

Missing Invoices in Dynamics CRM

Issue 1 : There are few missing invoices from QuickBooks to Dynamics CRM.

Description: You may notice few missing Invoices in Dynamics CRM online. This may happen because either (1) the Web-Connector schedule is off for few days; or (2) it is turned off for server maintenance; or, (3) for any other reasons. If this happens then, follow the steps below to get back those missing invoices.

Resolution: You need to login to DBSync account>>Click on Development Studio>>Select the Project name>>Click on the Workflow (Example-Invoice to opportunity)>> Then, in trigger section of Query, switch to Advanced View>>Then replace the Query.

From

```
select * from Invoice, Customer Where Invoice.MaxReturned=100 and
Invoice.ModifiedDateRangeFilter.FromModifiedDate=$last_success_run and
Invoice.IncludeLineItems=true and Invoice.OwnerID=0 join on
Invoice.CustomerRef.FullName=Customer.FullName
```

To

```
select * from Invoice, Customer where Invoice.MaxReturned=500 and
Invoice.TxnDateRangeFilter.FromTxnDate= '2017-07-12' and
Invoice.TxnDateRangeFilter.ToTxnDate= '2017-07-15' and
Invoice.IncludeLineItems=true and Invoice.OwnerID=0 join on
Invoice.CustomerRef.FullName=Customer.FullName
```

The FromTxnDate and ToTxnDate date should have Invoice dates for which the Transaction are missed in Dynamics CRM online.