Microsoft Dynamics D365 Finance and Operations Problem Tickets and Resolutions

# Unable to Post General Journal

\*\*Description:\*\* User reports that they are unable to post a general journal. The system throws an error stating 'Voucher is not balanced'.

\*\*Resolution:\*\* Ensure that all journal entries are balanced. Verify that the total debits equal the total credits in the journal lines before posting.

# Error During Vendor Payment Processing

\*\*Description:\*\* User encounters an error 'Account structure validation failed' while processing vendor payments.

\*\*Resolution:\*\* Check the account structure setup and ensure that the financial dimensions are correctly defined for the account being used. Update the account structure if necessary.

# Cannot Generate Financial Reports

\*\*Description:\*\* Users are unable to generate financial reports. The system displays an error message 'Report generation failed'.

\*\*Resolution:\*\* Ensure that the financial reporting services are running and configured correctly. Restart the reporting services if necessary.

# Workflow Approval Stuck in Pending

\*\*Description:\*\* Approval workflows are stuck in a pending state and are not progressing to the next step.

\*\*Resolution:\*\* Review the workflow configuration and ensure that all conditions and assignments are correctly set up. Resubmit the workflow after making necessary adjustments.

# Purchase Order Confirmation Error

\*\*Description:\*\* Users are unable to confirm purchase orders. The system returns an error 'Purchase order cannot be confirmed due to missing delivery date'.

\*\*Resolution:\*\* Ensure that all purchase order lines have a delivery date specified. Add the missing delivery dates and retry the confirmation process.

# Inventory On-Hand Quantity Mismatch

\*\*Description:\*\* The on-hand inventory quantities do not match the expected values. Users are reporting discrepancies.

\*\*Resolution:\*\* Run the inventory reconciliation process to identify and correct discrepancies between the physical and system-recorded quantities.

# Sales Order Invoice Posting Failed

\*\*Description:\*\* User reports that invoice posting for a sales order fails with an error 'Tax calculation error'.

\*\*Resolution:\*\* Verify the tax setup and ensure that all necessary tax codes and groups are correctly configured. Update the sales order lines if needed and retry posting.

# Cannot Create New Vendor

\*\*Description:\*\* Users are unable to create new vendors. The system displays an error 'Vendor account already exists'.

\*\*Resolution:\*\* Check for duplicate vendor accounts by searching for similar names or account numbers. Ensure that unique account numbers are used for each vendor.

# Bank Reconciliation Discrepancies

\*\*Description:\*\* Users are experiencing discrepancies during the bank reconciliation process.

\*\*Resolution:\*\* Review the bank statement and the system records to identify and resolve discrepancies. Ensure that all transactions are correctly entered and matched.

# Fixed Asset Depreciation Error

\*\*Description:\*\* Depreciation calculation for fixed assets is failing with an error 'Invalid depreciation method'.

\*\*Resolution:\*\* Ensure that the correct depreciation method is selected for the fixed assets. Update the asset depreciation profile if necessary.

# Customer Credit Limit Exceeded

\*\*Description:\*\* User reports that the system is allowing sales orders to be created even when the customer's credit limit is exceeded.

\*\*Resolution:\*\* Check the credit limit settings for the customer account and ensure that credit limit validation is enabled in the system settings.

# Vendor Invoice Matching Discrepancy

\*\*Description:\*\* Users are encountering discrepancies when matching vendor invoices to purchase orders.

\*\*Resolution:\*\* Review the invoice matching tolerance settings and ensure that the purchase order and invoice details match. Adjust the tolerances if necessary.

# Error in Budget Control

\*\*Description:\*\* Budget control is failing with an error 'Insufficient budget funds'.

\*\*Resolution:\*\* Ensure that sufficient budget allocations are available for the transactions. Adjust the budget as needed and retry the operation.

# Project Timesheet Submission Error

\*\*Description:\*\* Users are unable to submit timesheets for projects. The system returns an error 'Timesheet submission failed'.

\*\*Resolution:\*\* Verify that all required fields are filled out in the timesheet. Ensure that the project setup is correct and that the user has the necessary permissions.

# Vendor Payment Proposal Error

\*\*Description:\*\* Users are encountering an error 'Payment proposal failed' when generating a payment proposal for vendors.

\*\*Resolution:\*\* Review the payment proposal setup and ensure that all criteria and filters are correctly configured. Adjust the proposal parameters and retry.

# General Ledger Posting Error

\*\*Description:\*\* General ledger posting fails with an error 'Dimension combination is not valid'.

\*\*Resolution:\*\* Check the financial dimension setup and ensure that the dimension combinations are valid and active. Correct any invalid combinations in the journal entries.

# Intercompany Transaction Error

\*\*Description:\*\* Intercompany transactions are failing with an error 'Intercompany account setup is missing'.

\*\*Resolution:\*\* Ensure that intercompany accounts are correctly set up in both the originating and destination companies. Update the intercompany account setup as needed.

# Error in Inventory Transfer

\*\*Description:\*\* Users are unable to process inventory transfers. The system displays an error 'Insufficient stock available'.

\*\*Resolution:\*\* Verify the on-hand inventory levels and ensure that sufficient stock is available for transfer. Adjust the inventory quantities if necessary.

# Production Order Confirmation Failed

\*\*Description:\*\* Production order confirmation is failing with an error 'Route operation is missing'.

\*\*Resolution:\*\* Ensure that all required route operations are defined and linked to the production order. Update the route and retry the confirmation process.

# Error in Accounts Receivable Aging Report

\*\*Description:\*\* Users are unable to generate the accounts receivable aging report. The system returns an error 'Report generation failed'.

\*\*Resolution:\*\* Ensure that the aging period definitions are correctly set up and that all necessary data is available. Run the aging report process again.