

## Finding Help When You Need It: A Guide to Online Resources



### WHERE CAN YOU FIND OUR CONTENT?

We know that Microsoft Dynamics AX has many sites, and that searching for and locating documentation and resources can be a challenge.

The goal of this datasheet is to help you navigate our websites and in-product Help, and also understand when to use each resource.

### WEBSITES

Our websites are organized to support the customer lifecycle. Each phase is supported by a different set of sites.

Site	Evaluate	Develop	Implement	Use	Operate
Microsoft.com/ Dynamics/AX	✓				
Microsoft Pinpoint	✓				
Lifecycle Services*	✓	✓	✓		✓
AXERD		✓			
MSDN		✓			
TechNet			✓	✓	✓
CustomerSource*			✓		✓
Microsoft Learning			✓		
Community. Dynamics.com		✓	✓	✓	✓

\*Requires service plan enrollment.

### SITES FOR EVALUATION AND PURCHASE

- **Microsoft.com/Dynamics/AX** – The primary site for evaluating and purchasing AX 2012. It provides information about the capabilities of AX 2012, customer references, opportunities to view the product in action, and information about how to buy the product, including the opportunity to chat with a knowledgeable sales representative.

- **Microsoft Pinpoint** – Lets you find solutions tailored to your industry or specific need, and also implementation partners in your region.
- **Lifecycle Services\*** – Provides a cloud-based collaborative workspace that customers and their partners can use to manage AX 2012 projects from pre-sales to implementation and operations.

### SITES FOR CUSTOMIZATION

Resources for both your partner and in-house development team include:

- **Lifecycle Services\*** – Provides tools to help you create consistent and performant customizations, and lets you quickly search for issues.
- **AXERD** – Provides approximately 30 database entity relationship diagrams and explains how to create others.
- **MSDN AX 2012 library** – Hosts detailed articles, including how-tos and API reference topics.
- **MSDN AX 2012 Developer Center** – Provides pointers for where to get started and hosts videos.
- **Community.Dynamics.com** – Hosts blogs, forums, and videos to help with development tasks and questions.

### SITES FOR IMPLEMENTATION AND ROLLOUT

Resources for when you are ready to deploy or upgrade AX 2012 include:

- **Lifecycle Services\*** – Provides tools to help you plan your implementation, such as the License sizing estimator, Infrastructure estimator and System diagnostics.
- **TechNet AX 2012 library** – Hosts system administration and application user content.
- **CustomerSource\*** and **Microsoft Learning** – Provide extensive training resources.
- **Community.Dynamics.com** – Hosts blogs and forums to help with common implementation tasks and questions.

### SITES FOR BUSINESS PROCESS USERS

Resources for users actively engaged in day-to-day use of AX 2012 include:

- **TechNet AX 2012 library** – The *Application Users* section contains the most up-to-date Help content. Some content, such as the Report Catalog, is only available on TechNet.

- **Community.Dynamics.com** – Hosts blogs, forums, and videos to help with common tasks and questions.

#### SITES FOR OPERATIONS

- **Lifecycle Services\*** – Provides tools such as the System Diagnostic Service for monitoring your environment and Issue Search for finding relevant updates.
- **TechNet AX 2012 Library** – Hosts content about operations and updates, including patching, managing different types of servers, and security.
- **CustomerSource\*** – Our primary support site. It hosts licensing information, KB articles, hotfixes, and updates, and lets you submit support requests. It also provides landing pages for capabilities to help you keep up with the latest content.
- **Community.Dynamics.com** – Hosts resource pages that provide information to help you resolve common issues.
- **AXSupport blog** – Provides tips and tricks from our support team, and notices of updates about the content that we've recently released to TechNet and MSDN.

#### HOW TO FIND CONTENT

Use the following resources to help you find content:

- For filtered search across TechNet, MSDN, Community, and CodePlex, use the **Web search page (WebSearchAX)**.
  - Use **Bing** and other search engines to find publicly available content.
- Note** CustomerSource, Lifecycle Services, and InformationSource are not indexed by external search engines—you must be on the sites to search them.
- The Content Strategy post on the **Inside Dynamics AX blog** provides an electronic version of the information on this datasheet.
  - The **AXSupport blog** lists all content updates.

#### THE IN-PRODUCT HELP SYSTEM

The Help content available within AX 2012 is provided for specific audiences: application users, system administrators, and developers.

- Help is available by clicking the Help button or pressing F1.
- Updated versions of the installed Help are available on TechNet and MSDN.
- Microsoft ships Help updates that you can install on your Help server. See KB 2585394.

#### Customizable Help

Help in AX 2012 is stored on a central server. The Help server lets you:

- Publish an HTML file to the server when you want to add or change a topic.
- Deploy and manage Help from a centralized location.
- Apply Help updates that are provided by Microsoft without deleting your customized topics.

For more information, see <http://aka.ms/axcustomhelp>.

#### HOW TO SEND FEEDBACK TO MICROSOFT

You can use the **Microsoft Connect** site to send feedback about Microsoft Dynamics products.

#### RESOURCES

- Find AX Content page: <http://aka.ms/FindAXContent>
- Finding Help datasheet (PDF): <http://aka.ms/AXContentPDF>
- WebSearchAX: <http://aka.ms/WebSearchAX>
- MSDN library: <http://aka.ms/AXMSDN>
- AXERD: <http://aka.ms/AXERD>
- TechNet library: <http://aka.ms/AXTechNet>
- AX Form Help list: <http://aka.ms/axformhelplist>
- Customizing help: <http://aka.ms/axcustomhelp>
- AXSupport blog: <http://aka.ms/AXSupportBlog>
- Community.Dynamics.com: [community.dynamics.com](http://community.dynamics.com)
- Resource Page blog: <http://aka.ms/AXResourcePageBlog>
- Lifecycle Services\*: [lifecycleservices.dynamics.com](http://lifecycleservices.dynamics.com)
- CustomerSource\*: [www.customersource.com](http://www.customersource.com)
- Microsoft Connect: <https://connect.microsoft.com/dynamicsuggestions>
- Twitter: [@AXContent](https://twitter.com/AXContent)
- Microsoft.com/Dynamics/AX: [microsoft.com/dynamics/ax](http://microsoft.com/dynamics/ax)
- Microsoft Pinpoint: <http://aka.ms/AXMarketplace>
- Microsoft Learning: <http://www.microsoft.com/learning/>
- Inside Dynamics AX blog: <http://aka.ms/AXContentStrategy>