From: Charu.Bansal@crowe.com

Sent: Monday, April 10, 2023 at 1:16 PM GMT+7

To: v-haphan@microsoft.com, Banooru.DivyaRani@crowe.com

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Email body: Hi Noah,

The quality update is done on Production yesterday only. We will monitor the jobs behavior for one or two weeks to make sure it is fixed.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com>

Sent: Monday, April 10, 2023 9:18 AM

To: Bansal, Charu <Charu.Bansal@crowe.com>; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com>

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com>; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com>; Jaime Gauna <Jaime.Gauna@microsoft.com>; Gupta, Shraddha <Shraddha.Gupta@crowe.com>; Microsoft Support <supportmail@microsoft.com>; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com>; Kumar, Sushant <Sushant.Kumar@crowe.com>

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

How is everything going?

I would like to follow up with you for the status of your issue.

Please let me know if the quality update help mitigate it.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, March 29, 2023 1:29 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

We are running jobs once in a day on non-production environments. So it will be hard to see any failures in those environments.

As of now, everything is in place and we planned to have quality update in PROD on 9th April 2023.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, March 28, 2023 7:44 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Good day Charu,

Hope you are doing well.

I would like to follow-up with you again for the status of your issue.

May I know if you still face the issue in non-prod environment?

If further assistance is required, please don’t hesitate to contact us.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, March 21, 2023 2:43 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

We have applied the quality update on non-prod environment for regression testing which is in progress. We have plan to apply this in PROD on April 9th if everything goes well.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, March 21, 2023 6:54 AM

To: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Good day team,

I would like to follow up with you again in this ticket.

May I know if you have applied the quality update to your environment?

Please kindly monitor and let me know the status of your issue after deploying mentioned fix.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, March 17, 2023 3:20 PM

To: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Divya,

The build number is 10.0.1406.153. The issue ID is 761002: <

From: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Sent: Friday, March 17, 2023 3:10 PMTo: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Can you confirm the build number of this latest quality update and the Issue ID for this fix.

Thanks,

Divya Rani Banooru

Consulting Senior Consultant | System Engineering

Crowe LLP

Mobile: 6305852545

Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com>

www.crowe.com <

Upcoming PTO: March 22nd, 23rd

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, March 16, 2023 7:06 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

The fix has been released.

You can now apply the latest quality update to have it in your environment.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, March 15, 2023 4:03 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Thanks for the update.

Can you confirm the estimate date when this will be get fixed in PU55?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, March 15, 2023 6:45 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Hope you are doing well.

According to PG update, the fix has been completed. However at the moment, it is only available in PU56.

PU55 will need to wait for a few days before the latest build is released.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, March 8, 2023 8:19 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

The bug has already been fixed in later version (10.0.33)

PG team is currently backporting it to 10.0.31.

Once it is done, we will inform you right away.

From: Noah Phan (Tek Experts)

Sent: Monday, March 6, 2023 4:04 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

We’re seeing activities to create pull request from internal team.

However we have yet received any update that the bug is resolved.

We are expecting an update this week, and I will inform you right when I receive it.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, February 27, 2023 3:07 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Thanks for this update. Keep me posted with the new update’s.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, February 27, 2023 12:38 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Coming from PG team, the fix seems to be in progress.

They would need to config internal tools before validating and deploying the code.

We will reach out to them tomorrow. If there’s new update, I will let you know right away.

From: Noah Phan (Tek Experts)

Sent: Monday, February 20, 2023 2:33 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

My apologies for the late response.

We have been chasing PG team for update.

Unfortunately, at the moment the bug is still under investigation of senior engineers.

I’m discussing with management team to see if we can push it forward.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, February 17, 2023 4:32 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

We have decided that you will provide us updates on this case on weekly basis but we have not received any update from last two weeks. Can you please provide an update on this and let us know in detail the current status of the bug?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, February 9, 2023 8:44 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Hope you are doing well.

The bug has been promoted to senior engineer to work on due to it’s complexity.

Our manager are engaging the team to get it expedited.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, February 1, 2023 10:57 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

We received update from PG yesterday.

Unfortunately, the investigation is extended due to the complexity of this issue.

We will closely monitor internal discussion and inform you right away once we have new update.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, January 31, 2023 7:08 PM

To: Amy Nguyen (Tek Experts) <v-huyenguyen@microsoft.com <mailto:v-huyenguyen@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

HI Noah,

Can you please provide an update on this?

Thanks & From: Amy Nguyen (Tek Experts) <v-huyenguyen@microsoft.com <mailto:v-huyenguyen@microsoft.com> >

Sent: Wednesday, January 25, 2023 11:25 AM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear team,

My name is Amy, Noah’s colleague. I will be temporarily working with you on this ticket as Noah is currently out of office during Lunar New Year holiday and he will be back on 26th Jan.

Updating the process from our internal team, they have reproduced successful in our lab environment, investigation and quality checking is in progress,

Noah will continue to follow up with you to let you know of any new on the hotfix released.

If you have any questions or concerns in the meantime, please feel free to reach out.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, January 19, 2023 3:09 PM

To: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear team,

We’ve got a new update today from PG team.

They were able to reproduce the issue and have target fix by next weekend.

Hope we can get the bug released soon to move the ticket forward.

From: Noah Phan (Tek Experts)

Sent: Monday, January 16, 2023 1:58 PM

To: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Banooru,

My apologize for the late response.

As shared in the email on Jan 5th, system is throwing timeout error instead of the actual error. The bug we shared is to ensure a more descriptive error message, so that PG team can work on your issue and provide solution.

We are constantly pushing PG team for resolution but unfortunately for now there aren’t any words for ETA and we do apology for that. Rest assure that this ticket has our manager attention to drive forward at highest priority.

For now, please kindly rerun the failed job as a workaround while we’re working with PG team. Additionally per our agreement in the discussion with Charu, we will closely monitor internal discussion and provide weekly update to you.

Again, please accept our sincerest apologies and thank you for your patience and understanding so far.

From: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Sent: Friday, January 13, 2023 5:59 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Can you please confirm on below?

Thanks,

Divya Rani Banooru

Consulting Senior Consultant | System Engineering

Crowe LLP

Mobile: 6305852545

Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com>

www.crowe.com <

From: Divya Rani, Banooru

Sent: Wednesday, January 11, 2023 11:49 AM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

We are receiving this error again frequently since last week and many of our jobs are being failed.

Error: Package Execution Failed for Entity Store

Can you please confirm the ETA when we can have this in place, so that it won’t affect our jobs.

Thanks,

Divya Rani Banooru

Consulting Senior Consultant | System Engineering

Crowe LLP

Mobile: 6305852545

Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com>

www.crowe.com <

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, January 10, 2023 1:42 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, January 10, 2023 2:50 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

I am available at 2:30 PM IST.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, January 10, 2023 12:34 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

I tried to call you several times without succeed.

Please kindly share your availability and we can try to accommodate.

From: Noah Phan (Tek Experts)

Sent: Tuesday, January 10, 2023 10:12 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

I would like to suggest a meeting with my Manager regarding our case.

Please let me know if we can connect at 1 P.M or 1:30 P.M IST.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, January 9, 2023 10:53 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Can you please provide any update on this?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, January 5, 2023 12:46 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

We had a discuss with internal team and found that SSIS runs validation logic prior to starting the package.

If that validation fails, the status will be NotRun. SSIS would still have returned error info, but system throw timeout exception in this case without checking what error info ssis provided.

Hence the bug shared by PG team need to be fixed before going further with the BYOD export issue. At the moment engineer is assigned to work on the bug but CSS team will receive limited information.

We will monitor and try to push for update with the bug ticket and share with you if any.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, January 4, 2023 10:48 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Do you have any update on this ? Is there any progress on LCS task related to this issue?

Thanks & From: Bansal, Charu

Sent: Thursday, December 29, 2022 2:56 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Thanks for the update!

Do you think it will resolve the issue this time with the fix of below mentioned bug?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, December 27, 2022 6:20 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Per previous discussion, you can track the bug in LCS by using this link: <

From: Noah Phan (Tek Experts)

Sent: Friday, December 23, 2022 10:25 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

PG team has already marked it to release to LCS.

Not sure why it hasn’t shown yet but we will check back with them.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, December 22, 2022 4:51 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Thanks for the update!

Is there any ETA when this bug will be deployed to LCS?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, December 22, 2022 2:59 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

PG team informed me that there’s validation logic prior to starting the package and if that validation fails, the status will be NotRun.

However due to a bug, system throws timeout exception in this case without checking what error info provided.

Hence at the moment, you are seeing the same error for your job.

We’re working with PG team to publish this bug to LCS for customer tracking.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, December 22, 2022 4:09 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Can you please provide us an update on this?

Thanks & From: Bansal, Charu

Sent: Tuesday, December 20, 2022 2:53 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Please try to escalate this issue as it is almost a year we have logged this case and there is no solution so far.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, December 20, 2022 1:37 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

I leveraged the issue to PG team again as well as discuss about recent failed jobs.

Unfortunately we haven’t heard back from them yet. I will try to persuade them to get update soon.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, December 19, 2022 9:15 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Lily / Noah,

Do you have any update on this?

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Friday, December 16, 2022 5:00 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, December 16, 2022 6:17 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Lily,

Please find the failed entity list attached.

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Friday, December 16, 2022 4:20 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

I have sent the invitation. Please help me check it.

Sincerely,

--

[Lily Nguyen]

Technical support Engineer | Dynamics 365 Customer Services and Support

\* +9180044 01992/74795 \* v-hnguyenthi@microsoftsupport.com <mailto:v-hnguyenthi@microsoftsupport.com> Working hours: 9:00 am – 6:00 pm UTC+7 (Mon - Fri)

In case you need to raise the severity of the case or need urgent assistance, please contact our Duty managers at dynsolve@microsoft.com <mailto:dynsolve@microsoft.com>

Manager Sy (v-syn@microsoft.com <mailto:v-syn@microsoft.com> )

SME Jack (v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> )

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, December 16, 2022 5:46 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Yes, I am available.

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Friday, December 16, 2022 3:57 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

I am really sorry for that. May I know if you will be available now? Since our working shift almost ends in 30 minutes.

Sincerely,

--

[Lily Nguyen]

Technical support Engineer | Dynamics 365 Customer Services and Support

\* +9180044 01992/74795 \* v-hnguyenthi@microsoftsupport.com <mailto:v-hnguyenthi@microsoftsupport.com> Working hours: 9:00 am – 6:00 pm UTC+7 (Mon - Fri)

In case you need to raise the severity of the case or need urgent assistance, please contact our Duty managers at dynsolve@microsoft.com <mailto:dynsolve@microsoft.com>

Manager Sy (v-syn@microsoft.com <mailto:v-syn@microsoft.com> )

SME Jack (v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> )

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, December 16, 2022 4:58 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Lily,

I have not received any invite from you.

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Friday, December 16, 2022 3:12 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

I had been waiting for you to join in the Meeting. I don’t know if you were facing any technical issue to join the Meeting via the link that I created and sent to you or not.

Sincerely,

--

[Lily Nguyen]

Technical support Engineer | Dynamics 365 Customer Services and Support

\* +9180044 01992/74795 \* v-hnguyenthi@microsoftsupport.com <mailto:v-hnguyenthi@microsoftsupport.com> Working hours: 9:00 am – 6:00 pm UTC+7 (Mon - Fri)

In case you need to raise the severity of the case or need urgent assistance, please contact our Duty managers at dynsolve@microsoft.com <mailto:dynsolve@microsoft.com>

Manager Sy (v-syn@microsoft.com <mailto:v-syn@microsoft.com> )

SME Jack (v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> )

From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Friday, December 16, 2022 2:58 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, December 16, 2022 2:46 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Sure Lily,

Please send me the invite will connect at 3:00 PM IST.

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Friday, December 16, 2022 12:04 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Good day to you!

Yesterday afternoon, I had to go for health check as scheduled; that’s why I asked you if possibly having time to meet at that time. I am really sorry for that.

May I know if you will be available at 3:00PM IST this afternoon to have that meeting?

Sincerely,

--

[Lily Nguyen]

Technical support Engineer | Dynamics 365 Customer Services and Support

\* +9180044 01992/74795 \* v-hnguyenthi@microsoftsupport.com <mailto:v-hnguyenthi@microsoftsupport.com> Working hours: 9:00 am – 6:00 pm UTC+7 (Mon - Fri)

In case you need to raise the severity of the case or need urgent assistance, please contact our Duty managers at dynsolve@microsoft.com <mailto:dynsolve@microsoft.com>

Manager Sy (v-syn@microsoft.com <mailto:v-syn@microsoft.com> )

SME Jack (v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> )

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, December 15, 2022 4:45 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Lily,

I am available now.

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Thursday, December 15, 2022 10:02 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Good day to you!

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, December 14, 2022 7:23 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Lily,

We are using all of them listed below. We have also received failure day before yesterday only, please find the latest failed ID below:

COA\_BYOD\_Export\_Incremental\_Main1-2022-12-12T21:25:24-A0C73C39E6054D258F853920534E3667

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Wednesday, December 14, 2022 5:10 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Good day to you!

We are facing challenges to look up the issue accordingly the provided projects:

\* COA\_BYOD\_Export\_Incremental\_Main

\* COA\_BYOD\_Export\_Incremental\_Main1

\* COA\_BYOD\_Export\_Incremental\_Main2\_Assets

\* COA\_BYOD\_Export\_Full\_Invent

\* COA\_BYOD\_Export\_Incremental\_Bookings

\* COA\_BYOD\_Export\_Incremental\_DMF

\* COA\_BYOD\_EXPORT\_FULL\_InventStorage

\* We couldn’t find any records of errors for it.

1. May I know if you are still keeping these Projects or deleted them already?

Sincerely,

--

[Lily Nguyen]

Technical support Engineer | Dynamics 365 Customer Services and Support

\* +9180044 01992/74795 \* v-hnguyenthi@microsoftsupport.com <mailto:v-hnguyenthi@microsoftsupport.com> Working hours: 9:00 am – 6:00 pm UTC+7 (Mon - Fri)

In case you need to raise the severity of the case or need urgent assistance, please contact our Duty managers at dynsolve@microsoft.com <mailto:dynsolve@microsoft.com>

Manager Sy (v-syn@microsoft.com <mailto:v-syn@microsoft.com> )

SME Jack (v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> )

From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Tuesday, December 13, 2022 6:17 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

I have discussed with PG, and they are investigating with the Entities you provided.

Kindly bear with us in a while. I will keep you posted right away when receiving any information from our PG team.

Take care and enjoy the rest of day!

Sincerely,

--

[Lily Nguyen]

Technical support Engineer | Dynamics 365 Customer Services and Support

\* +9180044 01992/74795 \* v-hnguyenthi@microsoftsupport.com <mailto:v-hnguyenthi@microsoftsupport.com> Working hours: 9:00 am – 6:00 pm UTC+7 (Mon - Fri)

In case you need to raise the severity of the case or need urgent assistance, please contact our Duty managers at dynsolve@microsoft.com <mailto:dynsolve@microsoft.com>

Manager Sy (v-syn@microsoft.com <mailto:v-syn@microsoft.com> )

SME Jack (v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> )

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, December 13, 2022 5:58 PM

To: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Lily,

We are getting failures very frequently. Can you please provide some update on this?

Thanks & From: Lily Nguyen (Tek Experts) <v-hnguyenthi@microsoft.com <mailto:v-hnguyenthi@microsoft.com> >

Sent: Monday, December 12, 2022 12:12 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Good day to you! I hope this email finds you very well out there today.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, December 8, 2022 4:59 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Sure Noah,

Please find the export projects below:

\* COA\_BYOD\_Export\_Incremental\_Main

\* COA\_BYOD\_Export\_Incremental\_Main1

\* COA\_BYOD\_Export\_Incremental\_Main2\_Assets

\* COA\_BYOD\_Export\_Full\_Invent

\* COA\_BYOD\_Export\_Incremental\_Bookings

\* COA\_BYOD\_Export\_Incremental\_DMF

\* COA\_BYOD\_EXPORT\_FULL\_InventStorage

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, December 8, 2022 8:56 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, December 7, 2022 6:22 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

These entities are not the only one which is failing every time it can be any entity from the list. So If I will keep them separate and it will run fine for few weeks, it doesn’t makes any sense.

As recommended by the MSFT, I have already split my export job into five separate export jobs. But we still face the same issue.

It will be helpful if you can investigate the root cause and help us to fix this issue permanently not temporarily.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, December 7, 2022 12:58 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Thanks Charu,

There’re 106 entities in your export job. Two of which have error:

EDW\_AccountingDistribution

EDW\_DimensionAttributeValueCombination

Could you perform a separate export for these problematic entities and confirm whether they’re working or not?

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, December 5, 2022 1:30 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

FYI – Please find latest failed ID below.

COA\_BYOD\_Export\_Incremental\_Main1-2022-11-29T19:58:35-5C0806B412F04FBDAA550EAE4BAFAD74

Thanks & From: Bansal, Charu

Sent: Monday, December 5, 2022 11:54 AM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

We have enabled the redirect option in past (few months back) not recently. We are getting failures after enabling it which I have already shared with you.

Please let us know why these failures are happening and how to stop it.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, December 5, 2022 10:07 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Please let me know if you have just enable the redirect option recently or not.

I was checking your Incremental export for past 1 week but didn’t see any error message.

If you still have the issue after enabling redirect option, please share execution ID so that I can come back and discuss with PG.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, November 30, 2022 11:35 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

Please see my response below:

1. Yes, same entity exported successfully in next runs.

2. It is set to redirect. Please find screenshot below:

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, November 30, 2022 2:56 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

I understand your concern and have discussed with internal team.

With further help from their senior engineer, we clarified that the action might not help resolve this issue.

PG team has a few queries below that need your help:

1. Were you able to successfully export that same entity later?

2. Check if the connection policy on the byod database is not set to Redirect.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, November 28, 2022 5:22 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

As we did this earlier as well but didn’t find any success so I am not sure how it will help us. Can you please explain?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, November 28, 2022 3:29 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

The internal team again informed us that we should truncate all data in DMFDefinitionGroupExecutionProgress table.

I’m clarifying with them but if possible could you share any downtime window for this task?

From: Noah Phan (Tek Experts)

Sent: Monday, November 21, 2022 11:16 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

We have reopened the internal ticket again.

We’re pushing forward for resolution of this issue and will let you know when engineering updates are available.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, November 18, 2022 2:03 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

The issue still exists and we are just getting a static error message ‘Package Execution Failed for Entity Store‘.

COA\_BYOD\_Export\_Incremental\_Main1-2022-11-17T05:26:29-3D4878BF8D944B6C8906D80B17815772

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, November 18, 2022 9:31 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

The engineering team didn’t find any error with recent jobs as part of internal monitoring.

Could you clarify this information from your side? And if issue still persist, please share execution ID.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, November 14, 2022 3:34 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

We are getting failures in incremental and as well in full push job with same static error message. Please let us know how to figure out why this failure happened / what is the root cause?

COA\_BYOD\_Export\_Full\_Invent-2022-11-12T21:47:48-FD5224EE1DEB47B187F0138E2BC63EC0

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, November 14, 2022 9:42 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Dear Charu,

Engineering team is still investigating.

They found all related staging tables were almost empty hence there might be other reason.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, November 9, 2022 2:35 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Dear Charu,

It is unfortunate to hear that.

Let me check the job ID then I will open an internal ticket for engineering team.

This time I will summarize what has been done so that the team could find alternative approaches.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, November 7, 2022 4:39 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Tim Luong (Tek Experts) <v-congluong@microsoft.com <mailto:v-congluong@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi All,

We have received job failure again with same error message. Please find JobID below:

COA\_BYOD\_Export\_Incremental\_Main-2022-11-07T00:05:58-83B910E14E3B4EE1995AFCF1698F9F46

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, November 7, 2022 9:20 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Tim Luong (Tek Experts) <v-congluong@microsoft.com <mailto:v-congluong@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Thanks Charu for the update.

Understandably we will continue to keep this ticket open for you to monitor.

Also I will contact you biweekly for update and hopefully we can receive good news.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, November 3, 2022 1:48 PM

To: Tim Luong (Tek Experts) <v-congluong@microsoft.com <mailto:v-congluong@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Tim,

Thanks for all your help!

The cleanup has been completed on 27th October 2022 which is less than a week.

Since this issue is ad hoc we have not received any failure yet. We would like to keep this monitoring for at least 15 days just to be sure. We will keep you posted how it goes.

This issue is opened from more than 8-9 months, I don’t see any impact / issue if we keep it open for next few weeks.

Also I have raised this concern many times in this case that why we are receiving a generic error message ‘Package execution failed for entity store’ for any kind of failures? So that we can rectify the exact issue on our end (Instead of reaching out to MSFT).

So, if it is only the issue of not keeping this case Idle, we can search on error message issue.

Thanks & From: Tim Luong (Tek Experts) <v-congluong@microsoft.com <mailto:v-congluong@microsoft.com> >

Sent: Thursday, November 3, 2022 7:22 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Hello Charu,

It’s Tim – Team Manager of Noah.

With regards to this service request, kindly understand that due to Microsoft Policy we do not allow to keep the case idle for longtime.

We shall be proceeding with soft archiving this case soon and will reopen the ticket under your request if the issue reoccurs in the future. I would like to seek your empathy on this matter as we cannot keep the case open for too long time without any further troubleshooting steps.

With that being said, please understand our standard Case Management procedure. Please have faith that you will still receive the prompt response from our engineer if there are any further concerns related to the issue. I promise you this.

Please share with me your thoughts regarding this. My goal is to ensure that your experience with Microsoft Technical Support leaves you very satisfied with our products and services.

I hope we can have a further and better understanding between each other and that’s probably the way how we build trust on each other. Much appreciate your understanding.

Wish you a great day ahead.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, November 2, 2022 4:52 PM

To: Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

Hi Noah,

No failures as of now. Will monitor for next few weeks.

Thanks & From: Noah P <support@mail.support.microsoft.com <mailto:support@mail.support.microsoft.com> >

Sent: Tuesday, November 1, 2022 9:17 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> ; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com>

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> ; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; supportmail@microsoft.com <mailto:supportmail@microsoft.com>

Subject: RE: [EXTERNAL] RE: Dynamics job is getting fail... - TrackingID#2207210040004229

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Good day Charu,

Hope you are doing well.

Please let me know if you have any update for us.

From: Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> ;

Received: Thu Oct 27 2022 16:43:01 GMT+0700 (Indochina Time)

To: v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> ; Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> ; shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> ; Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> ; Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> ;

Cc: Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> ; tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> ; Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> ; supportmail@microsoft.com <mailto:supportmail@microsoft.com> ;

Subject: [EXTERNAL] RE: Dynamics job is getting failed -... - TrackingID#2207210040004229

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, October 27, 2022 3:05 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

The action was completed just yesterday.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, October 27, 2022 2:31 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

That sound’s great!

Can you please let us know when it was completed as we have faced job failures on 24th October, 2022?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, October 27, 2022 8:42 AM

To: Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Ellie,

From: Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Sent: Wednesday, October 26, 2022 8:22 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

We will have to proceed with this some time in November as we are a few days away from a D365 go-live. It will most likely be November 6th or 20th. I will keep you updated closer to then.

Thanks,

Ellie Luechtefeld

Crowe LLP

Cell: 314-920-9340

Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com>

www.crowe.com <

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Sunday, October 23, 2022 10:42 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Good day team,

Please let me know if you can get 2 hours of downtime for the task.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, October 21, 2022 9:50 AM

To: shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Dear Shraddha,

As said in previous email, engineering team sees blocking on system while performing cleanup.

Hence it is not idea to perform the cleanup without downtime otherwise we will face performance degradation.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Thursday, October 20, 2022 5:34 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Just curious we had DMF clean up twice recently without any downtime that had multiple tables with more number of records. I am looping in @Jestin Prince <mailto:Jestin.Prince@microsoft.com> who helped us in the clean up how that was performed without any downtime.

Best From: Gupta, Shraddha

Sent: Thursday, October 20, 2022 12:31 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

We will need to internally discuss and get approvals from client on downtime.

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, October 20, 2022 11:20 AM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shradda,

Engineering team is asking for 2 hours of downtime for the task.

Please let me know if it is possible and with timezone.

From: Noah Phan (Tek Experts)

Sent: Thursday, October 20, 2022 11:37 AM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Dear Shradda,

Engineering team sees blocking on system while performing cleanup.

Hence they’re requesting a downtime window. I’m clarifying how long it will take and then share to you.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Monday, October 17, 2022 8:42 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Please let us know when the records will be purged. We are good to retain 60 days data in the system.

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, October 17, 2022 10:21 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu and Shraddha,

The cleanup for DMFDEFINITIONGROUPEXECUTIONBATCHLINK won’t affect any job as engineering team will only delete stale records.

Unfortunately we does not have the estimate time for this cleanup as each run will result differently.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, October 14, 2022 7:45 PM

To: shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you please address the queries shared by Shraddha in her previous mails and update the status of the case as we are getting frequent failures again?

Thanks & From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Wednesday, October 12, 2022 12:08 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Jestin Prince <Jestin.Prince@microsoft.com <mailto:Jestin.Prince@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

As per the discussion this job was not part of the clean up. We would like understand if this is going to have impact on any other jobs? Also how long will this take to clean up?

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, October 12, 2022 11:07 AM

To: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Divya,

DMFDEFINITIONGROUPEXECUTIONBATCHLINK contains batch information for each DIXF jobs.

In your case it was not included in the cleanup job hence engineering team suggested to manually cleanup this specific table.

From: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >

Sent: Tuesday, October 11, 2022 9:10 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you confirm on my previous query?

And also from the below statement, are you referring for the DMF cleanup with 60 days retention or cleanup only for this specific table?

Hence if possible, please let me know if we can clean up the records in DMFDEFINITIONGROUPEXECUTIONBATCHLINK with 60 days retention.

Thanks,

Divya Rani Banooru

Consulting Senior Consultant | System Engineering

Crowe LLP

Mobile: 6305852545

Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com>

www.crowe.com <

From: Divya Rani, Banooru

Sent: Monday, October 10, 2022 9:24 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you please confirm what exactly the table “DMFDEFINITIONGROUPEXECUTIONBATCHLINK” does and used for?

Thanks,

Divya Rani Banooru

Consulting Senior Consultant | System Engineering

Crowe LLP

Mobile: 6305852545

Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com>

www.crowe.com <

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, October 10, 2022 4:51 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Shraddha can confirm on the below query, she is on leave till 11th October 2022. We have to wait for her approval on this.

We are receiving many failures even after the DMF cleanup not sure how much below cleanup will be helpful. Can you please look into this if there is something else causing these failures, I am pretty sure this is not only because of DMF history?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, October 10, 2022 2:53 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

I was having troubles while collecting logs for reported export jobs.

Not sure why the issue still happens after only keep records within 60 days. I checked DMFDefinitionGroupExecutionProgress and it still has over 2 million records.

Additionally DMFDEFINITIONGROUPEXECUTIONBATCHLINK has over 14 million records.

Hence if possible, please let me know if we can clean up the records in DMFDEFINITIONGROUPEXECUTIONBATCHLINK with 60 days retention.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, October 10, 2022 2:16 PM

To: shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Do you have any update on this?

I have shared the full push failed Job ID in my previous mail and still we are getting job failures. Please see the incremental failed Job ID below, around 13 entities has been failed in this job. Please let us know what is the root cause.

COA\_BYOD\_Export\_Incremental\_Main-2022-10-09T21:00:04-08EA2555E9C84ECFA7F95751EB4E5C34

Thanks & From: Bansal, Charu

Sent: Friday, October 7, 2022 4:57 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

The cleanup is completed successfully. But again we have received job failure from the full push job Today only. Please see the JobID below:

COA\_BYOD\_Export\_Full\_Invent-2022-10-07T01:15:06-92788CD51E4D43B0851E4A4A7D5828EC

Thanks & From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Thursday, October 6, 2022 4:08 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

The clean up was completed retaining 60 days data.

Best From: Gupta, Shraddha

Sent: Tuesday, October 4, 2022 3:35 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

We had scheduled this weekly but unfortunately the job is not working as expected. It was executed this weekend but no records were purged. We had log another case

1. Delete the records from backed and keep 60 days data

2. Why the batch job is not working as expected

Please let me know if you can help co-ordinate on 2209270040003654.

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, October 4, 2022 2:11 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

For the error message, unfortunately that how the code being handled at the moment.

PG team is still working on improving it so that we can detect and resolve the issue as soon as possible.

We’re sorry to hear that there’s still issue with the export. Let me check the export id and let you know.

For suggestions, PG team has shared that:

- DMFDefinitionGroupExecutionProgress table has 4 million records now which still seems high. They think 120 days retention is still too long.

- From staging history clean up table, cleanup batch job is not running regularly. It ran last on 9/25 with 120 day retention set. But it's only being run once a month per the history table entries. Please increase the frequency at which this runs, maybe weekly.

- There are some other larger size tables related to dixf or to entity staging data.

- There's 8.8 million records in DMFDEFINITIONGROUPEXECUTIONBATCHLINK table that are for executionIds that no longer exist. Please let us know if you want to remove those records.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, October 4, 2022 2:06 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you please provide us answer for the queries from our previous mail?

We have received the failure today with the same error message. Please see the JOBID below:

COA\_BYOD\_Export\_Incremental\_Main-2022-10-03T23:00:05-70EDD2A1A6DE4FEC97D6755E04A94044

Thanks & From: Bansal, Charu

Sent: Friday, September 30, 2022 12:59 PM

To: 'Noah Phan (Tek Experts)' <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, September 30, 2022 9:31 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Good day Charu,

Hope you are doing well.

Following up on our ticket, may I know what the current status is?

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 26, 2022 2:51 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Thanks Charu for the update.

I will contact your back this Friday for updates.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, September 26, 2022 2:14 PM

To: shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

I have not faced that issue from last 3 days. We will monitor this for one more week before coming to any conclusion.

Thanks & From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Monday, September 26, 2022 12:14 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 26, 2022 9:23 AM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shraddha,

Engineering team informed me that they received a similar request in another ticket from your side to keep data in 120 days.

That request has been completed thus they would like to know what the required retention is.

Additionally, please help to verify again the current status of your issue.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, September 22, 2022 12:52 PM

To: shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Dear Shraddha,

The internal job got timed out due to amount of data which has to be cleaned out.

Engineering team has scheduled it again and looking at the telemetry it is still running.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Wednesday, September 21, 2022 2:38 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Any update on below? I still see old records

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, September 20, 2022 1:22 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shraddha,

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Tuesday, September 20, 2022 2:42 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

But we are still seeing older records

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, September 20, 2022 12:41 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shraddha,

Looked like the script was executed yesterday at around 10 A.M UTC from the telemetry I can get.

Engineering team is also monitoring it thus I will wait for them to update on the result.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Tuesday, September 20, 2022 12:24 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Thanks Noah! Can you please confirm when this will be executed?

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, September 20, 2022 8:32 AM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shraddha,

Please find below further answer from engineering team.

1. The staging history is huge so they need to start deleting historical data. Because this process depends on the load and on going transactions in PROD, the team cannot specify how long it will take.

2. The script will run in the background.

3. There is no downtime needed.

4. They will retain 60 days data in the system as requested.

Kindly note that the team is using internal tool thus execution time will be different from the result in your PrePROD environment.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Monday, September 19, 2022 5:03 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Thanks Noah! Please let me know if you would like to us to get the script executed In PrePROD first so that we have idea on timeframe?

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 19, 2022 2:45 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shraddha,

I can share some of the answer the answer, however for the other points, unfortunately it is not decided by support team.

For point 1: It will depend on the amount of combine records in all table. Hence we cannot estimate the completion time.

For point 3: It will not effect existing DMF jobs. Hence won’t need downtime.

I will deliver your other concerns to internal team to get the information.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Monday, September 19, 2022 4:00 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Before we get this executed ,

1. We need to confirm how long this is going to take?

2. Exact timeframe on when this will be executed.

3. Is it going to effect the existing DMF jobs? If yes, we would like to get this executed during downtime.

4. We would like to retain 60 days data in the system.

Please let me know in case of any questions.

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 19, 2022 2:24 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Shraddha,

It is correct. The script will be run by engineering team will delete records in mentioned tables.

From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Monday, September 19, 2022 3:41 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Please confirm if you are planning to perform clean up on below tables i.e. the tables impacted during standard Job History Cleanup?

1. DMFSTAGINGVALIDATIONLOG

2. DMFSTAGINGEXECUTIONERRORS

3. DMFSTAGINGLOGDETAILS

4. DMFSTAGINGLOG

5. DMFDEFINITIONGROUPEXECUTIONHISTORY

6. DMFEXECUTION

7. DMFDEFINITIONGROUPEXECUTION

8. DMFDEFINITIONGROUPEXECUTIONPROGRESS

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 19, 2022 1:47 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

Engineering team is preparing the script to cleanup staging and history table.

There’s a hiccup with the script hence they will need more time to validate again.

I will reach out to you tomorrow for further update. We’re expecting the task will be completed by then.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, September 16, 2022 10:30 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Dear Charu,

I found the same telemetry as before the package deployment.

Hence again, this will need engineering team. I already noted down everything we’d done to trim down the back and fort communication.

We’re expecting positive response from engineering team this time.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, September 15, 2022 2:45 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Yes we have faced failures after code deployment as well. Please see the job ID below:

Job ID - COA\_BYOD\_Export\_Incremental\_Main-2022-09-12T03:00:03-FFCAFDA8BF084F85A1334430159CC0A9,

COA\_BYOD\_Export\_Incremental\_Main-2022-09-12T15:00:03-7D95C7B1BDBF4E58B5353F1D99754664

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, September 15, 2022 12:25 PM

To: Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear team,

Apologies for the late reply.

It is correct that if you perform any deployment the DIXF service will be restarted.

Therefore you will not need to provide any downtime for now.

If you see the same job fail after this deployment on Sept 11th, please share.

From: Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Sent: Wednesday, September 14, 2022 8:09 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

@Jaime Gauna <mailto:Jaime.Gauna@microsoft.com> Can you help here as Noah is away today? We need to know by EOD if a downtime is required this weekend.

Thanks,

Ellie Luechtefeld

Crowe LLP

Cell: 314-920-9340

Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com>

www.crowe.com <

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, September 14, 2022 6:50 AM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

I have a quick query here, as I discussed with my internal team that whenever we are performing any code deployments on the production the DIXF service will get restart automatically.

We had last deployment on September 11, 2022 and I am expecting that this service has been restarted after the deployment.

Do you still think we need a downtime to restart this?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, September 13, 2022 11:23 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

The restart will impact any running jobs during downtime.

Thus we would recommend to keep any activity at minimum rate.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, September 12, 2022 4:45 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Does it will impact any jobs running during that time?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 12, 2022 9:22 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Hi Charu,

We picked up a different error this time. It’s a connection issue to the DIXF service.

We suggest a 1 hour of downtime window for engineering team to restart the service.

Please discuss with your time and revert back to us.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, September 7, 2022 1:44 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Do you have any update on this?

Jobs are failing very frequently and it is highly impacting the business.

Thanks & From: Bansal, Charu

Sent: Monday, September 5, 2022 1:06 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Job is failing almost every day, it’s failure frequency has been increased. Please see failed job ID for last 2 days:

\* COA\_BYOD\_Export\_Incremental\_Main2\_Assets-2022-09-05T01:06:57-1EA8E83C47A74154A502FAF7B0519

\* COA\_BYOD\_Export\_Incremental\_Main-2022-09-02T19:00:02-5CC43DA7BA4D480C8A31915108A9EDFD

\* COA\_BYOD\_Export\_Incremental\_Main-2022-09-02T17:00:03-EC4B1AF754324B28AECC7F5DAA393B41

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, September 5, 2022 12:56 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

The number of records has yet decreased thus it might still affect your environment.

However we checked export jobs from last few days and didn’t see such error in telemetry. Please help to confirm.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Friday, September 2, 2022 4:01 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you provide an update on this?

Thanks & From: Bansal, Charu

Sent: Tuesday, August 30, 2022 4:45 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Do you want to say still this DMFDEFINITIONGROUPEXECUTIONPROGRESS table is creating these issues?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, August 30, 2022 3:47 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

I’m consulting with internal team and see if we can ask engineering team delete records in DMFDEFINITIONGROUPEXECUTIONPROGRESS

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, August 29, 2022 9:12 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; shraddha.gupta <shraddha.gupta@crowe.com <mailto:shraddha.gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Do you have any update on this as we are getting many failures very frequently?

Thanks & From: Bansal, Charu

Sent: Thursday, August 25, 2022 4:56 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

One more failure occurred Today only. Please find both Job ID’s below:

Job ID: COA\_BYOD\_Export\_Incremental\_Main-2022-08-25T05:00:01-B8CD89485C794379BE5DB8D48CA30424

Job ID: COA\_BYOD\_Export\_Incremental\_Main-2022-08-24T23:00:02-B65AF386EE8A468CA1942B5E22695C98

Thanks & From: Bansal, Charu

Sent: Thursday, August 25, 2022 12:06 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Job has again failed Today. Please see the details below:

Job ID: COA\_BYOD\_Export\_Incremental\_Main-2022-08-24T23:00:02-B65AF386EE8A468CA1942B5E22695C98

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, August 25, 2022 7:30 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, August 24, 2022 6:39 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, August 23, 2022 8:23 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Hi Charu,

From the bug ticket, PG informed that there are two reasons for this issue:

1. DMFDEFINITIONGROUPEXECUTIONPROGRESS contain an excessive number of records in that table causing timeout when query to that table.

2. DTU throttling on the BYOD end because the BYOD tier has hit it's limits.

For your scenario, it should be the first reason. You can verify your BYOD tier again and check the log in azure to see if there was any throttling, if not then we’re fine. If there’s throttling, the recommendation is to increase BYOD tier.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, August 22, 2022 6:32 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you please provide me details for my query below?

Thanks & From: Bansal, Charu

Sent: Thursday, August 18, 2022 2:54 PM

To: 'Noah Phan (Tek Experts)' <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, August 18, 2022 2:40 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

DMFDEFINITIONGROUPEXECUTIONPROGRESS is not an entity. It’s a log table contain all execution progresses.

As shared, excessive amount of records in the table will cause timeout intermittently due to slow query to the table.

For the bug 658362, I already shared update in my previous email for its cause and solution. Unfortunately PG team has not published it to LCS yet so I can’t share you a link.

Additionally we would recommend you to follow Cleanup routines in Dynamics 365 Finance and Dynamics 365 Supply Chain Management < and only keep records within 7-day period.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Thursday, August 18, 2022 1:50 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

We are not using this ‘DMFDEFINITIONGROUPEXECUTIONPROGRESS’ entity, so how this issue can relate with this. Why the excessive number of records in this table affecting our BYOD job?

We have initially logged this case to get solution for the bug 658362, what’s the status on that? Is that resolved? Can you provide us the details related to the bug 658362?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Thursday, August 18, 2022 8:30 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

CAUTION: This email originated from outside of Crowe. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

Dear Charu,

From the bug ticket, PG informed that there are two reasons for this issue:

1. DMFDEFINITIONGROUPEXECUTIONPROGRESS contain an excessive number of records in that table causing timeout when query to that table.

2. DTU throttling on the BYOD end because the BYOD tier has hit it's limits.

For the first one, we have already performed update statistic. For the second one, we cannot verify anything as BYOD is under customer’s control.

Thus please do let me know if the issue reoccurs, or we’re good with the closure of this ticket.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, August 17, 2022 3:24 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Sure Noah. Jobs are running and I will monitor them.

Do you have any update from PG team for the bug fix?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, August 17, 2022 1:52 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

Previously you shared with us following Export job ID: COA\_BYOD\_EXPORT\_FULL\_InventStorage-2022-07-27T07:00:15-0BDFE0A5E77E47E2A493BB3B0224C681

We are expecting that you can retry with the same entity, or monitor BYOD export jobs from your end to see if they still fails or not.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, August 17, 2022 3:16 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Which result you are requesting from our end? Which export you are referring here?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, August 17, 2022 12:34 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

The action has been completed.

Please retrigger the export and let me know the result from your side.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, August 17, 2022 1:13 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Please let us know when it is completed from your end.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, August 17, 2022 8:17 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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++ Adding support mail. Please kindly keep it in the loop so that the email can be synced to our portal.

Dear Charu,

Apologies for late reply as I was not available when you contacted.

I will update downtime to internal team and make sure it is done at suggested time.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, August 16, 2022 8:50 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Jaime Gauna <Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

We get the downtime on 17th August 2022 at 10:30 AM to 2:30 PM IST (CST – 12:00 AM to 4:00 AM).

Can you please make sure to update the statistics during this downtime?

Thanks & From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Tuesday, August 16, 2022 6:42 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com>

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >; Luechtefeld, Ellie <Ellie.Luechtefeld@crowe.com <mailto:Ellie.Luechtefeld@crowe.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

@Jaime.Gauna@microsoft.com <mailto:Jaime.Gauna@microsoft.com> and @Noah Phan (Tek Experts) <mailto:v-haphan@microsoft.com> We may have downtime today and tomorrow. Can we please have engineer assigned to this ticket 24\*7 so that this can be complete whenever it is approved.

Best From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, August 16, 2022 6:18 PM

To: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you please reply to the Shraddha’s question below?

Thanks & From: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Sent: Tuesday, August 16, 2022 1:18 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >; Kumar, Sushant <Sushant.Kumar@crowe.com <mailto:Sushant.Kumar@crowe.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

As we are just updating the statistics for one table do you think we would need complete downtime? I believe only the DMF jobs will be affected. Please confirm.

Best From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, August 16, 2022 1:09 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

There are more than 5 millions records under table DMFDEFINITIONGROUPEXECUTIONPROGRESS.

This is the original cause of this issue where export job was fetching details from this table.

Update statistic will help improve the performance and mitigate issue.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, August 16, 2022 2:09 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

Can you please explain the reason in the detail why we need to update the statistics of DMFDefinitionGroupExecutionProgress?

Thanks & From: Bansal, Charu

Sent: Monday, August 15, 2022 1:41 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >

Cc: Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Hi Noah,

We can’t take Production down in active business hours.

@Gupta, Shraddha <mailto:Shraddha.Gupta@crowe.com> Can you please help Noah on this?

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Monday, August 15, 2022 9:42 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

Please kindly provide 30 minutes downtime so that we can update the statistic for DMFDefinitionGroupExecutionProgress table.

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, August 12, 2022 4:33 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> ; Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> ; Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> ; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Dear Charu,

Apologize for the long wait.

I’m consulting with engineering team if we could run update statistic on DMFDefinitionGroupExecutionProgress to mitigate this issue while waiting for bug fix.

If we can proceed with this approach, I will reach out to your for downtime.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, August 10, 2022 2:17 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Wednesday, August 10, 2022 8:10 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

Just a small update to inform you that after in-depth discussion with my team, we have come to realize that this specific issue needs involvements from different resources, departments, teams and most importantly: their collaborations. Hence, it might take more time than expected to be resolved.

I would like to express my sincerest apology to you for the delay of this case. Please rest assure that we are trying our best to assist you with this as we surely understand its importance and urgency to you.

At the moment, we see a few customers are experiencing the issue and we’re reaching out to engineering team with internal ticket to see if the issue can be resolved for specific environment or we will need to wait until PG provide the fix for mentioned bug.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Monday, August 8, 2022 2:00 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Some people who received this message don't often get email from charu.bansal@crowe.com <mailto:charu.bansal@crowe.com> . Learn why this is important <

Hi Noah,

We are getting failures in PROD very frequently Can you please expedite this issue?

Thanks & From: Bansal, Charu

Sent: Tuesday, August 2, 2022 3:00 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Tuesday, August 2, 2022 2:53 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

We have discussed internally and asked our SME to escalate the bug to PG team to move up the priority.

Since the bug will need multiple teams’ collaborations, it might take more time than expected to be resolved.

Please rest assure that we are trying our best to assist you with this as we surely understand its importance and urgency to you.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Tuesday, August 2, 2022 4:09 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

You don't often get email from charu.bansal@crowe.com <mailto:charu.bansal@crowe.com> . Learn why this is important <

Hi Noah,

Can you please provide any update on this?

Thanks & From: Bansal, Charu

Sent: Friday, July 29, 2022 3:55 PM

To: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Thanks Noah for the update.

Thanks & From: Noah Phan (Tek Experts) <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >

Sent: Friday, July 29, 2022 9:34 AM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear Charu,

Per the log of latest failure job you shared, unfortunately it encountered the bug 658362 that we’re following up with PG team.

I’m reaching out to senior resource for alternative way to get further information about mentioned bug.

From: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >

Sent: Wednesday, July 27, 2022 7:17 PM

To: Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >; Microsoft Support <supportmail@microsoft.com <mailto:supportmail@microsoft.com> >

Cc: Jack Tran (Tek Experts) <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; Tek Experts AX APAC TECH <tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> >

Subject: [EXTERNAL] RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

Some people who received this message don't often get email from charu.bansal@crowe.com <mailto:charu.bansal@crowe.com> . Learn why this is important <

Hi Noah,

Meanwhile, can you please look into the latest failure and let us know the reason for it.

Job ID - COA\_BYOD\_EXPORT\_FULL\_InventStorage-2022-07-27T07:00:15-0BDFE0A5E77E47E2A493BB3B0224C681

Thanks & From: Noah P <support@mail.support.microsoft.com <mailto:support@mail.support.microsoft.com> >

Sent: Tuesday, July 26, 2022 12:58 PM

To: Bansal, Charu <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >; supportmail@microsoft.com <mailto:supportmail@microsoft.com>

Cc: Jack Tran <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Gupta, Shraddha <Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> >; Divya Rani, Banooru <Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> >; Agarwal, Sushant <Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> >; tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> ; support@mail.support.microsoft.com <mailto:support@mail.support.microsoft.com>

Subject: RE: Dynamics job is getting failed - TrackingID... - TrackingID#2207210040004229

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Dear team,

We are still reaching out to PG team for update on the bug 658362.

Unfortunately we has yet received any response from them. I will discuss with my supervisor to see if we can have alternative method to contact PG team.

From: support@mail.support.microsoft.com <mailto:support@mail.support.microsoft.com> ;

Received: Thu Jul 21 2022 16:56:02 GMT+0700 (Indochina Time)

To: AX Admin <Charu.Bansal@crowe.com <mailto:Charu.Bansal@crowe.com> >;

Cc: Noah Phan <v-haphan@microsoft.com <mailto:v-haphan@microsoft.com> >; Jack Tran <v-sotran@microsoft.com <mailto:v-sotran@microsoft.com> >; Shraddha.Gupta@crowe.com <mailto:Shraddha.Gupta@crowe.com> ; Banooru.DivyaRani@crowe.com <mailto:Banooru.DivyaRani@crowe.com> ; Sushant.Agarwal@crowe.com <mailto:Sushant.Agarwal@crowe.com> ; tekexpaxtech@microsoft.com <mailto:tekexpaxtech@microsoft.com> ;

Subject: Dynamics job is getting failed - TrackingID#220... - TrackingID#2207210040004229

Hello team,