponding source files, you can use the Align tool to create an XLIFF TM. For more details, see the [Creating a translation memory](#) section later in this article.
- **Complete a translation request** – When a DTS translation request is completed, it provides the XLIFF TMs as part of the request output. You can then use the files the next time that you submit a new translation request that includes the updated source files.

XLIFF files contain a series of translation units (TUs) that are extracted from the source files. The following illustration shows an example of a TU.

```
<trans-unit id="PRO39" translate="yes" xml:space="preserve">
  <source>Rebate</source>
  <target state="translated" state-qualifier="exact-match">リバート</target>
</trans-unit>
```

The following illustration shows the same TU (highlighted in blue) in the Multilingual Editor.

Dynamics 365 Translation Service Azure DevOps extension (Public Preview)

Article • 06/03/2022

The Microsoft Dynamics 365 Translation Service (DTS) extension for Azure DevOps has several pipeline tasks that let you perform actions in DTS. For example, you can translate user interface (UI) files, regenerate translation requests, and create translation memory (TM) files.

To start to use the DTS pipeline tasks, you must install the extension in your organization and then connect to the translation service. For more information, see the [Setting up the extension](#) section later in this article.

This article assumes that you have a working knowledge of [Azure Pipelines](#).

Running a task

To create new translation, regeneration, or alignment requests, add a new task in the YAML for your pipeline.

The following example shows the definition for a new translation task.

```
YAML

- task: DTSTranslation@0
  inputs:
    LCSConnection: 'DTS connection'
    requestName: 'My Request'
    productType: '2'
    productVersion: '5'
    sourceLanguage: 'en-US'
    targetLanguage: 'es'
    translationType: 'ui'
    sourceFile: '$(Build.SourcesDirectory)/resources/en-US/*.label.txt'
    translationOutputPath: '$(Build.ArtifactStagingDirectory)'
```

Dynamics 365 Translation Service Azure DevOps extension tutorial

Article • 07/01/2022

The Microsoft Dynamics 365 Translation Service (DTS) Azure DevOps extension provides several tasks for pipeline integration. Use this extension to conveniently translate your Dynamics 365 solutions from Azure DevOps.

Learning objectives

In this tutorial, you will complete the following objectives:

- Learn about the functionality and features of the DTS Azure DevOps extension.
- Submit translation requests through an Azure DevOps pipeline.
- Revise and regenerate translations.
- Submit alignment requests to create a translation memory from previously translated files.

Prerequisites

- General knowledge of Azure DevOps
- General understanding of Microsoft Dynamics Lifecycle Services (LCS)

Install and configure the DTS Azure DevOps extension

Before you begin

For this exercise, you must have access to an Azure DevOps project. You must also have a repository (repo) that you can run pipelines on. Finally, you must have access to LCS.

In this exercise, you will complete the following tasks:

- Install the DTS extension in your Azure DevOps organization.
- Register an application so that it can be used with the LCS application programming interface (API).
- Create an LCS service connection.

Dynamics 365 Translation Service Visual Studio extension

Article • 04/14/2025

Important

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The Microsoft Dynamics 365 Translation Service (DTS) extension for Visual Studio lets finance and operations developers perform actions in DTS directly from their Visual Studio integrated development environment (IDE). For example, you can translate user interface (UI) files and regenerate the translations. For more information about the supported functionality, see [Dynamics 365 Translation Service overview](#).

To use the DTS Visual Studio extension, you must have access to Microsoft Dynamics Lifecycle Services (LCS). Additionally, the extension is intended primarily to support the development workflow for finance and operations apps in Visual Studio. For more information, see [Development and administration for finance and operations apps](#).

Installing the extension

You can download the Visual Studio extension from [Visual Studio Marketplace](#).

Download and install the extension to your Visual Studio development environment. After you install the extension, the **Tools** menu should include new commands that were added from DTS. This extension only supports finance and operations app localization.

Using the extension

Sign in to DTS

Before you can start to use the DTS Visual Studio extension, you must authenticate with LCS. You'll automatically be prompted to sign in after running any command while you're in a signed-out state.

Dynamics 365 Translation Service Visual Studio Code extension

Article • 04/14/2025

Important

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The Microsoft Dynamics 365 Translation Service (DTS) extension for Visual Studio Code (VS Code) lets users interact with DTS from the VS Code editor. This extension was created for Dynamics 365 Business Central users who develop extensions in AL. It provides a user interface (UI) for creating, submitting, and retrieving new DTS translation requests.

Before you start, you should be familiar with development in AL. You should also know how to work with translation files in the Business Central development environment. For more information, see the following topics:

- [Developing extensions in AL](#)
- [Working with translation files](#)

Install VS Code and the DTS extension

If you haven't already done so, install [VS Code](#).

Next, install the DTS extension for VS Code from the Visual Studio Marketplace. For more information about how to install extensions, see [Extension Marketplace](#).

Access the DTS extension

The extension is only functional from inside an AL workspace. You may have multiple AL Projects in a workspace, but each project should follow the directory structure shown below. Before using the extension, you should generate your translation files which will populate the Translations folder. If you don't yet have any translation files, see [Working with translation files](#) for information about how to generate them.

To access the extension, select the DTS icon in the Activity Bar on the side of the VS Code window, as shown below.

Dynamics 365 Translation Service Connector

Article • 04/14/2025

Important

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The Microsoft Dynamics 365 Translation Service Connector integrates with Microsoft Power Platform. Therefore, you can access Dynamics Translation Service (DTS) directly from a flow or app. This connector calls the DTS API on your behalf, saving you a trip to the website.

The following functionality is supported:

- Translate user interface (UI) files.
- Regenerate translation requests.
- Create translation memory (TM) files.

Documentation is available at [Dynamics Translation Service](#).