# Windows Service:

**Issue**:

Facing issue while installing the Windows Service. Service was installed successfully, but was not getting started from services.msc.

**Analysis:**

After basic analysis we have found that the above issue occurred due to Account, that was not correctly configured.

**Solution:**

Click on serviceProcessInstaller and go to the properties in the right pane and select Account and choose LocalService from the dropdown and save.

# Fetching Contact Information from CRM:

**Issue**:

Facing issue in getting contact information from Move Entity based on MoveId.

**Analysis:**

After basic analysis we have found that the above issue occurred due to ContactId, that was not correctly fetched..

**Solution:**

Using MoveId we have fetched Contact GUID and using that, we have fetched all the requuired information from Contact Entity.

# Fetching Required Contact Information from CRM for MyAccount:

**Analysis:**

After basic analysis we have found that the information of MyAccount can be retrieved from CRM.

**Solution:**

We have fetched all the required information from Contact Entity for MyAccount like PreferredContact and ReceiveNotifications.

Here we have code for PreferredContactMethodCode:

**Email**: 2  
**Phone**: 3

# Fetching Required Contact Information from CRM for Alert Services:

**Analysis:**

After basic analysis we have found that the information of Alert can be retrieved from App Notification Entity of CRM.

**Solution:**

First of all we have created new entity named “AppNotifications” and set it as an Activity entity, by checking the checkbox of “Defines as an activity entity” while creating entity.

After that, we have created required fields for that.

Like: onerivet\_notificationtype for different types of Notifications.

We have fetched all the required information from App Notification Entity for Alert Services .