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DocumentsCorePack
for Microsoft Dynamics CRM

DocumentsCorePack ServerBased User Guide for Microsoft CRM 2015/2016 and Dynamics 365

v.1.1, July 2018

Server Based user guide

(How to work with DocumentsCorePack ServerBased for MS CRM 2015/2016 and MS Dynamics 365)

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Content

1	Available demo templates	6
2	Main functionalities of DocumentsCorePack ServerBased.....	7
3	How to use DocumentsCorePack ServerBased	8
3.1	How to open the DocumentsCorePack Dialog.....	9
3.1.1	How to open the DocumentsCorePack dialog using single merge.....	10
3.1.2	How to open the DocumentsCorePack dialog using bulk merge	11
3.2	DocumentsCorePack Dialog options.....	12
3.2.1	Filetype selector.....	13
3.2.2	Attach document.....	14
3.3	Create a Command (Requires the CRM Administrator privilege).....	20
3.3.1	The Save Configuration Dialog	21
3.4	Creating workflows in an OnPremise environment.....	23
3.4.1	How to create a workflow.....	23
3.4.2	DocumentsCorePack workflow activities (OnPremise).....	26
3.4.2.1	AttachToEmail	26
3.4.2.2	AttachToEntity.....	28
3.4.2.3	AttachToLetter	30
3.4.2.4	ConcatenateDocuments.....	32
3.4.2.5	CreateDocument	35
3.4.2.6	CreateSharePointFolder	37
3.4.2.7	DeleteTempDocument.....	39
3.4.2.8	SendEmail.....	41
3.5	Creating workflows in an Online environment.....	43
3.5.1	How to create a workflow.....	43
3.5.2	Example: Create a workflow with DCP SB Online.....	44
4	DCP Client / Templates.....	55
5	How to filter linked entities during the merge process.....	56
6	Tutorials (How To's)	59
6.1	How to merge a document (single merge)	59
6.1.1	Select your preferred template in the DocumentsCorePack dialog	59
6.1.2	Customize your template	60
6.1.3	Finish the process.....	61

6.2	How to merge a document (bulk merge).....	62
6.2.1	Select your preferred template in the DocumentsCorePack dialog	62
6.2.2	Decide if you want to create a single document or to attach your document	63
6.2.2.1	How to create a single document (bulk merge).....	63
6.2.2.2	How to attach a document (bulk merge)	64
6.3	How to create a Command	66
6.4	How to create a SharePoint location manually (with examples).....	66
6.4.1	How to create SharePoint locations manually	66
6.4.2	EXAMPLES OF SHAREPOINT LOCATIONS.....	68
6.5	How to apply SharePoint, folder(s), subfolder(s)... automatically when an account is set up.....	69
6.5.1	Create a new process for CreateSharePointFolder	69
6.5.2	Part 1: User Interaction	72
6.5.3	Part 2: DocumentsCorePack ServerBased steps	77
6.5.3.1	Part 2.1: Generate and print	78
6.5.3.2	Part 2.2: Generate only	82
6.5.3.3	Part 2.3: Attach to Email	83
6.5.3.4	Part 2.4: Attach to Letter	86
6.6	Part 3: The Result Dialog.....	89
6.7	How to test a dialog.....	90
6.7.1	Start the dialog	90
6.7.2	Select a standard template	91
6.7.3	Select the dialogs' steps.....	91
6.7.4	Finish the dialog	94
6.7.5	The result	95
6.8	How to NOT to delete temp documents automatically	97
6.8.1	Open the Advanced Find	97
6.8.2	Look for the Temp Settings.....	97
6.8.3	Press Results	98
6.8.4	Have a look at the Template.....	99
6.9	How to install a printer which is visible for services	100
6.10	How to configure and start a print service	101
6.10.1	Start the service configuration	101
6.10.2	Create a new service or select an existing one	101

6.10.3	Select the print jobs.....	102
6.10.4	Select the CRM type.....	102
6.10.5	Open the CRM Connection Advanced Options.....	103
6.10.6	Start the service	105
6.11	How to create a Printer Configuration.....	106
6.12	How to add a service-based printing step to a workflow or dialog	108
6.12.1	Create a new workflow	108
6.12.2	Open the step's properties.....	108
6.13	How to delete a plug-in based printer step	111
6.13.1	Step 1: Select and deactivate workflow.....	111
6.14	How to add service based printing to workflows including a <i>delete document</i> step.....	112
6.14.1	Add a <i>Wait</i> -condition.....	112
6.14.2	Specify the <i>wait</i> -condition	112
6.15	How to activate debugging for DocumentsCorePack Server for Microsoft Dynamics CRM 2015 114	
6.15.1	Solution 1	114
6.15.2	Solution 2.....	116
7	Advanced DocumentsCorePack Server Based options and configurations.....	117
7.1	Prerequisites before using a printer with DCP Server	117
7.2	Specific settings for plug-in based printing (deprecated).....	118
7.3	Service-based printing with DCP Server	120
7.4	DCP Server Printer Tab Overview.....	121
7.5	Local Printer Configuration	122
7.6	Google CloudPrint Configuration	124
7.7	Printer Configuration Details and Printer Capabilities	125
7.7.1	Other types of capabilities:.....	127
7.8	Troubleshooting on Printers.....	128
8	List of figures.....	130
9	Glossary	134
10	Contact	135

Preamble

This guide gives detailed explanations of all functionalities provided by DocumentsCorePack ServerBased Document Generation and Processing for Microsoft CRM 2015/2016 (former AutoMerge) and Microsoft Dynamics 365.

It aims to describe the main settings, including step-by-step descriptions about how to use all the benefits provided by our solution.

This guide applies to version 7.110 (8.110) or higher.

Please read this document carefully and follow the steps as described in order to achieve the best results.

Should you have any further questions, please do not hesitate to contact us. Please find our contact data at [CHAPTER 10 CONTACT, PAGE 135](#).

Target Audience

This guide is intended for users processing documents with DocumentsCorePack on a server who have the following minimum skills:

- Basic Knowledge of Microsoft Office Word
- Basic Microsoft Dynamics CRM Knowledge

Purpose of the DocumentsCorePack ServerBased?

DocumentsCorePack ServerBased runs either directly in your Dynamics 365 or as a service in the cloud or server and is accessible for all users after a central installation.

DocumentsCorePack ServerBased (DCP SB) provides the possibility to create and print documents automatically triggered from a workflow or dialog anywhere you want to, as long as you have access to your Microsoft Dynamics 365 server. After the document is created, it can be attached to emails and letters as well. A Microsoft Word installation is not required!

The main features are

- Creating Word documents merged with data from Microsoft Dynamics 365
- Creating SharePoint folders and subfolders.
- Attaching documents to emails, letters and entities
- Printing created documents
- Deleting temporary documents
- Sending eMails
- Concatenating different documents in a single one

1 Available demo templates

DocumentsCorePack already has a set of templates to allow you to quickly start.

Name	Function/Usage	Minimum Data Input
Account reconnect	Simple account template just with fields from account entity.	The sample data
Account overview	Simple account template with tables which contain data from the given entities.	The sample data and data from each additional entity
Contemporary letter		
List of accounts related to this account	Shows all accounts related to the selected account.	The selected account should contain other related accounts.
List of contacts related to this account	Shows all contacts related to the selected account.	The selected account should contain other related contacts.
Account QR Code	How to use the QR-Code-Field with the Account entity	The sample data
Activity Overview	Simple activity template with tables which contain data from the given extra entities.	The sample data and data from each additional entity.
Contact Reconnect – Gift Certificate	Simple Activity Template just with fields from the Activity entity.	The sample data
List of Accounts related to this contact.	Shows all accounts from the selected contact.	The selected contact should contain other related contacts.
Quote Base	Simple Quote Template just with fields from the quote entity.	You should have at least one quote.
Quote with Grouping Base	Simple Quote Template.	You should at least have one quote, some products and some prices.
Quote QR Template	How to use the QR-Code-Field with the Quote entity.	You should at least have one quote, some products and some prices.
Invoice Base	Simple invoice template just with fields from the invoice entity.	The sample data
Invoice with grouping base	Simple invoice template.	The sample data.
Newsletter to all accounts of this marketing list	Generates a document for each account in a marketing list.	You should have a marketing list with at least one account.
Opportunity Base	A simple sample template for an opportunity letter.	The sample data.

2 Main functionalities of DocumentsCorePack ServerBased

DocumentsCorePack ServerBased (DCP SB) provides the possibility to create and print documents automatically triggered from a workflow or dialog. After the document is created, it can be attached to emails and letters as well.

Main Features:

- **CreateDocuments**
Enables the creation of Word-documents with data from Microsoft Dynamics 365. It is capable to resolve any relation and works with custom entities, as well as with standard Dynamics 365 entities. This means, that DocumentsCorePack ServerBased provides the opportunity to automatically create e.g. quotes, invoices, etc. that include specific data from related records like "other contacts", accounts, products, etc.
- **CreateSharePointFolder**
Creates SharePoint locations, folders and subfolders automatically within Microsoft Dynamics 365. This can be done via AutoMergeWorkingItem which can be triggered automatically when creating a new workflow in a process.
- **ConcatenateDocuments**
Select this option to concatenate different documents in one single document.
- **Attach to Email/Letter/Entity**
With this functionality the generated document can be attached to emails, letters and entities.
- **PrintOut**
DocumentsCorePack ServerBased also provides the possibility to print out the created document.
- **DeleteTempDocument**
Delete an existing document from the "MSCRM-ADDONS.com User/Temp Settings" entity.
- **SendEmail**
Gives you the ability to send an existing email.

Further information on how to create workflows in DocumentsCorePack ServerBased (on premise) can be found in chapter [3.4.2 DOCUMENTSCOREPACK WORKFLOW ACTIVITIES \(ON PAGE 26.](#)

Further information on how to create workflows in DocumentsCorePack ServerBased (Online) can be found in chapter [ERROR! REFERENCE SOURCE NOT FOUND. ERROR! REFERENCE SOURCE NOT FOUND. ON PAGE 45.](#)

3 How to use DocumentsCorePack ServerBased

There is no client software necessary to use the DocumentsCorePack functionality. It can be accessed directly within MS Dynamics CRM from workflows and dialogs. The following descriptions show where the DocumentsCorePack ServerBased functionality can be found and which requests are available.



There are two possibilities to set up DocumentsCorePack ServerBased (On-Premise or CRM Online). While DCP ServerBased On-Premise works as a Plugin in CRM, DCP ServerBased for CRM Online needs a service (Please find a brief description in our DCP ServerBased and Client [Installation Guide for Microsoft Dynamics CRM 2015/2016 and MS Dynamics 365.](#))

The access to workflows works similarly for both versions. For more information, please have a look at [CHAPTER 3.1 HOW TO OPEN THE DOCUMENTSCOREPACK DIALOG ON PAGE 9.](#)

The DocumentsCorePack Dialog is an easy accessible tool to create and process documents.

Name	Category	Group
Account Reconnect.docx		General
Account_Overview.docx		General
Account_QR_Template.docx		General
Contemporary Letter.docx		General
List of Accounts related to this Account.docx		General
List of Contacts related to this Account.docx		General

Figure 1 DocumentsCorePack Dialog overview

3.1 How to open the DocumentsCorePack Dialog

Per default, the create document button is available on each entity. If you do not have any templates created by yourself, you are able to use any of the demo templates that are delivered with the default installation. A list of all available demo template can be found in [CHAPTER 1 AVAILABLE DEMO TEMPLATES ON PAGE 8](#).

There are three different ways to open the DocumentsCorePack Dialog:

- when using single merge
([SEE CHAPTER 3.1.1 HOW TO OPEN THE DOCUMENTSCOREPACK DIALOG USING SINGLE MERGE, PAGE 10](#))
- when using bulk merge
([SEE CHAPTER 3.1.2 HOW TO OPEN THE DOCUMENTSCOREPACK DIALOG USING BULK MERGE, PAGE 11](#))

3.1.1 How to open the DocumentsCorePack dialog using single merge

To open the dialog, simply open a random account. Then, click on the **[Create Document]**-button within the CRM Command bar.

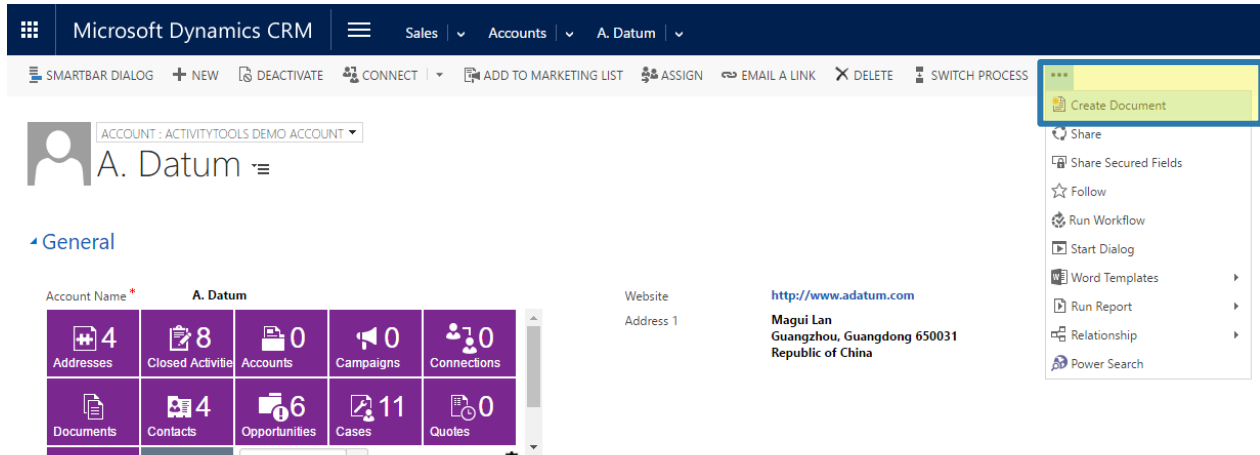


Figure 2 How to open DocumentsCorePack dialog using MS CRM Command bar

That's it! DocumentsCorePack dialog opens after a quick click!

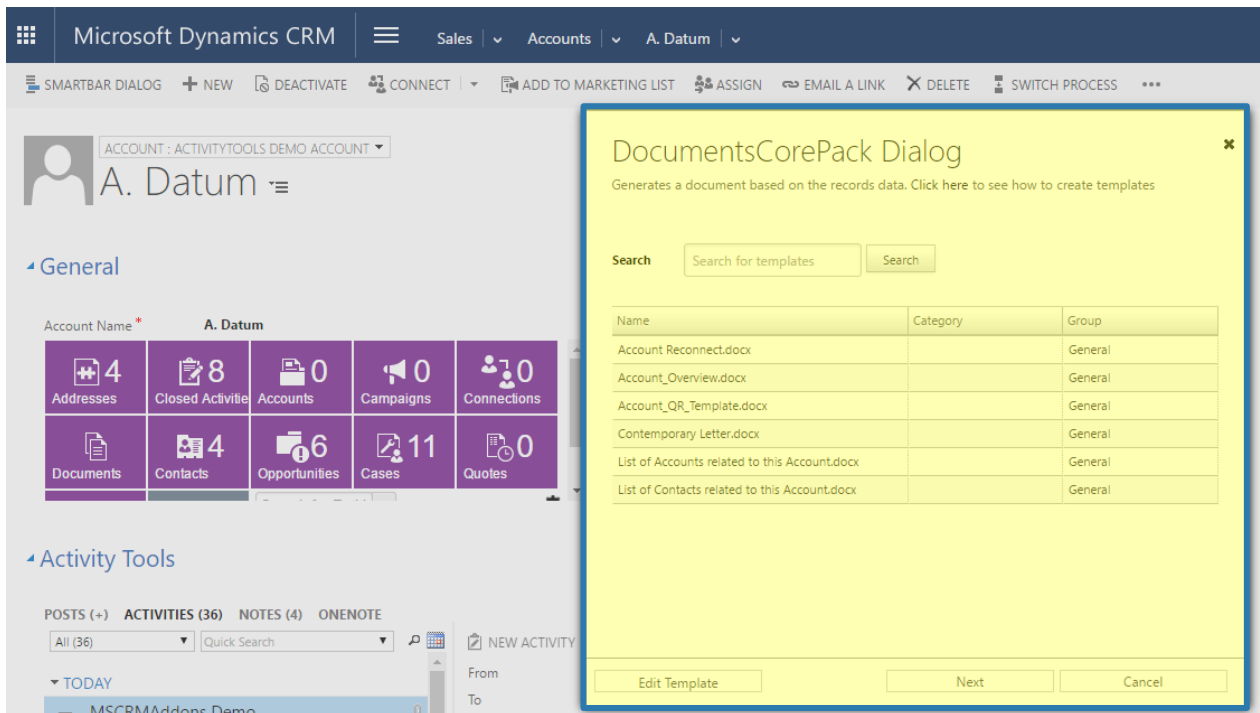


Figure 3 How to open DocumentsCorePack dialog – single merge example

For further information on how to merge a document with information from a single source, please have a look at our 'How-to'-section and see [CHAPTER 6.1 HOW TO MERGE A DOCUMENT \(SINGLE MERGE\) ON PAGE 59](#).

3.1.2 How to open the DocumentsCorePack dialog using bulk merge

If you want to merge data from more than one source, you can do so using the entity grid, which provides you with a list of certain entities, e.g. account.

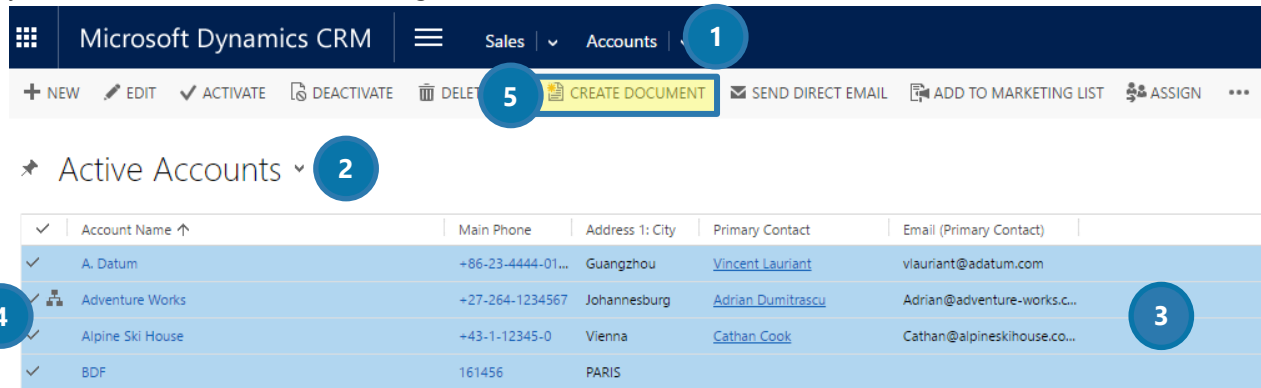


Figure 4 How to open DocumentsCorePack dialog using more than one source entity

To do so, simply select your starting entity (e.g. Account) ①.

Select, which view (e.g. active accounts) ② you would like to apply to the results in the below grid ③.

Now simply check the records you would like to add to your merge process. ④

Finally, click on the **[Create document]**-button in the command bar. ⑤



When using bulk merge, the DocumentsCorePack dialog looks a little different than when you open it for a single merge purpose. This is, because you have more than one data source. For further information on how to merge a document with information from many sources, please have a look at our 'How-to'-section and see [CHAPTER 6.2 HOW TO MERGE A DOCUMENT \(BULK MERGE\) ON PAGE 62.](#)

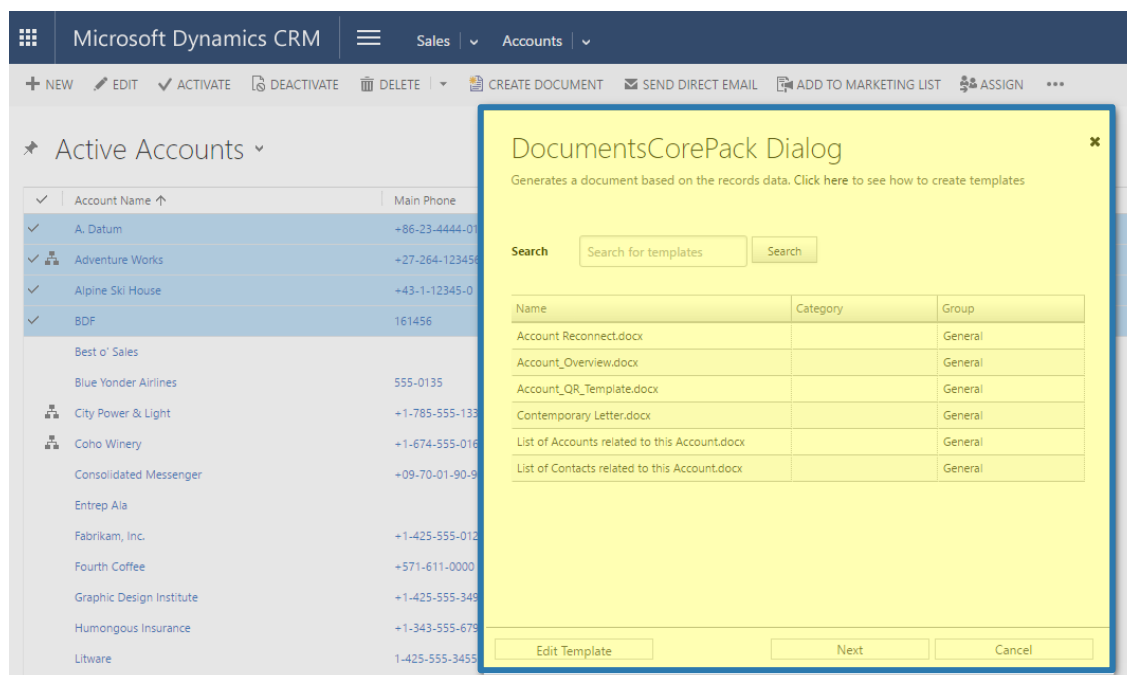


Figure 5 How to open DocumentsCorePack dialog – bulk merge example

3.2 DocumentsCorePack Dialog options

The DocumentsCorePack Dialog contains a set of options. The options vary and change depending on the selections you perform.

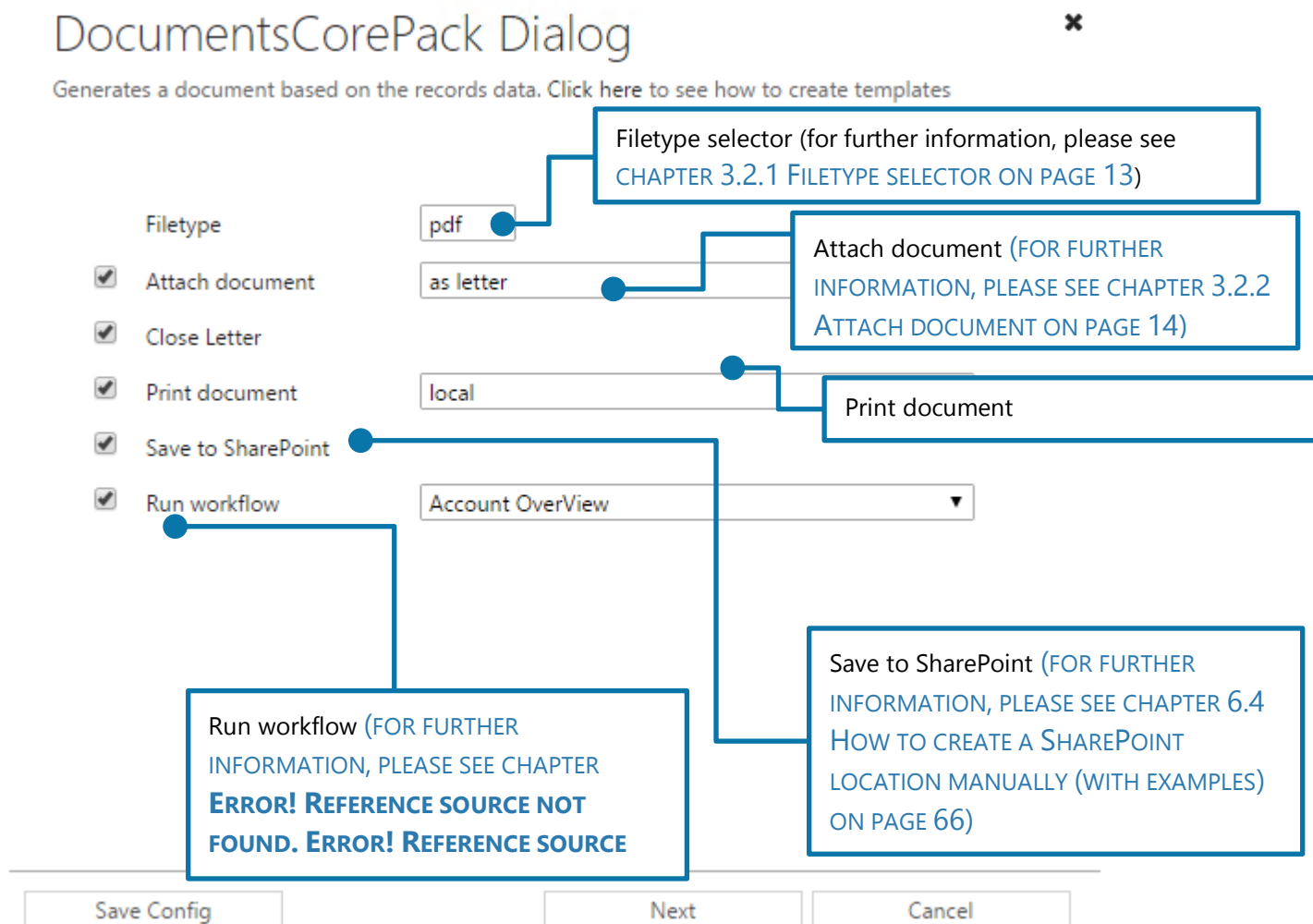


Figure 6 DocumentsCorePack dialog overview

In the course of the following chapters, you will be provided with further information on the DocumentsCorePack dialog.

3.2.1 Filetype selector

The filetype selector enables you to select your preferred file type.

To do so, simply click on the drop-down arrow and choose one of the supported file types:

.docx, .pdf, .doc, .xps, .text, .html, .png, .jpeg, .bmp, .epub.

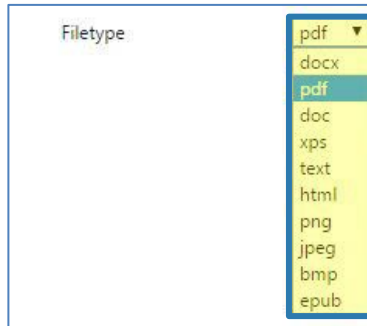


Figure 7 Filetype selector



The only exception is 'Attach as eMail content'. In that case, the file type is already set as .html and cannot be changed.

3.2.2 Attach document

This drop-down menu provides you with a few options on how to attach your document. You can select between

ATTACH AS NOTE

ATTACH AS EMAIL ATTACHMENT

ATTACH AS EMAIL CONTENT

ATTACH AS LETTER

Attach as DocuSign eMail

Attach as AssureSign eMail

Simply click on the option how you would like to attach your document and you will be forwarded automatically.



Please have a look at our [eSignature User Guide](#) in order to get more information about the Attach as DocuSign/AssureSign eMail attachment.

ATTACH AS NOTE

This option enables you to attach your document as a note in the file type that has been selected previously.

DocumentsCorePack Dialog

Generates a document based on the records data. [Click here to see how to create templates](#)

Filetype

docx ▼

☒ Attach document

as note ▼

☐ Print document

PRINTTEST ▼

☐ Save to SharePoint

☐ Run workflow

OVerWriteSharepoint ▼

Next

Cancel

Figure 8 DocumentsCorePack Dialog: Attach as note

You can decide whether you want to print the note, save it to SharePoint or to run a workflow after the note is attached. In our example, one possible workflow would be *Overwrite SharePoint*.

ATTACH AS EMAIL ATTACHMENT

With this option the created document will be attached to the email in the file type that has been selected previously.

DocumentsCorePack Dialog

Generates a document based on the records data. [Click here to see how to create templates](#)

Filetype: pdf

☒ Attach document: as email attachment

☐ Open in local email client

Email Sender: Current User

Email Recipient(s): A. Datum (this record)

Email Template: No selection

☐ Send Email(s)

☐ Print document: PRINTTEST

☐ Save to SharePoint

☐ Run workflow: OVerWriteSharepoint

Next Cancel

Figure 9 DocumentsCorePack Dialog: Attach as email attachment

You can decide whether you want to open the attachment in the local email client and if you would like to use an email template **1**. Furthermore, this option allows you to define which recipient(s) you want the email to be sent to **2**.

Email Template: No selection

☐ Send Email(s)

☐ Print document

☐ Save to SharePoint

☐ Run workflow

1

Global

Marketing communication unsubscribe ackn...

Account

Account Reconnect

[DCP] Account Reconnect.docx

[DCP] Account_Overview.docx

[DCP] Account_QR_Template.docx

[DCP] Contemporary Letter.docx

[DCP] List of Accounts related to this A...

[DCP] List of Contacts related to this A...

Figure 10 DocumentsCorePack Dialog: Set email template

The *Email Recipient(s) fields drop-down menu* allows you to check the records you would like the email to be sent to. If you uncheck a record, it will not be used as recipient.

The screenshot shows a dialog box with several options on the left: 'Open in local email client', 'Email Sender' (set to 'Current User'), 'Email Recipient(s)', 'Email Template', 'Send Email(s)', 'Print document', 'Save to SharePoint', and 'Run workflow'. The 'Email Recipient(s)' field is highlighted with a blue circle and the number 2. The dropdown menu is open, showing a list of recipients: 'A. Datum (this record)' (checked), 'Sven Mortensen' (unchecked), and 'Vincent Lauriant' (unchecked). The dropdown menu also has 'Check all' and 'Uncheck all' buttons at the top.

Figure 11 DocumentsCorePack Dialog: Set email recipient(s)



You can set various recipients of the differently related entites (e.g. account, or primary contact...), but only one sender!

After setting the email options, you can decide whether you want to send the email and/or print the document. Furthermore, you can save the document to SharePoint or run a workflow after the document is attached to an email.

[ATTACH AS EMAIL CONTENT](#)

Basically, this option provides you with the same possibilities like [ATTACH AS EMAIL ATTACHMENT](#). The only difference is, that the file type is automatically set as *html* and cannot be changed.

ATTACH AS LETTER

This option provides you with the possibility to attach a document as a letter.

DocumentsCorePack Dialog ✕

Generates a document based on the records data. [Click here to see how to create templates](#)

Filetype pdf ▼

☒ Attach document as letter ▼

☐ Close Letter

☐ Print document PRINTTEST ▼

☐ Save to SharePoint

☐ Run workflow OVerWriteSharepoint ▼

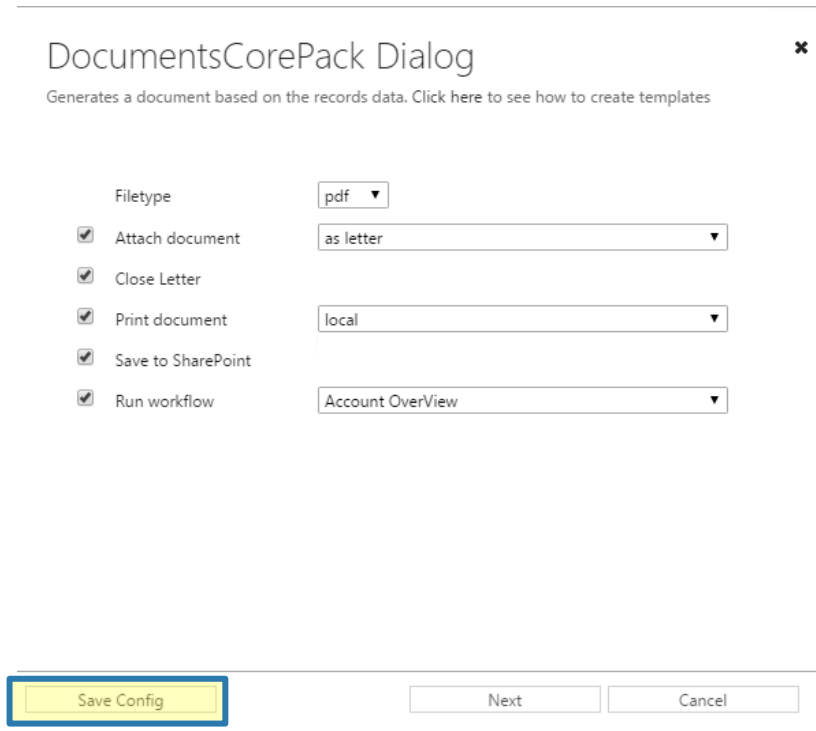
Next Cancel

Figure 12 DocumentsCorePack Dialog: Attach as letter

Attach as letter enables you to close the letter, print the document, save it to SharePoint or to run a special workflow.

3.3 Create a Command (Requires the CRM Administrator privilege)

Depending on the type of the field type that you have added in the document you can call the properties windows.



DocumentsCorePack Dialog

Generates a document based on the records data. Click here to see how to create templates

Filetype pdf

☒ Attach document as letter

☒ Close Letter

☒ Print document local

☒ Save to SharePoint

☒ Run workflow Account OverView

Save Config Next Cancel

Figure 13 [Save Config]-button

In the left lower corner of the dialog, administrators usually find the **[Save Config]**-button. It is usually hidden from regular Dynamics 365 users. Using this button, administrators can save certain frequently used settings under one button. This button is then provided to Dynamics 365-users, who can proceed their work with one click (instead of picking frequently used terms again and again).

Please find some further information on the **[Save Config]**-button in the One-click-actions documentation [on our website](#).

3.3.1 The Save Configuration Dialog

This dialog enables you to create one-click actions for future Microsoft Dynamics 365 users.

The 'Save Configuration' dialog box contains the following elements:

- 1** ☐ Set as default configuration
- ☐ Use selected template **2**
- 3** ☐ Review your document
- ☐ Create PNG Preview **4**
- Name
- Description
- Behavior
- 5** ☐ Override Behavior
-

Figure 14 Save Configuration dialog

1 SET AS DEFAULT CONFIGURATION

2 USE SELECTED TEMPLATE

3 REVIEW YOUR DOCUMENT

4 CREATE PNG PREVIEW

The 'Save Configuration' dialog box is shown with the 'Create PNG Preview' option selected. The dropdown menu for the Behavior field is open, showing the following options:

- Set configured settings as default
- Hide configured settings
- Disable configured settings

Figure 15 Save Configuration dialog – Create PNG Preview

5 OVERRIDE BEHAVIOR

☒ Override Behavior

Filetype	<div>Inherit main behavior Do not save Set as default Hide this setting Show, but do not allow changes</div>
Attach document	
Print document	
SaveToSharePoint	<div>Inherit main behavior</div>
Run workflow	<div>Inherit main behavior</div>

Figure 16 Save Configuration dialog – Override Behavior

3.4 Creating workflows in an OnPremise environment

In this step by step instruction, you will learn how the DocumentsCorePack ServerBased functionality can be used when starting from a workflow.

3.4.1 How to create a workflow

Follow the next steps in order to create a new workflow in DocumentsCorePack OnPremise:

STEP 1: HOW TO ACCESS THE SETTINGS PROCESSES

To do so, open the *Settings* Drop-Down menu within Dynamics 365, navigate to *Processes* and click on the button in order to open the section.

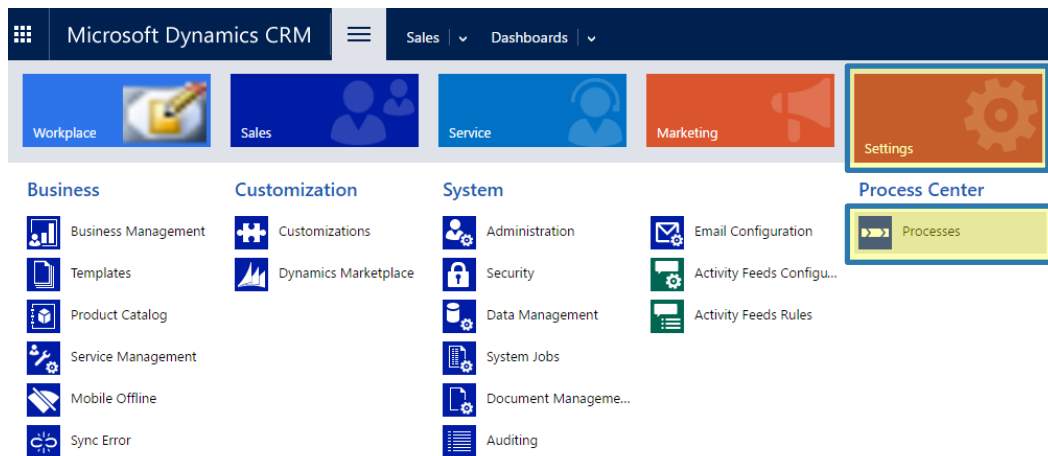


Figure 17 Enter Settings>Processes

STEP 2: CREATE A NEW PROCESS

To do so, click on the **[New]**-button. This action opens the *Create process* dialog, which enables you to define a new process.

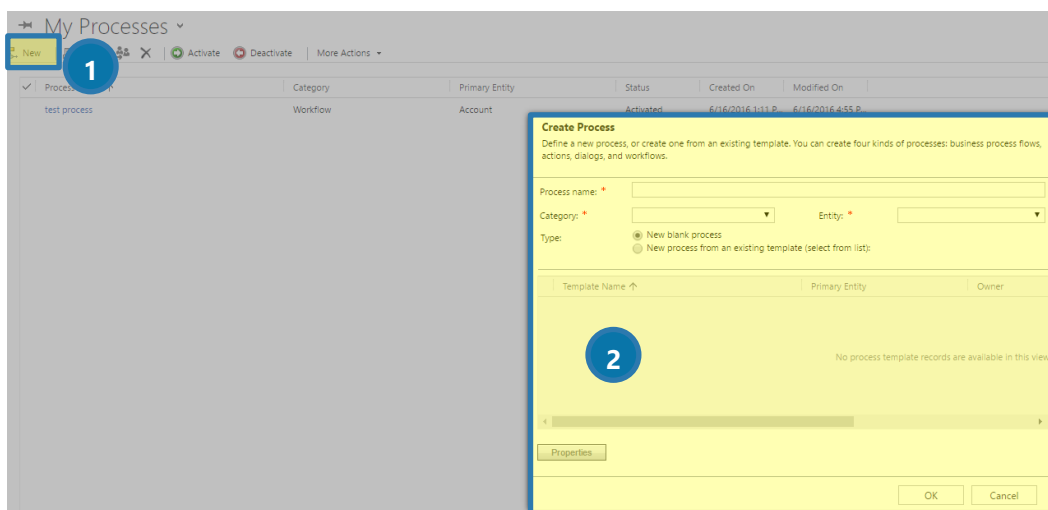


Figure 18 Create a new process

Create Process
Define a new process, or create one from an existing template. You can create four kinds of processes: business process flows, actions, dialogs, and workflows.

Process name: *

Category: * Workflow

Entity: *

Type:
☒ New blank process
☐ New process from an existing template (select from list):

Template Name ↑	Primary Entity	Owner
No process template records are available in this view		

Properties

OK Cancel

Enter a random process name here, e.g. DCPSBWorkflowExample

Please select *workflow* as a category.

Select the main entity here, e.g. Contact

Figure 19 Create process dialog



If you want to start with a new workflow, please select *New blank process* in the type section. If not, select *New process form an existing template (select from list)* and select the corresponding template from the list.

Once prepared, the dialog will look more or less like the below figure. “More or less” because the final look depends on the information you add to the dialog. Please click on the **[OK]-button** in the right lower corner in order to proceed.

Create Process
Define a new process, or create one from an existing template. You can create four kinds of processes: business process flows, actions, dialogs, and workflows.

Process name: * DCPSBWorkflowExample

Category: * Workflow

Entity: * Contact

☒ Run this workflow in the background (recommended)

Type:
☒ New blank process
☐ New process from an existing template (select from list):

Template Name ↑	Primary Entity	Owner
No process template records are available in this view		

Properties

OK Cancel

Figure 20 Create process dialog – filled (example)

STEP 3: CUSTOMIZE THE NEW WORKFLOW

Basically, you could start any workflow from the window that opens now with a click on the **[Add Step]**-button. But to start DocumentsCorePack ServerBased from a workflow, you have to click on the **[AutoMergeWF]**-button and select one of the eight DocumentsCorePack ServerBased steps.

Next, to the *Add Step*-functionality, you have the possibility to insert or delete random steps.

A click on the **[Insert]**-button enables you to insert a random step between two already existing steps.

A click on the **[Delete this Step]**-button enables you to delete this step.

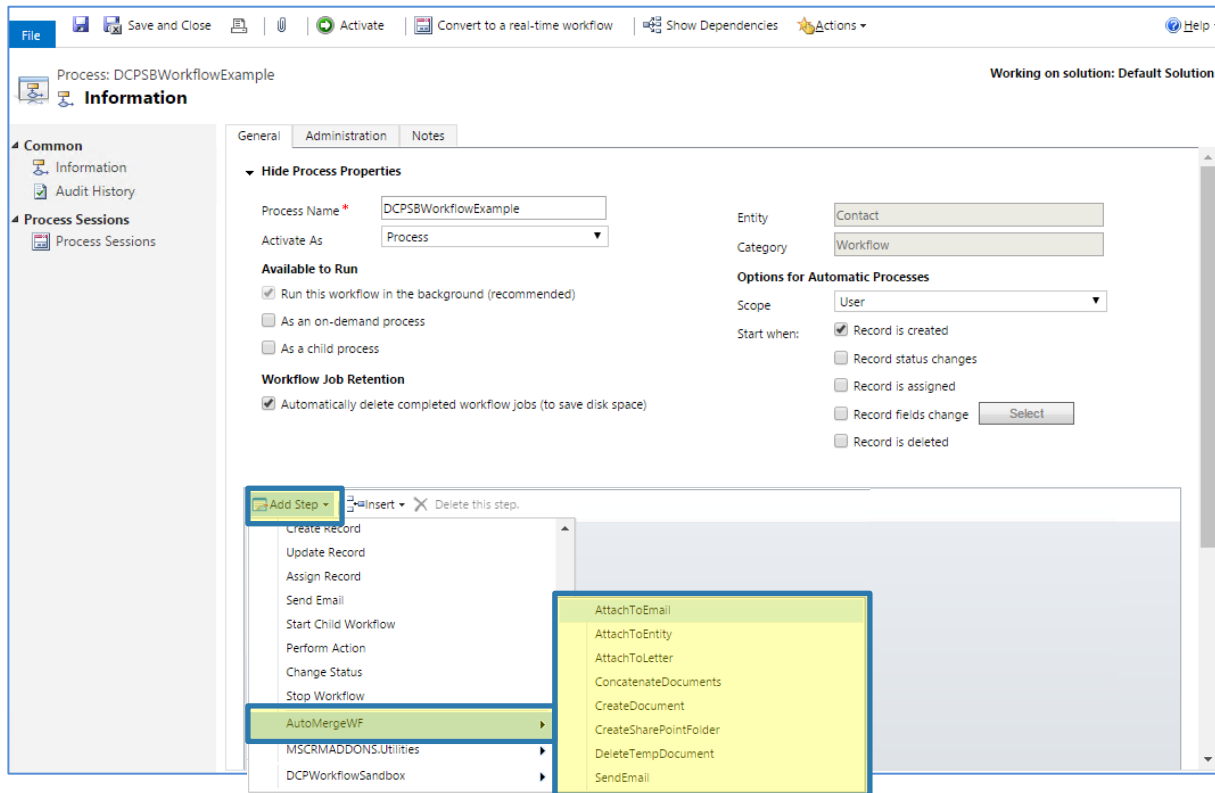


Figure 21 DocumentsCorePack workflow main surface

That's it!

Further information on how to create workflows in DocumentsCorePack ServerBased (on premise) can be found in chapter [3.4.2 DOCUMENTSCOREPACK WORKFLOW ACTIVITIES \(ON PAGE 26.](#)

Further information on how to create workflows in DocumentsCorePack ServerBased (Online) can be found in chapter [ERROR! REFERENCE SOURCE NOT FOUND. ERROR! REFERENCE SOURCE NOT FOUND. ON PAGE 45.](#)

3.4.2 DocumentsCorePack workflow activities (OnPremise)

DocumentsCorePack ServerBased workflow is delivered with the possibility to create eight different steps.

Within the course of the next chapters, we will provide you with additional information on each DocumentsCorePack ServerBased step.

3.4.2.1 AttachToEmail

Select this option to attach a created document to an existing e-Mail. This step is also very often used in combination with the *SendEmail* step described [ON PAGE 41](#).



This step only works efficiently as additional step to the *CreateDocument* step. Learn more about the *CreateDocument* step [ON PAGE 35](#).

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings.



Figure 22 Add step: AttachToEmail

The next window provides you with the AttachToEmail Properties.

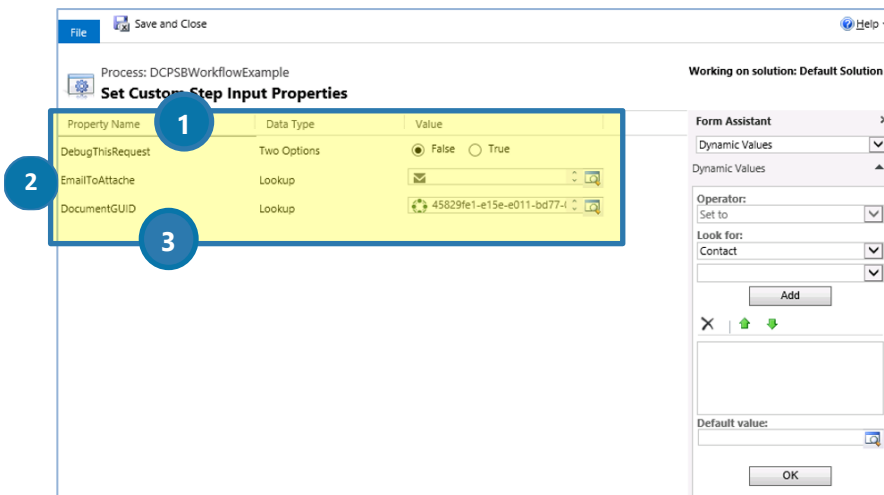


Figure 23 Add step: AttachToEmail Properties

Please find a detailed description to the AttachToEmail Properties below.

The *AttachToEmail* properties provide the following possibilities:

① **DEBUGTHISREQUEST**

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

② **EMAILTOATTACH**

This lookup enables you to define to which email the created document should be attached. You have the possibility to select an existing mail, but you could as well refer to an email that had been created earlier in this workflow.

③ **DOCUMENTGUID**

This lookup provides the possibility to select the document which should be attached. The handling of this property is similar to ②. You can select an existing document by clicking on the lookup button, but you could as well use a document that had been created in this workflow before.

3.4.2.2 AttachToEntity

Select this option if you want to attach a created document to any Microsoft Dynamics CRM standard and/or custom entity.



This step only works efficiently as additional step to the *CreateDocument* step. Learn more about the *CreateDocument* [ON PAGE 35](#).

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings.

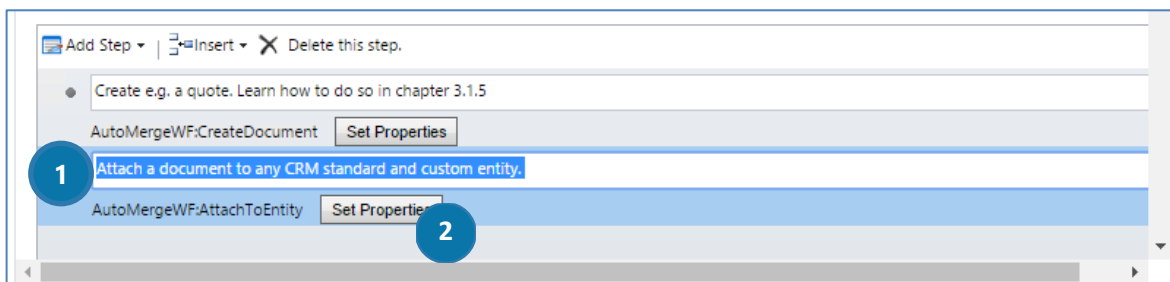


Figure 24 Add step: AttachToEntity

The next window provides you with the AttachToEntity Properties.

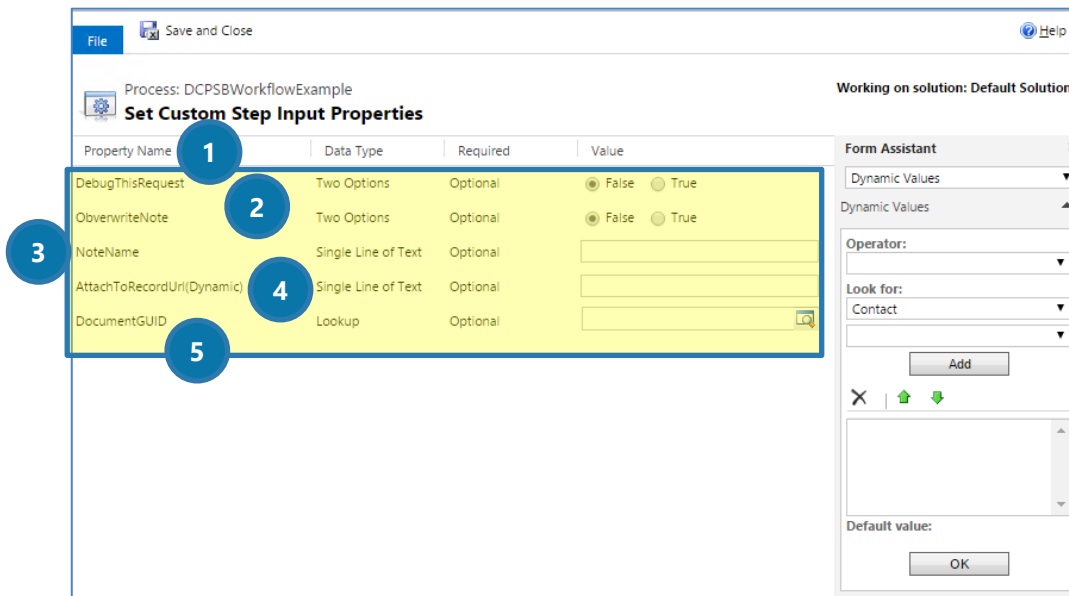


Figure 25 Add step: AttachToEntity Properties

Please find a detailed description to the AttachToEntity Properties below.

The *AttachToEntity* properties provide the following possibilities:

① **DEBUGTHISREQUEST**

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

② **OVERWRITENOTE**

Set this option to *True* if the note should be overwritten. Set this option to *False* if every note should be saved.

③ **NOTENAME**

Define a name for the note.

④ **ATTACHTORECORDURL (DYNAMIC)**

Connect your workflow with a dynamic record URL.

⑤ **DOCUMENTGUID**

This lookup provides the possibility to select the document which should be attached. You can select an existing document by clicking on the lookup button, but you could as well use a document that had been created in this workflow before.

3.4.2.3 AttachToLetter

Select this option to attach a created document to an already existing letter.



This step only works efficiently as additional step to the *CreateDocument* step. Learn more about the *CreateDocument* step in [CHAPTER 3.4.2.5 CREATEDOCUMENT ON PAGE 35](#).

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings.

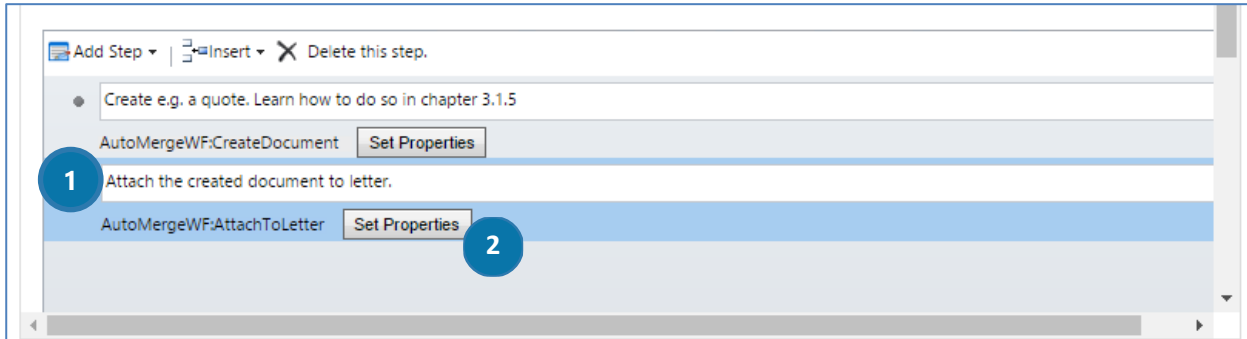


Figure 26 Add step: AttachToLetter

The next window provides you with the AttachToLetter Properties.

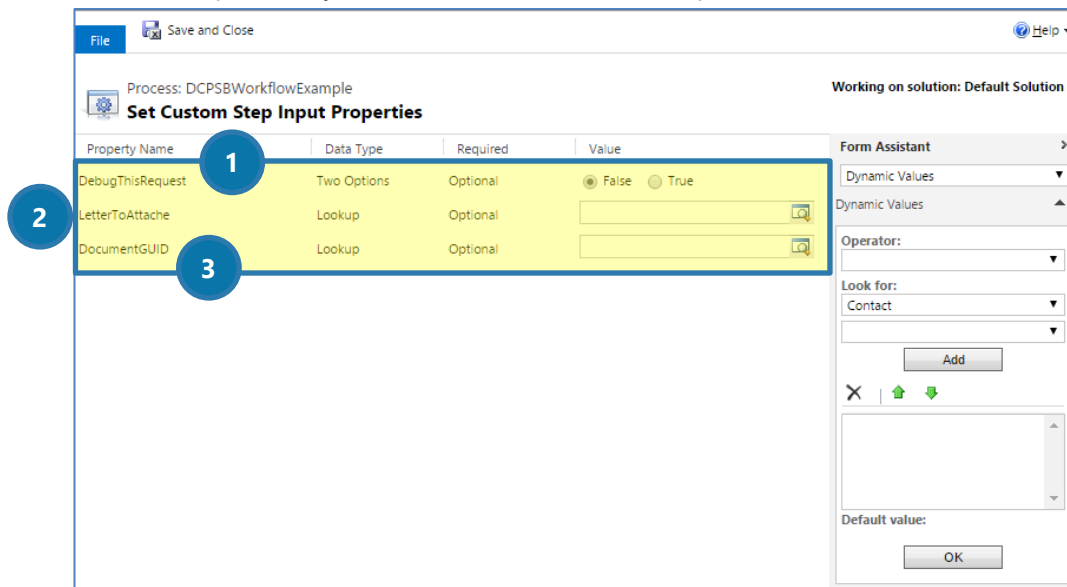


Figure 27 Add step: AttachToLetter Properties

Please find a detailed description to the AttachToLetter Properties below.

The *AttachToLetter* properties provide the following possibilities:

① **DEBUGTHISREQUEST**

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

② **LETTERTOATTACH**

This lookup can be used to define the letter to which the created document should be attached. You have the possibility to select an existing letter, but you could as well refer to a letter that had been created earlier in this workflow.

③ **DOCUMENTGUID**

This lookup provides the possibility to select the document which should be attached. You can select an existing document by clicking on the lookup button, but you could as well use a document that had been created in this workflow before.

3.4.2.4 ConcatenateDocuments

Select this option to concatenate different documents in one single document.

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings

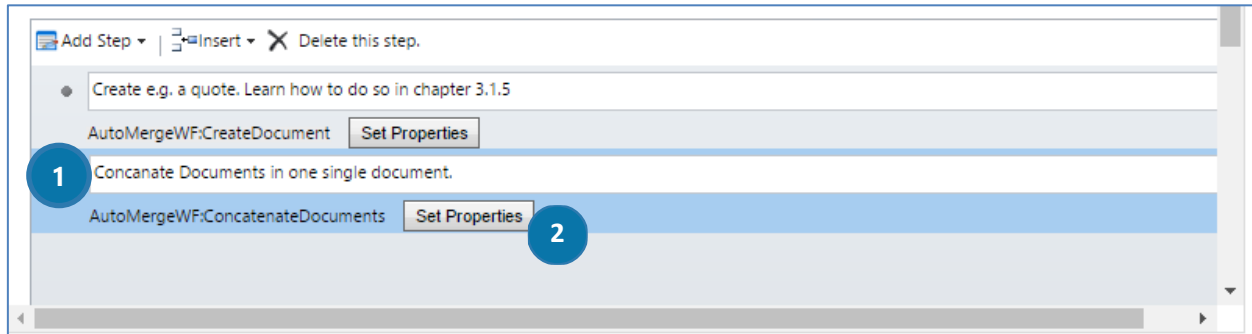


Figure 28 ConcatenateDocuments

The next window provides you with the ConcatenateDocument Properties.

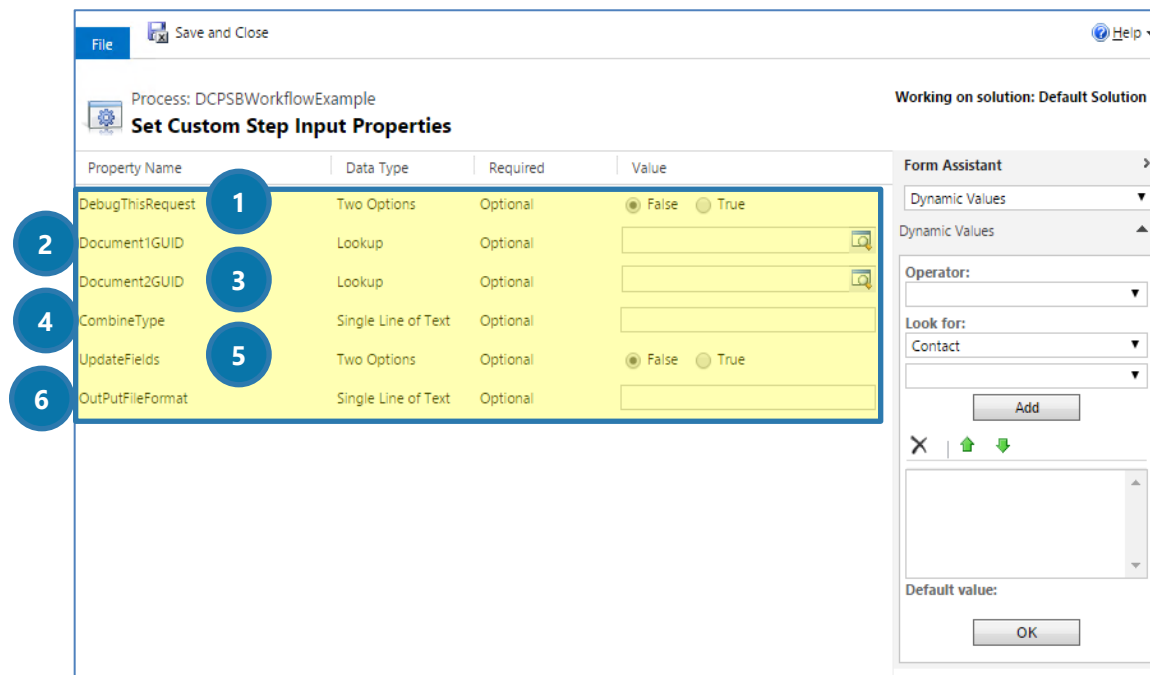


Figure 29 Add step: ConcatenateDocument Properties

Please find a detailed description to the ConcatenateDocument Properties below.

The *ConcatenateDocument* properties provide the following possibilities:

① **DEBUGTHISREQUEST**

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

② **DOCUMENT1GUID**

This lookup provides the possibility to select the document which should be removed. You can select an existing document by clicking on the lookup button and you can also use a document created in this workflow before.

③ **DOCUMENT2GUID**

Offering the same functionalities like Document1Guid, this is the Document GUID for the second document you want to concatenate.

④ **COMBINE TYPE**

There are 5 different options that enable you to combine the documents' styles (so they all look similar).

Option 0

Select this option, if you want to **apply the style from the second document**.

```
"appenddocumentusedestinationstyle"  
"0"
```

Option 1

Select this option, if you want to **apply the style from the first document**.

```
"appenddocumentkeepsourcingformatting"  
"1"
```

Option 2

Select this option, if you want to **apply the style from the second document** and combine the header & footer from the first & second document.

```
"appenddocumentkeepsourcingformatting"  
"2"
```

Option 3

Select this option, if you want to **apply the style and header & footer from the first document**.

```
"appenddocumentkeepsourcingformatting"  
"3"
```

Option 4

Select this option, if you want to **attach the documents**.

Independent from the style.

"appendcontent"

"99"

5 UPDATEFIELDS

Please set this field on true if you would like to update certain field functions when concatenating documents, like for example the TOC (table of content) or page numbers.

6 OUTPUTFILEFORMAT

This field provides you with the possibility to set a certain file format to be output.

3.4.2.5 CreateDocument

Select this option to create a new document based on a template, e.g. a quote.

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings

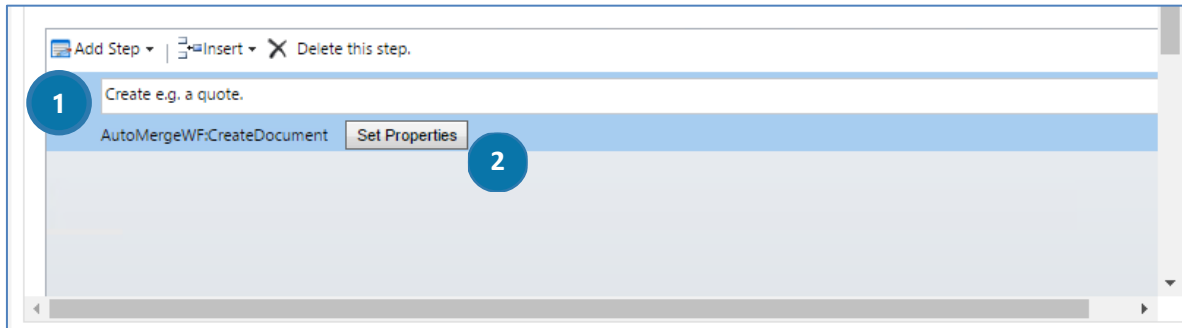


Figure 30 CreateDocument

The next window provides you with the CreateDocument Properties.

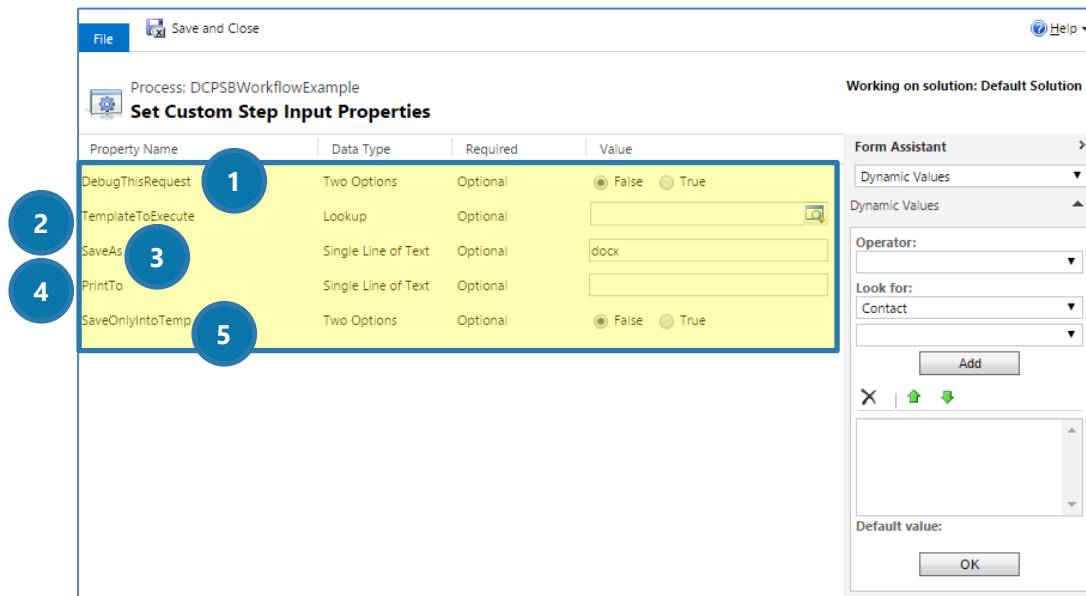


Figure 31 Add step: CreateDocument Properties

Please find a detailed description to the CreateDocument Properties below.

The *CreateDocument* properties provide the following possibilities:

1 DEBUGTHISREQUEST

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

2 TEMPLATETOEXECUTE

Use this lookup-field to select a template. It will be the base of your generated document. You have the choice between all templates stored in the "DocumentsCorePack Templates" entity in Dynamics 365.



Please note: The selected template must be compatible with the entity of this workflow. Say, if you create, for example, a workflow for the entity *Contact*, the main entity of the selected template must be *Contact* as well. Please also keep in mind that **".dot"-templates only will work** with DocumentsCorePack ClientBased and not with DocumentsCorePack ServerBased.

3 SAVEAS

Define the data type of the previously created document. The following file extensions are available. The left column shows the text you have to enter in order to receive the corresponding file extension on the right side. If left empty, the document is assigned a ".docx"-extension automatically.

Type in this...	... in order to receive this file extension.
text	.txt
png	.png
jpeg	.jpg
html	.html
epub	.epub
doc	.doc
docx	.docx
bmp	.bmp
pdf	.pdf

Figure 32 File extensions for documents

4 PRINTTO

Define the path of a network printer. If DocumentsCorePack ServerBased can connect an available printer with this path, the document will be printed out after its creation.

5 SAVEONLYINTOTEMP

If this box is set to *True* the generated document will only be stored in the *MSCRM-ADDONS.com User/Temp Settings* of Microsoft Dynamics CRM. Should it be set to *False*, the document will be stored in a file share or SharePoint additionally, depending on the adjustment of the DocumentsCorePack Server.

3.4.2.6 CreateSharePointFolder

Select this option to automatically create SharePoint folder, subfolder and locations.



The usage of SharePoint integration is mandatory if you want to apply this step!

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings.

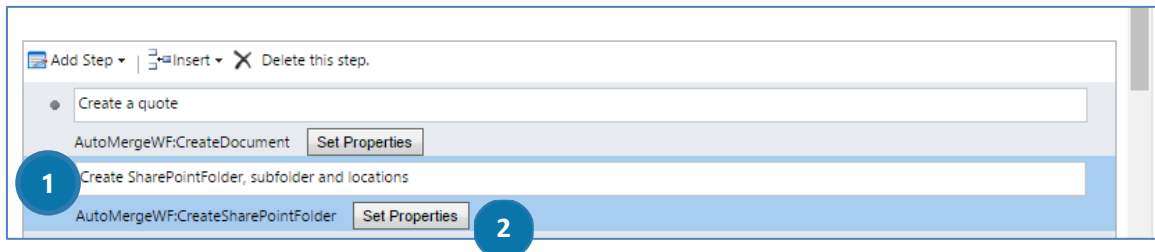


Figure 33 CreateSharePointFolder

The next window provides you with the CreateSharePointFolder Properties.

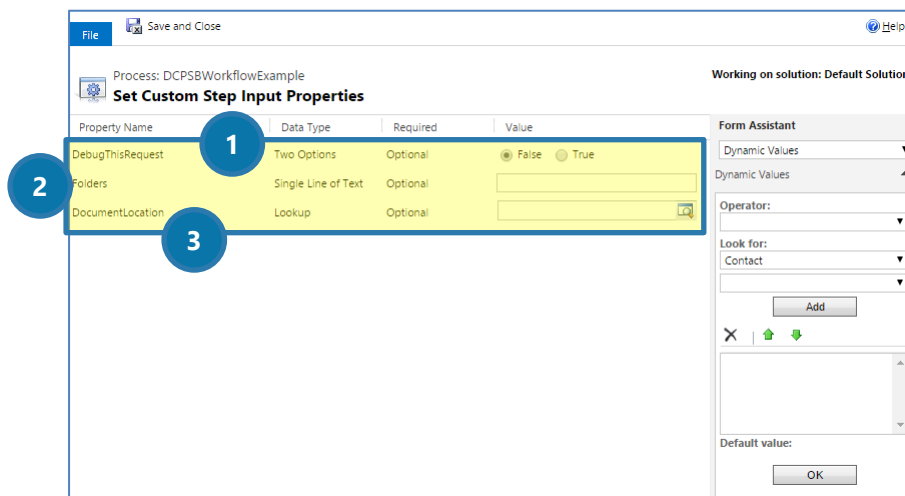


Figure 34 Add step: CreateSharePointFolder Properties

Please find a detailed description to the CreateSharePointFolder Properties below.

The *CreateSharePointFolder* properties provide the following possibilities:

1 DEBUGTHISREQUEST

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

2 FOLDERS

You are able to define the SharePoint folder(s) and subfolder(s) here. Please apply the following logic to your structure.

Example: *TEST/subfolder1/subfolder 2;*

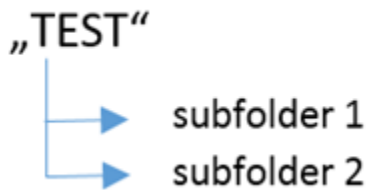


Figure 35 Structure of *TEST/subfolder1/subfolder2*

And a more practical example: *Account/quotes/2017*



Figure 36 Structure of *Account/Quotes/2017*

3 DOCUMENTLOCATION

You can search for a located document with a click on the Lookup field next to the *DocumentLocation* field.

For more information on this option, have a look at our How-to section. Please see [CHAPTER 6.4 HOW TO CREATE A SHAREPOINT LOCATION MANUALLY \(WITH EXAMPLES\) ON PAGE 66](#) and [CHAPTER 6.5 HOW TO APPLY SHAREPOINT, FOLDER\(S\), SUBFOLDER\(S\)... AUTOMATICALLY WHEN AN ACCOUNT IS SET UP ON PAGE 69](#).

3.4.2.7 DeleteTempDocument

Select this option to delete an existing document from the "MSCRM-ADDONS.com User/Temp Settings" entity.

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings.

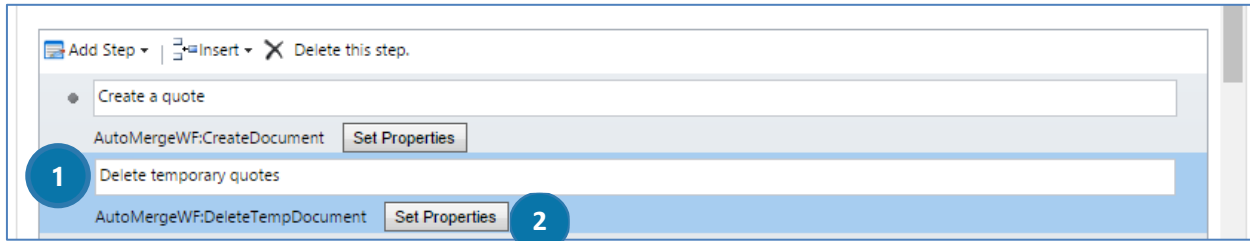


Figure 37 DeleteTempDocument

The next window provides you with the DeleteTempFolder Properties.

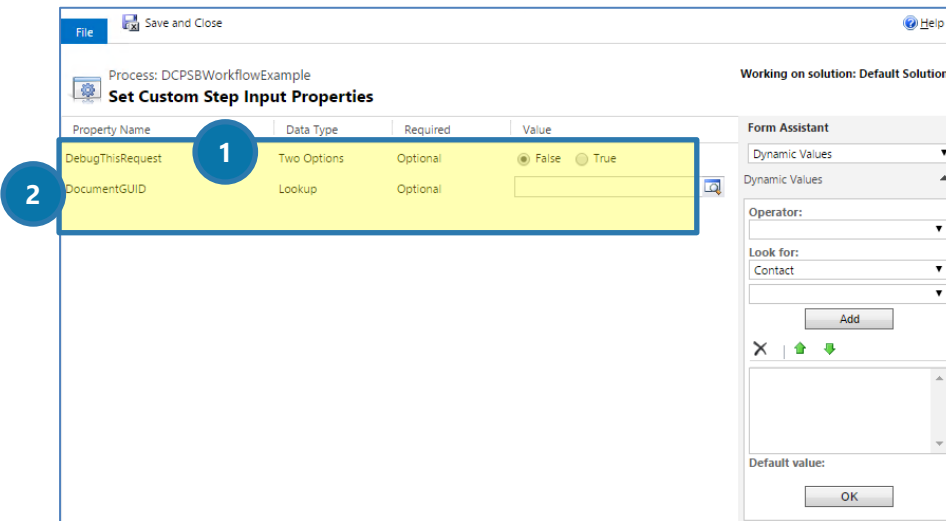


Figure 38 Add step: DeleteTempDocument

Please find a detailed description to the DeleteTempFolder Properties below.

The *DeleteTempDocument* properties provides you with the following properties:

① **DEBUGTHISREQUEST**

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

② **DOCUMENTGUID**

This lookup provides the possibility to select the document which should be removed. You can select an existing document by clicking on the lookup button, but you could as well use a document that had been created in this workflow before.

3.4.2.8 SendEmail

First of all, you may want to give your newly created step **1** a name that reminds you of what it contains. Second, click on the **[Set Properties]**-button **2** in order to define the steps' settings.

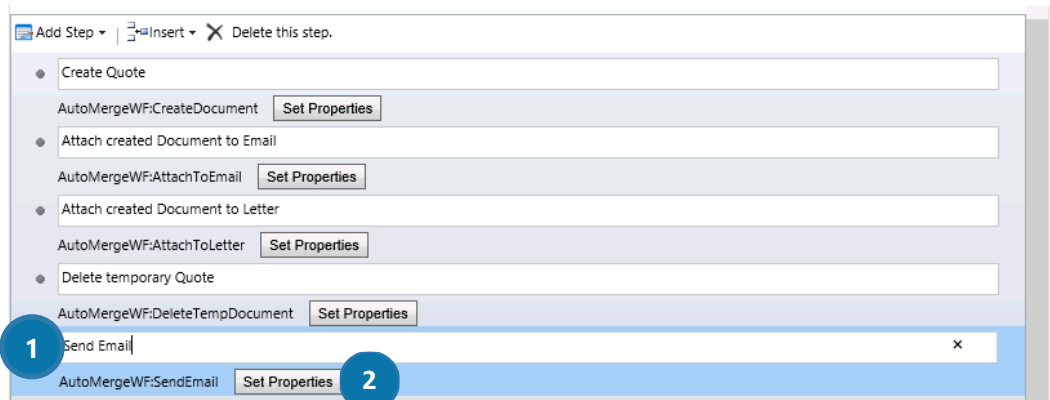


Figure 39 SendEmail

The next window provides you with the DeleteTempFolder Properties.

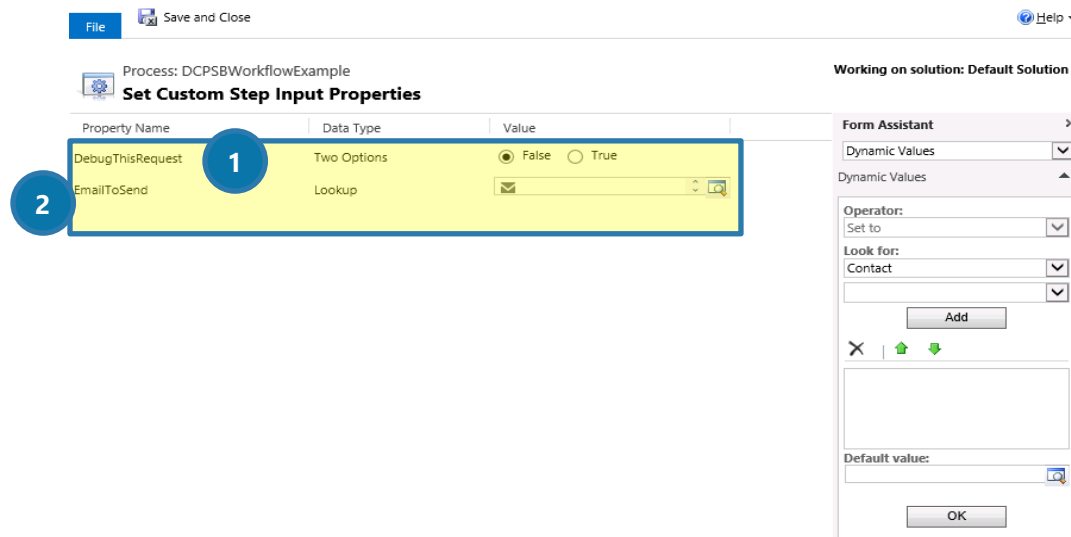


Figure 40 Add step: SendEmail

Please find a detailed description to the DeleteTempFolder Properties below.

The *SendEmail* properties provide you with the following properties:

① **DEBUGTHISREQUEST**

If this box is set to *True* the DCP Server will write debug information while executing this request. This is only required if this part of the process does not work out correctly. Due to the fact that it will slow down the whole process, we recommend setting it to *False* during your everyday business.

② **EMAILTOSEND**

This lookup field can be used to define the email which should be sent. You have the possibility to select an existing email, but you can refer to one in this workflow earlier created email by using the *Form Assistant* as well.

3.5 Creating workflows in an Online environment

In this example, you will learn how to create workflows in Dynamics 365 Online.

3.5.1 How to create a workflow

Follow the next steps in order to create a new workflow in DocumentsCorePack Online:

STEP 1: HOW TO ACCESS THE SETTINGS PROCESSES

Open the Settings drop-down menu within Dynamics 365 and navigate to Processes.

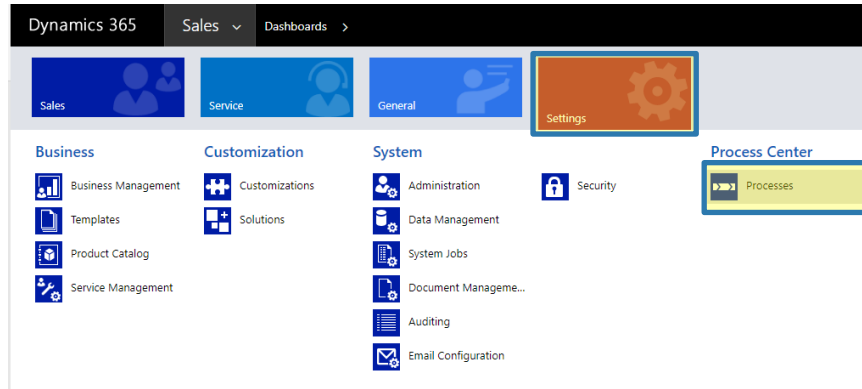


Figure 41 Enter Settings > Processes

STEP 2: CREATE A NEW PROCESS

Therefore, click on the **[New]**-button in order to create a new workflow. A webpage dialog pops up. Type in a name, determine an entity and select "Workflow" as the process category. Afterwards, click on the **[OK]**-button.

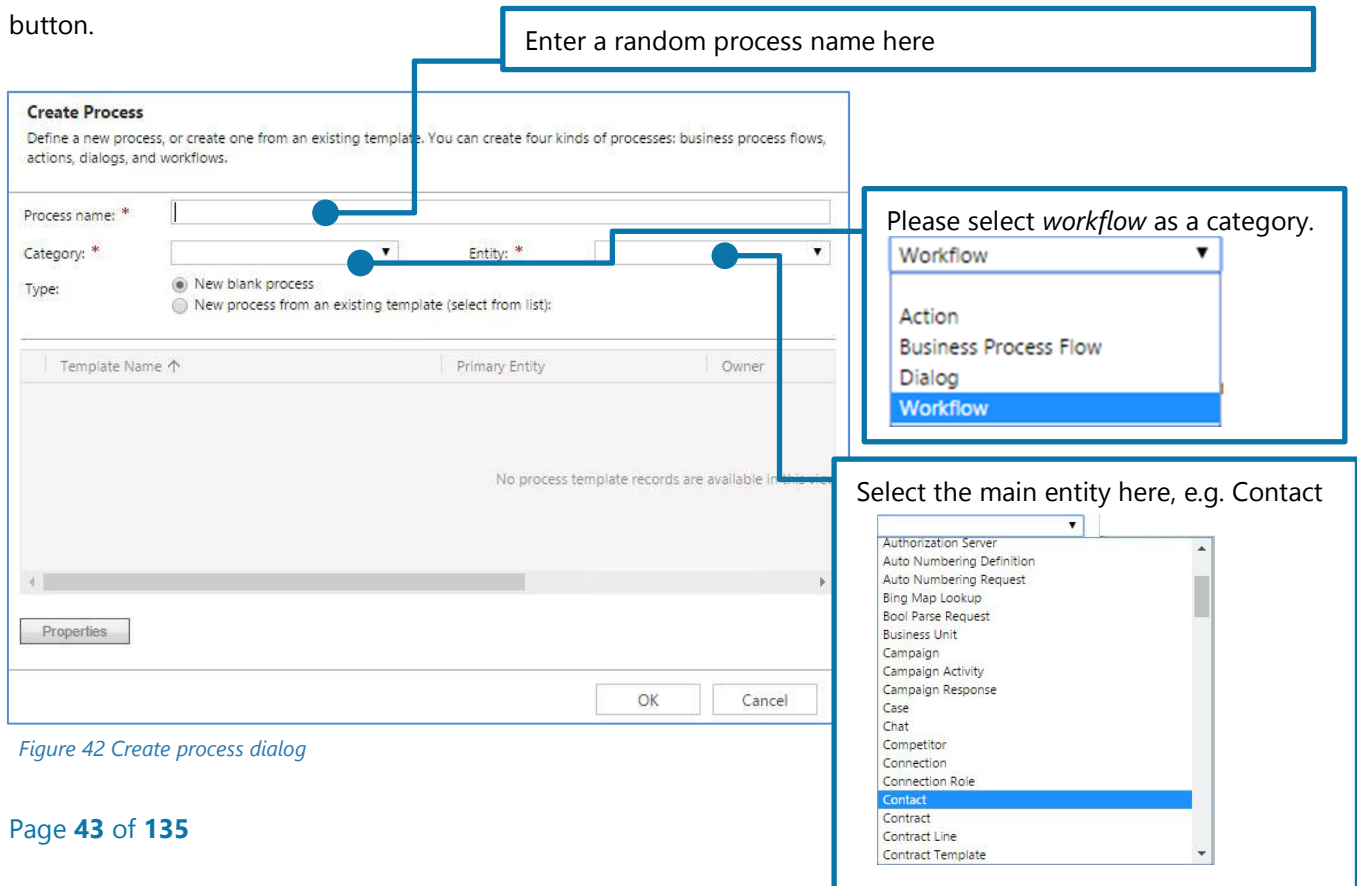


Figure 42 Create process dialog

Figure 43 Create process dialog – filled (example)

After preparing your process please click on the the **[OK]-button** in the right lower corner in order to proceed as you can see in the figure above.

STEP 3: CUSTOMIZE THE NEW WORKFLOW

Depending on what your workflow should do, you now have to configure your steps.

3.5.2 Example: Create a workflow with DCP SB Online

In this chapter we want to show you how a workflow can be configured in DCP Online with the help of an example. Within this example, we will create the following steps:

- 1) CREATE A DOCUMENT ([ON PAGE 44](#))
- 2) INSERT A WAIT CONDITION - HAS THE DOCUMENT CREATION BEEN FINISHED YET? ([ON PAGE 48](#))
- 3) ATTACH DOCUMENT TO LETTER – STEP A ([ON PAGE 49](#))
- 4) ATTACH DOCUMENT TO LETTER – STEP B ([ON PAGE 51](#))
- 5) INSERT A WAIT CONDITION - HAS THE LETTER BEEN ATTACHED YET? ([ON PAGE 53](#))
- 6) DELETE DOCUMENT ([ON PAGE 53](#))

1 CREATE DOCUMENT

This option supports you when dealing with the creation of documents. To create a new record (e.g. document), simply click on the **[Add Step]-drop-down menu** ① and select **Create Record** ②.

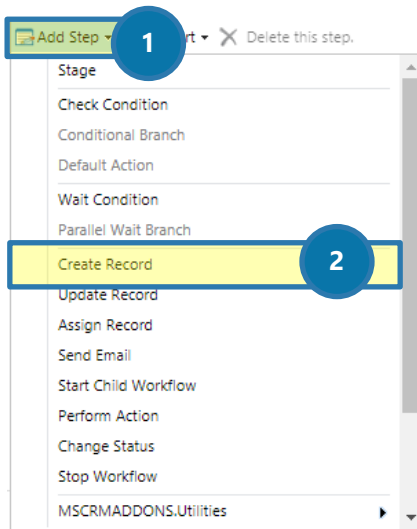


Figure 44 Add Step > Create Record

As soon as the step has been added to your workflow, you may want to give it a name that reminds you of what it contains, e.g. create document ①. Then open the drop-down menu next to *Create*, select *MSCRM-ADDONS.com AutoMergeWorkingItems* ② and click on the **[Set Properties]**-button ③.

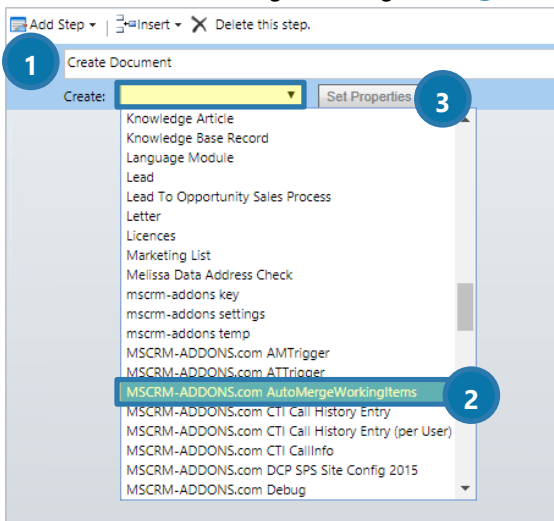


Figure 45 MSCRM-ADDONS.com AutoMergeWorkingItems Record

The dialog below opens. It allows you to configure the step of your workflow. Again, give it a name – in this case ① Create Document and look for ② CreateDocument in the *AutoMergeAction*-field.

Process: DCPSB_Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

General

Name * (1)

AutoMergeAction * (2)

Create Document

TemplateToExecute

CreatedDocument

Concatenate

Document1GUID

Document2GUID

CombineType

Attach To Letter

LetterToAttach

Attach To Email

EmailToAttach

Attach To Entity

EntityToAttach (Record URL(Dynamic))

Sharepoint URL

Delete Sharepoint File ☐ No ☐ Yes

Direction

Send Email

EmailToSend

Create SharePoint Folder

Owner

PrimaryRecordUrl

SaveAs

SaveOnlyIntoTemp ☐ No ☐ Yes

UpdateFields ☐ No ☐ Yes

OutputFileFormat

Form Assistant

Dynamic Values

Operator:

Look for:

Add

Default value:

OK

Figure 46 Set Properties – MSCRM-ADDONS.com AutoMergeWorkingItems Record

Now, click on the magnifying glass next to the *TemplateToExecute* field and select the template that should be used within the workflow (1) and the file format the document should be saved as (2) pdf.

Process: DCPSB_Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

General

Name *

AutoMergeAction *

Create Document

TemplateToExecute (1)

CreatedDocument

Concatenate

Document1GUID

Document2GUID

CombineType

Attach To Letter

LetterToAttach

Attach To Email

EmailToAttach

Attach To Entity

EntityToAttach (Record URL(Dynamic))

Sharepoint URL

Delete Sharepoint File ☐ No ☐ Yes

Direction

Send Email

EmailToSend

Create SharePoint Folder

Owner

PrimaryRecordUrl

SaveAs

SaveOnlyIntoTemp ☐ No ☐ Yes

UpdateFields ☐ No ☐ Yes

OutputFileFormat (2)

Dynamic Values

Operator:

Look for:

Add

Default value:

OK

Figure 47 Select template to be executed

It is also very important to insert the *PrimaryRecordUrl*. To do so, set the cursor in the *PrimaryRecordUrl*-field (1) and select *Record URL (Dynamics)* in the drop down-menu in the Form Assistant (2), click on the **[Add]**-button and on the **[OK]**-button. The *PrimaryRecordUrl*-field is filled now. Do not forget to save your changes!

Figure 48 Insert the PrimaryRecordUrl

The first step of your workflow is now added and fully configured. If you want to stop your workflow at this point, please click on the **[Save and Close]**-button and finish here. If you want to add further steps, you have to define a condition to be fulfilled before adding further steps.

2 WAIT CONDITION – HAS THE DOCUMENT CREATION BEEN FINISHED YET?

Whenever you add a step, you need to make sure that the step has been finished before you start with the next step. The *Wait condition step* checks this automatically.

For example, if you want to create a letter-activity with the previously generated document as an attachment, you need to make sure that the document creation is completed, before you attach the document to the letter activity. To do so, open the **[Add-Step]**-drop-down menu and select the *Wait Condition*.

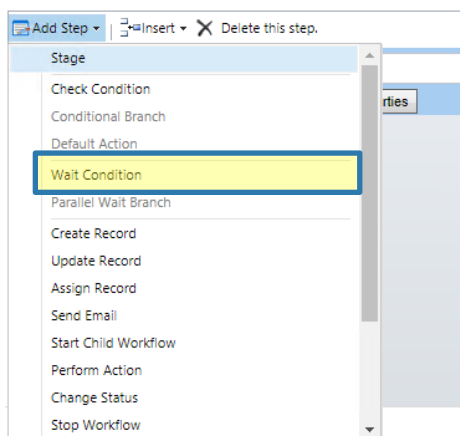


Figure 49 Add the Wait Condition

When the step has been added to your workflow, you may want to give it a **1** name that reminds you of what it contains, e.g. Wait condition. Then click on **2** (click to configure).

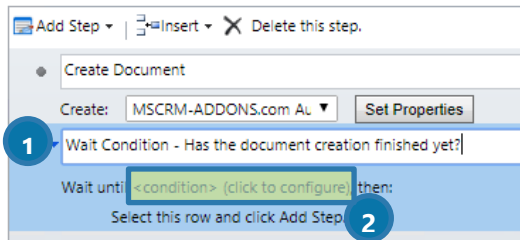


Figure 50 Name the Wait Condition

The next window allows you to configure the condition to be fulfilled for the workflow proceeding.

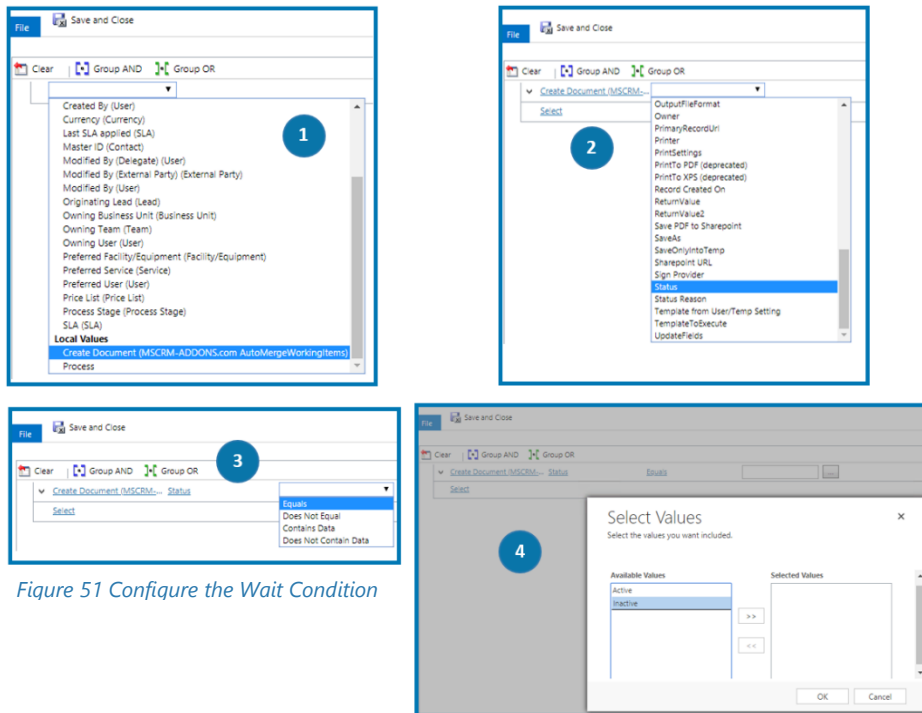


Figure 51 Configure the Wait Condition

Open the first drop-down menu that allows you to set the conditions for this step. For our purpose, we select **1** *Create document (MSCRM-ADDONS.com AutoMergeWorkingItems)*, **2** *Status* and as operator **3** *Equals* and **4** *Inactive* from the *Select Values* dialog.

By setting this step, you have determined that step 2 of this workflow will only be executed if step 1, the document generation, has been finished successfully.

3 ATTACH DOCUMENT TO LETTER – STEP A

This step enables you to attach a document to an already existing letter. To add the next step, simply click on **1** *Select this row and click Add Step* and afterwards, click on the **2** **[Add Step]**-button and select *Create Record* from the drop-down menu.

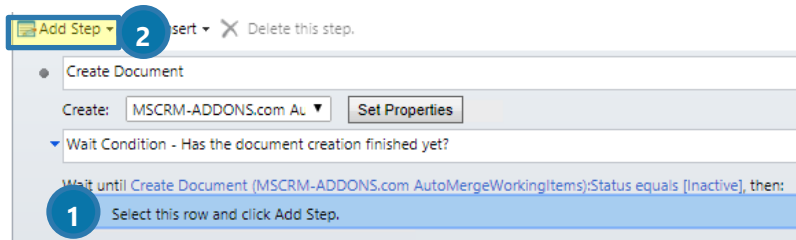


Figure 52 Add Step – Create Record

When the step has been added to your workflow, you may want to give it a name that reminds you of what it contains, e.g. ① *Attach document to letter – Step A*. Then open the drop-down menu, select ② *Letter* and click on the ③ **[Set Properties]**-button.

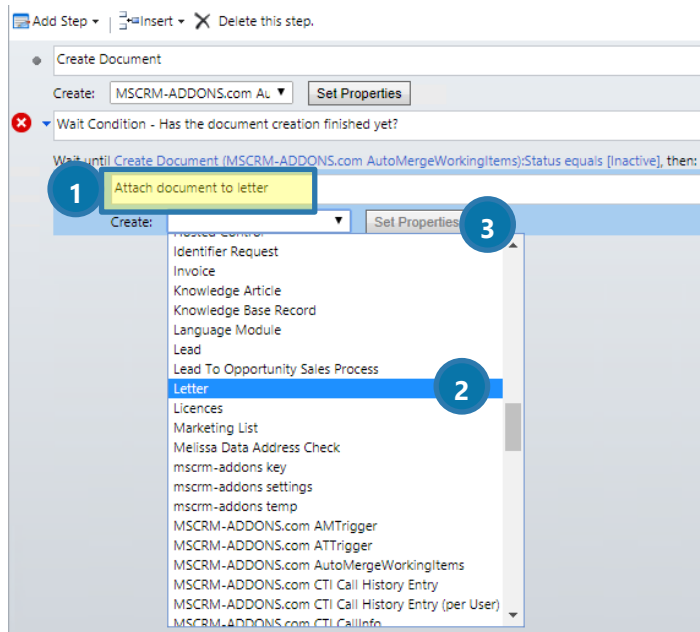


Figure 53 Name the step

Within the next window, you must define a sender and a subject and type in the letter's text. To define the recipient, click in the ① *Recipient*-field and go to the *Look for*-area within the *form assistant* on the right side. Select ② **Contact** in both drop-down-menus, click on the ③ **[Add]**-button and then on the **[OK]**-button. Once finished, do not forget to save your settings.

Process: DCPSB_Workflow
Create Letter

Letter

From: A Bike Store

To: [Contact(Contact)]

Subject: msrm-addons.com Contract

Dear Mr ...,

please find the signed contract attached.

Should you have an further questions, please do not hesitate to contact us.

Best regards,

A Bike Store

Regarding: [Contact(Contact)]

Form Assistant

Dynamic Values

Operator: Set to

Look for: Contact

Contact

Add

Default value:

OK

Figure 54 Set the recipient

4 ATTACH DOCUMENT TO LETTER – STEP B

This step makes sure that the previously created document will be added to the letter-activity. To attach a document to the letter, simply click on the 1 **[Add Step]**-drop-down menu and select 2 **Create Record** as explained before.

After your step has been added to your workflow, please give it a name – in this case 1 **Attach document to letter – Step B**. Then select 2 **MSCRM-ADDONS.com AutoMergeWorkingItems** in the drop-down menu and click on the 3 **[Set Properties]**-button.

Add Step | Insert | Delete this step.

Create Document

Creator: MSCRM-ADDONS.com Au | Set Properties

Wait Condition - Has the document creation finished yet?

Wait until Create Document (MSCRM-ADDONS.com AutoMergeWorkingItems);Status equals [Inactive], then:

Attach document to letter - Step A

Creator: Letter | Set Properties

Attach document to letter - Step B

Creator: | Set Properties

MSCRM-ADDONS.com AMTrigger

MSCRM-ADDONS.com ATTrigger

MSCRM-ADDONS.com AutoMergeWorkingItems

MSCRM-ADDONS.com CTI Call History Entry

MSCRM-ADDONS.com CTI Call History Entry (per User)

MSCRM-ADDONS.com CTI CallInfo

MSCRM-ADDONS.com DCP SPS Site Config 2015

MSCRM-ADDONS.com Debug

MSCRM-ADDONS.com DocumentsCorePack Template

MSCRM-ADDONS.com GC AutoUpdate

MSCRM-ADDONS.com Metadata

MSCRM-ADDONS.com Powersearch Config

MSCRM-ADDONS.com Powersearch Result Field

MSCRM-ADDONS.com Powersearch Search Field

MSCRM-ADDONS.com Products

MSCRM-ADDONS.com PSTTrigger

MSCRM-ADDONS.com S8Trigger

MSCRM-ADDONS.com Scheduler

MSCRM-ADDONS.com Settingskeys

MSCRM-ADDONS.com User/Temp Settings

Figure 55 Attach document to letter – Step B

Next, name and define the corresponding *AutoMergeAction* – in this case ❶ *AttachToLetter*. Within the *Attach to Letter*-section, you can determine the letter-activity to which the created document will be attached to and the document which should be attached.

To **determine the letter-activity**, which the document should be attached to, set the cursor in the ❷ *LetterToAttach*-field in the *AttachToLetter*-section and select ❸ *CreateDocument (MSCRM-Addons.com AutoMergeWorkflow)* from the first drop-down menu in the *Look For*-section and *LetterToAttach* from the second within the form assistant on the right side. Once finished, click on the ❹ **[Add]**-button and then on the ❺ **[OK]**-button.

Process: DCPSB_Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

General

Name* AttachToLetter ❶

AutoMergeAction* AttachToLetter

Create Document

TemplateToExecute

CreatedDocument

Concatenate

Document1GUID

Document2GUID

CombineType

Attach To Letter ❷

LetterToAttach LetterToAttach(Create Document (MSCRM-ADDONS.com AutoMergeWorkflow))

Attach To Email

EmailToAttach

Owner

PrimaryRecordUrl

SaveAs

SaveOnlyIntoTemp ☐ No ☐ Yes

UpdateFields ☐ No ☐ Yes

OutputFileFormat

DocumentGUID

DocumentGUID

Form Assistant

Dynamic Values

Operator: Set to

Look for: Create Document (MSCRM-ADDONS.com AutoMergeWorkflow) LetterToAttach ❸

Add ❹

LetterToAttach(Create Document (MSCRM-ADDONS.com AutoMergeWorkflow))

Default value:

OK ❺

Figure 56 Step 1: Determine the letter activity

To **determine the document** which should be attached, set the cursor in the ① *DocumentGUID_Letter*-field and select the correct document from the drop-down box in the ② *Look For*-section within the form assistant on the right side. Then click on the **[Add]**-button and on the **[OK]**-button.

Process: DCPSB_Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

General

Name* AttachToLetter Owner [lookup icon]

AutoMergeAction* AttachToLetter PrimaryRecordUri [lookup icon]

Create Document

TemplateToExecute [lookup icon] SaveAs [lookup icon]

CreatedDocument [lookup icon] SaveOnlyIntoTemp ☐ No ☐ Yes

Concatenate

Document1GUID [lookup icon] UpdateFields ☐ No ☐ Yes

Document2GUID [lookup icon] OutputFileFormat [dropdown]

CombineType [lookup icon]

Attach To Letter

LetterToAttach [LetterToAttach>Create Document (MSCRM-ADDONS.com AutoMergeWorkingItems)] DocumentGUID [Template from User/Temp Setting>Create Document (MSCRM-ADDONS.com AutoMergeWorkingItems)]

Attach To Email

EmailToAttach [lookup icon] DocumentGUID [lookup icon]

Form Assistant

Dynamic Values [dropdown]

Operator: Set to [dropdown]

Look For: Create Document (MSCRM-AD) Template from User/Temp Setting [dropdown]

Add

Template from User/Temp Setting [dropdown]

Default value: [lookup icon]

OK

Figure 57 Step 2: Determine the document activity

You have now completed the configuration of this step. Do not forget to save the settings!

However, if you want to stop your workflow at this point, simply click on the **[Save and Close]**-button within the general workflow-configuration-window and finish here.

⑤ WAIT CONDITION – HAS THE LETTER BEEN ATTACHED YET?

In this example we want to add further steps to this workflow. Please define another *Wait Condition* to be fulfilled before you add further workflow-steps. Configure your Wait Conditions as explained before in Step 2)

⑥ DELETE DOCUMENT

However, as soon as the condition is set, you can add another step. In our example, we want the document to be deleted after it has been attached to the letter-activity.

To create this step, click on *Select this row and click Add Step* and open the **[Add Step]**-drop-down menu. Select *Create Record* and type in a description. Select *MSCRM-ADDONS.com AutoMergeWorkingItems* from the drop-down box within the step and click on the **[Set Properties]**-button.

A dialog pops up in which you can set that the document will be deleted. To do so, name the process and the action (we decided to call the process '*DeleteTempDocument*'). Afterwards, click in the ① *DocumentGUID_Delete*-field within the *Delete Temp Document*-section and select the document to be deleted from the drop-down box in the ② *Look For*-section within the form assistant. Click on the ③ **[Add]**-button and then on the ④ **[OK]**-button. Do not forget to save your settings!

Process: DCPSB_Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

Attach To Email
 EmailToAttach DocumentGUID

Attach To Entity
 EntityToAttach (Record URL(Dynamic)) DocumentGUID
 Sharepoint URL Convert to PDF ☐ No ☐ Yes
 Delete Sharepoint File ☐ No ☐ Yes Save PDF to Sharepoint ☐ No ☐ Yes
 Direction

Send Email
 EmailToSend

Create SharePoint Folder
 CreateSharePointF... CRM Document Location

Print Document
 Printer PrintTo PDF (deprecated)
 PrintTo XPS (deprecated)

Delete Temp Document 1
 DocumentGUID Delete Temp for CreateDocument-step ☐ No ☐ Yes

Form Assistant
 Dynamic Values
 Operator: Set to
 Look for: Create Document (MSCRM-ADDONS.com AutoMergeWorkingItems)
DocumentGUID_Delete(Create Document (MSCRM-ADDONS.com AutoMergeWorkingItems);Status equals [Inactive])
 Add 3
 Default value:
 OK 4

-Figure 58 Define the Delete Document-step

If you have followed all the steps, your result should look similar to the below screenshot.

Add Step ▾ | Insert ▾ | Delete this step. ✕

● Create Document

Create: MSCRM-ADDONS.com AutoMergeWorkingItems ▾ Set Properties

▼ Wait Condition - Has the document creation finished yet?

Wait until Create Document (MSCRM-ADDONS.com AutoMergeWorkingItems);Status equals [Inactive], then:

● Attach document to letter - Step A

Create: Letter ▾ Set Properties

● Attach document to letter - Step B

Create: MSCRM-ADDONS.com AutoMergeWorkingItems ▾ Set Properties

▼ Wait Condition - Has letter been attached yet?

Wait until Attach document to letter - Step B (MSCRM-ADDONS.com AutoMergeWorkingItems);Status equals [Inactive], then:

● Delete Document

Create: MSCRM-ADDONS.com AutoMergeWorkingItems ▾ Set Properties

Figure 59 The result of the workflow

Every time when you create a new document by using the CreateDocument step, it will be stored in the MSCRM-ADDONS.com User/Temp Settings.

Usually, you would save it on SharePoint or attach it to an activity and delete it at the end of the process by using DeleteTempDocument step. But sometimes, it is very helpful not to delete documents automatically. For example, if you want to continue working with this temp document.

Learn how to do so in our Step by Step tutorial in [CHAPTER 6.8 HOW TO NOT TO DELETE TEMP DOCUMENTS AUTOMATICALLY ON PAGE 97](#).



This workflow also works for DCP OnPremise if the DCP Service is installed locally but not otherwise!

More information can be found in the corresponding [documentation](#).

4 DCP Client / Templates

DocumentsCorePack offers a great tool that helps you to create templates: the DCP Template Designer.

To be able to create or modify templates the DocumentsCorePack Client is required. It can be downloaded from our website by using the following link: [DocumentsCorePack](#). But before you install the DCP Client, we recommend reading the "Install Guide". The guide can be found here: [Installing DocumentsCorePack](#).

Additional information for administrators:

The [Template Designer documentation](#) will help you to modify the Template Designer for your team.

5 How to filter linked entities during the merge process

You can filter the linked entities of a 1: N and a N: N relationship during the merge process based on their IDs. This works in combination with DocumentsCorePack and DocumentsCorePack ServerBased but only with .docx-templates.

To achieve this, you have to create a new record of the *MSCRM-ADDONS.com User/Temp Settings* entity containing a filter.

NAME

Use the *Name*-field to define for which user, entity type and record ID the filter should be used.

- Structure:**
`AMPreFilter|<<ID of the user who should use the filter>>|<<the logical name of the starting entity of the template>>|<<ID of the record (of template starting entity) for which the filter should be used>>|<<logical name of the linked entity which should be filtered>>|`
- Example:**
`AMPreFilter|{DC9B80F8-C781-46D8-9FD6-A3B610836975}|account|{7b069E5412-84F6-E111-977B-00155DC8AE09}|contact|`

VALUE

Use the *Value*-field to define the IDs of the linked records which should be shown in the template.

- Structure:**
`<filter>
 <entity><<logical name of the linked entity which should be filtered>></entity>
 <values>
 <value><<ID of linked record which should be shown>></value>
 <value><<ID of linked record which should be shown>></value>

 </values>
</filter>`
- Example:**
`<filter>
 <entity>contact</entity>
 <values>
 <value>{12E5214A-88BF-E111-A7C1-00155DC8AE09}</value>
 <value>{12E5214A-88BF-E111-A7C1-00155DC8AE09}</value>
 </values>
</filter>`



The IDs must be in upper case and must contain brackets.

During each merge process of .docx-templates, the DocumentsCorePack Client or the DCP Server add-on looks for a suitable filter. If such a filter is found, only linked records with a matching ID will be shown. The filter gets deleted afterward. Otherwise, the usual merge process remains unchanged.

Example:

Here you can see an account named "MSCRM-ADDONS.com". It has several related contacts.

ACCOUNT ▼

MSCRM-ADDONS.com

Annual Revenue	No. of Employees	Owner*
--	--	<u>Michael Dohr</u>

Primary Contact
Christian Ternek

Email: christian.ternek@gmail.com
Business: [cternek](tel:cternek)

CONTACTS + [Grid Icon]

Full Name ↑	Email
Andreas List	andreas.list@mscrm-ad...
Christian Ternek	christian.ternek@gmail....
Josef Ternek	josef.ternek@mscrm-ad...
Martin Wilhelmer	martin.wilhelmer@ptm-...
Michael Dohr	michael.dohr@ptm-edv...

RECENT OPPORTUNITIES + [Grid Icon]

Topic	Status ↑	Actual Close Da...	Actual Revenue...	Est. Close Date ↑	Est. Rev
44 High end road bikes	Open	21.10.2009		25.03.2010	€ 8;
Will be ordering about...	Open	21.10.2009		05.12.2009	€ 27!

Figure 60 Mscrm-addons.com account with related contacts

By using the following filter, only contacts which match the GUIDs in the filter will be shown in the result document. The defined user-GUID and the user running must match as well.

SAVE + NEW FORM POWER SEARCH

MSCRM-ADDONS.COM SETTINGSKEYS : INFORMATION

New MSCRM-ADDONS.com Settingskeys

General

Name * : AMPPreFilter[(DC9B80F8-C781-46D8-9FD6-A3B610836975)]|account[(7b069E5412-84F6-E111-977B-00155DC8AE09]

IsCached * Yes

KeyValue

```
<filter> <entity>contact</entity> <values> <value>(12E5214A-88BF-E111-A7C1-00155DC8AE09)</value> <value>(12E5214A-88BF-E111-A7C1-00155DC8AE09)</value>
```

Notes

Status **Active**

Active

95%

Figure 61 Mscrm-addons.com account: How to set a filter

6 Tutorials (How To's)

This section provides you with all available 'How-To's' that are described in this document.

6.1 How to merge a document (single merge)

This step-by-step tutorial supports you when it comes to merge a document as single merge.

6.1.1 Select your preferred template in the DocumentsCorePack dialog

As soon as you have opened the DocumentsCorePack Dialog, you can select your preferred template there. Learn more about how to open the dialog in [CHAPTER 3.1.1 HOW TO OPEN THE DOCUMENTSCOREPACK DIALOG USING SINGLE MERGE ON PAGE 10](#). In our example, we want to create a contemporary letter. So we select the corresponding field (1) and click on the **[Next]**-button in the right lower corner. Should you have a huge number of templates, you could also search for them (2) and define categories (3). The categories can be structured, customized and set by yourself.

DocumentsCorePack Dialog ✕

Generates a document based on the records data. [Click here to see how to create templates](#)

Search

Name	Category	Group
Account Reconnect.docx		General
Account_Overview.docx		General
Account_QR_Template.docx		General
Contemporary Letter.docx		General
List of Accounts related to this Account.docx		General
List of Contacts related to this Account.docx		General

Figure 62 DocumentsCorePack dialog – select template



With a click on the **[Edit Template]**-button (4) in the left lower corner, you can edit your template like you probably already know it from the good old Microsoft Word form letters. Say, if you wanted to add some additional text to your template before you merge it, it is this button you may want to click on.

6.1.2 Customize your template

The dialog that opens now, provides you with the possibility to define how to proceed with your future template (e.g. how to attach/send/print/save/... it.) Please find more information on the dialog in [CHAPTER 3.2 DOCUMENTSCOREPACK DIALOG OPTIONS ON PAGE 12](#). Our letter should be printed and saved to SharePoint, but you can customize your template as you wish. Click on the **[Next]**-button in order to proceed.

DocumentsCorePack Dialog

Generates a document based on the records data. [Click here](#) to see how to create templates

Filetype	pdf ▼
<input checked="" type="checkbox"/> Attach document	as letter ▼
<input type="checkbox"/> Close Letter	
<input checked="" type="checkbox"/> Print document	PRINTTEST ▼
<input checked="" type="checkbox"/> Save to SharePoint	
<input type="checkbox"/> Run workflow	OverWriteSharepoint ▼

Next Cancel

Figure 63 DocumentsCorePack dialog – customize template

6.1.3 Finish the process

The next dialog provides you with an overview to your merged document. You can review it once more and edit it in Word or Word online if necessary.

Furthermore, the dialog provides you with an overview of the next steps. Click on the **[Finish]**-button to finish the merge.

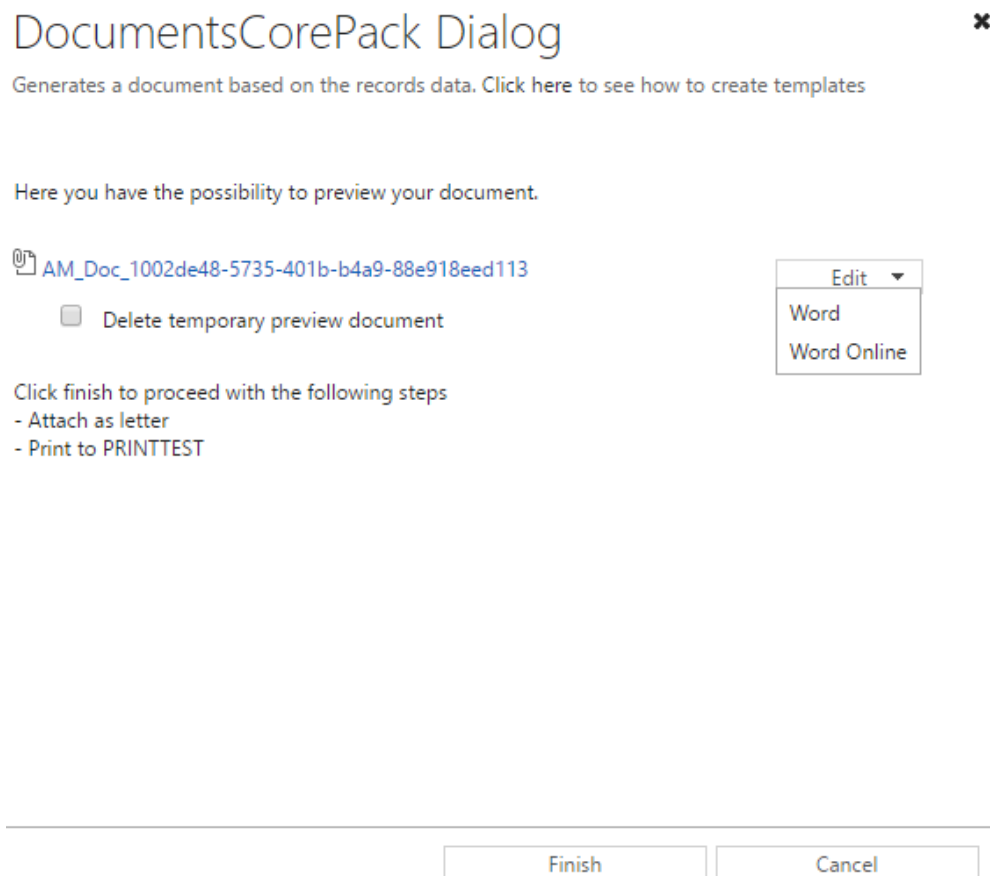


Figure 64 DocumentsCorePack dialog – finish template

That's it! Start to create your own single merged documents and try out all the possible settings of DocumentsCorePack dialog!

6.2 How to merge a document (bulk merge)

This step-by-step tutorial supports you when it comes to merge a document as bulk merge.

6.2.1 Select your preferred template in the DocumentsCorePack dialog

As soon as you have opened the DocumentsCorePack Dialog, you can select your preferred template there. Learn more about how to open the dialog in chapter [3.1.2 HOW TO OPEN THE DOCUMENTSCOREPACK DIALOG USING BULK MERGE ON PAGE 11](#). In our example, we want to create a contemporary letter. So, we select the corresponding field (1) and click on the **[Next]**-button in the right lower corner. Should you have a huge number of templates, you could also search for them (2) and define categories (3). The categories can be structured, customized and set by yourself.

DocumentsCorePack Dialog ✕

Generates a document based on the records data. [Click here to see how to create templates](#)

Search

Name	Category	Group
Account Reconnect.docx		General
Account_Overview.docx		General
Account QR Template.docx		General
Contemporary Letter.docx		General
List of Accounts related to this Account.docx		General
List of Contacts related to this Account.docx		General

Figure 65 DocumentsCorePack dialog – select template



With a click on the **[Edit Template]**-button (4) in the left lower corner, you can edit your template like you probably already know it from the good old Microsoft Word form letters. Say, if you wanted to add some additional text to your template before you merge it, it is this button you may want to click on.

6.2.2 Decide if you want to create a single document or to attach your document

The dialog that opens now enables you to decide, if you want to create a single document or if you want to attach your document.

6.2.2.1 How to create a single document (bulk merge)

If you check the checkbox next to *Create single document*, you will be creating a single document. You can print your document here or close the letter. Click on the **[Start Batch]**-button to finish the process.

DocumentsCorePack Dialog

Generates a document based on the records data. [Click here](#) to see how to create templates

☒ Create single document
Filetype
☒ Close Letter
☒ Print document

Figure 66 DocumentsCorePack dialog – customize template (create single document)



When using this option, you can only select between .docx and .pdf templates.

Once you have finished the process, you will be provided with an overview on the next steps and can also edit your template. That's it!

6.2.2.2 How to attach a document (bulk merge)

If you leave the checkbox next to *Create single document* unchecked, you will attach your document. You can print your document here or close the letter, save it to SharePoint or run a certain workflow.

Please find more information on the dialog in [CHAPTER 3.2 DOCUMENTSCOREPACK DIALOG OPTIONS ON PAGE 12](#). Our letter should be printed and saved to SharePoint, but you can customize your template as you wish. Click on the **[Start Batch]**-button to finish the process.

DocumentsCorePack Dialog

Generates a document based on the records data. [Click here](#) to see how to create templates

☐ Create single document

Filetype

pdf ▼

☒ Attach document

as letter ▼

☒ Close Letter

Subject

☒ Print document

PRINTTEST ▼

☐ Save to SharePoint

☐ Run workflow

You have no workflows ▼

Start Batch

Cancel

Figure 67 DocumentsCorePack dialog – customize template (attach a document – bulk merge)

The next dialog provides you with an overview of all the documents that were created during the bulk merge. With a click on the **[Preview]**-button you can have a look at your templates.

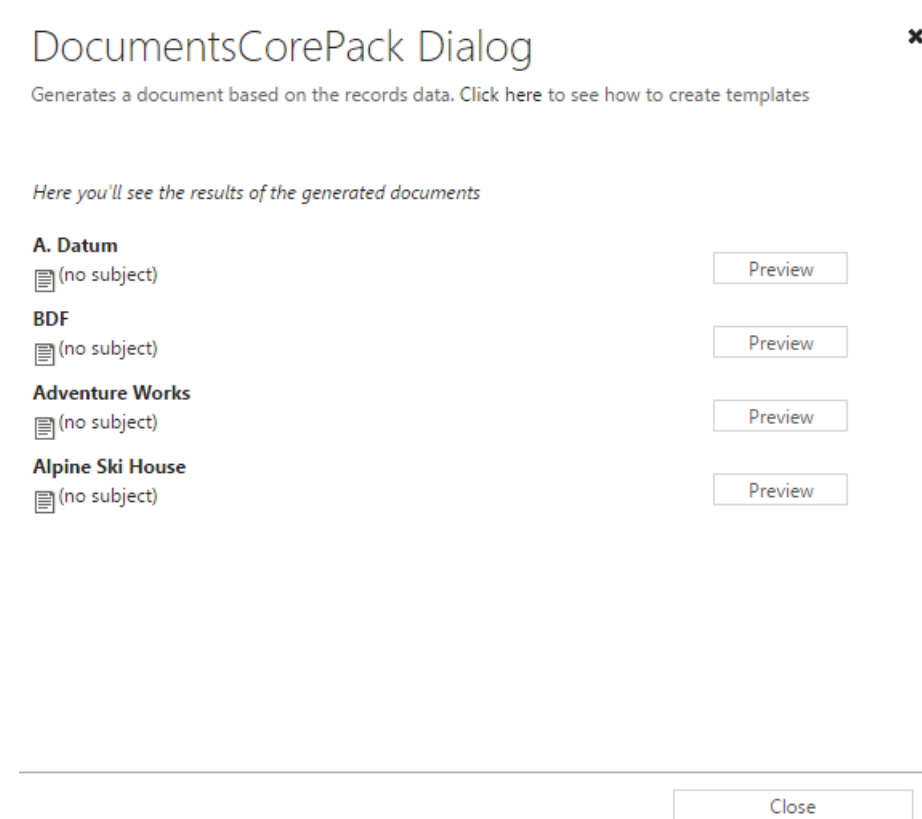


Figure 68 DocumentsCorePack dialog – customize template (attach a document – bulk merge)

That's it! Start to create your own bulked merged documents and try out all the possible settings of DocumentsCorePack dialog!

6.3 How to create a Command

Please find all How-Tos related to Commands and the **[Save Config]**-button in the One-Click actions documentation [on our website](#).

6.4 How to create a SharePoint location manually (with examples)

In the course of the following tutorial, you will learn how to create a SharePoint location manually.

6.4.1 How to create SharePoint locations manually

Whenever a new account in Microsoft Dynamics CRM is created, all appropriate documents (e.g. quotes, invoices, etc.) will be saved in the entity *Documents* in MS CRM.

As you can see in the screenshot below, the CRM Save location "Documents" can be accessed with the drop-down-button next to the current company (1) in the main navigation area at the top. Of course, you could also use our add-on SmartBar, (2) which enables a simple navigation between all related CRM records and entities.

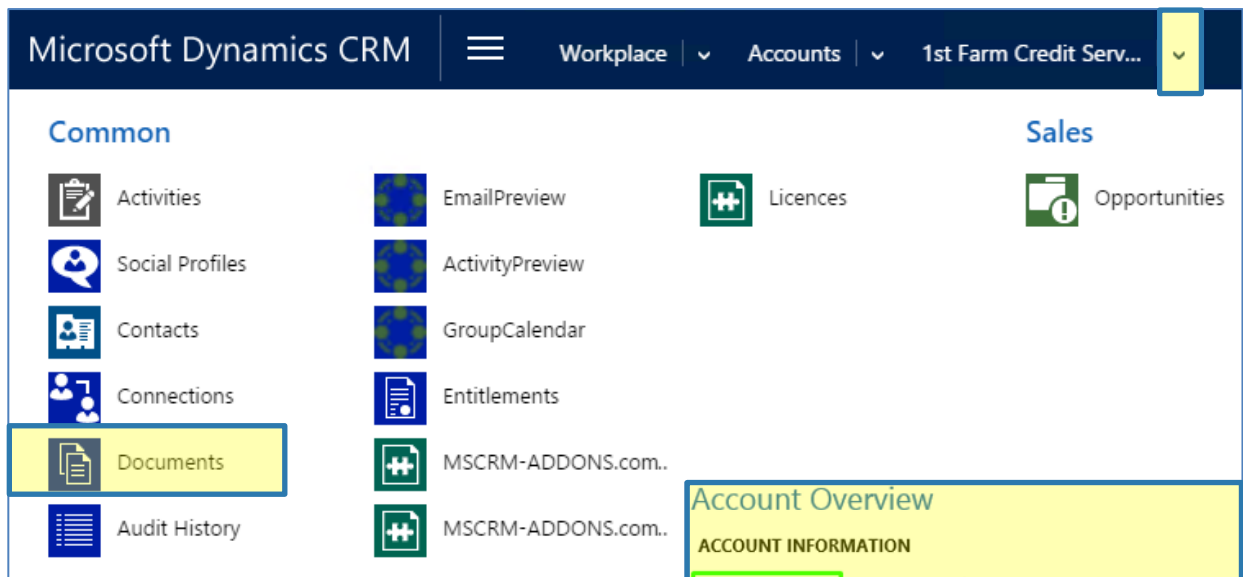


Figure 70 Access documents via CRM

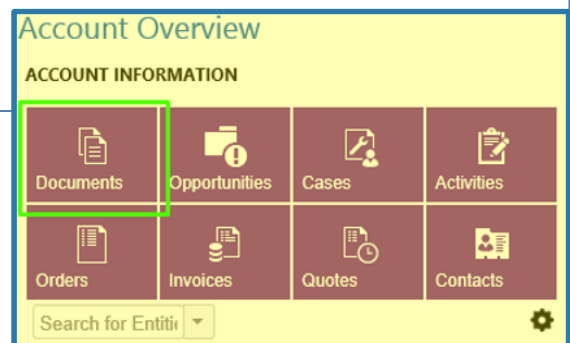


Figure 70 Access documents via SmartBar

However, when you click on *Documents*, the following message box appears. This message box indicates, that a SharePoint location will be created manually when you click on the **[OK]**-button. Depending on your settings, the SharePoint location will look like one of the examples on the next page.

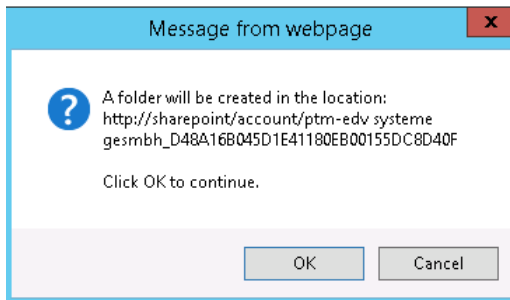


Figure 71 Access documents via SmartBar

6.4.2 EXAMPLES OF SHAREPOINT LOCATIONS

As you can see in the below screenshot, the standard SharePoint location window is empty and does not contain any folder(s) or subfolder(s).

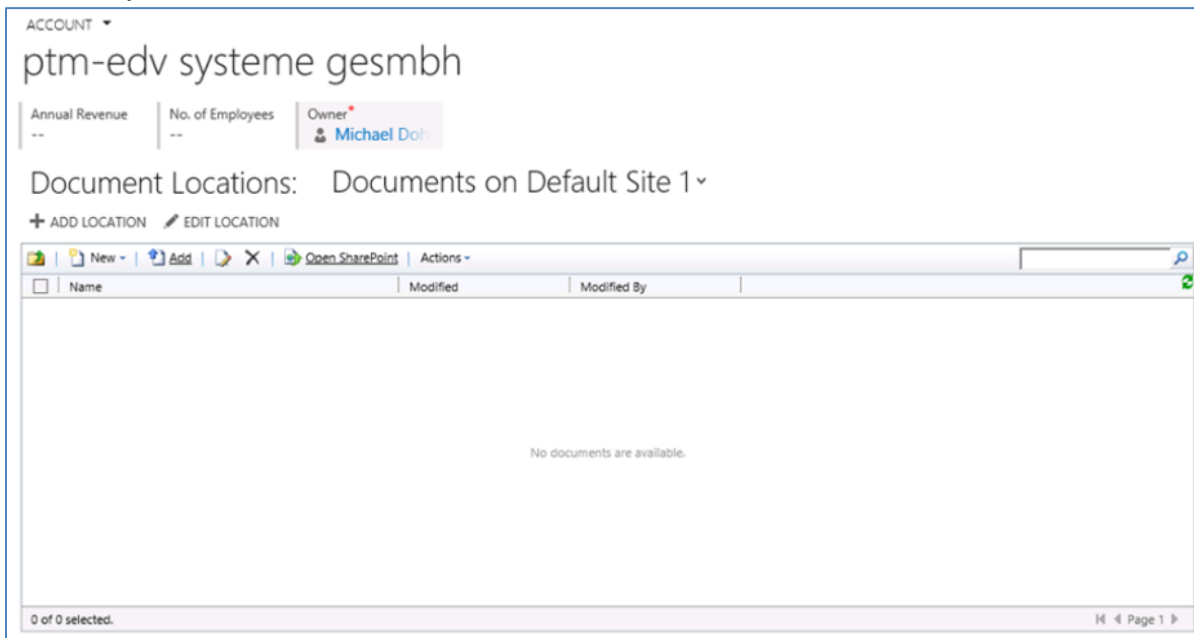


Figure 72 Standard SharePoint location

Once documents are saved, it could look like one of the examples below.

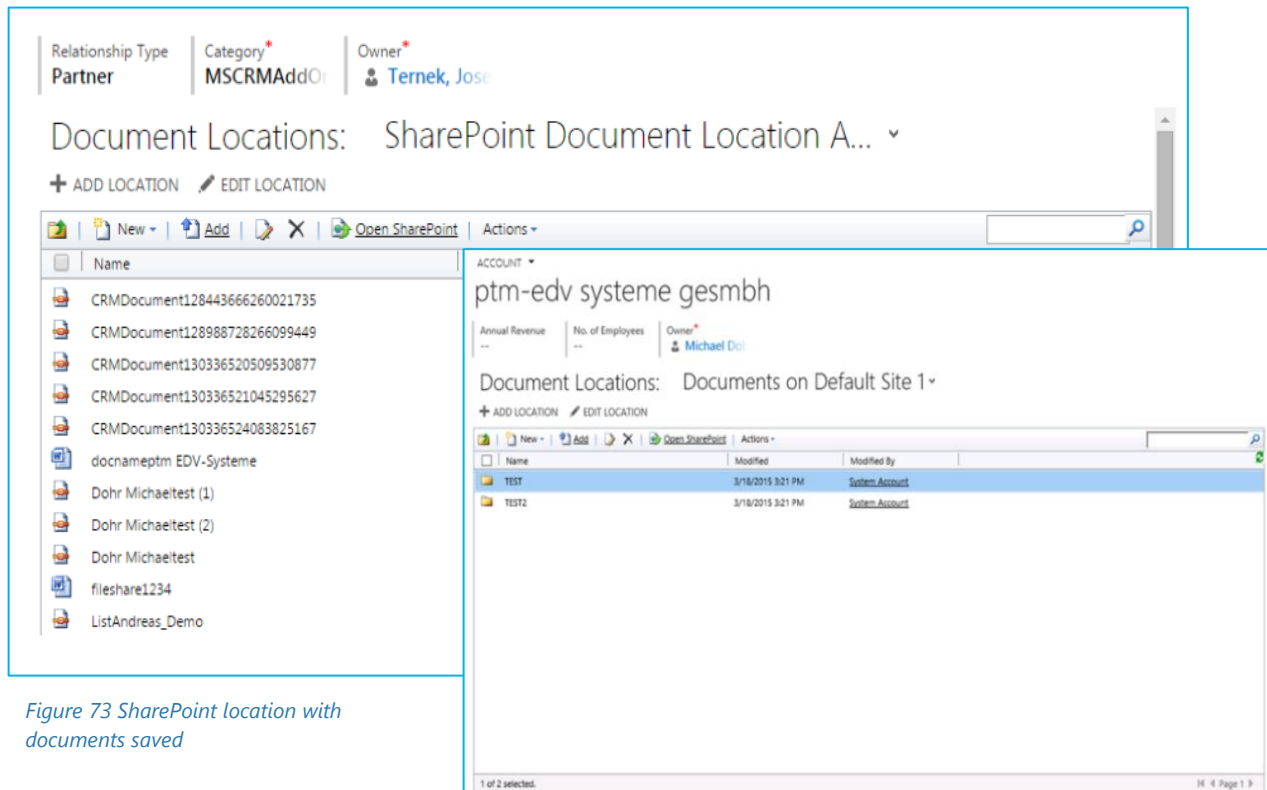


Figure 73 SharePoint location with documents saved

6.5 How to apply SharePoint, folder(s), subfolder(s)... automatically when an account is set up

It is possible to create various folders and subfolders, where the appropriate document should be saved (e.g. Quotes, Invoices ...) This can be done with a single workflow in order to save precious time. Our example shows how users can define if the creation of

a SharePoint location, folder(s) and/or subfolder(s)

is automatically triggered when a new account is set up.

6.5.1 Create a new process for CreateSharePointFolder

If you have not created a new process yet, learn how to do so in [CHAPTER 0 STEP 2: CREATE A NEW PROCESS ON PAGE 23](#).

In the course of the following step-by-step description, we want you to learn how to create a dialog. For our example, we thought of the following scenario:

After the user has selected or opened a quote, the user should have the possibility to select a template for the merge process. Furthermore, the user should be able to define the file extension of the generated document and whether the document should be attached to an email or letter or not. If the user selects the *attachtoletter* function, he should have the possibility to define whether he wants to print the letter or not. If the user chooses *attachtoemail*, the mail should be sent automatically.



This example is built on Microsoft Dynamics CRM On-Premise. It does not apply to the online version.

We put this into practice by using the DCP SB functionality inside a Dynamics 365 dialog.

Within CRM, we open a new process. Please look at [CHAPTER 0 STEP 2: CREATE A NEW PROCESS ON PAGE 23](#) if you have not opened a new process before.

Create Process

Define a new process, or create one from an existing template. You can create four kinds of processes: business process flows, actions, dialogs, and workflows.

Process name: *

Category: * Dialog Entity: * Quote

Type: ☒ New blank process
☐ New process from an existing template (select from list):

Template Name ↑	Primary Entity	Owner
No process template records are available in this view		

0 - 0 of 0 (0 selected) Page 1

Figure 74 New process – webpage dialog

In the popped-up window we type in a name of the process (*Generate Standard Quote*), select *Quote* as entity and choose the *Dialog* category. Press the **[OK]**-button to continue.

The following window will open:

Process: Generate Standard Quote Working on solution: Default Solution

Information

Common
 Information
 Audit History
 Process Sessions
 Process Sessions

General Administration Notes

Hide Process Properties

Process Name * Entity
 Activate As Category
Available to Run
☒ As an on-demand process
☐ As a child process

Add Step | Insert | Delete this step.

Input Arguments
[Add](#)

Variables
[Add](#)

Steps
 Select this row and click Add Step.

Figure 75 New process - information

6.5.2 Part 1: User Interaction

First, the user should be able to select a template from a pick list. Therefore, we add the "Query CRM Data" - step to our dialog.



Figure 76 Add step – query CRM data

Next, we call the step *Retrieve Standard Templates* and hit the **[Set Properties]**-button.

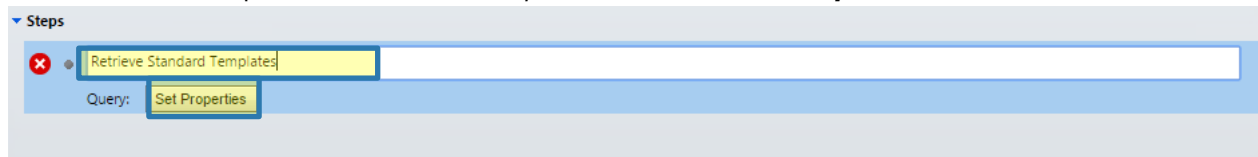


Figure 77 Name the step and hit the [Set properties]-button

We use the popped up window to define a query. It will retrieve all templates of the type *quote* starting with *Standard_Quote_* of the "MSCRM-ADDONS.com DocumentsCorePack Templates"-entity. Then, we hit the **[Save and Close]**-button to proceed.

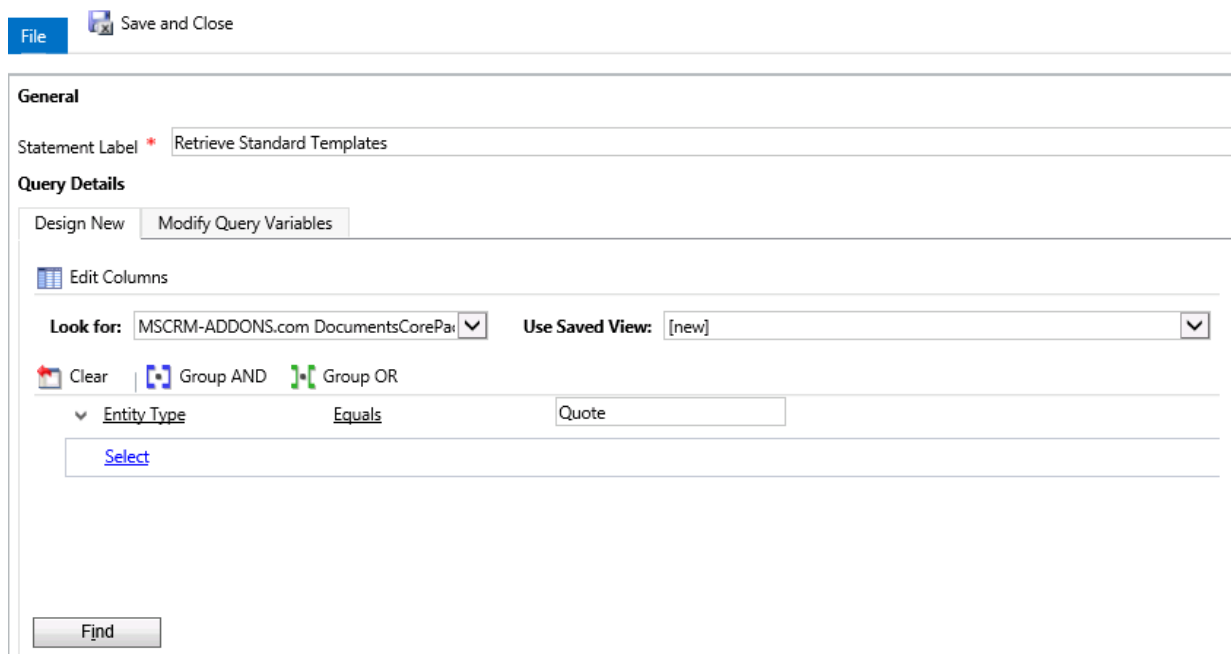


Figure 78 Retrieve Standard Templates query

Next, we add a new step (*Page*) to the dialog and name it *Quote Templates*.

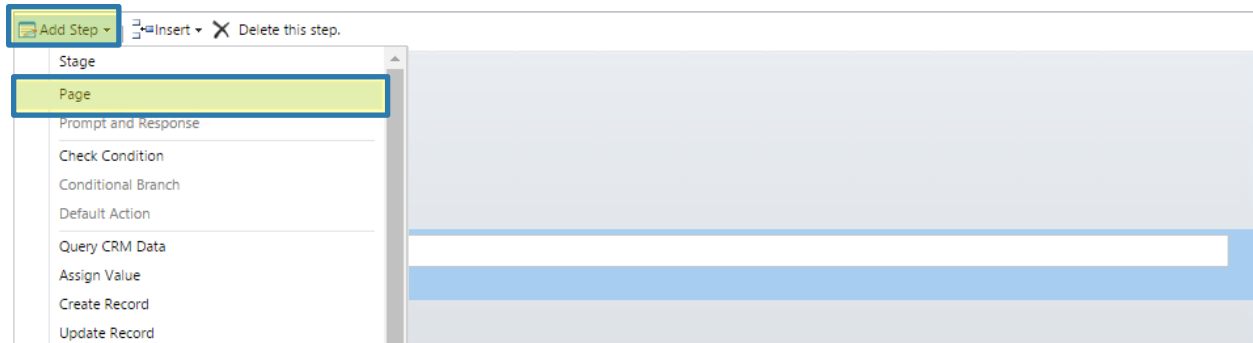


Figure 79 Add new step: *Page*

Then, we add another step (*Prompt and Response*) which we name *Which Template do you want?*

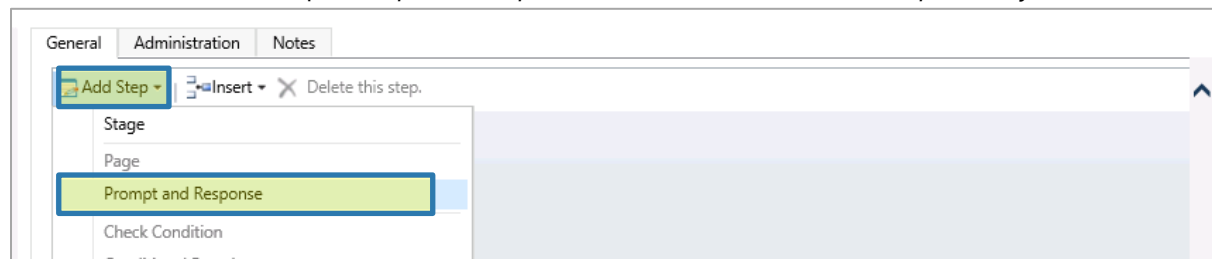


Figure 80 Add new step: *Prompt and Response*

Now your dialog should look like the below figure. To define the properties of the Prompt and Response step, we now click on the **[Set properties]**-button.

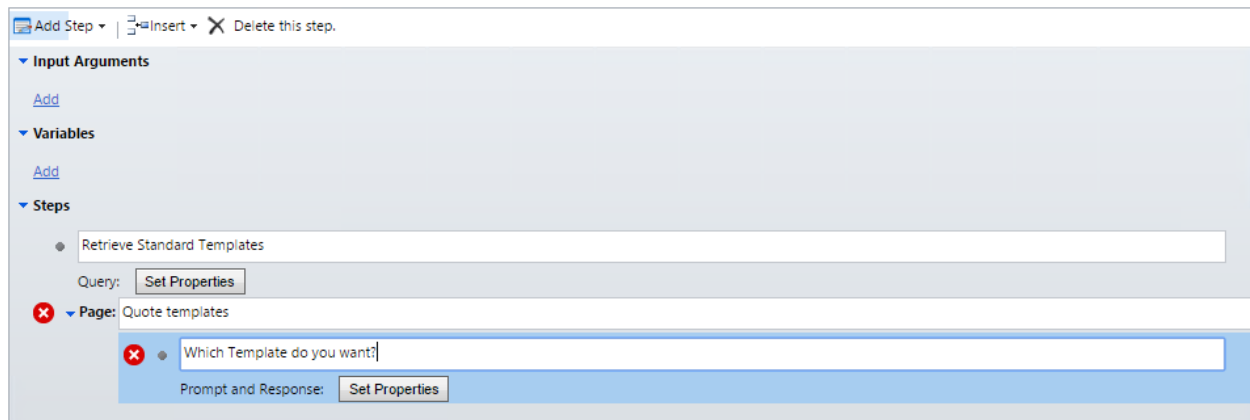


Figure 81 Prompt and Response: *Which Template do you want?*

The properties of the *Prompt and Response* – step open. Here, we can define *Please select a template* as *Prompt Text* (1) and set the *Response Type* to *Option Set (picklist)* (2). We check *Query CRM data* (3), then select *Retrieve Standard Templates* (4) and check the *Name*-column (5). When finished, we hit the **[Save and Close]**-button (6) to continue.

Figure 82 Prompt and Response properties

Next, we want to give the user the possibility to select the file extension of the generated document. So we add a further *Page* to our dialog and name it *File Types*. Same as above, we add a *Prompt and Response*-step to it. We name it "What file type do you want?" (See next screenshot)

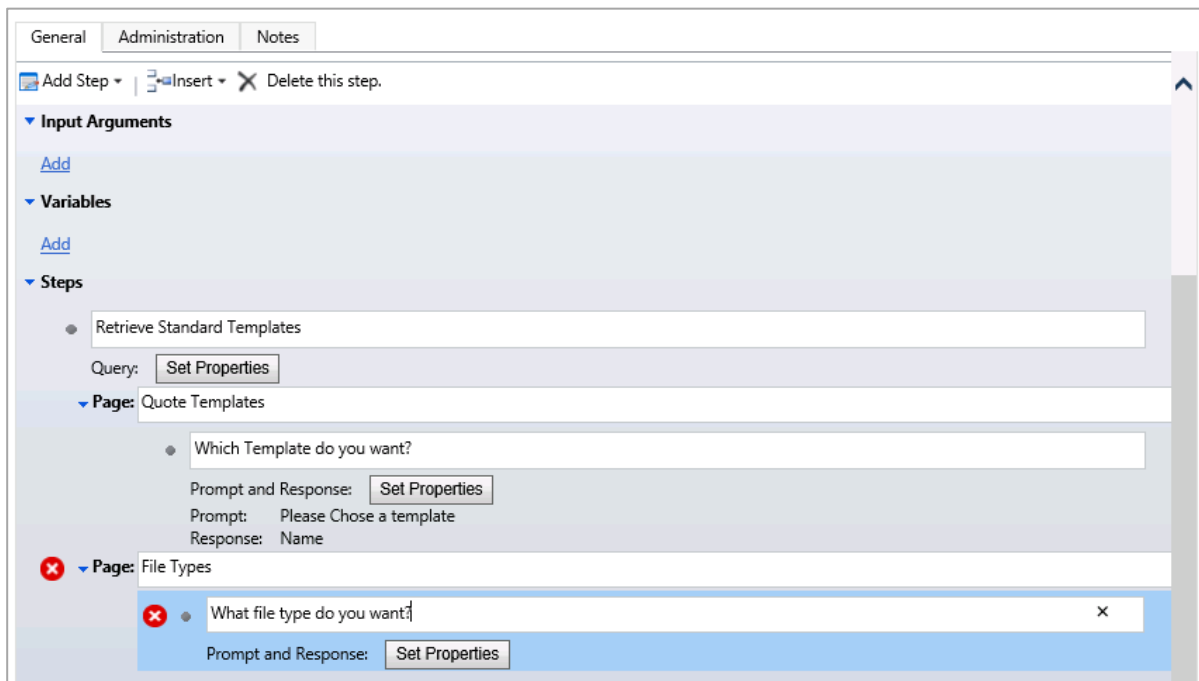


Figure 83 Add Page: File type

We again click on the **[Set Properties]**-button to set them up.

Figure 84 Add Page: File type

The *Prompt Text* should be *Please choose a file type*. As *Response Type* we select *Option Set (picklist)* again. But in this case, we check *Define Value* and add *docx, pdf, epub and html* as *Response Values*. This can be achieved by entering a value and a label into the fields on the right side and then clicking on the green cross. We click on the **[Save and Close]**-button in order to proceed.

At last, we want to provide the user with the possibility to select if he wants to attach the generated document to an email, to a letter or to a letter and print it out.

So we add a further *Page* to the dialog and name it *Actions*. Again, we add a *Prompt and Response*-step as well. We name it *Actions*. Next, we press the **[Set Properties]**-button to set them up.

Figure 85 Actions to apply – Step properties

We define *Which actions do you want to apply to the document?* as *Prompt Text* and select the *Response Type Options Set (picklist)*. Then we check *Define Values* and add the following items by hitting the green cross to the list:

- **Name:** AttachToEmail **Value:** AttachToEmail
- **Name:** AttachToLetter **Value:** AttachToLetter
- **Name:** AttachToLetterAndPrint **Value:** AttachToLetterAndPrint

We hit the **[Save and Close]**-button to proceed.

6.5.3 Part 2: DocumentsCorePack ServerBased steps

Next, we add a *Check Condition*-step and name it *Print or not*. We use it to decide if the document should only be generated or if it should be printed as well. To define it, we click on *<condition>* (*click to configure*).

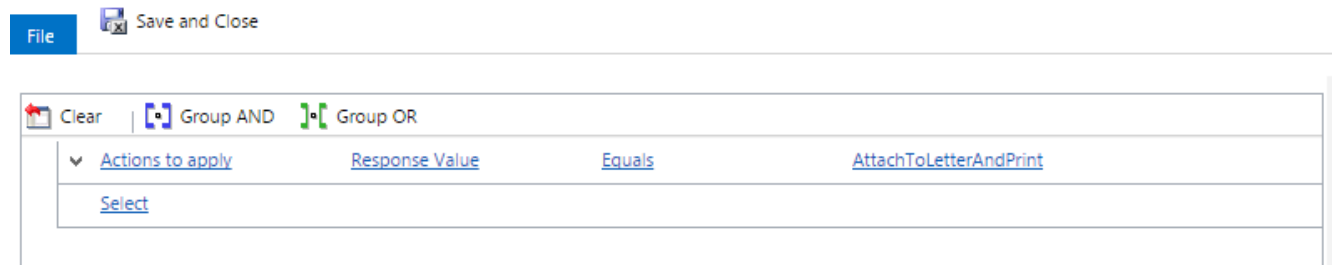


Figure 86 Check condition step: Print or not

We select the previously created *Actions to apply*, *Response Value* and define that it has to *Equals* *AttachToLetterAndPrint*.

We complete the condition by clicking on the **[Save and Close]**-button in the left upper corner.

6.5.3.1 Part 2.1: Generate and print

If this condition is true, a document should be generated, printed and attached to a letter. To fulfill this condition, we add the *CreateDocument*-step of the DocumentsCorePack ServerBased functionalities to it underneath. We name it *Generate and print document* and press the **[Set Properties]**-button.

Property Name	Data Type	Required	Value
DebugThisRequest	Two Options	Optional	<input checked="" type="radio"/> False <input type="radio"/> True
TemplateToExecute	Lookup	Optional	<input type="text" value=""/>
SaveAs	Single Line of Text	Optional	<input type="text" value="docx"/>
PrintTo	Single Line of Text	Optional	<input type="text" value=""/>
SaveOnlyIntoTemp	Two Options	Optional	<input type="radio"/> False <input checked="" type="radio"/> True

Figure 87 Print or not – step properties

This window allows us to define the following properties:

- ① **DEBUGTHISREQUEST** We set this property to “False” because we do not need any log files.
- ② **TEMPLATETOEXECUTE** Here we have to refer to the template previously selected by the user. To do so, we put the cursor into the field and use the *Form Assistant* on the right side of the window. We select *the Actions to apply* and *Response label* as shown in the above figure. Then we select “DocumentsCorePack Template” hit [Add] and [Ok].
- ③ **SAVEAS** Here we refer to the selected file type. This works the same way as for the above property, except that we select *What file type do you want?* and *Response Value* in the form assistant.
- ④ **PRINTTO** We are using this property to define the path of a network printer.
- ⑤ **SAVEONLYINTOTEMP** We set this property to *True*.

Click on the **[Save and Close]**-button in order to proceed.

Now we add a *Create Record*-step. We select *letter*, name it *Create letter1* and define its properties:

The screenshot shows the 'Create Letter' form in Dynamics CRM. The form is titled 'Process: Generate Standard Quote' and 'Create Letter'. It has a 'Letter' tab selected. The form fields are as follows:

- From:** Text field with a lookup icon.
- To:** Text field with a lookup icon.
- Direction:** Radio buttons for 'Incoming' and 'Outgoing' (selected).
- Subject:** Text field with a red asterisk and a blue circle '1' annotation. The value is 'Quotationletter of {Name(Quote)}'.
- Regarding:** Text field with a blue circle '2' annotation. The value is '{Quote(Quote)}'.
- Owner:** Text field with a lookup icon.
- Duration:** Text field with a dropdown arrow, set to '1 minute'.
- Priority:** Text field with a dropdown arrow, set to 'Normal'.
- Due:** Text field with a calendar icon and a dropdown arrow.
- Category:** Text field.
- Sub-Category:** Text field.

On the right side, there is a 'Form Assistant' pane. It shows 'Dynamic Values' and a list of values. The value '{Name(Quote)}' is selected. The 'Operator' is 'Set to', the 'Look for' is 'Quote', and the 'Name' is '{Name(Quote)}'. There is an 'Add' button and an 'OK' button.

At the top left, there is a 'File' button and a 'Save and Close' button with a blue circle '3' annotation.

Figure 88 Create letter1 properties

- 1 We define its *Subject* using the *Form Assistant*.
- 2 The *Regarding*-field is set automatically.
- 3 We hit the **[Save and Close]**-button to continue.

Afterwards, we have to attach the before generated document to this letter. Therefore, we add an "AttachToLetter"-step, name it "Attach letter1" and define the properties as shown underneath:

Process: Generate Standard Quote
Set Custom Step Input Properties

Property Name	Data Type	Value
DebugThisRequest	Two Options	<input checked="" type="radio"/> False <input type="radio"/> True
LetterToAttach	Lookup	{Letter(Create letter1 (Letter))}
DocumentGUID	Lookup	MSCRM-ADDONS.com User/Temp Sett

Form Assistant

Dynamic Values

Operator: Set to

Look for: Generate and print document:Output

MSCRM-ADDONS.com User/Temp Sett

Add

MSCRM-ADDONS.com User/Temp Sett

Default value:

OK

Figure 89 Create letter1 properties

- 1 **DEBUGTHISREQUEST** We set this property to *False* because we do not need any log files.
- 2 **LETTERTOATTACH** We refer to the before created letter using the *Form Assistant* (Select: *Create letter1 (Letter)* and *Letter*)
- 3 **DOCUMENTGUID** Here we have to link to the generated document. We use the *Form Assistant* again and select *Generate and print document: OutputDocumentRef (MSCRM-ADDONS.com User/Temp Settings)* and *MSCRM-ADDONS.com User/Temp Settings*.

Click on the **[Save and Close]**-button in order to proceed.

At the end of this condition branch, we have to delete the generated document stored in the *MSCRM-ADDONS.com User/Temp*-entity.

To achieve this, we add the *DeleteTempDocument*-step, give it the name *Remove document1* and define its properties as follows:

File Save and Close Help

Process: Generate Standard Quote

Set Custom Step Input Properties

Property Name	Data Type	Value
DebugThisRequest	Two Options	<input checked="" type="radio"/> False <input type="radio"/> True
DocumentGUID	Lookup	[MSCRM-ADDONS.com User/Temp Sett]

Working on solution: Default Solution

Form Assistant

Dynamic Values

Dynamic Values

Operator: Set to

Look for: Generate and print document:Out

MSCRM-ADDONS.com User/Temp Sett

Add

X

MSCRM-ADDONS.com User/Temp Sett

Default value:

OK

Figure 90 Create letter1 properties

We use the "DocumentGUID"-property to refer to the generated document. To do so, we select *Generate and print document: OutputDocumentRef* (*MSCRM-ADDONS.com User/Temp Settings* and *MSCRM-ADDONS.com User/Temp Settings*).

6.5.3.2 *Part 2.2: Generate only*

Next, we have to focus the else branch of the condition. It will be executed if the user has selected *AttachToEmail* or *AttachToLetter*.

First, we have to add the *Default Action*-step (else branch) to create the if condition.

Then, we add a new *CreateDocument*-step with the name *Generate document only* to the else branch. We define the properties same as in the *if branch* before, except that we leave the *PrintTo*-property empty because we only want to create the document.

Next, we have to add a further condition to this else branch. If the user has selected *AttachToEmail* we have to use an email, otherwise (*AttachToLetter*) we have to use a letter.

This can be done by adding a new *Check Condition*-step to the dialog. We name it *Email or Letter* and define it as *Actions to apply* > *Response Value* > *Equals* > *AttachToEmail*.

If the value of *Actions to apply* is *AttachToEmail* the condition is true, otherwise, it is false.

6.5.3.3 Part 2.3: Attach to Email

In the true branch of this condition, we create an email by using the *Create Record*-step. We type in the name *Create Email* and define it as shown in the below figure:

The screenshot shows the 'Create Email' form in Dynamics 365. The form is titled 'Process: Generate Standard Quote' and 'Create Email'. It includes fields for 'From' (Christian Ternek), 'To' (Account(Potential Customer (Account))), 'Cc', 'Bcc', and 'Subject'. Below these is a rich text editor. At the bottom, there are 'Regarding' and 'Duration' fields. To the right, there is a 'Form Assistant' pane with 'Dynamic Values' and 'Operator' sections. The 'Regarding' field is set to '(Quote(Quote))' and the 'Duration' is set to '1 minute'.

Figure 91 Create email properties

We use any user as sender and the *Potential Customer* as recipient. The *Regarding*-field is set by default.

The next step is to attach the created document to this email. This can be achieved by using the *AttachToEmail* step. We name it *Attach to Email* and adjust its properties.

Process: Generate Standard Quote
Set Custom Step Input Properties

Property Name	Data Type	Value
DebugThisRequest	Two Options	<input checked="" type="radio"/> False <input type="radio"/> True
EmailToAttache	Lookup	[Email Message(Create Email (Email...))]
DocumentGUID	Lookup	[MSCRM-ADDONS.com User/Temp Sett...]

Form Assistant

Dynamic Values

Operator: Set to

Look for: Generate and print document:Out

MSCRM-ADDONS.com User/Temp Sett...

Add

MSCRM-ADDONS.com User/Temp Sett...

Default value:

OK

Figure 92 Create email properties

- 1 **DEBUGTHISREQUEST** We set this property to *False* because we do not need any log files.
- 2 **LETTERTOATTACH** We refer to the before created email using the *Form Assistant (Create (email))* and *email message*).
- 3 **DOCUMENTGUID** Here we have to link to the generated document. We use the *Form Assistant* again and select *Generate document only: OutputDocumentRef (MSCRM-ADDONS.com User/Temp Settings)* and *MSCRM-ADDONS.com User/Temp Settings*.



If the file type of the generated document is "html" this step will copy its content into the email body. Otherwise, the generated document will be added as an attachment to the email.

Now, the email is ready for sending. We use the *SendEmail*-step to do this. We name it *Send Email* and define its properties like in the below figure.

Process: Generate Standard Quote

Set Custom Step Input Properties

Property Name	Data Type	Value
DebugThisRequest	Two Options	<input checked="" type="radio"/> False <input type="radio"/> True
EmailToSend	Lookup	[Email Message(Create Email (Email))]

Working on solution: Default Solution

Form Assistant

Dynamic Values

Operator: Set to

Look for: Create Email (Email)

Email Message

Add

✕ | ↑ ↓

Email Message(Create Email (Email))

Default value:

OK

Figure 93 Send email properties

- 1 **DEBUGTHISREQUEST** We set this property to "False" because we do not need any log files.
- 2 **EMAILTOSEND** We refer to the before created email using the *Form Assistant* (*Create (email)* and *email message*).

6.5.3.4 Part 2.4: Attach to Letter

Now we have finished the if branch and focus the other way. It will be executed if the user has previously selected *AttachToLetter*. Here we want to create a letter and attach the generated document to it.

To do so, we have to add the *Default Action*-step (*else branch*) to this condition.

To this else branch, we add the following two steps:

Create Record-step of the entity *Letter* with the name *Create letter2*. We define its properties as shown below:

File Save and Close

Process: Generate Standard Quote
Create Letter

Letter

From Address

To {Account(Potential Customer) Direction ☐ Incoming ☒ Outgoing

Subject* Quotation Letter of {Name(Quote)}

Regarding {Quote(Quote)}

Owner

Duration 1 minute Priority Normal

Due

Category Sub-Category

Form Assistant

Dynamic Values

Dynamic Values

Operator: Set to

Look for: Potential Customer (Account)

Account

Add

Account(Potential Customer (Account))

Default value:

OK

Figure 94 Create Letter properties

And at last, we add the *AttachToLetter*-step with the name *Attach to letter2* to it. We define its properties as follows (same as in the first *AttachToLetter*-step, except that we select *Create letter2 (Letter)* for *LetterToAttach* and *Generate document only*:

OutputDocumentRef *MSCRM-ADDONS.com User/Temp Settings* for *DocumentGUID*

File

Save and Close

Help

Process: Generate Standard Quote

Working on solution: Default Solution

Set Custom Step Input Properties

Property Name	Data Type	Value
DebugThisRequest	Two Options	<input checked="" type="radio"/> False <input type="radio"/> True
LetterToAttache	Lookup	{Letter(Create letter2 (Letter))}
DocumentGUID	Lookup	{MSCRM-ADDONS.com User/Temp Sett

Form Assistant

Dynamic Values

Dynamic Values

Operator:
Set to

Look for:
Generate and print document:Out

MSCRM-ADDONS.com User/Temp

Add

X | Up | Down

MSCRM-ADDONS.com User/Temp Sett

Default value:

OK

Figure 95 Attach to Letter Properties

At this point, the document is created and attached to an email or a letter, which means that we can now delete the temporary document again.

To do so, we add the *DeleteTempDocument* -step outside of the if condition to our dialog. The reason for that is that we want to delete the document in any case (*AttachToEmail* or *AttachToLetter*). We name it *Remove document 2* and define its properties as shown below:

Process: Generate Standard Quote

Set Custom Step Input Properties

Property Name	Data Type	Value
DebugThisRequest	Two Options	<input checked="" type="radio"/> False <input type="radio"/> True
DocumentGUID	Lookup	MSCRM-ADDONS.com User/Temp Sett

Working on solution: Default Solution

Form Assistant

Dynamic Values

Operator: Set to

Look for: Generate and print document:Out

MSCRM-ADDONS.com User/Temp Sett

Add

MSCRM-ADDONS.com User/Temp Sett

Default value:

OK

Figure 96 DeleteTempDocument

- 1 **DEBUGTHISREQUEST** We set this property to *False* because we do not need any log files.
- 2 **DOCUMENTGUID** Here we have to link to the generated document. We use the *Form Assistant* again and select *Generate document only: OutputDocumentRef (MSCRM-ADDONS.com User/Temp Settings)* and *MSCRM-ADDONS.com User/Temp Settings*.

Well, that's it!

After the dialog has been activated, it can be used.

6.6 Part 3: The Result Dialog

Once the dialog is ready to activate, the result looks like the below figure.

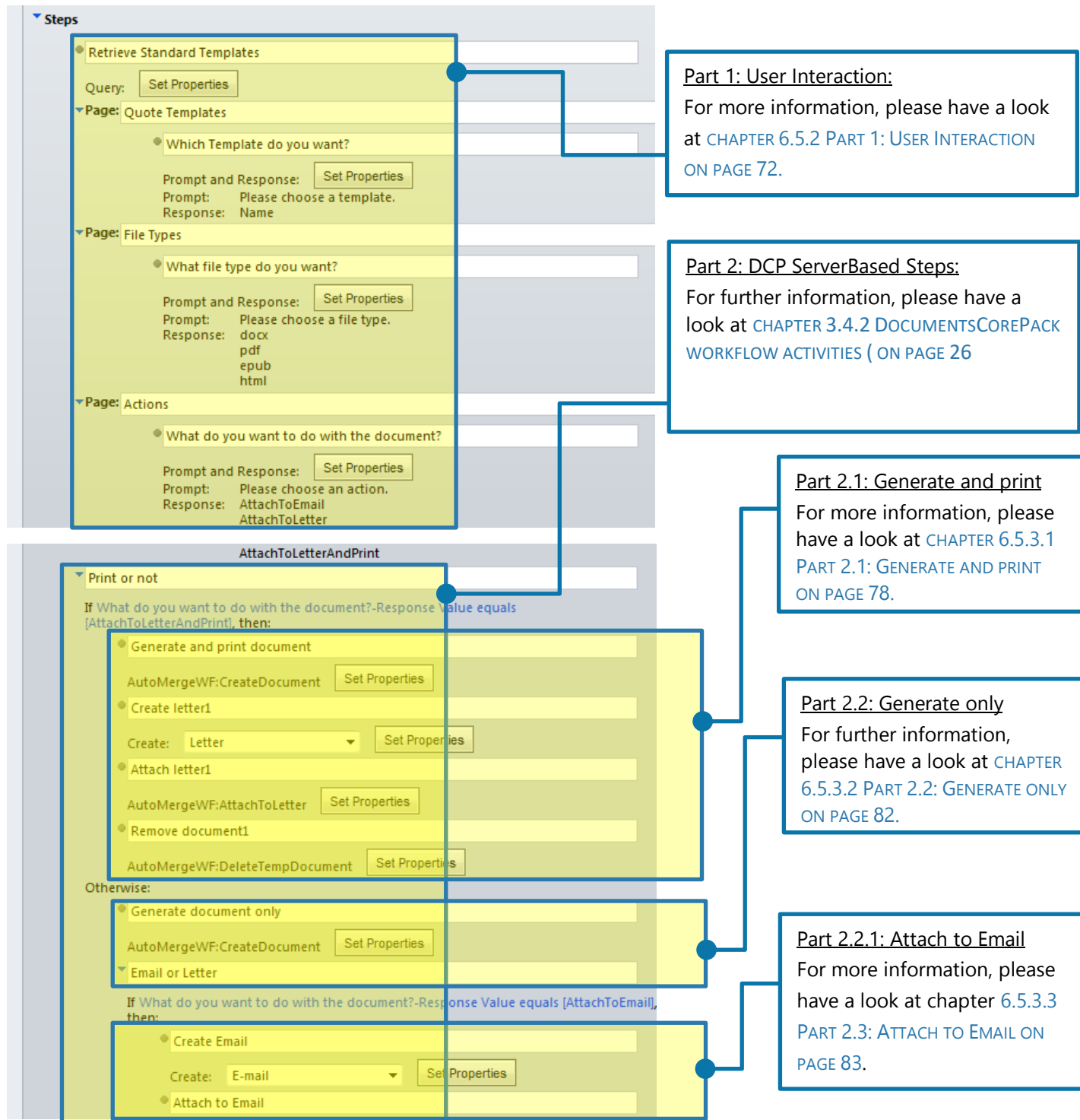


Figure 97 Result dialog

6.7 How to test a dialog

Whenever you create a new dialog, it is necessary to test it. We will test our dialog with a random quote.

6.7.1 Start the dialog

To start our dialog, we open a quote and press the **[...]**-button (*more commands*) in the command bar. There, click on *Start Dialog*:

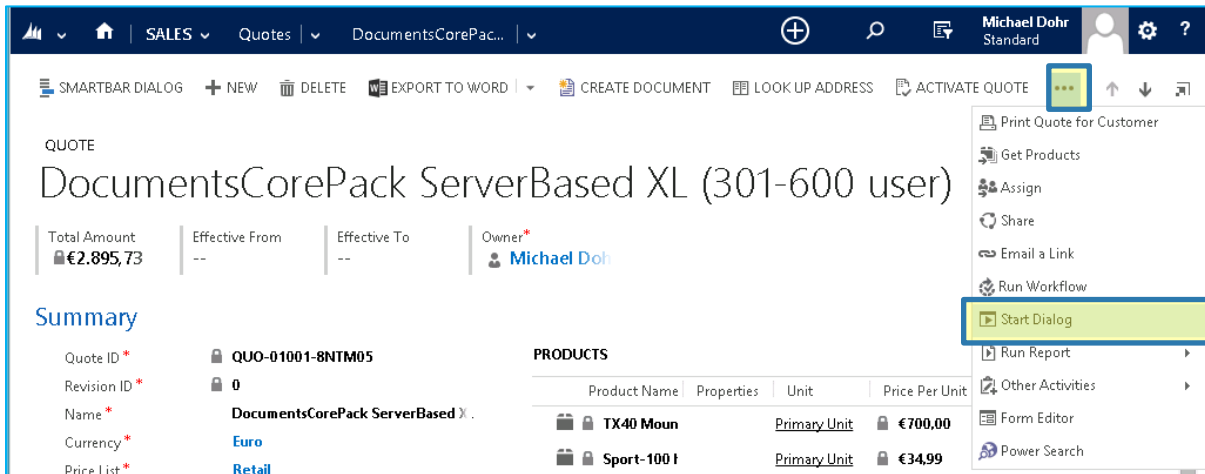


Figure 98 Open Start dialog in command bar

Now, we select a dialog of our choice, for example *Quote*. Click on the **[Add]**-button to proceed.

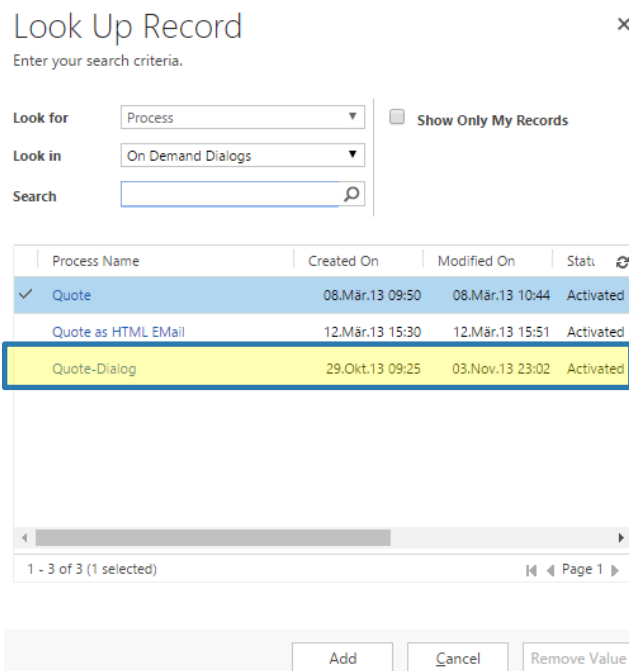


Figure 99 Select dialog: Generate Standard Quote

6.7.2 Select a standard template

First, we must choose between the standard templates. We select *Quote English Nice.docx* and click on the **[Next]**-button to proceed.

Quote-Dialog
Select quote template

Select the template you want to use.

- ☒ Quote English Nice.docx
- ☐ Quote French Nice.docx
- ☐ Quote German Nice.docx

Tip

Select template to be used for this process

Click to add comments

Help Summary

Next Cancel

Figure 100 Select a template

6.7.3 Select the dialogs' steps

In the next window, you are asked if you want to print the created document or not. We check **Yes**.

Quote-Dialog
Print

Do you want to print the created document?

- ☒ Yes
- ☐ No

Tip

Click to add comments

Help Summary

Previous Next

Figure 101 Do you want to print? (Dialog)

In this window, we have the possibility to select the file type. We select *pdf* and hit the **[Next]**-button in order to continue.

The screenshot shows a web browser window titled "Generate Standard Quote - Google Chrome". The address bar displays a URL: `crm/Standard/cs/dialog/rundialog.aspx?DialogId=%7b71674028-22EE-4E88-AC9F-7`. The main content area is titled "Generate Standard Quote" with a subtitle "File Types". Below this, there is a section titled "Please choose a file type" with a dropdown menu. The dropdown menu is open, showing a list of file types: "docx", "pdf", "epub", and "html". The "pdf" option is highlighted. To the right of the dropdown menu, there is a small button labeled "pdf". Below the dropdown menu, there is a text input field with the placeholder text "Click to add comments". At the bottom of the dialog, there are five buttons: "Help", "Summary", "Previous", "Next", and "Cancel".

Figure 102 Select a file type

Next, we select an action and click on the **[Next]**-button.

The screenshot shows a web browser window titled "Generate Standard Quote - Google Chrome". The address bar displays the URL "crm/Standard/cs/dialog/rundialog.aspx?DialogId=%7b71674028-22EE-4E88-AC9F-7". The main content area is titled "Generate Standard Quote" and "Actions". It features a blue box with the text "Please choose an Action." and three radio buttons: "AttachToEmail", "AttachToLetter", and "AttachToLetterAndPrint". To the right of this box is a "Tip" section with a right-pointing arrow. Below the main content area is a text input field with the placeholder "Click to add comments". At the bottom of the dialog, there are five buttons: "Help", "Summary", "Previous", "Next", and "Cancel".

Figure 103 Select a file type

6.7.4 Finish the dialog

After a short time, this window will pop up and let us know that the dialog has ended.
We hit the **[Finish]**-button in order to close it.

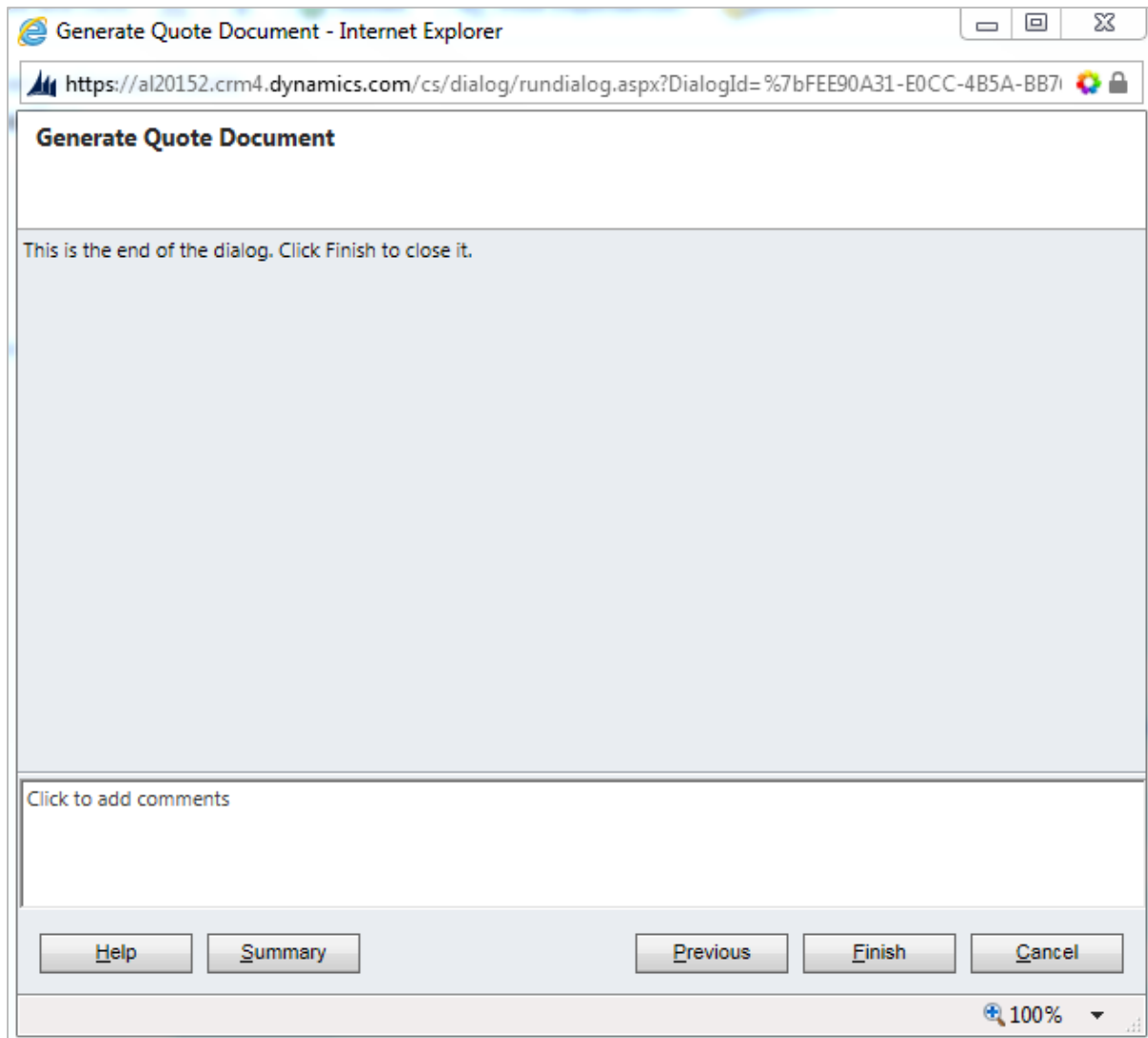


Figure 104 Proceed with a click on the [Finish]-button

6.7.5 The result

Then, we navigate to the *Closed Activities*-area of this quote. There we can find the Email:

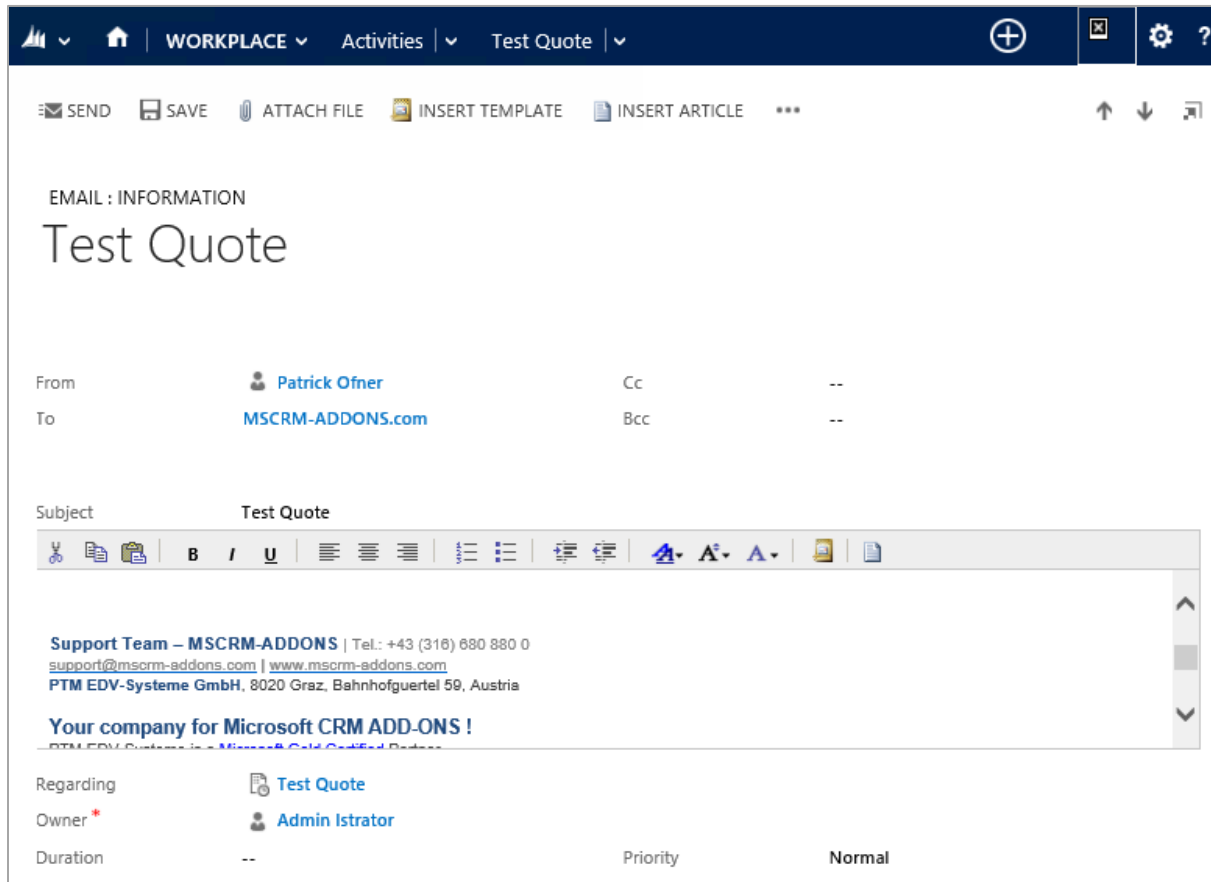


Figure 105 Closed activity area

In the *Attachment*-area we can see the generated document stored as pdf.

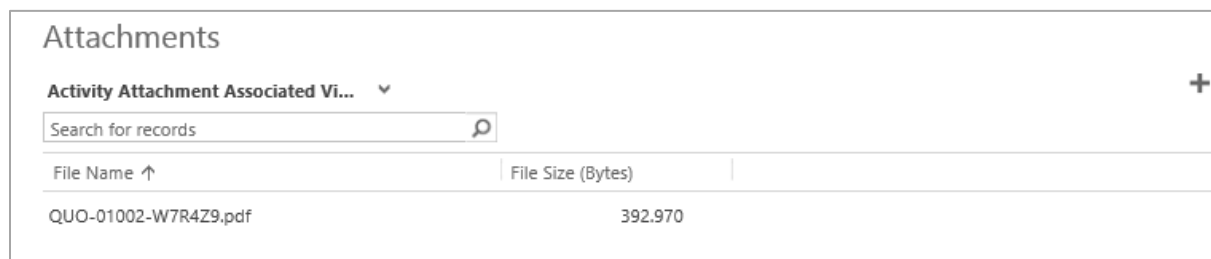



Figure 106 Generated document stored as .pdf

Also, we can open the attachment and are provided with our demo quote.

Demo-Company Inc., 1234-Demo Road

PTM EDV-Systeme
To: Mr. James Elliott
Bahnhofgürtel 59,Graz8020 - Austria



DearMr.James Elliott,

Thanks for the interest in our products. Regarding your request per e-mail from 3/30/2012, we can offer you the following:

No.	Product Name	Price	Qty.	Amount
Default Subject				
5454654 6546	Documents Core Pack CRM 2011	€56.00	20	€1,120.00
Group Default Subject total:				1.120,00 €

Total:€1,120.00

This quote is valid for XX days from today.

Terms and conditions conditions:
 Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.
 Consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, n sea takimata sanctus est Lorem ipsum dolor sit amet.

Payment conditions:
 Normally you have to buy at our online-shop and to pay in advance with Paypal, MasterCard, VisaCard or American Express.
 If you prefer to pay by bank transfer, this is also possible, but we cannot forward the software-activation-key until the payment arrives in our account.

Figure 107 The result – demo quote

6.8 How to NOT to delete temp documents automatically

Sometimes, it is necessary to keep temp documents. If you have temp documents that you do not want to delete immediately after their creation or print, please follow this step-by-step tutorial.

6.8.1 Open the Advanced Find

Within CRM click on the **[Advanced Find]**-button in the ribbon.

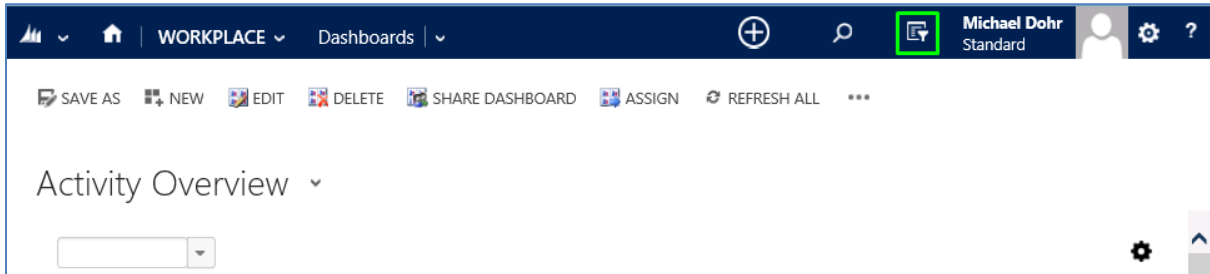


Figure 108 Open advanced find

6.8.2 Look for the Temp Settings

The following window will open. In the „Look for“ box select the „MSCRM-ADDONS.com User/Temp Settings“ entity.

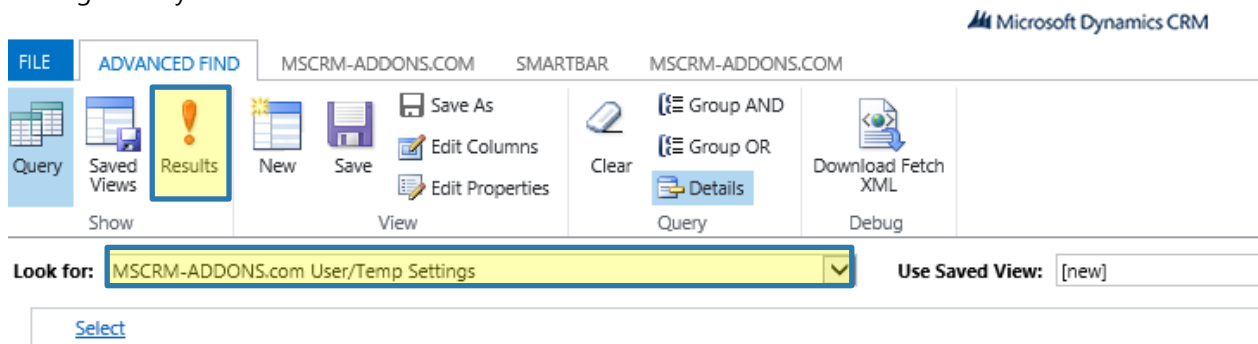


Figure 109 Look for the temp settings

6.8.3 Press Results

In order to receive all stored settings, simply hit the **[Results]**-button. See next screenshot:

The screenshot shows the MSCRM-ADDONS.COM interface. At the top, there are tabs for 'FILE', 'ADVANCED FIND', and 'LIST TOOLS'. Below these are various icons for actions like 'Query', 'Saved Views', 'Results' (highlighted with a red exclamation mark), 'New', 'Save', 'Save As', 'Edit Columns', 'Edit Properties', 'Clear', 'Group AND', 'Group OR', 'Details', 'Download Fetch XML', and 'Debug'. Below the icons is a table with two columns: 'Name' and 'Created On'. The table contains 15 rows of document records, each with a unique ID and a timestamp.

Name	Created On
AM_Doc_0a800951-115a-4b05-9f72-ad1104d23403	31.Mär.13 15:31
AM_Doc_18080bbe-46cb-487e-84de-c8cb2432cc78	13.Mär.13 09:39
AM_Doc_44006e6c-6a86-4d0d-a9e9-22e7a31a9db2	18.Jul.13 11:31
AM_Doc_45d0e09a-2117-4b6a-bea6-5b5a477be1b8	02.Jul.13 12:30
AM_Doc_81fe177b-2ce1-44fb-b7c2-c4bd5b6fa808	18.Jul.13 12:35
AM_Doc_94975425-7d4d-4af9-ab01-109de7115fbc	18.Jul.13 11:35
AM_Doc_9b8de2ef-5d0b-4f5a-97a6-007d9c98d5ec	18.Jul.13 11:47
AM_Doc_a2db65c9-2c71-4ad7-a13a-05fd2c2707ce	18.Jul.13 11:50
AM_Doc_a9fe10a1-4bb5-42a7-8d57-51ec72e3936	15.Feb.13 08:42
AM_Doc_ab2b03d2-aa47-4b76-ada0-de026e59a950	05.Jul.13 14:11
AM_Doc_af8c61e2-f0e9-4fa1-9dd4-f737f1e05815	18.Jul.13 13:26
AM_Doc_b22e7baf-28c6-4643-a987-ef58ee7643ce	18.Jul.13 13:41
AM_Doc_bc6c3f2e-0329-4952-8e8c-78c3e7f2878e	10.Jul.13 10:54
AM_Doc_c0d8ddf8-931d-4e0d-8897-8326dd44ba09	18.Jul.13 14:12

Figure 110 Results

To ensure that every record name is unique, DCP SB stores them per default by using the following structure:

AM_Doc_ + a new Guide

6.8.4 Have a look at the Template

If you want to have a look at the generated document directly, double-click on the record and navigate to the *Notes*-section.

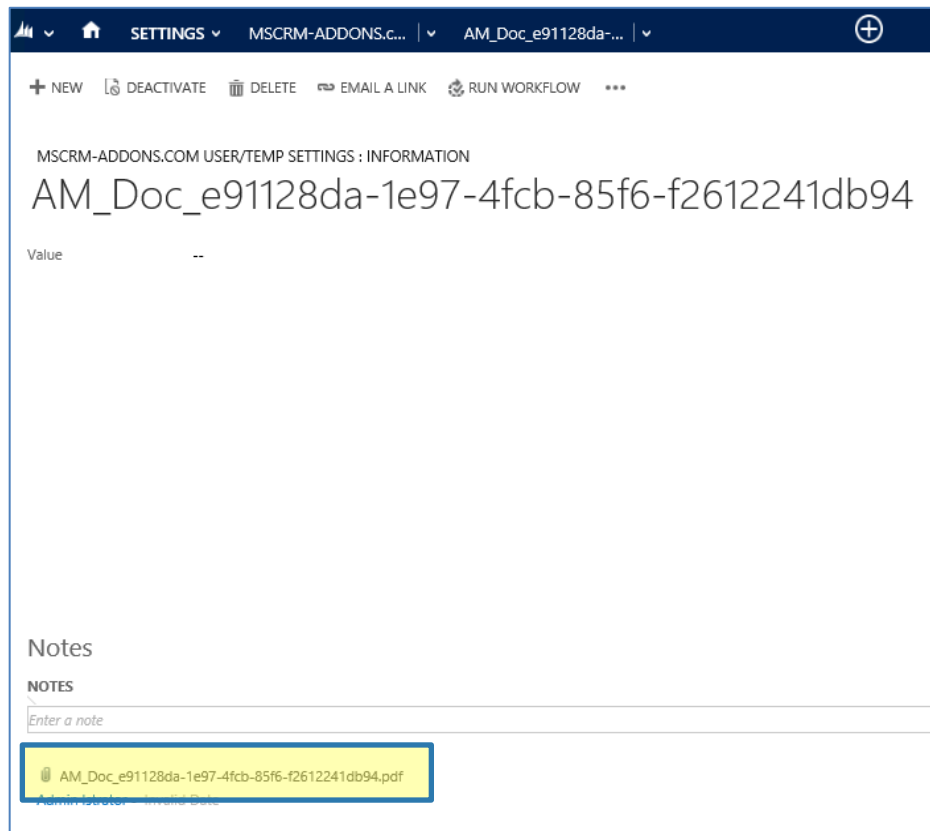


Figure 111 Results

There you can see the generated document attached. Its name corresponds to the *Document Name*-setting of the template. If the name is not defined, the default structure (*AM_Doc_ + a new Guide*) will be taken automatically. In this example, the generated document is a *.pdf* This was defined in the *SaveAs* property of the *CreateDocument*-step. To open the document, simply click on it.

6.9 How to install a printer which is visible for services

Go to the Control Panel -> Devices and Printers. Click on the **[Add a printer]**-button (see screenshot below).



Make sure that the printer you select is a local one.

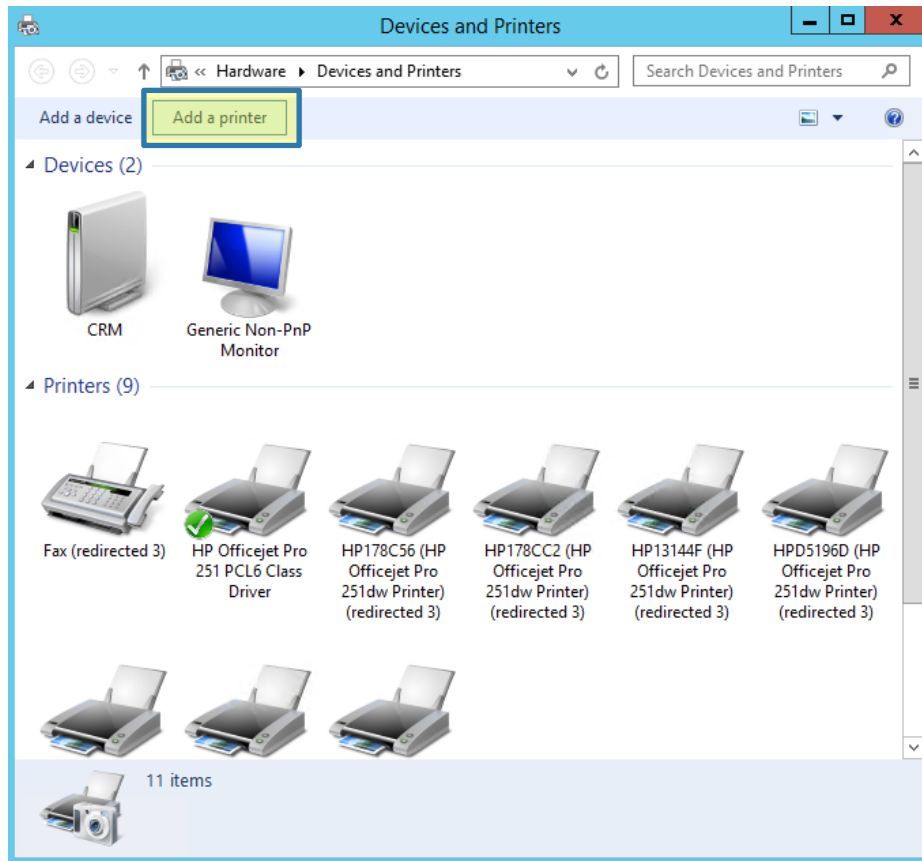


Figure 112 Add a printer

Step through the wizard and create a new port. Type in a simple name for the printer, without using spaces. This makes it easier for you to retype the printer name in the different workflows of DCP Server. Once finished, please try to print a test page to see if it works correctly.

6.10 How to configure and start a print service

6.10.1 Start the service configuration

Start the *Service Configuration DocumentsCorePack for MS CRM 2015/2016* from within the Windows start menu:

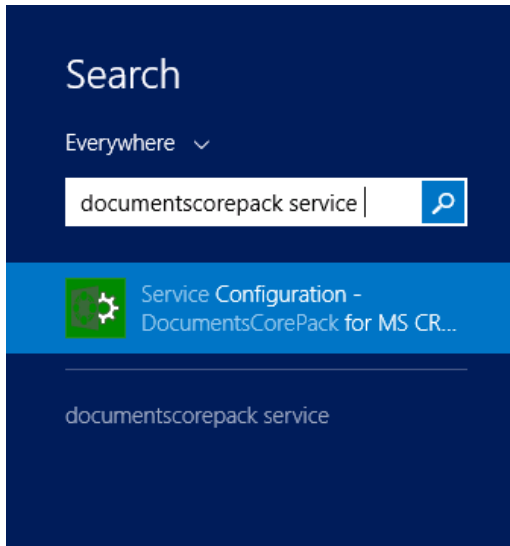


Figure 113 Start service configuration

6.10.2 Create a new service or select an existing one

To do so, navigate to the general tab. If you want to create a new service, type in a name of the service and click on the **[Verify]**-button.

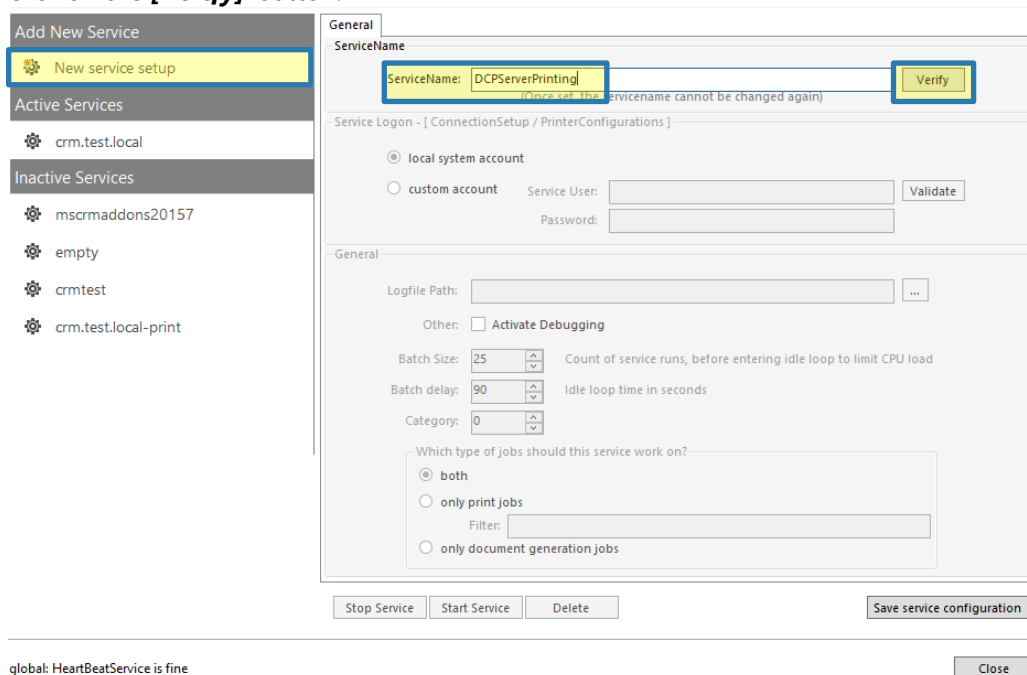


Figure 114 Create new service or select existing one

6.10.3 Select the print jobs

Now you have to define which type of jobs the service should work on. Check only *printjobs*. Furthermore, you have the possibility to set a filter for the printer to be used. Setting this filter is essential, for example in the following case:

If you have offices in two different countries (e.g. America and Austria), you can type in the name of the printer located at your site (e.g. at your Austrian office) in order to avoid that your documents are printed by the printer located at the other site (e.g. at your American office).

Logfile Path: ...

Other: ☐ Activate Debugging

Batch Size: Count of service runs, before entering idle loop to limit CPU load

Batch delay: Idle loop time in seconds

Category:

Which type of jobs should this service work on?

☐ both

☒ only print jobs

Filter:

☐ only document generation jobs

Figure 115 Create a new service or select existing one

6.10.4 Select the CRM type

Now switch to the *CRM Connection Setup*-tab, select your CRM type, type in the CRM Server-URL and click on the **[Retrieve all Organizations]**-button. Then click on the **[OK]**-button to confirm.

Add New Service

New service setup

Active Services

crm.test.local

Inactive Services

msscraaddons20157

empty

crmtest

crm.test.local-print

General **CrM Connection Setup**

Select your Crm Type

☒ Standard (onPremise) ☐ IFD (Hosted) ☐ Crm Online

CRM Server-Url:

✓

Authenticated as:

☒ Use default Credential **Integrated Security (CRMTEST0\Administrator)**

Username Domain Password

Retrieve all Organizations

Organization information:

Friendly name	Unique name	ServiceURL
Standard	Standard	Standard
PTM EDV System...	PTMEDVSystemeG...	PTMEDVSystemeGmbH
crm2016	crm2016	crm2016

Reset LiveID Cache

Advanced Options

Stop Service Start Service Delete

OK Cancel

Save service configuration

Figure 116 Select the CRM type

Now, the following window appears:

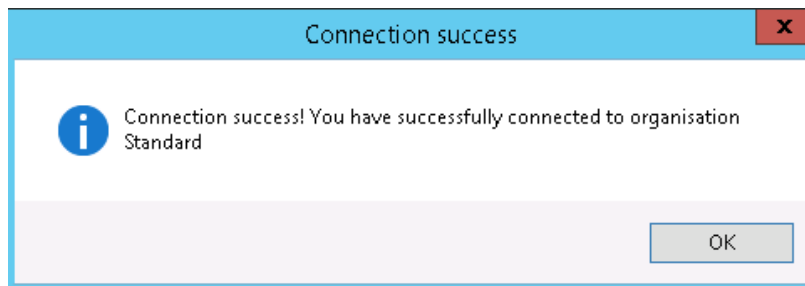


Figure 117 Connection success

Now click on the **[Save Service Configuration]**-button. In case the below message box appears, simply click on the **[OK]**-button as well.

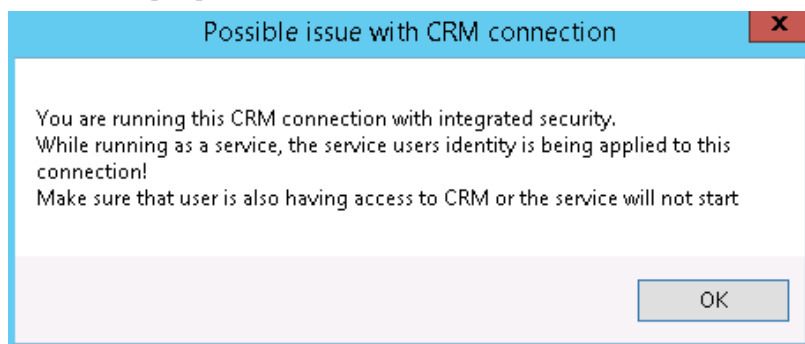


Figure 118 Possible issue with CRM connection dialog

6.10.5 Open the CRM Connection Advanced Options

Within the "CRM Connection Setup"-tab click on the **[Advanced Options]**-button.

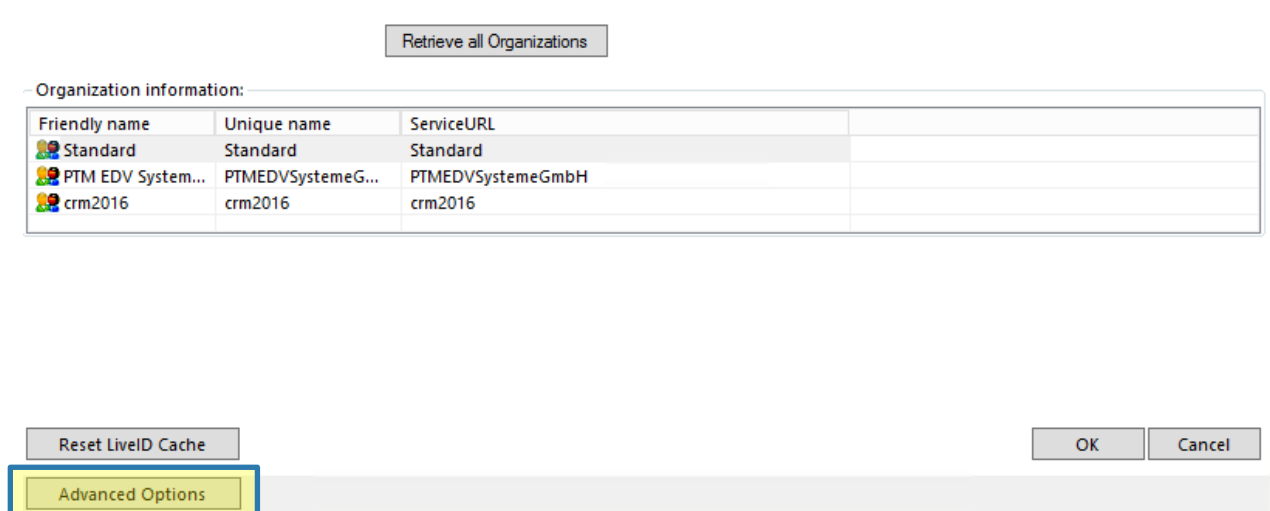


Figure 119 Possible issue with CRM connection dialog

This action opens the Connection Dialog. Within the Advanced Settings of the Connection Dialog, you can set your CRM online option, enable your proxy settings and define the credentials etc. Return to the CRM Connection tab to save your settings. For further information on the Connection Dialog, please have a look at our [Connection Dialog Documentation](#).

Welcome to your CRM Connection setup.

Please specify your connection details to connect to CRM. If you do not know the connection details, please contact your system administrator

CRM ConnectionAdvanced SettingsLog

CRM online options

☐ Use Live ID to logon to CRM Online

Specify your proxy settings :

Proxy-Url: (Windows internet settings do not have a Proxy)

☐ Enable Proxy

http://

Authenticated to Proxy as:

☒ Use default Credential **Not enough information to connect**

Username

Domain

Password

Advanced

SDK Compatibility Level

on509

☐ Override Organization URL

☐ use HomeRealm Discovery

HomeRealm Server

https://

Figure 120 Advanced Options – CRM connection dialog

6.10.6 Start the service

Afterwards, click on the **[Start Service]**-button and the service will start to run in the background

Organization information:

Friendly name	Unique name	ServiceURL
Standard	Standard	Standard
PTM EDV System...	PTMEDVSystemeG...	PTMEDVSystemeGmbH
crm2016	crm2016	crm2016

Reset LiveID Cache OK Cancel

Advanced Options

Stop Service **Start Service** Delete Save service configuration

Figure 121 Click on the Start Service-button

To continue, go to the new added service called *DCPServerPrinting* (1) and switch to the *Printer*-Tab (2). Select your printer there:

Welcome to the DocumentsCorePack Service Overview
This tool will help you create and manage your merge services

Add New Service
New service setup

Active Services
Inactive Services

DCPServerPrinting (1)
mscrm-addons.com

General Crm Connection Setup License Log **Printer (2)**

Saved PrinterConfigurations

ConfigurationName
Printer 2
Printer1

Manage
New Edit Copy Delete

Stop Service Start Service Delete Save service configuration

Figure 122 Select a printer

That's it!

6.11 How to create a Printer Configuration

In order to create a new configuration, click on the **[New]**-button in the *DocumentsCorePack ServerBased Printing*-Tab.

This action will open the following dialog where you must type in a Configuration name before you can go on:

Figure 123 Configure a printer

- 1 You must specify a configuration name to be able to create a printer configuration.
- 2 Google CloudPrint Mode is enabled per default.



Modifying the printer type will discard all changes you have done on the current setting!

- 3 Supply your Google account credentials to retrieve the list of available printers for that account.

- 4 Click on the drop-down button or open a saved document to print a TestPage

Google Cloud Printer

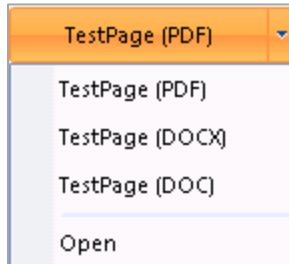


Figure 125 Google Cloud printer testpages

Local Printer

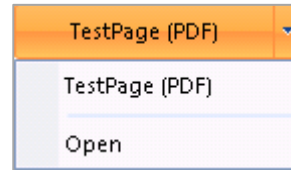


Figure 125 Local printer testpages

That's it!

After having configured and started the service for printing, you can start to configure a workflow including the service-based printing option. To learn more about this option, have a look at [CHAPTER 6.12 HOW TO ADD A SERVICE-BASED PRINTING STEP TO A WORKFLOW OR DIALOG ON PAGE 108](#).

6.12 How to add a service-based printing step to a workflow or dialog

After the creation of a local or cloud printer configuration with the *ServiceManagement*, they can be added to a dialog or workflow. In this step-by-step tutorial, you will learn how to use them in the dialog or workflow.

6.12.1 Create a new workflow

Start your CRM. Open *Processes > Settings*. Here, you have the possibility to create a new workflow. For more information on how to create a workflow, have a look at chapter 3 [HOW TO USE DOCUMENTSCOREPACK SERVERBASED ON PAGE 8](#). Add a *CreateDocument*-step to your workflow and select *MSCRM-ADDONS.com AutoMergeWorkingItems* in the drop-down menu.

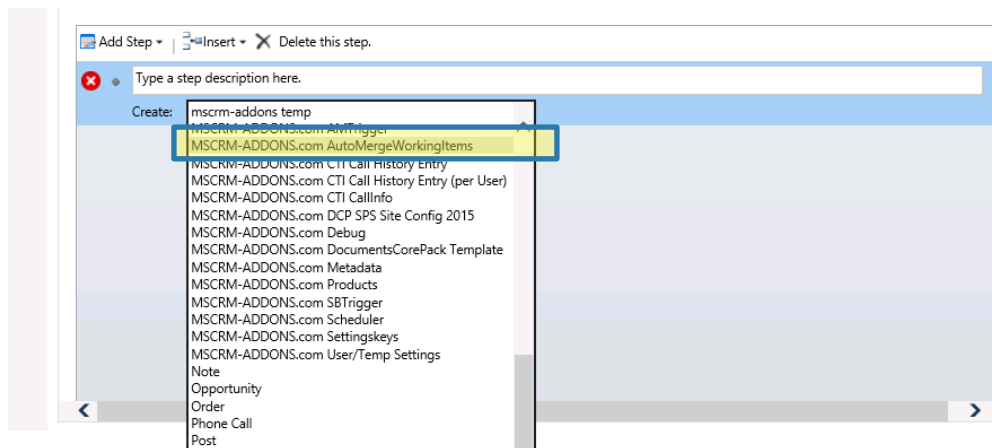


Figure 126 MSCRM-ADDONS.com AutoMergeWorkingItems

6.12.2 Open the step's properties

To do so, click on the [Set Properties]-button.



Figure 127 Print document – set properties

A new window opens. Within this window, you can continue to appropriately configure the newly added step. Type in the name of the step (1) and select *PrintDocument* as *AutoMerge Action*. Then go to the *Print Document*-section and click on the look-up-field next to the *Printer*-field and define, which printer the generated document should be sent to.

Before you select the printer within this step, you have to ensure that the printer has been installed and added appropriately. Furthermore, it is crucial to use the same name as used during the printer-installation process. For more information, please have a look at [CHAPTER 5 HOW TO FILTER LINKED ENTITIES DURING THE MERGE PROCESS ON PAGE 56](#).

Process: New Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

General

Name * PrintDocument 1

AutoMergeAction * PrintDocument 2

Create Document

TemplateToExecute

CreatedDocument

Concatenate

Document1GUID

Document2GUID

CombineType

Attach To Letter

LetterToAttach

Attach To Email

EmailToAttach

Attach To Entity

EntityToAttach (Record URL (Dynamic))

Sharepoint URL

Send Email

EmailToSend

Create SharePoint Folder

CreateSharePointF...

Print Document

Printer Printer_Printer1 3

PrintTo XPS (Advanced)

Form Assistant

Dynamic Values

Operator: Set to

Look for: Account

Add

Default value:

OK

Figure 128 PrintStep: Configure AutoMerge Working Items

Finish the configuration of the service-based printing step by adding the *PrimaryRecordURL*. To do so, you have to select *CreateDocument:OutputDocumentRef* (1) from the first drop-down menu of the *Look for*-area within the form assistant on the right. Afterwards, select *RecordURL(Dynamic)* (2) from the drop-down menu.

Then, click on the **[Add]**-button (3) and on the **[OK]**-button (4). Afterwards, the *PrimaryRecordURL*-field is automatically filled. Click on the **[Save and Close]**-button (5). Now you have appropriately added the service-based printing step.



If there is already a printer name specified within the *PrintTo*-field in the *Create Document*-section, you have to delete this name to avoid double printing.

5 Save and Close

Process: New Workflow
Create MSCRM-ADDONS.com AutoMergeWorkingItems

General

Name * Owner

AutoMergeAction * PrimaryRecordURL {Record URL(Dynamic)(Create (MSCRM-ADDONS.com AutoMergeWorkingItems))}

Create Document

TemplateToExecute SaveAs

CreatedDocument SaveOnlyIntoTemp ☐ No ☒ Yes

Concatenate

Document1GUID UpdateFields ☒ No ☐ Yes

Document2GUID OutputFileFormat

CombineType

Attach To Letter

LetterToAttach DocumentGUID

Attach To Email

EmailToAttach DocumentGUID

Attach To Entity

EntityToAttach (Record URL (Dynamic)) DocumentGUID

Sharepoint URL Convert to pdf ☒ No ☐ Yes

Send Email

EmailToSend

Create SharePoint Folder

CreateSharePointF...

Print Document

Printer PrintTo PDF (deprecated)

Form Assistant

Dynamic Values

Dynamic Values

Operator: Set to

Look for: Create (MSCRM-ADDONS.com AutoMergeWorkingItems)

Record URL(Dynamic)

Add

Record URL(Dynamic)(Create (MSCRM-ADDONS.com AutoMergeWorkingItems))

Default value:

OK

Figure 129 PrintStep: Configure AutoMerge Working Items

6.13 How to delete a plug-in based printer step

Learn, how to delete a plug-in based printing in the course of this step-by-step tutorial.

6.13.1 Step 1: Select and deactivate workflow

Select the workflow which you would like to modify and deactivate it. Then double-click on it and open the *CreateDocument*-step by clicking on **[Set Properties]** (1). A new window will open. Within this window, delete the printer-name (2) and click on the **[Save and Close]**-button.

After having deleted the plug-in based printer step, you can add the service-based printer step directly after the already existing *Create Document*-step of the workflow. To do so, please follow the steps in [CHAPTER 6.14 HOW TO ADD SERVICE BASED PRINTING TO WORKFLOWS INCLUDING A DELETE DOCUMENT STEP ON PAGE 112](#).

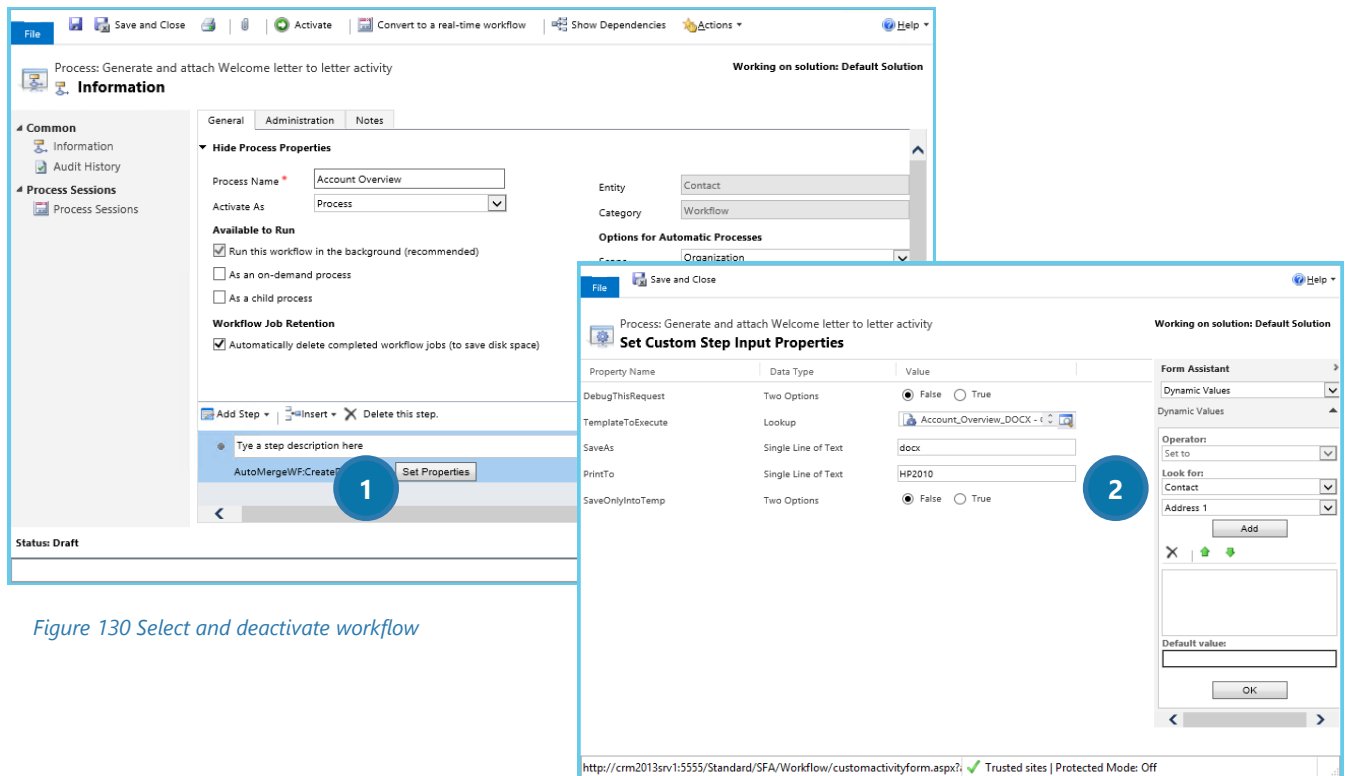


Figure 130 Select and deactivate workflow

6.14 How to add service based printing to workflows including a *delete document* step

If you want to add the service-based printing step to a workflow which includes a *Delete Document*-step it is important to know that the service is only checking every 90 seconds if there are generated documents to be printed.

In the worst case, documents are generated and deleted within this 90 seconds and the service is not able to print the documents because they have been already deleted. To avoid this, it is important to include a *Wait*-condition before the *Delete Document*-step in your workflow.

6.14.1 Add a *Wait*-condition

Click on *Add Step* and select *Wait Condition* from the drop-down menu. Next, click on the **[Set properties]**-button.

6.14.2 Specify the *wait*-condition

Click on *<condition>* (*click to configure*) within the newly added wait condition. A new window opens. Within this new window, you have to specify the wait condition. Select *Print Document (MSCRM-ADDONS.com AutoMergeWorkingItem)* from the first drop-down menu, *Status* from the second, *Equals* from the third and *Inactive* from the last drop-down menu.

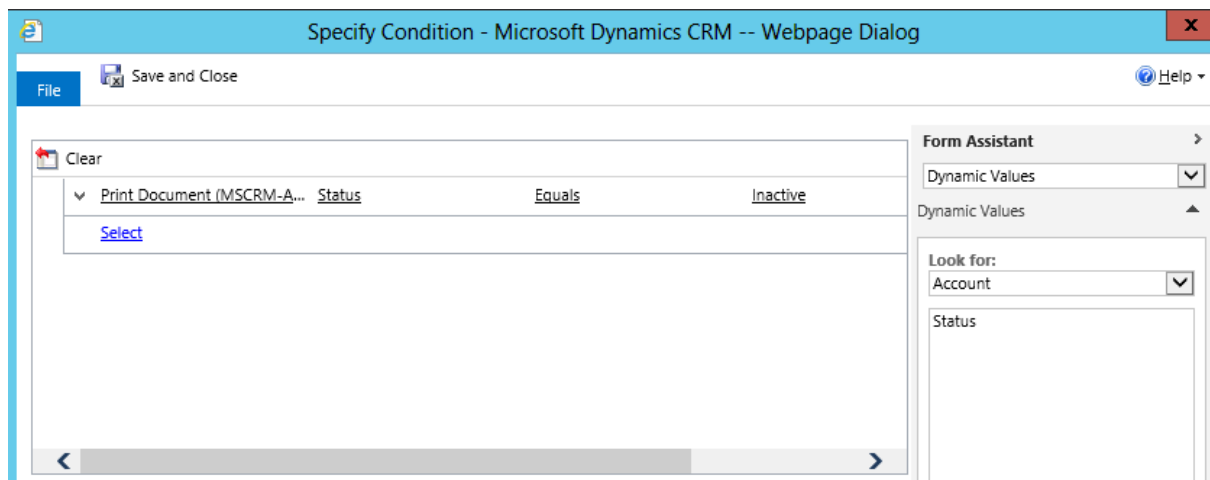


Figure 131 Specify wait-condition

The condition now causes that generated documents are only deleted if they have been already printed. Afterwards, click on the **[Save and Close]**-button to complete this workflow step.

The screenshot shows the 'Process: Test' configuration window in Microsoft Dynamics 365. The 'Information' tab is active, displaying various settings for the workflow.

General Settings:

- Process Name: Test
- Entity: Account
- Category: Workflow
- Activate As: Process

Available to Run:

- ☒ Run this workflow in the background (recommended)
- ☐ As an on-demand process
- ☐ As a child process

Workflow Job Retention:

- ☒ Automatically delete completed workflow jobs (to save disk space)

Options for Automatic Processes:

- Scope: User
- Start when:
 - ☒ Record is created
 - ☐ Record status changes
 - ☐ Record is assigned
 - ☐ Record fields change (with a 'Select' button)
 - ☐ Record is deleted

Workflow Steps:

- Step 1:** Create Document (AutoMergeWF>CreateDocument) [Set Properties]
- Step 2:** Print Document (Create: MSCRM-ADDONS.com AL [Set Properties])
- Step 3:** Create Letter Activity (Create: Letter [Set Properties])
- Step 4:** Attach Document to Letter (AutoMergeWFAttachToLetter [Set Properties])
- Step 5:** Type a step description here. (Wait until <condition> (click to configure), then: Select this row and click Add Step.)

Figure 132 Completed workflow with wait-condition

6.15 How to activate debugging for DocumentsCorePack Server for Microsoft Dynamics CRM 2015

This step-by-step tutorial describes how to activate debugging for DocumentsCorePack Server for Microsoft Dynamics CRM 2015. Basically, there are two possibilities to enable debugging.

SOLUTION 1: Activate file debugging by using the DCP SB configuration (Recommended).

SOLUTION 2: Activate debugging by using the DCP SB configuration.

6.15.1 Solution 1

Navigate to *Settings* -> *Solutions* and double-click on *AutoMergeServerCore*.

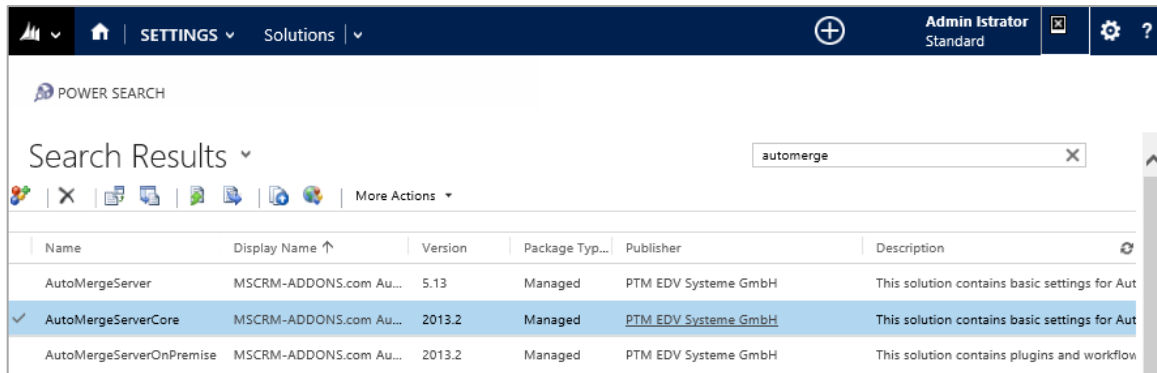


Figure 133 Open AutoMergeServerCore

In the DCP SB Config check *Active Debugging* and *Active File Debugging*. Click on the **[Save]**-button to finish.

DCP Server-based Config

Version 2015.127

mscrm-addons.com
DocumentsCorePack
for MS CRM

General | About DCP Server-based | Licensing

Active Debugging ☒

Active File Debugging ☒

SPS User

SPS Password

SPS Domain

SP Webservice Url

CRM User Name

CRM User Password

CRM User Domain

Is IFD ☐

Auth AD FS
(https://sts1.contoso.com)

IFD Auth Endpoint
(https://auth.contoso.com)

(https://org.contoso.com)

Save

Figure 134 Debugging

File-debugging is now active and the log files will be saved in the "log"-folder in your DocumentsCorePack installation-folder.

Navigate to the installation-path of DocumentsCorePack and send the files in the "log"-folder with an error description to our support address (support@mscrm-addons.com).

Example: *C:\Program Files (x86)\PTM EDV-Systeme GmbH\AutoMerge for Microsoft CRM 2011\log*

6.15.2 Solution 2

Navigate to *Settings* -> *Solutions* and double-click on the *AutoMergeServer*-solution.

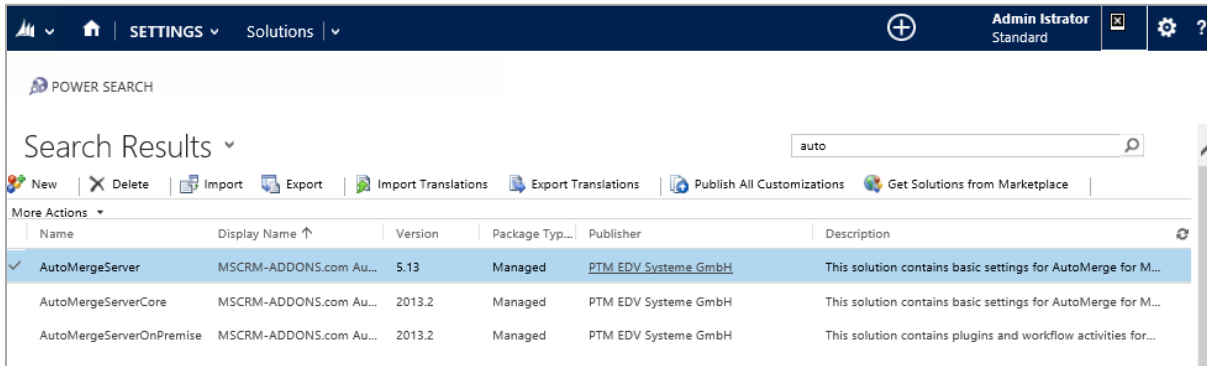


Figure 135 Open AutoMergeServer

Now the configuration page of DocumentsCorePack ServerBased opens.

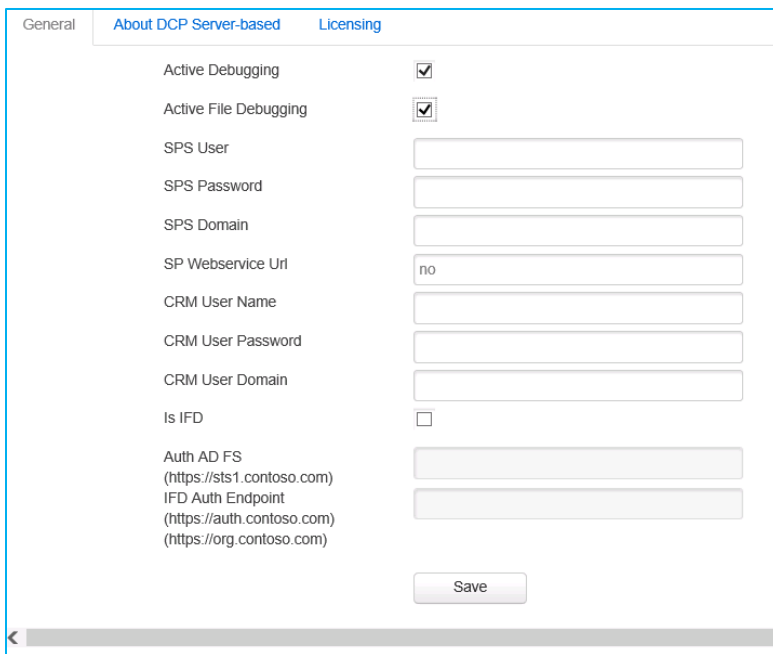


Figure 136 AutoMergeServer debugging

Check *Activate Debugging* and click on the **[Save]**-button.

From now on, debugging is activated.

7 Advanced DocumentsCorePack Server Based options and configurations

This chapter explains the theory behind how to print documents with DCP Server. It deals with the prerequisites, namely to install and add a printer before using it with DCP Server, the specific settings for plug-in-based printing and the procedure of service-based printing.

7.1 Prerequisites before using a printer with DCP Server

With DCP Server for MS Dynamics CRM 2015/2016 MS Dynamics 365 On-Premise/Online, you are able to print the dynamically generated document automatically to a specific printer.

Before you can start to use this functionality, there are several things to do. Because DCP Server runs as service with a service user, you have to install the printer as described in the steps below to ensure that the service user has access. Please have a look at chapter [6.9 HOW TO INSTALL A PRINTER WHICH IS VISIBLE FOR SERVICES](#) [100](#) in our How To – section to get more information on how to install a printer.

7.2 Specific settings for plug-in based printing (deprecated)

With DCP Server for Microsoft Dynamics CRM 2015/2016 MS Dynamics 365 On-Premise/Online, you are able to print the dynamically generated document automatically to a specific printer. Sometimes, the printer settings regarding trays, duplex, size, etc. are not applied if you define them using a specific user account because the service runs under different user accounts. In order to avoid this, DCP Server offers you the possibility to define specific printing options in the workflow itself.

The table below lists all special settings which you can define for the printer in the workflow. To make use of them, you just have to add the options you need when entering the printer name in the workflow-configuration. Of course, you can also combine settings, like in the following example:

HP2025|copycount=2|tray=3



The settings listed below are valid for plug-in based printing processes only.

AVAILABLE SETTINGS FOR PLUG-IN BASED PRINTING PROCESSES WITH DCP SERVER		
NAME	POSSIBLE VALUES	DESCRIPTION
mediasize	a3 a3rotated a4 a4rotated a5 a5rotated a6 a6rotated	If you have a specific mediasize you can use this setting. For example: HP2025 mediasize=a4
copycount	1-999	Define how many copies you want to have. For example.: HP2025 copycount=4
duplex	onsided twosidedlongedge twosidedshortedge	For printers which are able to print two-sided you can use this option.
outputcolor	grayscale color monochrome	Define the color using this setting.

tray	1-99	<p>Each tray has a number and the first tray is normally auto select.</p> <p>In most cases, you have to try the different numbers to find out which number refers to which tray.</p> <p>e.g.: HP2025 tray=2</p>
-------------	------	---

Figure 137 Table: Settings for plugin-based printing

7.3 Service-based printing with DCP Server

DCP Server offers a service-based printing option which is available additionally to the already known plugin-based printing-option. The additional option is available within DCP Server for MS Dynamics CRM 2011 v5.30 and higher and is based on a service which is running in the background.

This sub-chapter covers the following essential topics:

- Creation of a service for printing documents
- Adding the service-based printing step to a workflow or dialog
- Exception 1: Adding the service-based printing step to already existing workflows
- Exception 2: Adding the service-based printing step to workflows including a 'Delete Document'-step

Before you continue reading, please make sure that you have installed DCP Server v5.30 or higher. Since version 5.38, DCP Server Printing-Feature provides the possibility to create and manage Printer Configurations for:

- starting **local print jobs** via **DCP Server Local Printer Configuration**
supported format:
 - *.pdf*
- starting **global print jobs** over internet via **Google CloudPrint Configuration**
supported formats:
 - *.docx*
 - *.pdf*
 - *.html*
 - *.jpg*
 - *.bmp*



Before you can add the service-based printing to a workflow, you need to configure and start a service. Please learn how to do so in [CHAPTER 6.10 HOW TO CONFIGURE AND START A PRINT SERVICE ON PAGE 101](#).

7.4 DCP Server Printer Tab Overview

The DCP Server Printer Tab is available since v5.34. The below screenshot shows an overview of the printer configurations for CRM:

- 1 GOOGLE CLOUDPRINTING CONFIGURATION
- 2 PRINTER 1 + 2: LOCAL PRINTER CONFIGURATION

The following actions can be applied:

- 3 CREATE PRINTER CONFIGURATION
- 4 EDIT PRINTER CONFIGURATION
- 5 COPY PRINTER CONFIGURATION
- 6 DELETE PRINTER CONFIGURATION

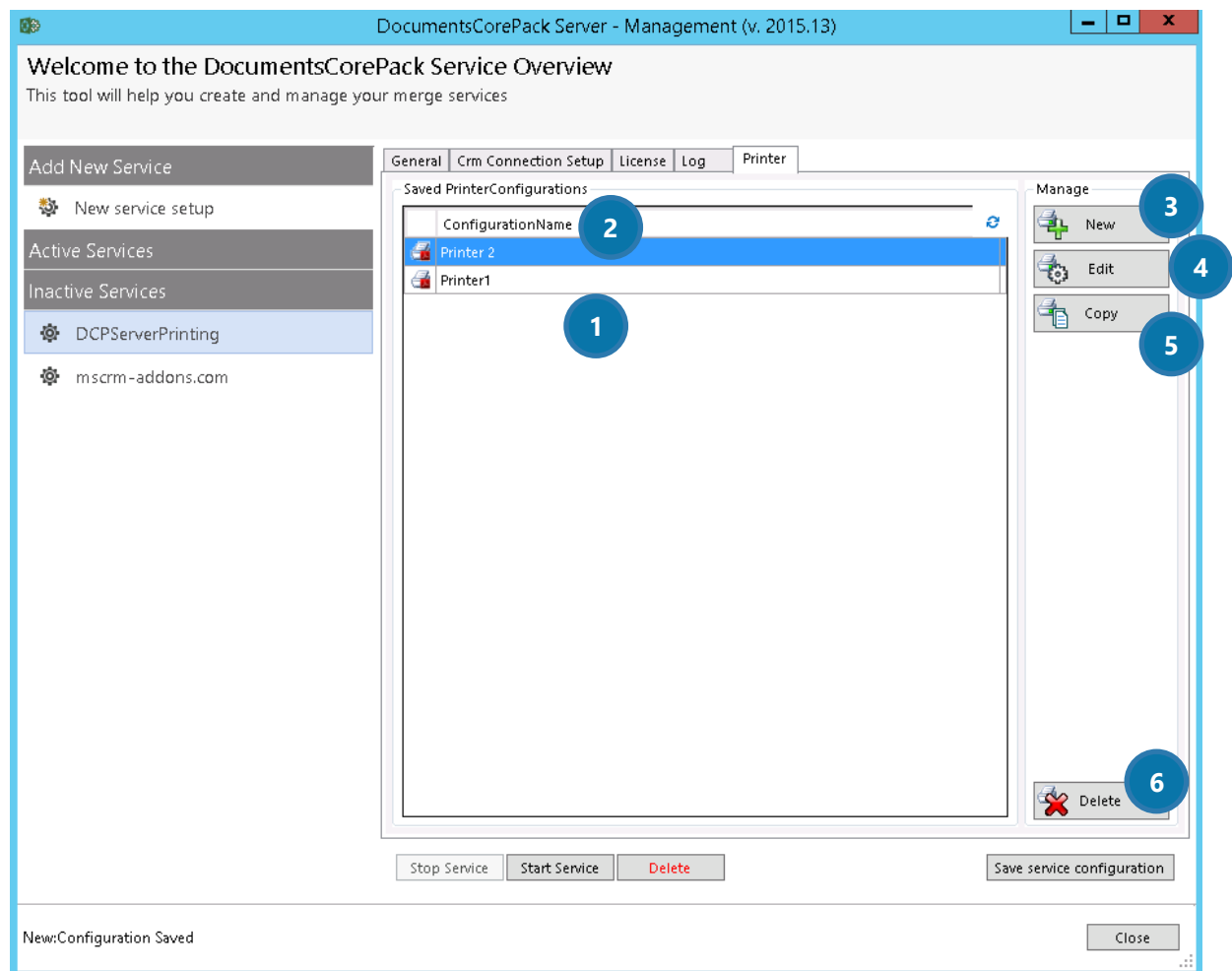


Figure 138 DCP Server Printer Tab Overview

7.5 Local Printer Configuration

The local *Printer Configuration* supports user defined printer settings used for local print jobs.

Figure 139 Local printer configuration

1 SERVICE LOGON:

Here you can specify the user that should be running the service on your system. The choice of the user context will influence the setup and behavior of the printers.

Authentication Types:

2 Local systems account

Running under the local system account requires to setup printers as local printers.



A local system account will see only local printers; while you're currently logged on user account will also see the network and remote printers.

3 Custom account:

Using a custom account will enable the service to use the printers as if that user was logged on. The user doesn't have to be a Dynamics 365 user. The Dynamics 365 access happens via the user who is registered on the Connection tab.



If your credentials change, your existing configurations might become invalid or behave differently! It is recommended to check the existing Local Printer Configurations to ensure that they are also compatible with the modified user.

7.6 Google CloudPrint Configuration

The Google CloudPrint Configuration supports **internet-based print jobs** of DocumentsCorePack ServerBased via internet using printers added to a google-account. The document to print is sent to a Google service together with Google CloudPrint Configuration and then forwarded to your chosen Printer.

The advantage of this kind of printer configuration is that it can be used to start print jobs globally.

Before you can use this feature, you have to add printers to your Google-account. You can connect any number of printers to Google CloudPrint.



Please read the official information about Google CloudPrint before using DocumentsCorePack ServerBased for creating any Google CloudPrint printer Configurations and before starting any print job via Google CloudPrint:

<https://www.google.com/cloudprint/learn/?hl=en>

<https://developers.google.com/cloud-print/>

7.7 Printer Configuration Details and Printer Capabilities

You can create, edit and save your existing configuration. The picture below displays the Capability Settings of a selected printer from a Local Printer Configuration. The same scenario applies to a Google Cloudprint Configuration.

AutoMerge - [Local Printer / Google CloudPrint - MANAGER]

Printer Configuration - General

Configuration name: ☒ Use Local Printer ☐ Google CloudPrint

Description:

Use Local Printer

Printer Settings

Printer name:

Capability Settings

Color: ☒ Use printer default

Copies: ☒ Use printer default

Duplex: ☒ Use printer default

EvenOddFilter: ☒ Use printer default

Orientation: ☒ Use printer default

PaperSizes: ☒ Use printer default

PaperSources: ☒ Use printer default

Print Selection: (e.g. 1-3;4,7). Leave empty to print all ☒ Use printer default

PrinterResolutions: ☒ Use printer default

Scale: ☒ Use printer default

Figure 140 Printer configuration details and capabilities

- 1 Press the reload-button for refreshing the list of available printers.
- 2 Leaving the printer default enabled will use the printer default at the time of the print process.



The default value displayed in the drop-down section is not necessarily the default value used while printing, as the default value is depending on the user running the service and printer driver setup at the time of printing.

- 3 Unchecking the default option will set the selected value on any print, regardless of the user running the service and printer driver setup at the time of printing. Example: set Monochrome printing.

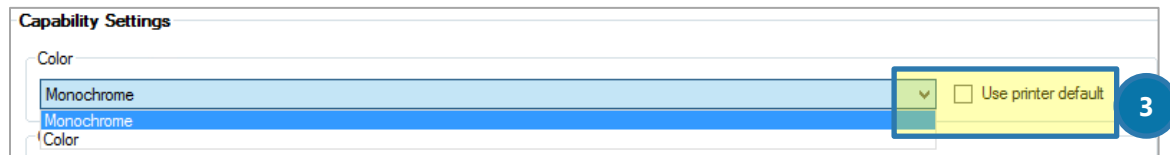


Figure 141 Capability settings

- 4 Print test .pdf-pages using the displayed configurations to verify your printer settings and its functionality.

7.7.1 Other types of capabilities:

Numeric-specified Capabilities (set / type in a number):

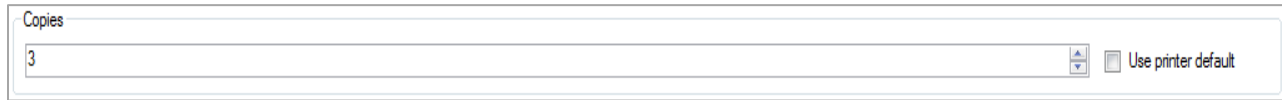


Figure 142 Numeric-specified capabilities

Text-specified Capabilities (type in a text):

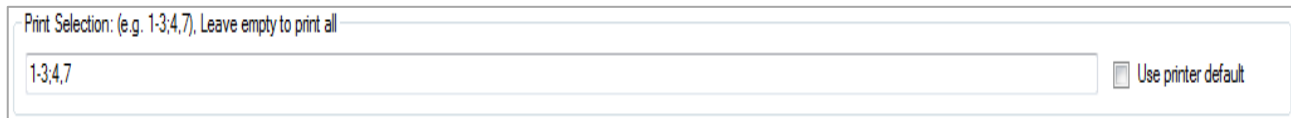


Figure 143 Text-specified capabilities

Local Printer Configurations have a fixed set of printer capabilities. The availability depends on the features of the printer itself:

- COLOR
- COPIES
- DUPLEX
- EVENODDFILTER
- ORIENTATION
- PAPERSIZES
- PAPER SOURCES
- PRINTSELECTION
- PRINTERRESOLUTIONS
- SCALE

Google CloudPrint Configurations have a varying set of printer capabilities, based on the installed driver. Each Google Cloud printer can have completely different capabilities. Have a look at [CHAPTER 6.11 HOW TO CREATE A PRINTER CONFIGURATION ON PAGE 106](#).

7.8 Troubleshooting on Printers

PROBLEM	SOLUTION
No printers fetched on creating a new configuration in Local Printer Mode 1.2.2 Google CloudPrint .	<p>Verify that printers are available on:</p> <ul style="list-style-type: none"> your locally logged-in user, if you chose <i>local system account</i> in the General Tab, or on your custom typed in user, if you chose <i>custom account</i> in the General Tab. <p>Also try to click on the [Validate]-button to validate your credentials.</p>
No printers fetched on creating a new configuration in Google CloudPrint Mode.	<p>Verify your google-credentials and that printers were successfully added to your Google-account.</p> <p>You can add printers to your Google account by using Google Chrome Browser, but you can also see your added printers if you are simply logged in with your Google account online, without using DocumentsCorePack ServerBased.</p> <p>If you have done everything mentioned before, you should be able to fetch printers via clicking the [Get Printers] button.</p> <p>Please find some detailed information here: https://www.google.com/cloudprint/learn?hl=en https://developers.google.com/cloud-print/</p>
A currently added Printer is not available on creating new or edit Local Printer Configuration.	<p>If you have problems with your Local Printer Configuration:</p> <ul style="list-style-type: none"> Verify that printers are available on your locally logged-in user if you chose <i>local system account</i> in the General Tab (Service Logon area). Verify that printers are available on your custom typed in user if you chose <i>custom account</i> in the General Tab (Service Logon area). <p>If you have added a printer while running DCP SB, try to press the [Refresh]-Button next to the ComboBox. When everything is done the ComboBox should display all the available printers.</p>

Figure 144 Table: Troubleshooting on Printers – Part 1

PROBLEM	SOLUTION
Printer is not available on creating new or edit Google CloudPrint Configuration.	<p>If you have problems with your Google CloudPrint Configuration:</p> <ul style="list-style-type: none"> • Verify your Google-credentials and that printers were successfully added to your Google-account. You can do this by using Google Chrome Browser but you can also see your added printers if you are simply logged in with your Google account online, without using DCP SB. <p>If you have done everything mentioned before, you should be able to fetch printers with a click on the [Get Printers]-button.</p> <p>Please find some detailed information here: https://www.google.com/cloudprint/learn/?hl=en https://developers.google.com/cloud-print/</p>
Service Configuration cannot be saved after supplying a custom login.	<p>Saving is only possible with valid credentials.</p> <p>Please make sure your user is logged-in one of the following formats</p> <ul style="list-style-type: none"> • domain\user • user@domain <p>Please make sure you are still using the same logon as you did when you created the printer.</p>
My printer is missing capabilities or cannot be loaded anymore when trying to edit	<p>If the driver has been modified, it might have changed the available capabilities. Either use a different driver or check, if you can find the desired option on the printer configuration of windows. Not all options available on the driver might be accessible for external applications.</p> <p>For more detailed explanation about changing credentials go to the local Printer Configuration.</p>

Figure 145 Table: Troubleshooting on Printers – Part 2

8 List of figures

Figure 1 DocumentsCorePack Dialog overview.....	8
Figure 2 How to open DocumentsCorePack dialog using MS CRM Command bar.....	10
Figure 3 How to open DocumentsCorePack dialog – single merge example	10
Figure 4 How to open DocumentsCorePack dialog using more than one source entity.....	11
Figure 5 How to open DocumentsCorePack dialog – bulk merge example.....	11
Figure 6 DocumentsCorePack dialog overview	12
Figure 7 Filetype selector	13
Figure 8 DocumentsCorePack Dialog: Attach as note	15
Figure 9 DocumentsCorePack Dialog: Attach as email attachment.....	16
Figure 10 DocumentsCorePack Dialog: Set email template	16
Figure 11 DocumentsCorePack Dialog: Set email recipient(s)	17
Figure 12 DocumentsCorePack Dialog: Attach as letter	19
Figure 13 [Save Config]-button.....	20
Figure 14 Save Configuration dialog	21
Figure 15 Save Configuration dialog – Create PNG Preview	21
Figure 16 Save Configuration dialog – Override Behavior	22
Figure 17 Enter Settings>Processes	23
Figure 18 Create a new process.....	23
Figure 19 Create process dialog	24
Figure 20 Create process dialog – filled (example).....	24
Figure 21 DocumentsCorePack workflow main surface	25
Figure 22 Add step: AttachToEmail.....	26
Figure 23 Add step: AttachToEmail Properties.....	26
Figure 24 Add step: AttachToEntity	28
Figure 25 Add step: AttachToEntity Properties.....	28
Figure 26 Add step: AttachToLetter.....	30
Figure 27 Add step: AttachToLetter Properties.....	30
Figure 28 ConcatenateDocuments.....	32
Figure 29 Add step: ConcatenateDocument Properties.....	32
Figure 30 CreateDocument	35
Figure 31 Add step: CreateDocument Properties.....	35
Figure 32 File extensions for documents	36
Figure 33 CreateSharePointFolder	37
Figure 34 Add step: CreateSharePointFolder Properties	37
Figure 35 Structure of TEST/subfolder1/subfolder2.....	38
Figure 36 Structure of Account/Quotes/2017.....	38
Figure 37 DeleteTempDocument	39
Figure 38 Add step: DeleteTempDocument.....	39
Figure 39 SendEmail	41
Figure 40 Add step: SendEmail	41
Figure 41 Enter Settings > Processes.....	43

Figure 42 Create process dialog	43
Figure 43 Create process dialog – filled (example).....	44
Figure 44 Add Step > Create Record	45
Figure 45 MSCRM-ADDONS.com AutoMergeWorkingItems Record.....	45
Figure 46 Set Properties – MSCRM-ADDONS.com AutoMergeWorkingItems Record.....	46
Figure 47 Select template to be executed	46
Figure 48 Insert the PrimaryRecordUrl.....	47
Figure 49 Add the Wait Condition	47
Figure 50 Name the Wait Condition.....	48
Figure 51 Configure the Wait Condition	48
Figure 52 Add Step – Create Record	49
Figure 53 Name the step.....	49
Figure 54 Set the recipient.....	50
Figure 55 Attach document to letter – Step B.....	50
Figure 56 Step 1: Determine the letter activity	51
Figure 57 Step 2: Determine the document activity.....	52
Figure 58 Define the Delete Document-step.....	53
Figure 59 The result of the workflow.....	53
Figure 60 Mscrm-addons.com account with related contacts.....	57
Figure 61 Mscrm-addons.com account: How to set a filter	58
Figure 62 DocumentsCorePack dialog – select template.....	59
Figure 63 DocumentsCorePack dialog – customize template.....	60
Figure 64 DocumentsCorePack dialog – finish template.....	61
Figure 65 DocumentsCorePack dialog – select template.....	62
Figure 66 DocumentsCorePack dialog – customize template (create single document).....	63
Figure 67 DocumentsCorePack dialog – customize template (attach a document – bulk merge).....	64
Figure 68 DocumentsCorePack dialog – customize template (attach a document – bulk merge).....	65
Figure 70 Access documents via CRM	66
Figure 70 Access documents via SmartBar.....	66
Figure 71 Access documents via SmartBar.....	67
Figure 72 Standard SharePoint location.....	68
Figure 73 SharePoint location with documents saved	68
Figure 74 New process – webpage dialog.....	70
Figure 75 New process - information.....	71
Figure 76 Add step – query CRM data.....	72
Figure 77 Name the step and hit the [Set properties]-button.....	72
Figure 78 Retrieve Standard Templates query	72
Figure 79 Add new step: Page.....	73
Figure 80 Add new step: Prompt and Response	73
Figure 81 Prompt and Response: Which Template do you want?.....	73
Figure 82 Prompt and Response properties	74
Figure 83 Add Page: File type.....	75
Figure 84 Add Page: File type.....	75

Figure 85 Actions to apply – Step properties.....	76
Figure 86 Check condition step: Print or not.....	77
Figure 87 Print or not – step properties.....	78
Figure 88 Create letter1 properties.....	79
Figure 89 Create letter1 properties.....	80
Figure 90 Create letter1 properties.....	81
Figure 91 Create email properties.....	83
Figure 92 Create email properties.....	84
Figure 93 Send email properties.....	85
Figure 94 Create Letter properties.....	86
Figure 95 Attach to Letter Properties.....	87
Figure 96 DeleteTempDocument	88
Figure 97 Result dialog	89
Figure 98 Open Start dialog in command bar.....	90
Figure 99 Select dialog: Generate Standard Quote	90
Figure 100 Select a template	91
Figure 101 Do you want to print? (Dialog).....	91
Figure 102 Select a file type	92
Figure 103 Select a file type	93
Figure 104 Proceed with a click on the [Finish]-button.....	94
Figure 105 Closed activity area	95
Figure 106 Generated document stored as .pdf.....	95
Figure 107 The result – demo quote	96
Figure 108 Open advanced find.....	97
Figure 109 Look for the temp settings	97
Figure 110 Results	98
Figure 111 Results	99
Figure 112 Add a printer	100
Figure 113 Start service configuration.....	101
Figure 114 Create new service or select existing one	101
Figure 115 Create a new service or select existing one.....	102
Figure 116 Select the CRM type.....	102
Figure 117 Connection success.....	103
Figure 118 Possible issue with CRM connection dialog.....	103
Figure 119 Possible issue with CRM connection dialog.....	103
Figure 120 Advanced Options – CRM connection dialog.....	104
Figure 121 Click on the Start Service-button.....	105
Figure 122 Select a printer.....	105
Figure 123 Configure a printer	106
Figure 125 Local printer testpages.....	107
Figure 125 Google Cloud printer testpages.....	107
Figure 126 MSCRM-ADDONS.com AutoMergeWorkingItems	108
Figure 127 Print document – set properties	108

Figure 128 PrintStep: Configure AutoMerge Working Items	109
Figure 129 PrintStep: Configure AutoMerge Working Items	110
Figure 130 Select and deactivate workflow.....	111
Figure 131 Specify wait-condition.....	112
Figure 132 Completed workflow with wait-condition	113
Figure 133 Open AutoMergeServerCore	114
Figure 134 Debugging	114
Figure 135 Open AutoMergeServer.....	116
Figure 136 AutoMergeServer debugging.....	116
Figure 137 Table: Settings for plugin-based printing	119
Figure 138 DCP Server Printer Tab Overview	121
Figure 139 Local printer configuration	122
Figure 140 Printer configuration details and capabilities	125
Figure 141 Capability settings	126
Figure 142 Numeric-specified capabilities	127
Figure 143 Text-specified capabilities.....	127
Figure 144 Table: Troubleshooting on Printers – Part 1.....	128
Figure 145 Table: Troubleshooting on Printers – Part 2.....	129

9 Glossary

Attribute

An attribute is a container for a piece of data in an entity. Microsoft Dynamics CRM/Dynamics 365 supports a wide variety of attribute types.

SharePoint

SharePoint is a web application platform in the Microsoft Office server suite. SharePoint combines various functions. In combination with Microsoft Dynamics CRM/Dynamics 365 the document management is in focus.

SharePoint Metadata

The document management capability of SharePoint allows you to define

CRM MetaData

Microsoft Dynamics CRM 2016, Microsoft Dynamics CRM Online and Dynamics 365 uses a metadata driven architecture to provide the flexibility to create custom entities and additional system entity attributes. This structure also makes upgrades and the transportation of customizations easier. The data structure can change without requiring any change to code in the Microsoft Dynamics CRM/Dynamics 365 server or client applications.

Relationship

A relationship defines an association between two entities: one-to-many, many-to-one, many-to-many, and self-referential.

Entity

An entity is a container for data, similar to a table in a traditional database. Each entity contains a set of attributes. For Microsoft Dynamics CRM/Dynamics 365, there are a set of entities that exist when you first install. Some of these are customizable. In addition, you can create custom entities to contain business data.

Form Fields

<https://msdn.microsoft.com/en-us/library/gg309434.aspx>

Watermarks

Watermarks are text or pictures that appear behind document text. They often add interest or identify the document status, such as marking a document as a Draft. You can see watermarks in Print Layout view and Full Screen Reading view or in a printed document.

(Source: <https://support.office.com/en-us/article/Insert-a-watermark-or-change-a-watermark-f90f26a5-2101-4a75-bbfe-f27ef05002de>)

10 Contact

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