

# J.P. Morgan

## J.P.Morgan Host-to-Host - ERP Adapter [Microsoft D365F&O]\_Trouble Shooting Document

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## **ERROR COMING WHILE GENERATING THE PAYMENT FILE OR DATA IS MISSING IN THE GENERATED PAYMENT FILE.**

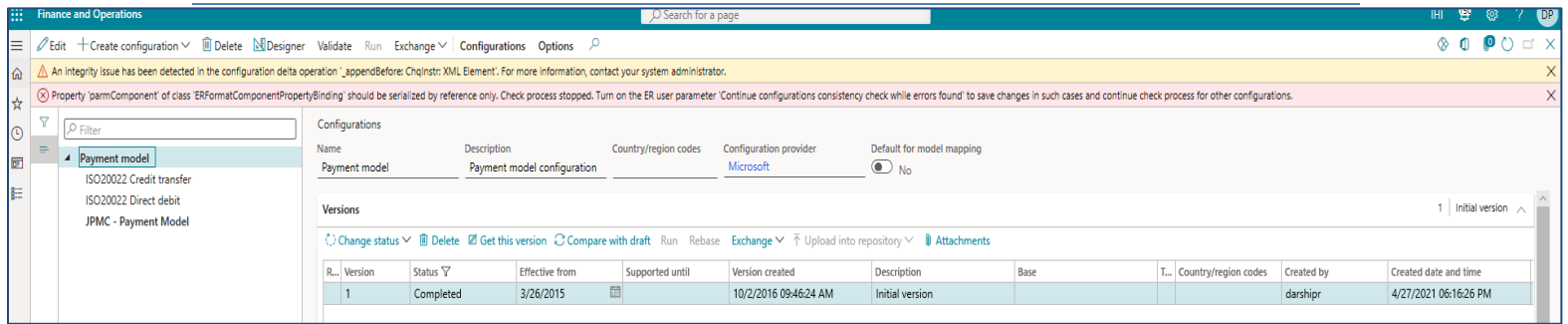
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### **Resolution**

- a) Testing of the JPMC payment adapter should be done in the standard vanilla environment i.e., environment should not have any sort of customization apart from the JPMC Adapter. Verify whether the environment being used is standard vanilla environment.
- b) Method of payment master should be created as per the “CT User Guide” document. If Method of payment master doesn’t match with the user guide than data will not come properly.
- c) All the data points should be filled in as per the “CT User Guide” document. If any data is missing, then it may lead to missing data in the generated payment data file.

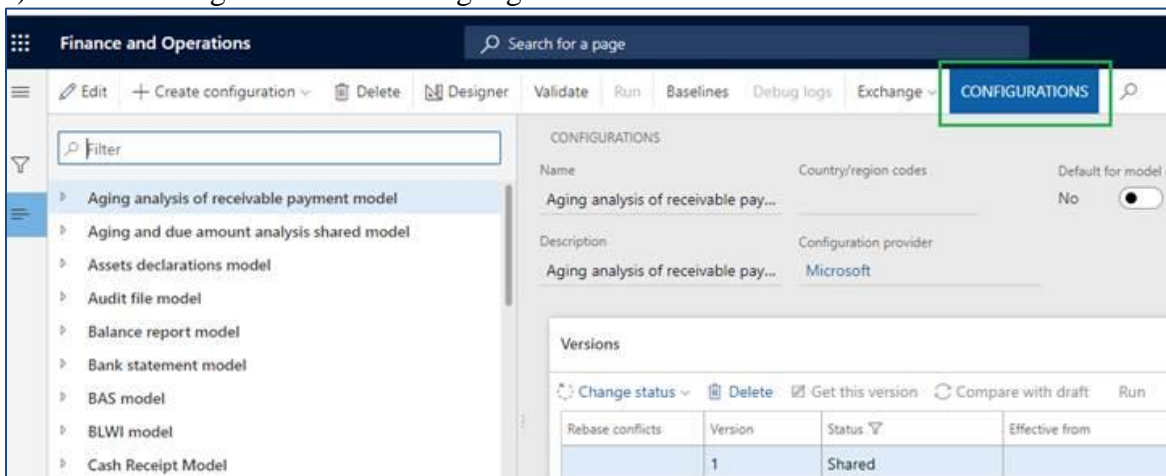
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## WHILE IMPORTING THE CONFIGURATION FILE IF BELOW ERROR COMES:

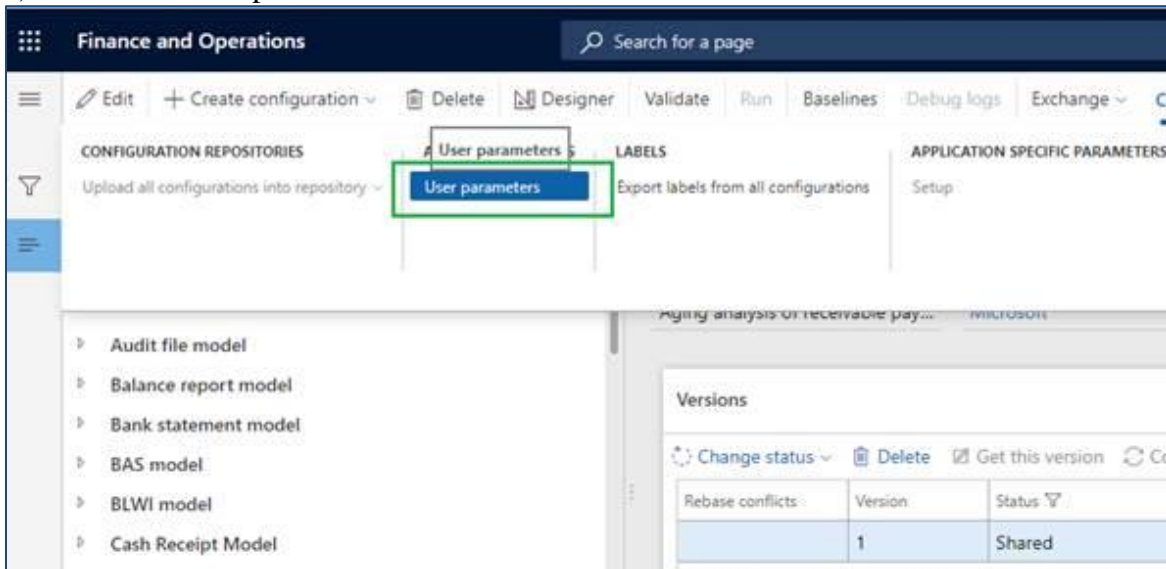


### Resolution

a) Select Configuration TAB as highlighted in screenshot.

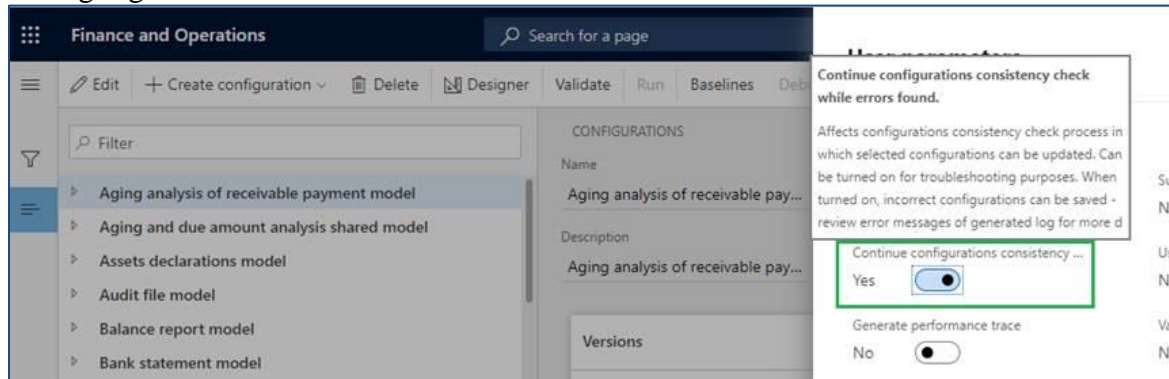


b) Select the User parameters.



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- c) Enable the “Continue configurations consistency check while errors found” as highlighted in screenshot.



- d) After enabling the check, try to import the file again.

## GENERATING PAYMENT FILE FOR MULTIPLE PAY METHODS.

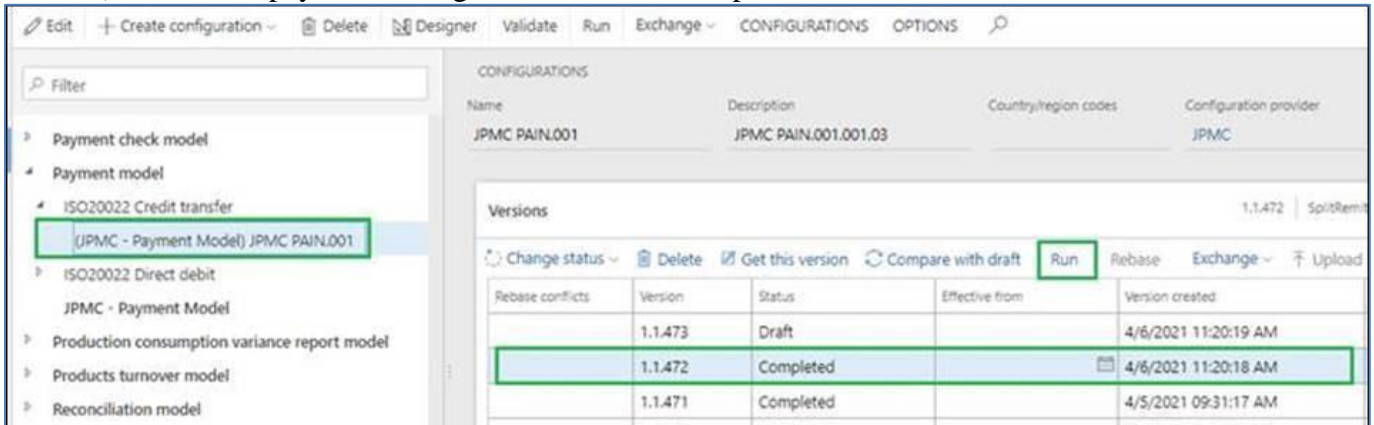
### Resolution

a) Go to Electronic Reporting workspace and open “Reporting Configurations.”

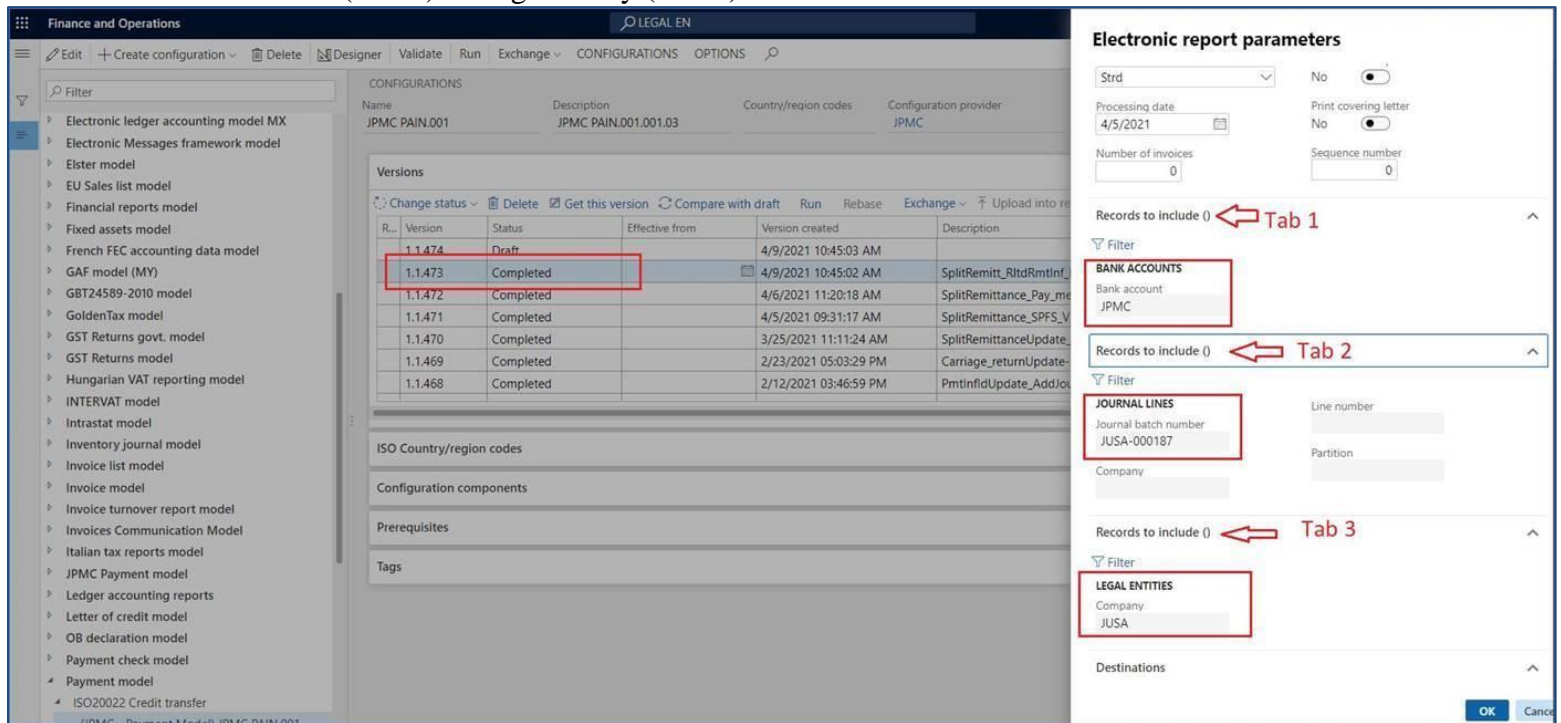
The image shows two screenshots from the Dynamics 365 Finance and Operations interface. The top screenshot displays a grid of workspace tiles. The 'Electronic reporting' tile is highlighted with a green border. A large green arrow points from this tile down to the second screenshot. The second screenshot shows the 'Localization configurations' page. In the 'Configurations' section, the 'Reporting configurations' tile is highlighted with a green border. The 'Configuration providers' section lists Cognizant, Microsoft, and JPMC (checked). The 'Power BI' section contains a blue box with the text: 'Connect your Power BI account for immediate access to your favorite reporting visualizations right here in Dynamics 365 for Finance and Operations.' and a 'Get started' button. The 'Related links' section lists various configuration-related links.

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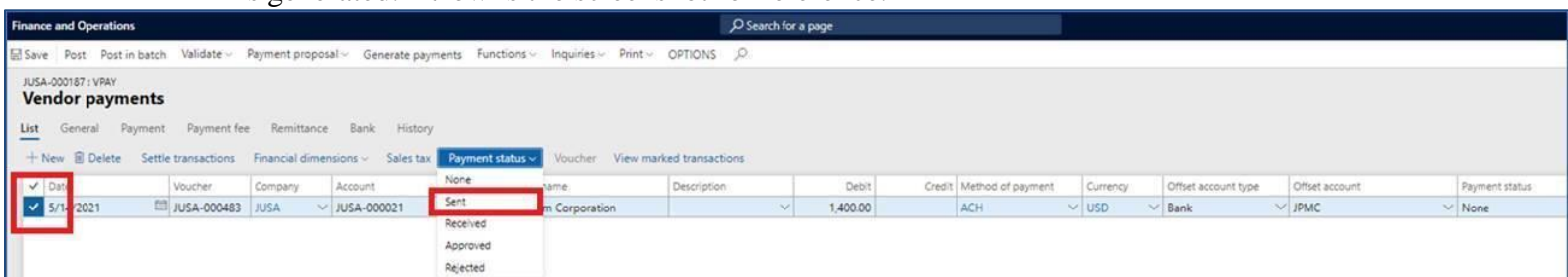
b) Select the payment configuration and run it as per below screenshot:



c) Kindly generate the mixed payment file by putting Bank Account (Tab 1), Journal Batch Number (Tab 2) & Legal Entity (Tab 3) filters as mentioned in below screenshot.



d) **Payment Status:** If we are generating mixed payment file then the status will not change to “Sent”. That needs to be done manually from payment journal once the payment file is generated. Below is the screenshot for reference.



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- e) **Assumptions:** Following assumption will be applicable for generating mixed payment file:
- a. Cannot club payment methods if they are pointing to different bank accounts in a journal. System consider multiple payment method for single bank at a time.
  - b. “Check” payment method cannot be clubbed with other payment methods. “Check” xml file will always be separate.
  - c. Apart from “Check” all other payment methods can be club together in one file but the bank should be same. System cannot club multiple payment methods from different banks.

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## **PROOF REQUIRED FOR INVESTIGATING ISSUE**

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- 1) Screenshot of all the steps executed in the system.
- 2) Screenshot of the exact error coming in the system.
- 3) Screenshot of the JPMC PAIN file version being used in the system.