

Media Control Troubleshooting

LS Nav - 2013 (7.00.03)



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1 Introduction – Media Control Troubleshooting

The Media Control/Images use the built-in NAV Web Services and therefore need to be set up in the correct way to function.

If there are some images showing but not all: The media control uses a cache mechanism that can sometimes lead to confusing results while identifying the problem, and therefore it can be good to clear the cache before trying new approaches.

- Close the POS and all Navision Clients (RTC's).
- Open the %appdata%\LSRetail\MediaCache folder and delete all images.
- The cache is clear now.

2 Issues

2.1 Is the Web Service Running?

In this case it is necessary to check that the built in NAV Web Service is enabled in the Microsoft Dynamics NAV Administration Panel:

Kicrosoft Dynamics Nav Server - [Console Root\Microsoft Dynamics NAV (Local)\DynamicsNAV70]											
Sile Action View Window H	lelp										
◆ ⇒ 2 🗊 🛛 🗊											
Console Root Microsoft Dynamics NAV (Loca (Default)	DynamicsNAV70 - (Running) General										
M DynamicsNAV70	Credential Type:	Windows -	Max Concurrent Calls:	This might be required if the RTC is not on the same							
	Database Instance:	MSSQLSERVER	Metadata Provider Cache Size:	host as the service tier,							
	Database Name:	database	Network Protocol:	depending on the setup.							
	Database Server:	localhost	Services Default Time Zone:	UTC Help							
	Data Cache Size:	9	Use NTLM Authentication:								
	Debugging Allowed:	v	Session Event Table Purge Frequency:	0 6:00							
	Enable Debugging:		Session Event Table Retain Period:	3							
	Send Feedback:		SQL Command Timeout:	00:30:00							
	Enable Encryption on SQL Server connections :		Enable trust of SQL Server certificate:	V							
	Client Services			7046 👻							
	SOAP Services			•							
	Enable SOAP Services:		Port:	7047							
	Max Message Size:	1024	Enable SSL:								

2.2 Are the RetailWebServices enabled?

Web Services - Microsoft [Dynamics NAV				
Home Action	2013(7.0)W1 Demo	o-v13 • Depa	tments • Administration •	IT Administration Genera	Web Services
New Edit List Delete	Show Show as List View	s OneNote Show	Notes Links		
Departments LS Retail	Web Service Sorting: Obje	es •	Name ▼ 2+		
LS Hospitality	Object Type	Object ID	Service Name	Publ.	
Financial Management	Codeunit	99009510	RetailWebServices		
Sales & Marketing	Page	21	Customer	V	
Warehouse	Query	50000	LSRetailItems		
Manufacturing Jobs	Query	50001	LSRetailStore		
Resource Planning					

Here the following is done: Open a browser with the webservices URL. Is the output similar to the image below?

• If not, something is not working correctly (see Activate Debug Log).



(The URL is constructed as follows

http://SERVICE_TIER_HOSTNAME:PORTNUMBER/SERVICENAME/WS/COMPANYNAME/Codeunit /RetailWebServices)

C http://localhost:7047/DynamicNAV70/WS/CRONUS LS 2013(7.0)W1 Demo-v13/Codeunit/RetailWebServices	l
his XML file does not appear to have any style information associated with it. The document tree is shown below.	
<pre><definitions codeunit="" retailwebservices"="" urn:microsoft-dynamics-schemas="" xmlns="http://schemas.xmlsoap.org/wsdl/" xmlns:tns="urn:microsoft-dynamics-schemas/codeunit/RetailWeb
targetNamespace="> = fermace</definitions></pre>	Services"
<pre>v<cypcs> v<schema elementformdefault="qualified" targetnamespace="urn:microsoft- schemas/codeunit/RetailWebServices" xmlns="http://www.w3.org/2001/XMLSchema"></schema></cypcs></pre>	-dynamics-
▼ <element name="WebRequest"></element>	
<pre>▼<complextype></complextype></pre>	
▼ <sequence></sequence>	
<pre><element maxoccurs="1" minoccurs="1" name="pxmlRequest" type="string"></element></pre>	
<pre><element maxoccurs="1" minoccurs="1" name="pxmlResponse" type="string"></element></pre>	
<pre>v<element name="WebRequest_Result"></element></pre>	
▼ <complextype></complextype>	
▼ <sequence></sequence>	
<pre><element maxoccurs="11" minoccurs="11" name="pxmikequest" type="string/"></element></pre>	
<pre>celement minocours 1 maxocours 1 name pxmikesponse type string // </pre>	
sequences</td <td></td>	
comparing the second s</td <td></td>	
v <= Lament name="CreateBeaponseCode">	
▼ <complextupe></complextupe>	
V <sequence></sequence>	
<pre><element maxoccurs="1" minoccurs="1" name="pResponse Code" type="string"></element></pre>	
<pre><element maxoccurs="1" minoccurs="1" name="pResponse Text" type="string"></element></pre>	
<pre>v<element.name="createresponsecode_result"></element.name="createresponsecode_result"></pre>	
▼ <complextype></complextype>	
▼ <sequence></sequence>	
<pre><element maxoccurs="1" minoccurs="1" name="pResponse_Code" type="string"></element></pre>	
<pre><element maxoccurs="1" minoccurs="1" name="pResponse_Text" type="string"></element></pre>	

2.3 Service Tier not on the same Network or Not Using Windows

Authentication?

In case the service tier is not on the same network as the client RTC you must override the generated URL that can be accomplished in the Distribution Location page for each terminal. Be sure to enter a valid URL by testing it in a browser on the POS computer.

In case NAV is configured to use other authentication methods than current Windows Login, you can also specify user and password. (This option is available in LS NAV 7.00.03)



🏄 View - POS Terminal List										
Home Actions Navigate										
Distribution Distribution Location Printing POS Term.										
POS Termina	al List 🝷									
Sorting: No.	 A ↓ 									
No.	Description	Placement	Terminal T	Store No.	Run	Sales Type				
P0001	The POS at the en		POS Terminal	S0001						
P0002	The POS by the st		POS Terminal	S0001						
P0003	The POS at the en		POS Terminal	S0002						
P0004	The POS next to a		POS Terminal	S0002						
P0005	The POS at the en		POS Terminal	S0003						
P0006	The POS next to e		POS Terminal	S0003						
P0007	The POS next to t		Mobile POS	S0004						
P0008	Second POS from		POS Terminal	S0004						
P0009	Third POS from th		POS Terminal	S0004						



🏄 Edit - Distribution Location Car	d - P0002 · POS Terminal P000	2	
Home Actions	Navigate	Gudjon	sdottir Company - LS7_00 🔞
View Connection	Read Update Field List on Design on Subjobs Process	OneNote Notes Links	
P0002 · POS Terminal P00	002		
General			^
Code:	P0002	TS Timeout (sec):	0
Description:	POS Terminal P0002	DD Timeout (sec):	0
Distribution Group:	STORES -		
Replication			~
Web Server Computer Name:		Web Service LIRI	
Web Server Port:		Web Service User Name:	
Web Server Name:		Web Service Password:	
			ОК

2.4 Activate Debug Log

Open the Retail Users page (LS Retail/Point Of Sale/POS) for the current user, select Debug under POS LogLevel and set a path for the log file (POS LogFile). Reproduce the problem and send the log file to LS Retail support.

	manage												
Retail Users •	letail Users •											(F3) ID	▼ →
Sorting: ID - 2- No filters applied											No filters applied		
Location Co	POS Terminal	Special Ord	Buyer Group	Emp	View Inv. Re	View Inv. Un	View Inv. Lo	View Profit/	User Logs on	User is RF Server	POS LogLevel	POS LogFile	POS 🔺
BLUE					Yes	Yes	Yes	Yes			None		
S0001	P0001				Yes	Yes	Yes	Yes			None		
S0001	P0001				Yes	Yes	Yes	Yes			None		
S0001	P0001				Yes	Yes	Yes	Yes			None		
	P0002				Yes	Yes	Yes	Yes			Debug	c:\Temp\pos.txt	
S0001	P0001				Yes	Yes	Yes	Yes			None		
	P0022				Yes	Yes	Yes	Yes			Debug	c:\pos.txt	
S0002	P0003				Yes	Yes	Yes	Yes			None		=
S0002	P0004				Yes	Yes	Yes	Yes			None		
S0004	P0038				Yes	Yes	Yes	Yes			None		
C0004	00039			-	Vee	Vee	Vee	Vee	-		Mana		