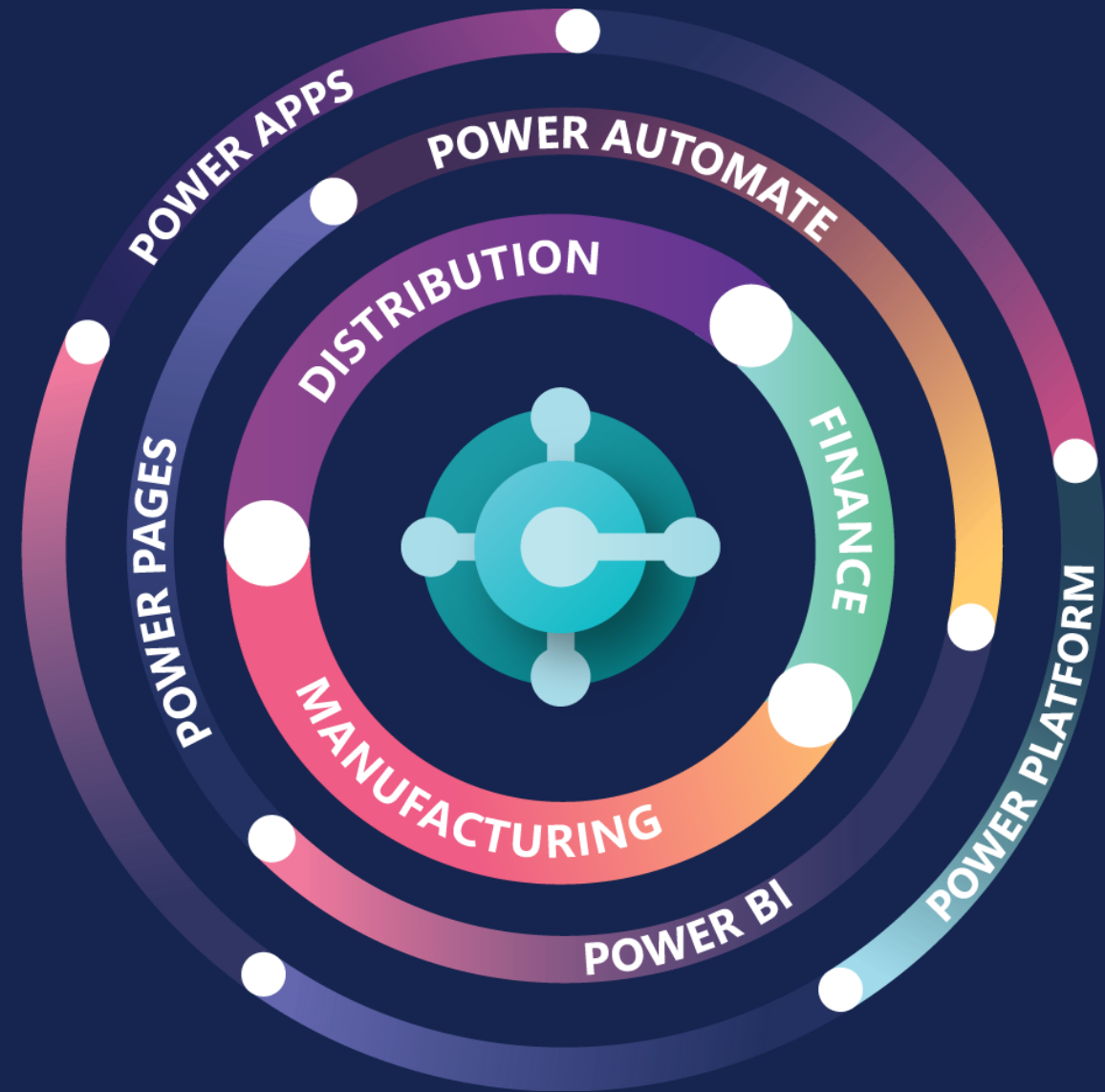


# BUSINESS CENTRAL connect

Performance complaints causing  
you nightmares?  
Make sure it never happens...

...or fix it

15<sup>th</sup> & 16<sup>th</sup> OCTOBER 2024





Can you hear me?



Is everything clear?



~ 45 mins



Q & A



Hi!

**Klaudia Olczak**

Support Team Leader

**Ana Setiati**

2<sup>nd</sup> Line Support Consultant

# What we'll cover

## Performance issues

1. Common causes of performance issues
2. Good practice – development and processes
3. Help us to help you – how to log a case to receive the best response
4. Useful tips, pages and tools



As with any software application,  
performance issues may arise from time to  
time, affecting the user experience and  
productivity



# Common causes of performance issues

- Extensions
- Integrations
- Change log
- Security filters
- Dimensions
- Dynamic Order Tracking

Item Card

1896-S · ATHENS Desk

[Home](#) Request Approval Item Prices & Discounts More options

[Copy Item](#) [Adjust Inventory](#) [Create Stockkeeping Unit](#) [Apply Template](#)

### Costs & Posting

#### Cost Details

Costing Method .....

Standard Cost .....

Unit Cost .....

Net Invoiced Qty. ....

Cost is Adjusted .....

Purchase Prices & Discounts ... [Create New...](#)

#### Posting Details

Gen. Prod. Posting Group .....

Inventory Posting Group .....

Default Deferral Template .....

**Foreign Trade**

Tariff No. ....

### Prices & Sales >

### Replenishment >

### Planning

Reordering Policy .....

**Order Tracking Policy** .....

Stockkeeping Unit Exists .....

Critical .....

Safety Lead Time .....

Safety Stock Quantity .....

#### Lot-for-Lot Parameters

Include Inventory .....

Lot Accumulation Period .....

Rescheduling Period .....

#### Reorder-Point Parameters

Reorder Point .....

Reorder Quantity .....

- Inventory Setup
- Reservations
- Item Tracking
- Stockout Warning
- Number of companies
- Configuration Packages
- Running Reports

## Inventory Setup

General | Posting | Journal Templates | More options

### General

Automatic Cost Posting .....	<input type="checkbox"/>
Expected Cost Posting to G/L .....	<input type="checkbox"/>
Automatic Cost Adjustment .....	Never ▾
Cost Adjustment Logging .....	Disabled ▾
Default Costing Method .....	FIFO ▾
Average Cost Calc. Type .....	Item & Location & Variant ▾





# Good practice – development and processes

- Less calculations and flowfields
- Utilising Factboxes
- Clean Rolecentres
- Utilising Job Queues
- Enabling background posting
- Filter not Search

- Out of hours processing
- Allowing gaps in number series
- Copy company out of hours
- Images quality
- Blocking inactive Customers/Vendors/Items
- Using data compression and archiving features



# Help us to help you – how to log a case to receive the best response

- Which Company is affected by the problem?
- Which process is affected?
- How many users/devices are affected?
- Date and time the issue occurred
- Are there any error messages?
- How many documents are processed? How many lines?
- Have there been any recent changes?
- Speed check results



# Useful pages and tools

# Windows Event Viewer

The screenshot shows the Windows Event Viewer interface. The left-hand pane displays a tree view of event logs, with 'Application' selected under 'Windows Logs'. The main pane shows a list of events filtered by log: Application. The filter criteria are: Log: Application; Sources: MicrosoftDynamicsNAVClientClientService, MicrosoftDynamicsNAVClientWebClient, MicrosoftDynamicsNavServer. The table below lists the events, with the most recent one highlighted in blue.

Level	Date and Time	Source	Event ID	Task Category
Information	04/08/2024 15:29:54	MicrosoftDynamicsNavServer\$BC140	201	(12)
Information	04/08/2024 15:29:54	MicrosoftDynamicsNavServer\$BC140	113	(12)
Information	04/08/2024 15:29:52	MicrosoftDynamicsNavServer\$BC140	223	(12)
Information	04/08/2024 15:29:51	MicrosoftDynamicsNavServer\$BC140	201	(12)
Warning	02/08/2024 14:58:42	MicrosoftDynamicsNavServer\$BC140	705	(33)
Error	02/08/2024 14:58:12	MicrosoftDynamicsNavServer\$BC140	701	(33)
Warning	02/08/2024 14:58:12	MicrosoftDynamicsNavServer\$BC140	705	(33)
Warning	02/08/2024 14:55:24	MicrosoftDynamicsNavServer\$BC140	705	(33)
Warning	02/08/2024 14:34:25	MicrosoftDynamicsNavServer\$BC140	705	(33)
Warning	02/08/2024 14:25:25	MicrosoftDynamicsNavServer\$BC140	705	(33)
Warning	02/08/2024 14:25:25	MicrosoftDynamicsNavServer\$BC140	705	(33)
Warning	02/08/2024 14:16:25	MicrosoftDynamicsNavServer\$BC140	705	(33)
Warning	02/08/2024 14:11:55	MicrosoftDynamicsNavServer\$BC140	705	(33)

# Azure Service Health

Service Health | Service issues

Search

+ Create service health alert   ⇄ Switch To Classic

Welcome to the new Service Health experience. You can switch back to classic anytime. [Learn more](#)

Scope == All

Subscription == All

Region == All

Service == All

ACTIVE EVENTS

Service issues

Planned maintenance

Health advisories

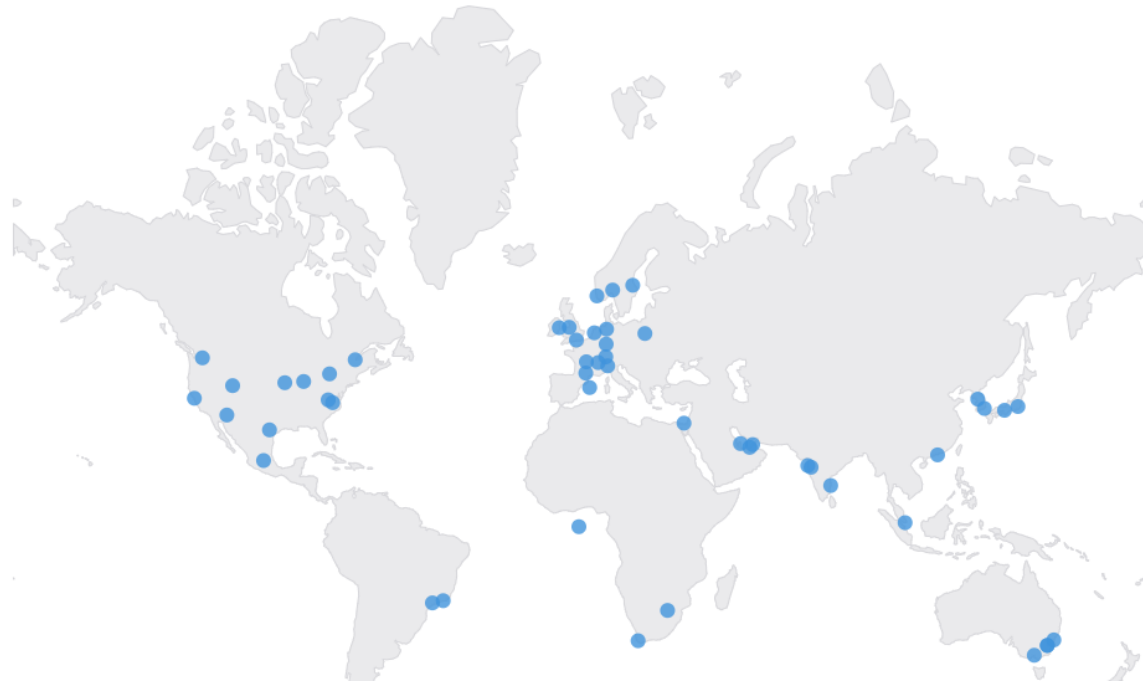
Security advisories

HISTORY

RESOURCE HEALTH

ALERTS

No active service issues



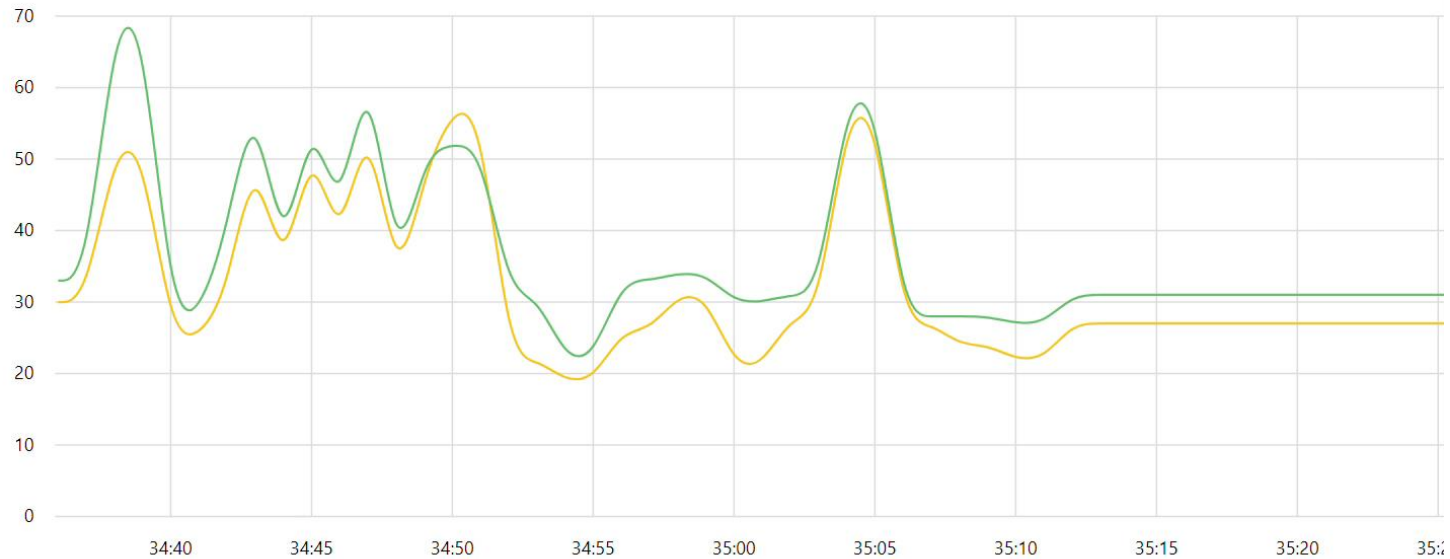
● Healthy locations  
▲ Affected locations



# Azure Latency

## Closest Azure Datacenters

Region	Average Latency (ms)
UK South (London)	45 ms
UK West (Cardiff)	53 ms



## Azure Latency Test Results

Geography	Region	Location	Average Latency (ms)
Europe	UK South	London	45 ms
Europe	UK West	Cardiff	53 ms

# Azure Status

## Azure status

Updated 46 seconds ago



View other issues that might be impacting your services:

[Go to Azure Service Health >](#)

### HELPFUL LINKS

- [Azure status history](#)
- [Get notified of outages that impact you](#)
- [Building reliable applications on Azure](#)

Refresh every

2 minutes ▼

✔ Good
ℹ Information
⚠ Warning
✖ Critical
-- N/A

	Current Impact	Americas	Europe	Asia Pacific	Middle East and Africa	Azure Government	Azure China	Jio <sup>§</sup>									
Products And Services	*Non-Regional	North Europe	West Europe	France Central	France South	UK West	UK South	Switzerland North	Switzerland West	Norway East	Norway West	Germany North	Germany West Central	Sweden Central	*Sweden South	Poland Central	Italy North
COMPUTE																	
Azure VMware Solution	--	✔	✔	✔	--	✔	✔	✔	✔	--	--	--	✔	✔	--	--	✔

# Database Locks Page

Database Locks



✕ This page shows a snapshot of all database locks. Where possible, it displays details on the AL session that is causing the SQL lock.



SQL Session ID	Session ID	Table name	SQL Lock Resource Type	SQL Lock Request Mode	SQL Lock Request Status	User Name
----------------	------------	------------	------------------------	-----------------------	-------------------------	-----------


# Last known error

### Get started

## Hi, meet Business Central!

*You're all set to try out our demo company, Cronus. Go explore on your own, or take a quick tour first.*

Show demo tours



Some features connect to other Microsoft services

## Activities ▾

Sales This Month

£1,237

Overdue Sales Invoice Amount

£39,754

Overdue Purch. Invoice Amount

£35,196

Sales Invoices Predicted Overdue

0

# Installed Extensions and execution time – Page Inspection Ctrl+Alt+F1

Items

✕ You can get the sales forecast updated automaticall... Set Up Scheduled Foreca... | Don't ask a... ▾

🔗 ▾ 🔍 📄 | New ▾ Manage Home Item Prices & Discounts ... 📄 🔍 ☰ ⓘ

No. ↑	Description	Type	Inventory	Substi... Exist	Assem... BOM	Produ... BOM I
<u>1000</u>	⋮ Order Policy Test01	Inventory	1	No	No	
1001	Klinger test	Inventory	1	No	No	
1002	Order Tracking Test	Inventory	0	No	No	
1003	Tracking test	Inventory	0	No	No	
1004	Slingco01	Inventory	10	No	No	
1005	Parent	Inventory	0	No	No	TES
1006	BOM	Inventory	1	No	No	
1896-S	ATHENS Desk	Inventory	4	No	No	
1900-S	PARIS Guest Chair, black	Inventory	0	No	No	
1906-S	ATHENS Mobile Pedestal	Inventory	5	No	No	

> Page Inspection ✕

See information about the page, its different elements, and the source behind the data it displays.

Page  
Item List (31, List)

[Explore page in Visual Studio Code](#)

Table  
Item (27)

[View table](#)

Table Fields | **Extensions** | Page Filters 🔍

---

{63ca2fa4-4f03-4f2b-a480-172fef340d3f}

**System Application** 24.4.22295  
by Microsoft 377ms, 0 subs.

---

{70912191-3c4c-49fc-a1de-bc6ea1ac9da6}

**Intrastat Core** 24.4.22295  
by Microsoft No extension info; Extends table

# Performance Profiler

Tell me what you want to do

Don't know what to search for? Try [exploring pages](#) or [exploring reports](#)

### Get started

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[Show demo tours](#)

Some features connect to other Microsoft services

Activities

<p>Sales This Month</p> <p>£1,237</p> <p><a href="#">See more</a></p>	<p>Overdue Sales Invoice Amount</p> <p>£39,754</p> <p><a href="#">See more</a></p>	<p>Overdue Purch. Invoice Amount</p> <p>£35,196</p> <p><a href="#">See more</a></p>	<p>Sales Invoices Predicted Overdue</p> <p>0</p> <p><a href="#">See more</a></p>
---	--	---	--

Ongoing Sales

Sales Quotes: 2	Sales Orders: 14	Completely Re... from Stock: 0	Sales Invoices: 7
-----------------	------------------	--------------------------------	-------------------

Ongoing Purchases

Purchase Orders: 16	Ongoing Purch... Invoices: 3	Purch. Invoices... Next Week: 0
---------------------	------------------------------	---------------------------------

Payments

Unprocessed Payments: 1	Average Collec... Days: 5.9	Outstanding V... Invoices: 13
-------------------------	-----------------------------	-------------------------------

Scan documents

Create Incomin... from Camera

Incoming Documents

My Incoming Documents: 1

E-Document Activities

Incoming E-Document

Linked Purchase Orders: 6	Waiting Purch... E-Invoices: 0
---------------------------	--------------------------------

Intercompany

Incoming Transactions

New Intercom... Transactions: 0	Rejected ...ner Companies: 0
---------------------------------	------------------------------

Outgoing Transactions

Intercompany ... to Send: 0
-----------------------------

Shopify Activities

Shopify Shop info

Unmapped Customers: 0	Unmapped Products: 0	Unprocessed Orders: 0	Unprocessed Shipments: 0	Shipments Errors: 0	Synchronization Errors: 0
-----------------------	----------------------	-----------------------	--------------------------	---------------------	---------------------------

# BC 25: Profiler Schedule



Contoso Coffee Demo

- Finance
- Cash Management
- Sales
- Purchasing
- Shopify
- All Reports

- Customers
- Vendors
- Items
- Bank Accounts
- Chart of Accounts

This is a sandbox environment for test, demo, or development purposes only. Don't show this again.

Get started

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Show demo tours



Some features connect to other Microsoft services

Activities

Sales This Month

£1,237

> See more

Overdue Sales Invoice Amount

£39,754

> See more

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£35,196

> See more

Sales Invoices Predicted Overdue

0

> See more

Ongoing Sales

Sales Quotes

Sales Orders

Completely Re... from Stock

Sales Invoices

Ongoing Purchases

Purchase Orders

Ongoing Purc... Invoices

Purch. Invoices... Next Week

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Show demo tours



Some features connect to other Microsoft services

Activities

Sales This Month

£1,237

> See more

Overdue Sales Invoice Amount

£39,754

> See more

Overdue Purch. Invoice Amount

£35,196

> See more

Sales Invoices Predicted Overdue

0

> See more

Ongoing Sales

- Sales Quotes, Sales Orders, Completely Re... from Stock, Sales Invoices

Ongoing Purchases

- Purchase Orders, Ongoing Purch... Invoices, Purch. Invoices... Next Week

# DOWNLOAD

Password:  
**CONNECT**





# Q&A

Thank you.

BUSINESS CENTRAL

connect

15<sup>th</sup> & 16<sup>th</sup> OCTOBER 2024

