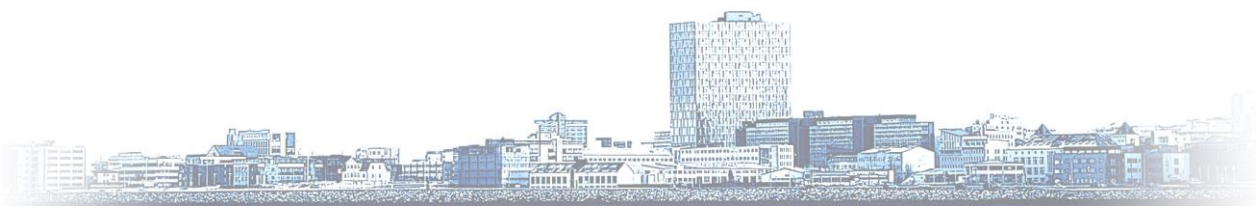
Media Control Troubleshooting

LS Nav – 2013 (7.00.03)



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1 Introduction – Media Control Troubleshooting

The Media Control/Images use the built-in NAV Web Services and therefore need to be set up in the correct way to function.

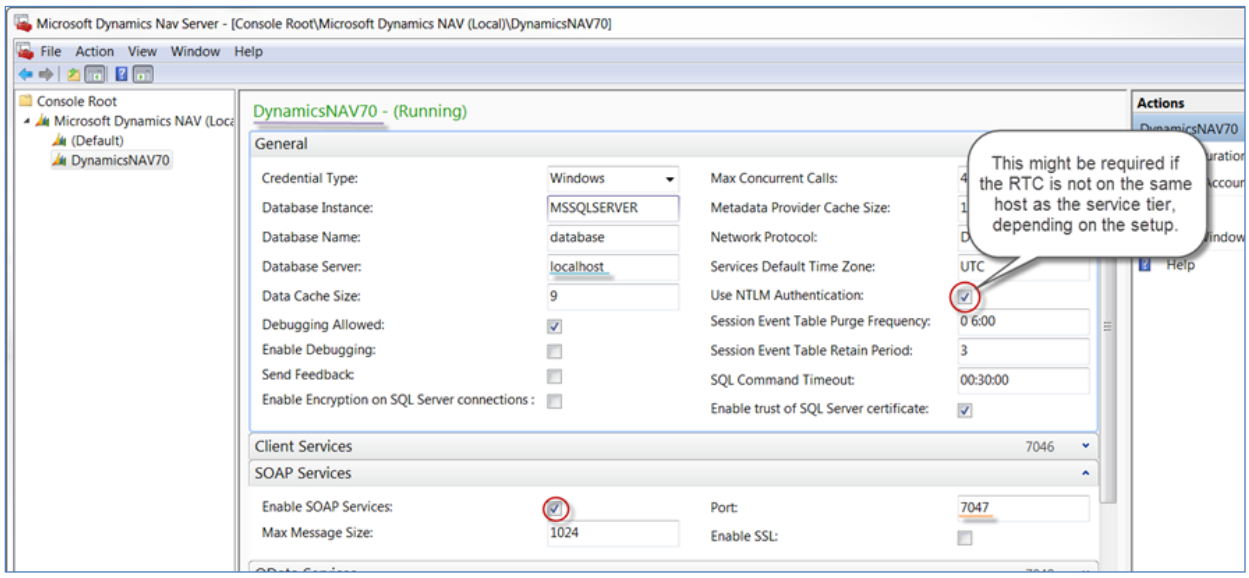
If there are some images showing but not all: The media control uses a cache mechanism that can sometimes lead to confusing results while identifying the problem, and therefore it can be good to clear the cache before trying new approaches.

- Close the POS and all Navision Clients (RTC's).
- Open the %appdata%\LSRetail\MediaCache folder and delete all images.
- The cache is clear now.

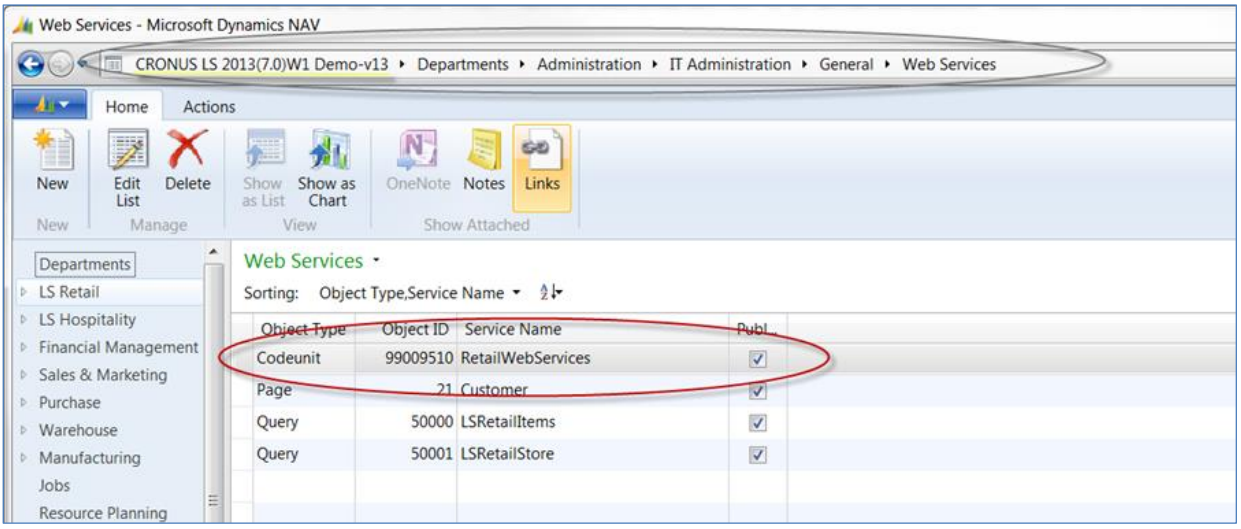
2 Issues

2.1 Is the Web Service Running?

In this case it is necessary to check that the built in NAV Web Service is enabled in the Microsoft Dynamics NAV Administration Panel:



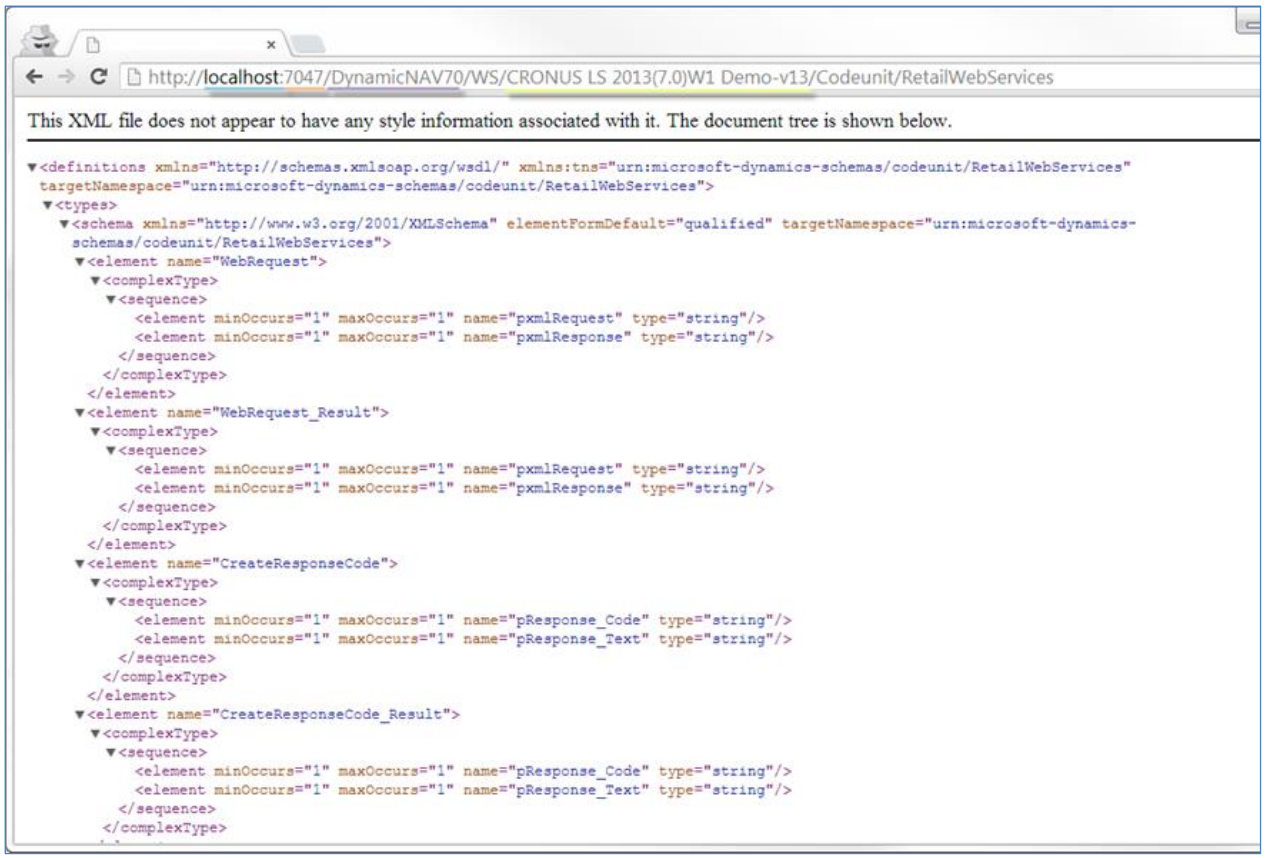
2.2 Are the RetailWebServices enabled?



Here the following is done: Open a browser with the webservices URL. Is the output similar to the image below?

- If not, something is not working correctly (see Activate Debug Log).

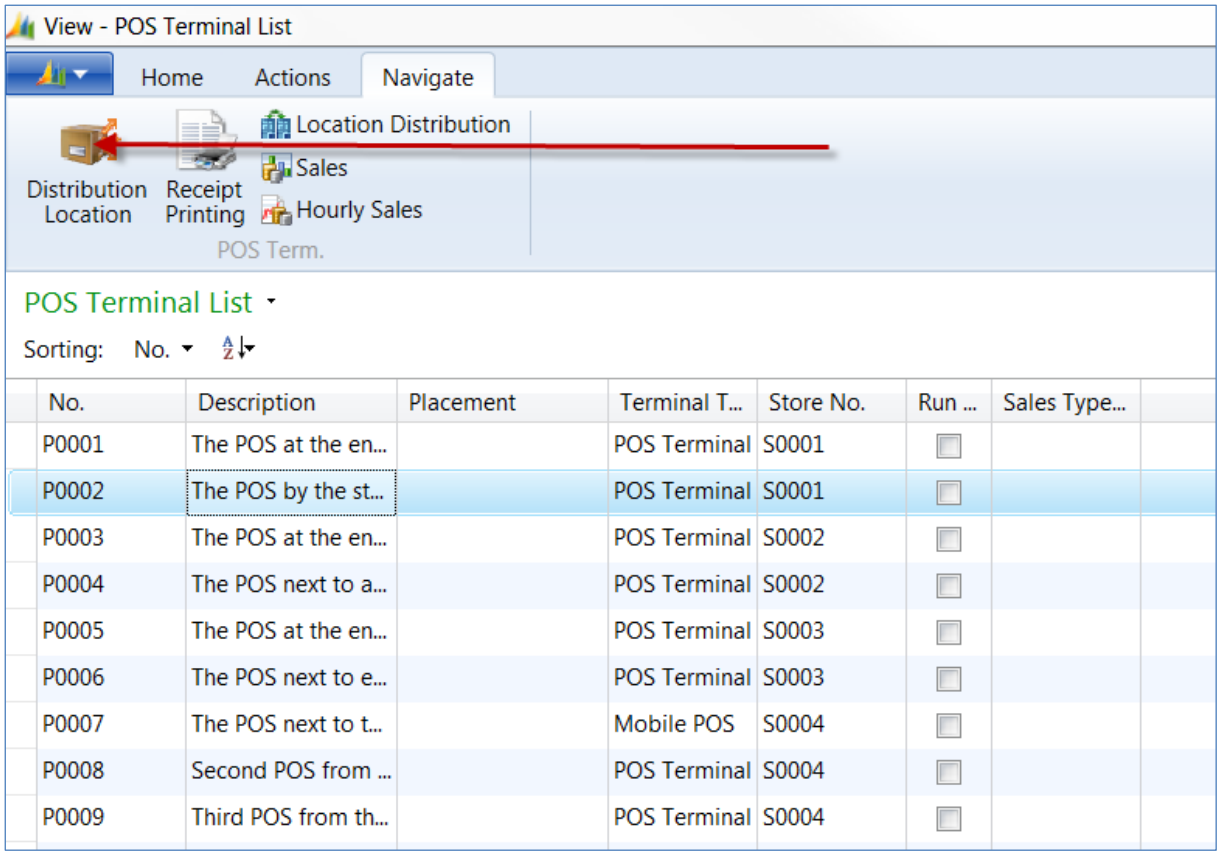
(The URL is constructed as follows
http://SERVICE_TIER_HOSTNAME:PORTNUMBER/SERVICENAME/WS/COMPANYNAME/Codeunit/RetailWebServices)



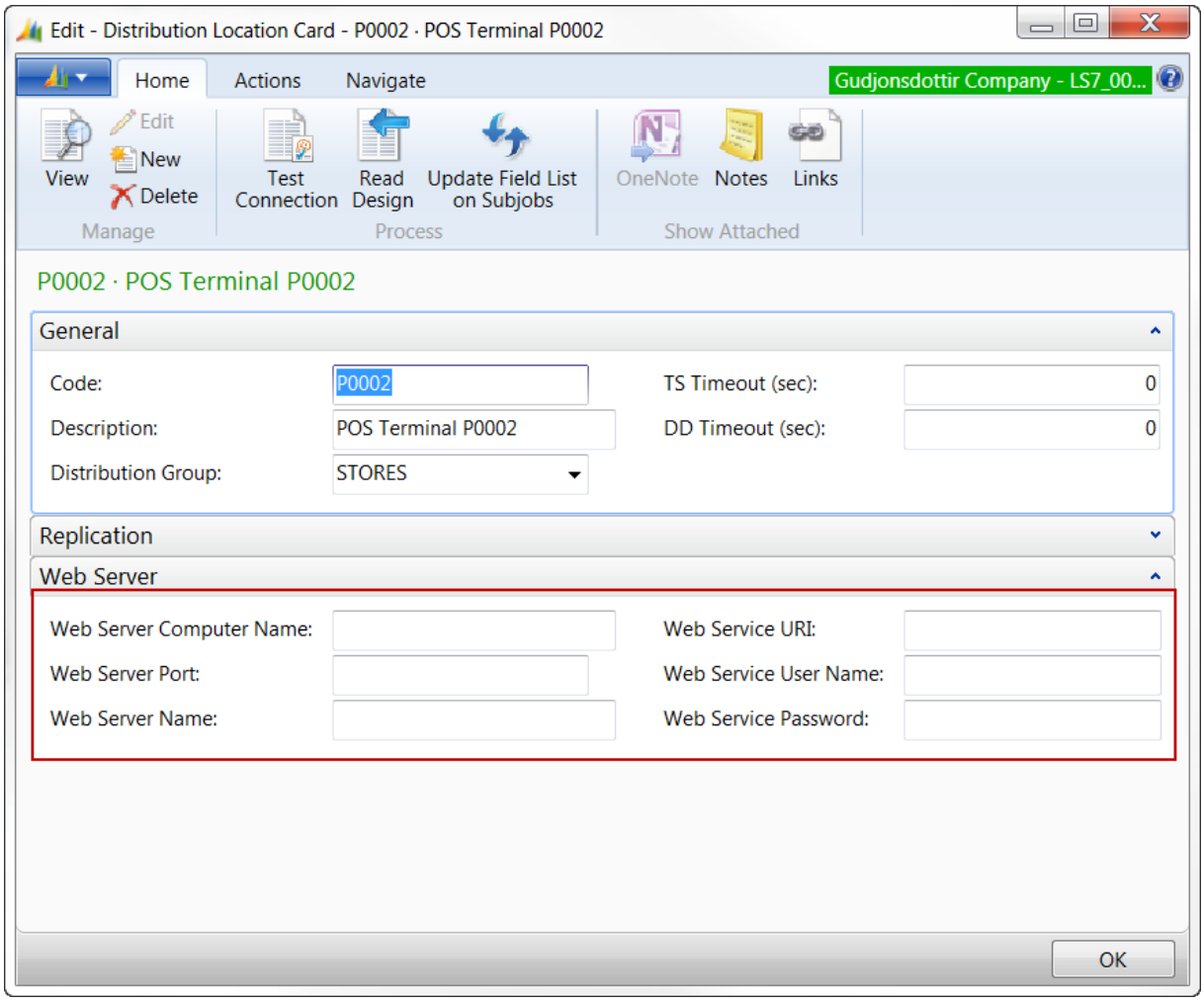
2.3 Service Tier not on the same Network or Not Using Windows Authentication?

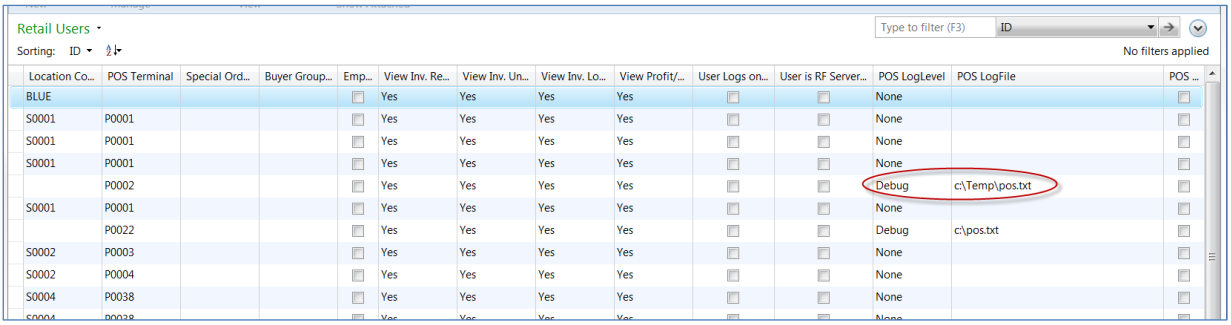
In case the service tier is not on the same network as the client RTC you must override the generated URL that can be accomplished in the Distribution Location page for each terminal. Be sure to enter a valid URL by testing it in a browser on the POS computer.

In case NAV is configured to use other authentication methods than current Windows Login, you can also specify user and password. (This option is available in LS NAV 7.00.03)



No.	Description	Placement	Terminal T...	Store No.	Run ...	Sales Type...
P0001	The POS at the en...		POS Terminal	S0001	☐	
P0002	The POS by the st...		POS Terminal	S0001	☐	
P0003	The POS at the en...		POS Terminal	S0002	☐	
P0004	The POS next to a...		POS Terminal	S0002	☐	
P0005	The POS at the en...		POS Terminal	S0003	☐	
P0006	The POS next to e...		POS Terminal	S0003	☐	
P0007	The POS next to t...		Mobile POS	S0004	☐	
P0008	Second POS from ...		POS Terminal	S0004	☐	
P0009	Third POS from th...		POS Terminal	S0004	☐	



2.4 Activate Debug Log

Open the Retail Users page (LS Retail/Point Of Sale/POS) for the current user, select Debug under POS LogLevel and set a path for the log file (POS LogFile). Reproduce the problem and send the log file to LS Retail support.