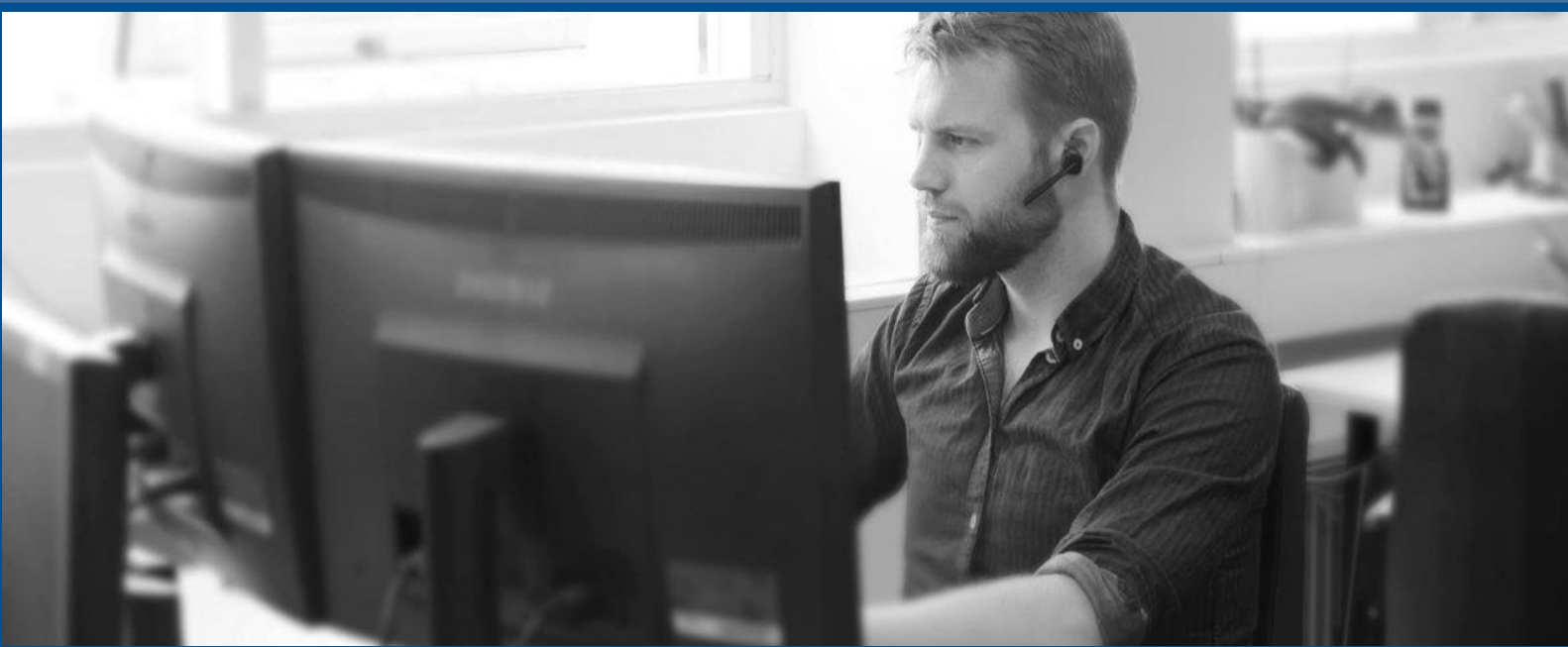


Case Reporting System



Creating a Case

Purpose of the guide

This guide is an introduction to the NaviPartner case reporting system, Louis Lane. You can use this reporting system to report any issues you may encounter in Microsoft Dynamics NAV.

In this guide, we will focus on describing:

- What is Louis Lane
- How to install Louis Lane for Windows
- What to do when encountering a .NET 3.5 error
- Case reporting system on iOS
- How to access Louis Lane
- How to create a case
- What are the requirements
- Where does the case go, after it has been submitted
- How to follow-up

What is Louis Lane

Louis Lane is the NaviPartner case reporting system that you can use if you encounter any issues in Microsoft Dynamics NAV that are not necessarily critical to your sales or obstructing your customer service. When you create a case in the reporting system, it gives you the possibility to describe the issue and to attach a screenshot. This form of communication is a constructive way for us to understand and visualize the problem.

Installing louis lane for windows

Louis Lane will have to be installed on your computer. This can be done either by creating a case on the Extranet or by calling our Hotline on +45 70 22 03 22. Then a NaviPartner employee will access your computer via remote access and transfer the files you need, or you can find it at our website:

Case System

Use the case system to get fast and efficient service

If you need your username or password, please contact the hotline on +45 7022 0322.

Log in to the case system

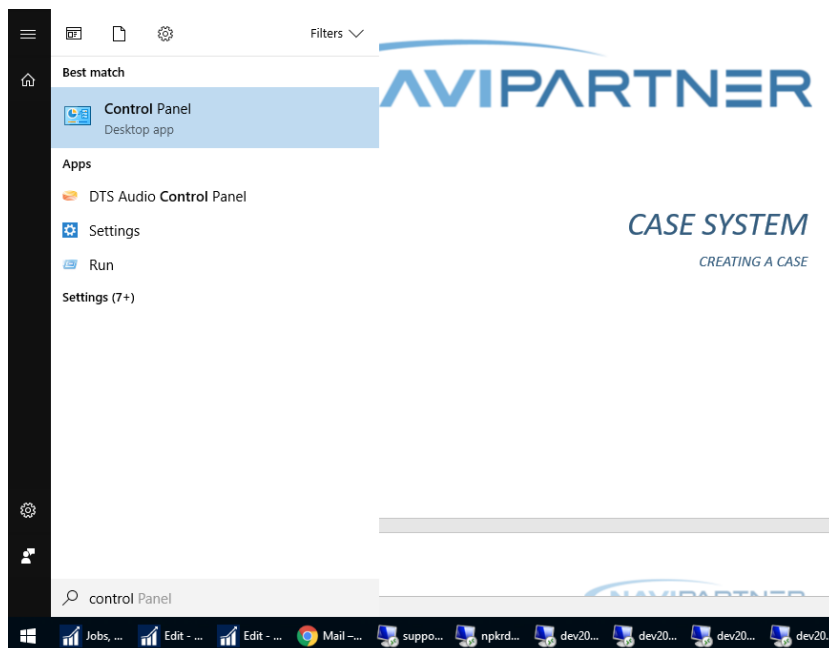
Install the program Lois Lane to create cases directly from NAV.

Download Louis Lane

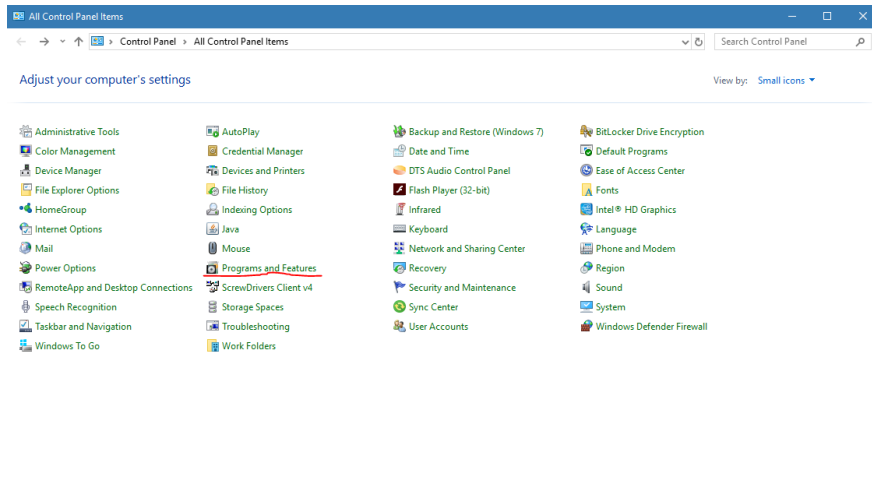
Encountering a .Net 3.5 error

If you encounter an error during the installation of Louis Lane that requires to you update .NET 3.5, follow the steps below:

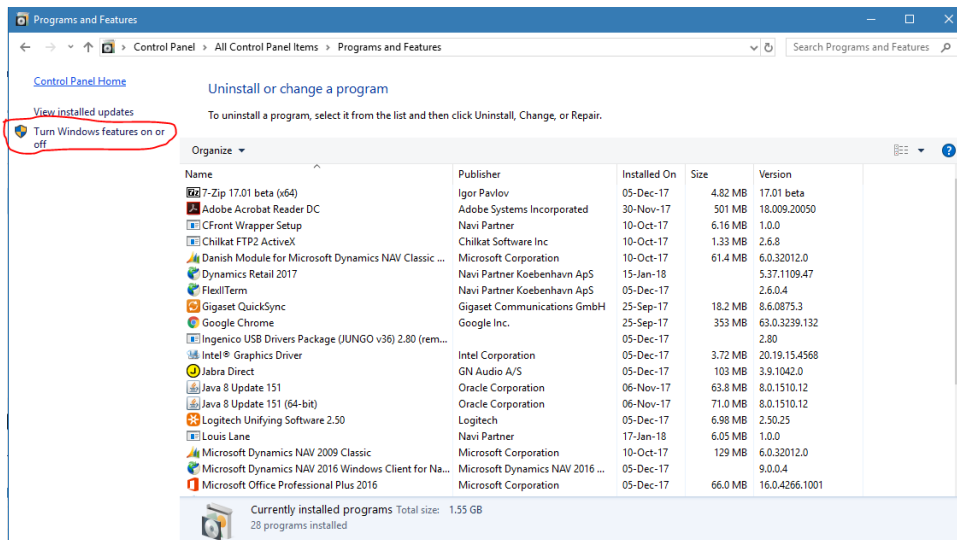
Press the Windows button either in the lower left corner of your screen – or on your keyboard, and type “Control Panel”



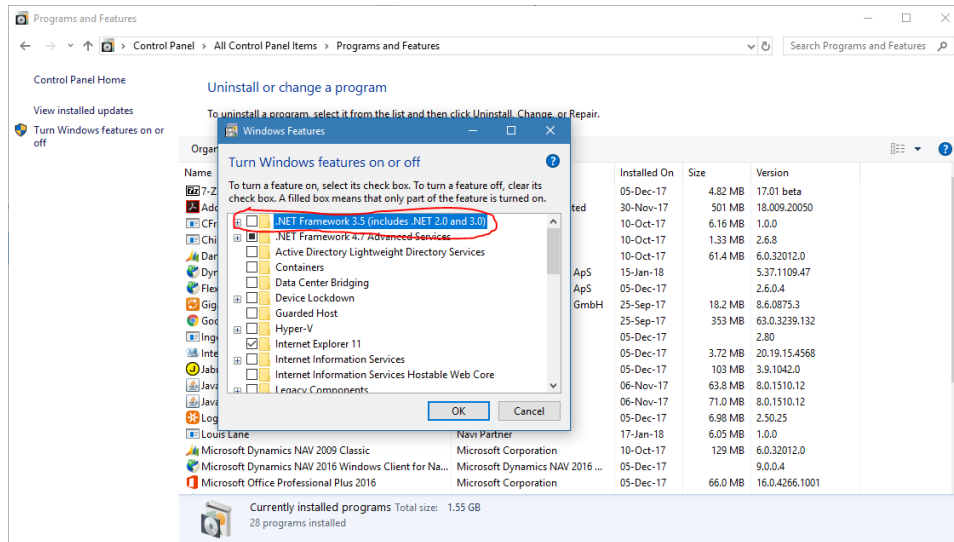
Press the highlighted button “Control Panel” and select “Programs (and Features)” as shown below.



In the left sidebar, click on “Turn Windows features on or off”

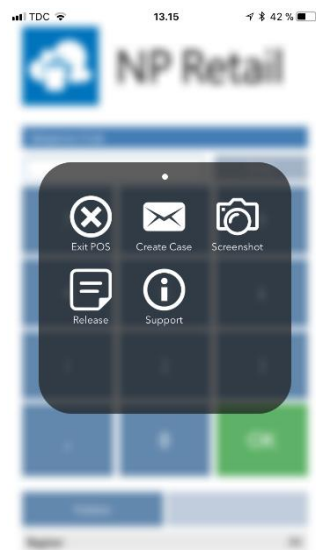


The Windows Features window as shown below and from here you will be able to see and tick off the box with .NET Framework 3.5. Press OK and follow the instructions, and reboot your computer.



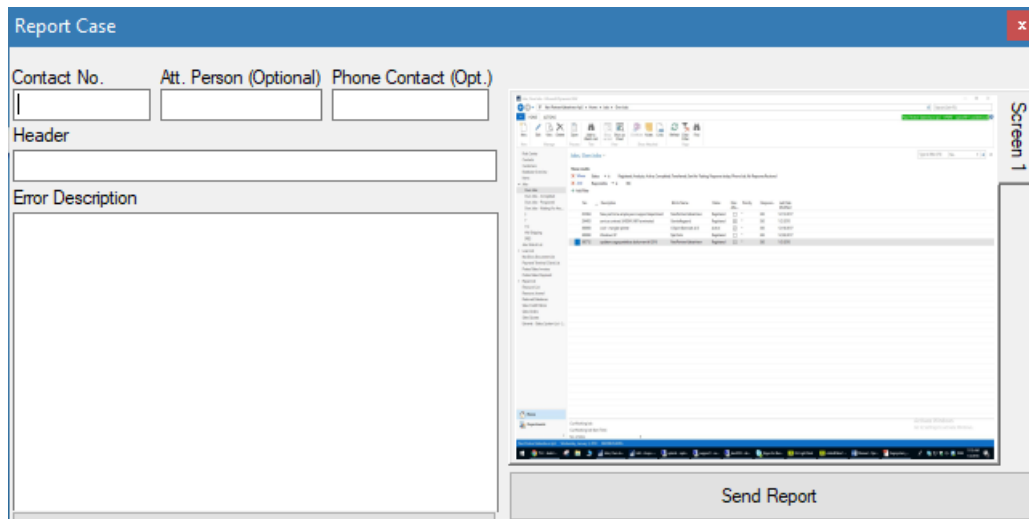
Case system on ios (ipad and mpos)

If you use iOS all you need to create a case is the NP Retail application. Whether you are using the NP Retail app on iPad or mPOS, all you need to do is to put your finger on the screen and hold it for a few seconds. This activates the internal case reporter as shown in the picture below and is quite user friendly, and with a simple overview.



How to access Louis lane

When you encounter an issue on a Windows computer and you wish to create a case, go to the window where the error occurs and press "CTRL + ALT + SHIFT + i" on the keyboard. This will prompt the picture below. As Louis Lane is activated, it creates a screenshot of your current position on the screen. Make sure to include the error when you submit the case. This way our support team can identify it and correct it.



The screenshot shows a 'Report Case' dialog box. It contains the following elements:

- Header: 'Report Case' with a close button.
- Input fields: 'Contact No.', 'Att. Person (Optional)', and 'Phone Contact (Opt.)'.
- Text areas: 'Header' and 'Error Description'.
- Preview: A window titled 'Screen 1' showing a screenshot of a Windows application window with a table of data.
- Button: 'Send Report' at the bottom.

If you are using Microsoft Dynamics NAV on either an iPad, mPOS or MS Surface, place the finger on the screen and hold it for a few seconds. This will activate Louis Lane and you will see the picture as shown above.

Creating a case

In order to create a case, you will have to fill in the field "Contact No." This is your store's phone number. It is very important that the font color turns green as shown in the picture below. If this does not happen, you will not be able to create a case and we will not be able to assist you. If the "Contact No." you have typed does not turn green, please call the NaviPartner Hotline on +45 70 22 03 22

Report Case

Contact No. 70220322 Att. Person (Optional) Phone Contact (Opt.)

Header

Error Description

(NaviPartner København)

Screen 1

Send Report

“Att. Person” is the name of the person we can contact if we need more information. It would be helpful for us if you add a direct phone number for this person.

Requirements

When you create a case, the first step is to fill in the “Header”. This will have to be as short and precise as possible and should also include location and/or city.

The second step is to describe the issue. What were you trying to do when the issue occurred? What did you press? When did it happen (timestamp)? Have you experienced the issue before? The more information you are able to provide, the better, because we will be able to delegate the case more efficiently to the relevant person in our team.

If you click on the screenshot that was taken when you activated Louis Lane, it will open in a photo-editing tool, most likely MS Paint. This will enable you to draw and specify important details and/or the error itself. If you make any changes to the screen shot, remember to save the picture in order for Louis Lane to save the changes.

Report Case (NaviPartner København)

Contact No. 70220322 Att. Person (Optional) Anders Phone Contact (Opt.) 12345678

Header
A short and precise header on the error. City.

Error Description
A detailed description of the error, how and where it's encountered, when it occurs and if it's only provoked in a certain way and/or command.

Send Report

The correspondence between you and NaviPartner will predominantly take place via the case reporting system. In some cases the responsible person will contact you directly; either to obtain more information or to update you on the progress of case. It is possible to receive e-mail notifications and you can change/update your e-mail in the bar below the field "Error Description" as shown in the picture below.

Report Case

Contact No. Att. Person (Optional) Phone Contact (Opt.)

Header

Error Description

Send Report

After the case has been submitted

When you click "Send Report", your case will be submitted and registered in the NaviPartner case reporting system. When we receive your case, we will delegate it to the relevant department.

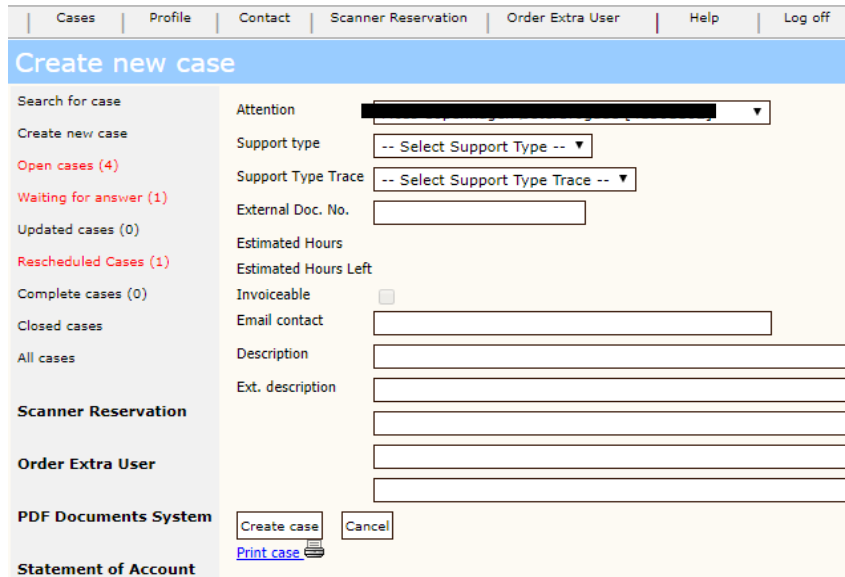
How to follow-up

On our website, you will find a link to the NaviPartner case reporting system – or you can use the link below.

<http://extranet.np-retail.dk/>

You will need a username and a password to log in. Both the username and the password will typically be your phone number. However, if you do not know your login credentials, please contact the NaviPartner Hotline by calling +45 [70 22 03 22](tel:70220322)

After you log in, you will be in the overview section. Here you have a number of options, including creating a case as shown in the example below.



The screenshot shows a web interface for creating a new case. At the top, there is a navigation bar with links: Cases, Profile, Contact, Scanner Reservation, Order Extra User, Help, and Log off. Below this is a blue header with the text 'Create new case'. On the left side, there is a sidebar menu with the following items: Search for case, Create new case, Open cases (4), Waiting for answer (1), Updated cases (0), Rescheduled Cases (1), Complete cases (0), Closed cases, All cases, Scanner Reservation, Order Extra User, PDF Documents System, and Statement of Account. The main content area contains the following fields: Attention (a dropdown menu with a redacted value), Support type (a dropdown menu with the text '-- Select Support Type --'), Support Type Trace (a dropdown menu with the text '-- Select Support Type Trace --'), External Doc. No. (a text input field), Estimated Hours (a text input field), Estimated Hours Left (a text input field), Invoiceable (a checkbox), Email contact (a text input field), Description (a text input field), and Ext. description (a text input field). At the bottom of the form, there are two buttons: 'Create case' and 'Cancel'. Below the 'Create case' button, there is a link 'Print case' with a printer icon.

You can also view your open cases. By clicking one of them, you will be able to see the details of a the particular case. You can also provide feedback, additional information or comments.

When your issue has been resolved, this is where you can flag the case as completed.
 Cases where we need an answer from you can be found under the tab "Waiting for answer".

Case number	Created	Last Date Modified	Expected completion	Case status	Responsible	Description	Customer	Contact	External Doc. No.
300436	18-12-2017	10-01-2018		Registered		Touch kalibrere ikke på ksd			
302292	12-01-2018	15-01-2018		In progress		Ekstra knapper på POS			
302479	15-01-2018	16-01-2018		Registered		Bestilling af labelruller			
302557	16-01-2018	16-01-2018		Registered		Hastighed på POS i Ringsted			

We hope this guide have provided you with all the information you need to be able to create a case.
 However, if you have any questions, please call our Hotline on +45 [70 22 03 22](tel:+4570220322)

