



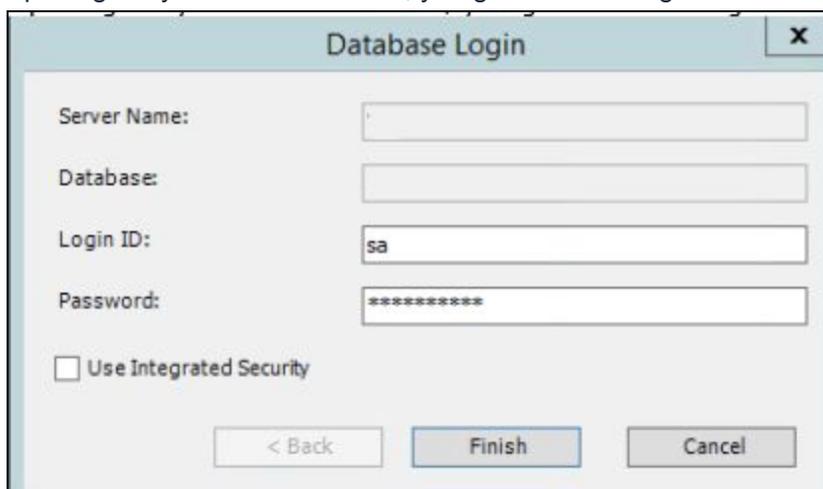
Summary

After upgrade to the new platform, you may have receive one of the errors below:

- When trying to email out an invoice (or another document), you will receive the following error and the attachment will not be sent along with the e-mail:



- Opening a layout on a document, you get the following error:



Reason and Fixes

This is due to a disconnected that occurred during the upgrade and only affects a minimal number of reports.

For the second error, please try checking the "Use Integrated Security" box and then run the report again.

If you still have the same error do the one of the *two* following:

Layouts (you'll know it's a layout because the is a document you bring up first):

1. Bring up the document in question (e.g. Sales Order, A/R invoice, etc.)
2. Go to top of the screen and click on Tools->Layout Designer



3. Make note of the default invoice that is affected (it will be in bold) and click Manager Layout

Layout and Sequence

Choose Document Type
A/R Invoice (Items)

| # | Layout | Type |
|----------|---------------------------------------|--------------------|
| 1 | A/R Invoice (Item) - CR (US) (System) | Layout - CR |
| 2 | Invoice (EhP) (System) | Layout - PLD |
| 3 | Invoice Blank Stock_USA (System) | Layout - PLD |
| 4 | Invoice Including Batch/SN (System) | Layout - PLD |
| 5 | Invoice Preprinted (System) | Layout - PLD |
| 6 | Invoice with Advice (EhP) (System) | Layout - PLD |
| 7 | OBeer Invoice | Layout - CR |
| 8 | OBeer Invoice Rev | Layout - CR |

Manage Layout
OK Cancel Set as Default

4. Find that report (it should already be highlighted) and click Edit (this can take a few minutes)

Report and Layout Manager

List Search

Asterisk Indicates Report Layout

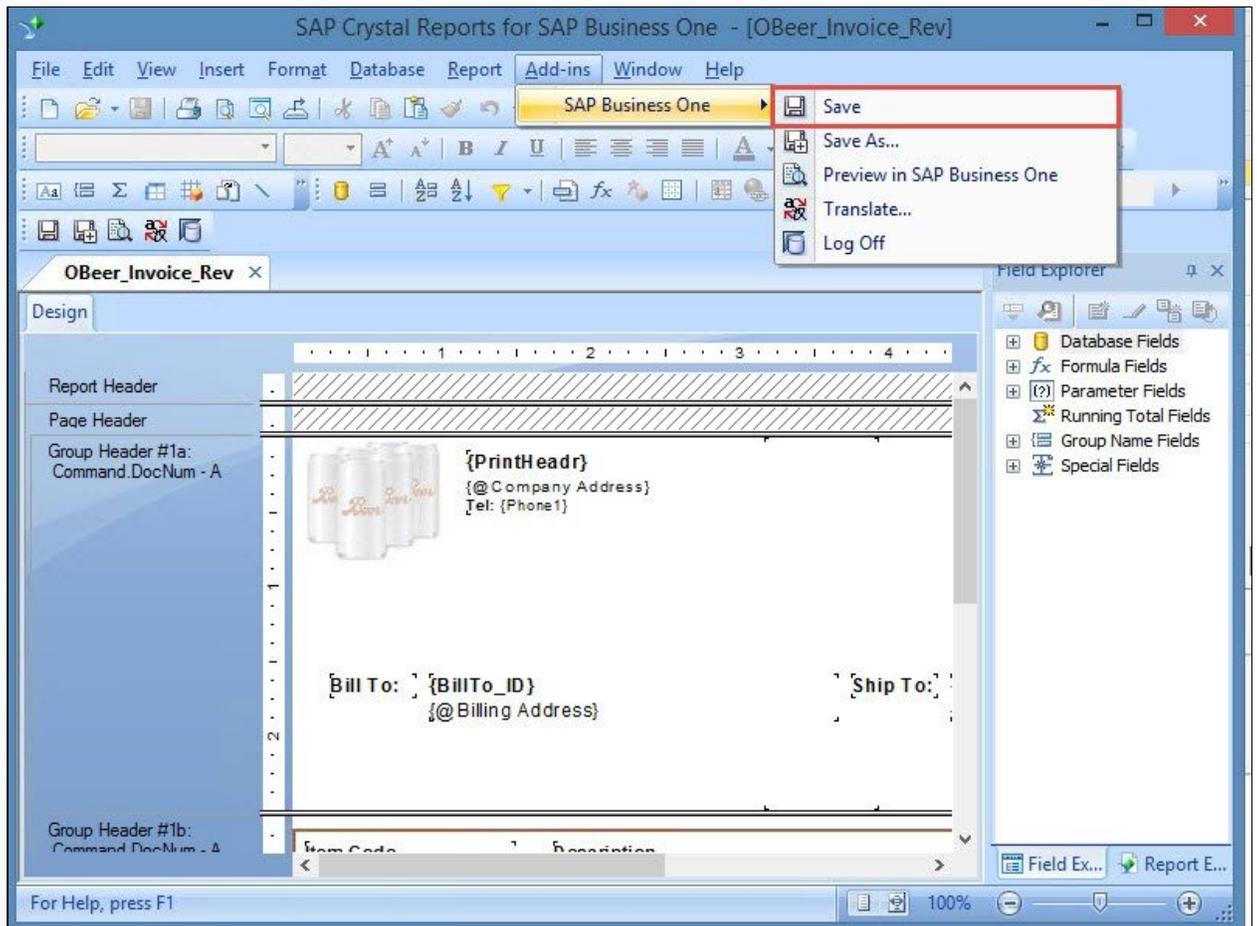
- Administration*
- Financials*
- Opportunities*
- Sales - A/R*
 - Sales Quotation*
 - Sales Order*
 - Delivery*
 - Return*
 - A/R Down Payment Invoice*
 - A/R Invoice*
 - A/R Invoice (Service)
 - A/R Invoice (Items)**
 - A/R Invoice (Document Summary)
 - A/R Packaging
 - A/R Invoice + Payment*
 - A/R Credit Memo*
 - A/R Reserve Invoice*
 - Recurring Transactions*
 - Dunning Wizard*
 - Sales Reports*
 - Purchasing - A/P*
 - Business Partners*
 - Banking*

| # | Layout ID | Layout Name | Type | Language |
|----------|-----------------|---------------------------------------|------------------------|----------------|
| 2 | INV20002 | Packing List - CR (US) (System) | Crystal Reports | English |
| 3 | INV20003 | Invoice Preprinted (System) | PLD | English |
| 4 | INV20004 | A/R Invoice (Item) - CR (US) (System) | Crystal Reports | English |
| 5 | INV20005 | Invoice with Advice (EhP) (System) | PLD | English |
| 6 | INV20006 | OBeer_Invoice | Crystal Reports | English |
| 7 | INV20007 | Invoice (EhP) (System) | PLD | English |
| 8 | INV20008 | OBeer_Invoice_Rev | Crystal Reports | English |

ID: INV20008
Name: OBeer_Invoice_Rev
Layout Type: Crystal Reports
Last Updated: 09/10/14
Author: manager
Status: Active
B1 Version:
Crystal Reports:
Description:
Printer: Default
1st Page Printer: None
No. of Copies: 1
Localization:
Language:
Advanced Edit Delete
OK Cancel Refresh Export Import



5. At the top menu, go to Add-Ins->SAP Business One->Save



6. After you receive confirmation that operation was successful, close out of all the windows you just opened

Reports (you'll know it's a report because you are immediately brought to a search parameter window):

1. Go to Administration->Setup->General->Report and Layout Manger
2. Navigate to the report in the List column where the report would normally reside (e.g. Sales->Sales Reports->Orchestrated Reports->Item Sales Analysis)



Administration

- Choose Company
- Exchange Rates and Indexes
- System Initialization
- Setup
 - General
 - Users
 - User Defaults
 - Sales Employees/Buyers
 - Territories
 - Commission Groups
 - Predefined Text
 - Reference Field Links
 - Freight
 - Message Preferences
 - Report and Layout Manager**
 - Dashboard Manager
 - Dashboard Parameters
 - Electronic File Manager
 - Crystal Server Configuration
 - SAP Links
 - Process Checklist Template
 - Security
 - Financials
 - Opportunities

Report and Layout Manager

List Search

Asterisk Indicates Report Layout

- A/R Reserve Invoice*
- Recurring Transactions*
- Dunning Wizard*
- Sales Reports*
 - Electronic Reports
 - Open Items List*
 - Sales Analysis*
 - Backorder*
 - Orchestrated Reports*
 - Container Tracking*
 - Templates*
 - Goals*
 - Taxable Shipments*
 - QuickReports*
 - Item Sales Analysis**
 - Customer Sales Analysis
 - Item Backorder Log
 - Sales Analysis Dashboard
 - Open Order Available to Promise
 - Bulk Invoice Printing
 - Regional Sales Summary
 - Open Sales Orders & Returns
 - Brand Orders Fulfillment by Business

ID: RCR10016
Name: Item Sales Analysis
Last Updated: 02/06/2015
Author: manager
Status: Active
B1 version:
Crystal Reports:
Localization:
Menu Location: Sales - A/R* > Sales Reports* > Orchestrated Reports* >
Printer: Default
1st Page Printer: None
No. of Copies: 1
Visible For Mobile:

Run Report Edit Set Authorization You Can Also

OK Cancel Refresh Export Import

3. Click Edit (this can take a few minutes)

Report and Layout Manager

List Search

Asterisk Indicates Report Layout

- Administration*
- Financials*
- Opportunities*
- Sales - A/R*
 - Sales Quotation*
 - Sales Order*
 - Delivery*
 - Return*
 - A/R Down Payment Invoice*
 - A/R Invoice*
 - A/R Invoice (Service)
 - A/R Invoice (Items)**
 - A/R Invoice (Document Summary)
 - A/R Packaging
 - A/R Invoice + Payment*
 - A/R Credit Memo*
 - A/R Reserve Invoice*
 - Recurring Transactions*
 - Dunning Wizard*
 - Sales Reports*
 - Purchasing - A/P*
 - Business Partners*
 - Banking*

Layouts Printing Segs

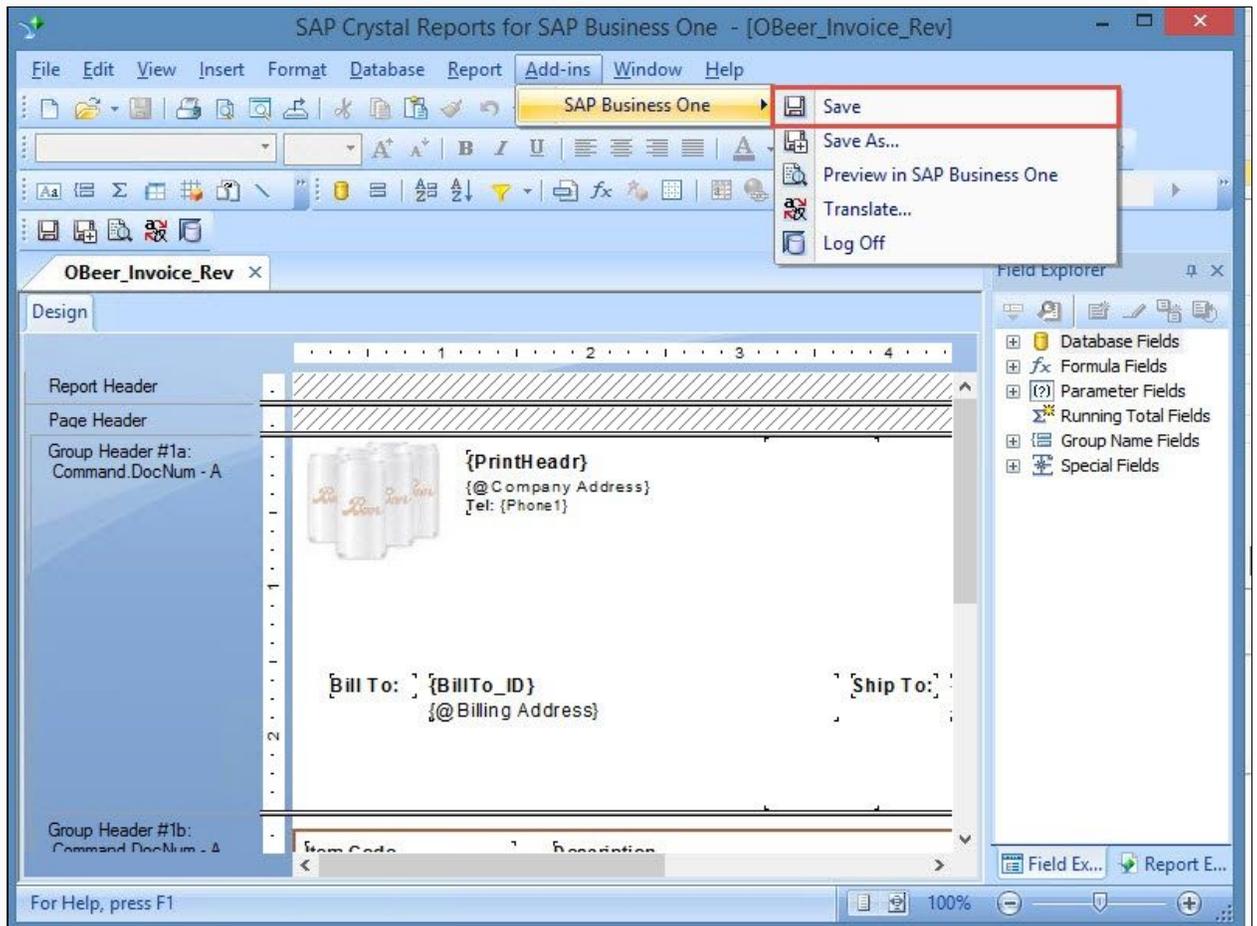
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| 5 | INV20005 | Invoice with Advice (EhP) (System) | PLD | English |
| 6 | INV20006 | OBeer_Invoice | Crystal Reports | English |
| 7 | INV20007 | Invoice (EhP) (System) | PLD | English |
| 8 | INV20008 | OBeer_Invoice_Rev | Crystal Reports | English |

ID: INV20008
Name: OBeer_Invoice_Rev
Layout Type: Crystal Reports
Last Updated: 09/10/14
Author: manager
Status: Active
B1 Version:
Crystal Reports:
Printer: Default
1st Page Printer: None
No. of Copies: 1
Localization:
Language:
Advanced Edit Delete

OK Cancel Refresh Export Import



4. At the top menu, go to Add-Ins->SAP Business One->Save



5. After you receive confirmation that operation was successful, close out of all the windows you just opened

You should now stop receiving the error.