

Collections Management Release Notes

Release: 25.1.3

Versions:

Microsoft Dynamics GP

Do not install into a Live environment if there are outstanding issues.

About this document:

It is assumed that you are familiar with the Dynamics GP and SQL Server environments.

Release Details – Microsoft Dynamics GP

Version Details

Development Tool	Dexterity
Supported Platforms	SQL Server 2014 SQL Server 2016 SQL Server 2017 SQL Server 2019 SQL Server 2022
Dynamics GP Version	18.8.1919
Product Version	18.251b1248
Product Name	Collections Management
Product ID	1157
Main Dictionary	CPRO.DIC
Reports Dictionary	R1157.DIC
Forms Dictionary	F1157.DIC

Installation and Setup

What you require before you can install the application:

- CM and CDA Setup.exe Installer file.
- Installation instructions.
- Access to Server or computers that need installation.

Prior to the installation, ensure a recent backup of the Dynamics GP databases has been taken.

Follow the installation instructions below:

1. Run the CM and CDA Setup application file.
 - To Ensure you have proper permissions to run the file, log into the workstation as a local administrator.
 - Right-click the GP application shortcut and select 'Run as administrator.'
2. Click Next to begin the installation.
3. Carefully read the License Agreement, highlight Accept, and click Next.
4. The registry will be used to default the GP code folder. However, you can use the Browse button to navigate to the location of the GP code folder you would like to install Collections Management.
5. Click Next.
6. Select all the desired components you would like deployed. The individual files included are listed below.

- Collections Management Application.
 - The code (.cnk file) will be placed at the root of the GP code folder.
 - Store procedure files (.dat and .idx files) will be placed within the Data subfolder.
 - Collections Management Help File.
 - The Online Help file (.chm file) will be placed at the root of the GP code folder.
 - Collections Management Sample Files (all are placed within the Data subfolder)
 - Sample files deployed for Sample data (.csv files)
 - Collector performance sample file (.xlsx file)
 - Collections Management Documentation (all are placed within the Documentation folder)
 - This document (Release notes)
 - Collections Management Manual
 - Collections Management Table Reference
 - Introduction to Collection Plan Processing
 - Collections Management Sample SSRS Report (all are placed within the SQL subfolder)
 - AgingDetails.zip will contain all necessary files and documentation to configure the sample SSRS Report.
 - Collections Management Integration Tools (all are placed within the Documentation subfolder inside the CM-SDK folder.
 - All files and documentation related to the tools available for integrating with Collections Management.
7. Once the installer has finished, you will need to launch GP.
 - Ensure that you launch GP by right-clicking on the icon and clicking Run as administrator. Depending on your version of Windows, and how User Account Control has been configured, you may need local administrator permissions.
 8. Click Yes when prompted to include new code.
 9. Log Into Dynamics GP:
 10. Open the Collections Management Installation and Registration window. (Microsoft Dynamics GP >> Tools >> Utilities >> Sales >> Collection Installation and Registration)
 11. Click the Create/Upgrade Tables button. This will create all of the Collections Management tables if the product has never been installed before. Otherwise, it will upgrade all of the tables.
 12. Enter a valid Registration Key and Expiration Date in their respective fields. This must be done in order for the Install Stored Procedures button to be actionable. "Valid" or "Invalid" will be displayed next to the Registration Key.
 13. Click the Install Stored Procedures button. This will install the CNPROCS.dat and CNPROCS.idx files. These files must be in your Data folder. If they are not in this location, when clicking this button, you will receive a message prompting you to place these two files in the Data folder.
 14. Click the Create/Upgrade SmartLists button. If the default Collections Management Smartlist is already found you will be prompted to Upgrade or Replace. If you would like to retain any modifications you have made, ensure that Upgrade is selected.

Additional workstation installation instructions:

1. Run the installer on each additional workstation that will be using Collections Management.
2. Launch GP and choose "Yes" when asked if you want to include new code.

New in this release

ID Number	Description	Page No.
25.1.3		
54679 Bug	Resolved duplicate/blank attachment when sending Collections emails with Forms Printer	
25.1.2		
52488 Bug	Fixed: Error "An open operation on table RM_StatementTemp has caused an unknown error (46)" when processing statements for more than ~100 customers Affected Area Collection Management Plan Processing window (statement email generation) – Receivables Management (RM)	
25.1.1		
2590 Enhancement	The note creation logic has been updated to include an explicit warning when an email cannot be sent due to a missing email address. The note now appends a clear status message, such as: Warning: Customer [Customer Name] should have been emailed a letter, but no email address is on file (communication not sent). This mirrors the warning shown in the Process Multiple Customers window and ensures the note accurately reflects what occurred during processing (letter prepared but email not delivered). Additionally, improvements have been made to the Collections Log Inquiry window (introduced in 25.1): • Log detail entries now include a clear status prefix for email-related actions, such as: ○ "Email Sent" ○ "No email sent" ○ "Customer set to not get an email" ○ etc. • This provides better visibility and auditing of communication outcomes, even when no note text is generated or when email actions are skipped.	
4241 Enhancement	A new option has been added in the Collections Setup window to give users control over this behavior: • "Exclude oldest invoices with Dispute, Promise to Pay, or Special action types from most overdue days calculation" • Behavior When Checkbox is Unchecked (Default / Legacy Mode): • Collections Plans continue to function exactly as before: the oldest invoice (by days overdue) is selected regardless of action type.	

	- That invoice determines the plan action and is included as an attachment in emails/letters. Behavior When Checkbox is Checked: - The system excludes any invoice associated with a Dispute, Promise to Pay, or Special action type when calculating the "most overdue" invoice. - The Collections Plan now bases its action and priority on the oldest invoice not linked to one of those three action types. - Only qualifying (non-excluded) overdue invoices are attached to customer communications (email body or printed letter) generated during plan processing.	
40656 Bug	The email generation logic has been corrected so that custom Email Body Text from the CN_Letters / Letter Maintenance record is now properly included in the email body — even when no documents are attached. - For Word-based letters sent via Collections Plan Processing (with or without attachments), the defined email body text now populates correctly. - The fix ensures consistent behavior whether attachments are present or not. - Legacy behavior for non-Word letters and letters with attachments remains unchanged.	
46536 Bug	The @%AllInvoicesNotOverdueDetail% function has been corrected to strictly filter based on the days-until-due parameter and exclude all overdue invoices from future-due sections	
50927 Bug	All automatically generated and user-entered note text created through these windows is now automatically trimmed to remove any leading spaces, carriage returns, or blank lines before saving the note.	
50931 Bug	The sequence of operations in the Email window has been corrected: - Document selection and printing/email attachment now occur fully before any note-related flag resets or processing. - This ensures that only the user-selected documents (as marked in the print/attachment grid) are attached to the outgoing email.	
51018 Bug	Per client request, the Mark drop-down behavior has been restored to match previous versions: - When the Select Documents window opens from the Contact → Print Document flow, the Mark drop-down now starts blank/empty (no default option selected). - No documents are automatically marked/selected upon opening the window. - Users must explicitly choose a Mark option (e.g., All Invoices, All Credits, Range, etc.) or manually check individual documents in the grid to proceed.	
25.1		
2389 Enhancement	Added the Collection Plan Processing Log window to allow the tracking and review of all actions processed through Plan Processing. Logging information includes the date/time of the processing, all customers that were included, and the resulting note text created from the process.	
4765 Enhancement	Added a default setting for whether documents should be printed and/or emailed in the originating or functional currency instead of having to manually switch to originating every time.	
21797 Enhancement	Added a column indicating if a PayLink already exists for any given document within the document selection/inquiry windows available within Collections Management.	
24.2		

909 Enhancement	Add functionality to either turn off or not create an additional note with the SENT LETTER action when emailing from the Collections Management.	
3256 Enhancement	Added a "Mark All" button when adding documents to a note	
5476 Enhancement	Display email address that emails will be going to on the 'View Letters' window.	
16087 Suggestion/ Enhancement	Create a Pause Checkbox on the Collections Management Plan Window.	
24.1		
24310 Enhancement	Add a Selected Documents option to the Documents To Attach To Note list on Action Maintenance.	
23.1		
14532 Enhancement	When processing Mark Paid Notes, display a dialog at the end with the number of Notes that have been marked Completed.	
14531 Enhancement	Add Total number of items to the Task List window.	
7162 Enhancement	Add a note status of Partial Payment	
7119 Enhancement	Add SelectedDocumentsTotal letter function.	
7118 Enhancement	Collections Receivables Summary Performance Improvements	
3837 Enhancement	Added the ability to select to Print Only on the Collection Processing window.	

Service Requests resolved in this release

ID Number	Description
25.1	
40707 Bug	Added a new configuration setting within the Collections Management Setup window to allow the 'On Hold' note creation to utilize the original Dexterity trigger vs a SQL trigger.
47513 Bug	Cannot email collections letters listing selected invoices in conjunction with Forms Printer integration.
24.2.1	
41605 Bug	Collections Fails when Calling into Accountable Software's Forms Printer on GP 18.7 or newer - Wrong number of parameters sent to script '\SOP_DP_Update_Header"
41623 Bug	SOP Blank History Invoice Does Not Print Forms Printer Designated SRS Report from Collection Main Window
24.2	
4869 Bug	Letter functions within the default subject are not substituted within the resulting note created when processing through Contact window.
6536 Bug	Made changes to Collections Main and Email window to sync up behavior. If blank or missing CN Info record set to Statement Address. If Statement Address is blank, then set to Primary Bill To address. If primary bill to address is empty, then set to main address id.
27294 Bug	DSO Chart by month, not setting proper date range when using international date formats.
27301 Bug	Customers without a Statement Address ID not included in query results.
27503 Bug	Collection Management Transaction Inquiry Window Display Issue
28155 Bug	Improved performance when a large number of tasks exist and refreshing the Task List window.
29423 Bug	AllInvoicesNotOverdueDetail incorrectly returning overdue documents when specifying a days overdue variable.
30184 Bug	If assigning an Action ID with the option Documents To Attach To Note set to 'None' emails are sent with no attachments from both Collections Management Email and Contact window.
24.1	
7172 Bug	MFA prompt is encountered twice when sending an email with an attachment from Collections Email window.
22303 Bug	When Changing Address ID, Territory ID doesn't change accordingly within the Collections Management main window.
22799 Bug	After upgrading to GP 18.6, Collections 18.0b813 and 814 @%SelectedDocuments%@ no longer works for customer

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22849 Bug	Collections Summary Erroring out due to integer out of range error.
23281 Bug	Letter is not printing to local printer setup, instead it is using default printer from workstation.
23641 Bug	Incorrect application name in windows for Collections Management
23806 Bug	Overdue invoices selection on action id attaching credit document on notes when Documents Already On A Note set to something other than Do Nothing.
24461 Bug	Improved obtaining the correct program folder when Collections Management is already installed on the workstation.
24603 Bug	AllInvoicesNotOverdueDetail function includes overdue documents when utilizing 'Days overdue' variable.
25254 Bug	Resolved issue requiring users to select the Windows profile used with MFA after the initial selection in any given Dynamics GP session.
25443 Bug	Corrected parameter value entered when using the Originating/Functional field in Collection Letter Maintenance. Existing functions will continue working as designed.
25759 Bug	Auto Process plan throws error about Query ID not found if processing plan steps from the initial prompt on login.
25912 Bug	RM Documents creating separate email because it is using the Address Code from the RM Open table regardless of the selection of 'Letter per Bill to'.
23.2.2	
25105 Bug	Orphaned Word instances when sending Word Template documents.
23.2.1	
23157 Bug	Email body adding cover letter, email sent with all email address and email subject to customer's email.
23.2	
19526 Bug	Improvements made to the stored procedure used to populate Customer information when completing the installation of stored procedures.
19932,18782 Bug	Improvements to the multiple functions not recognizing the desired parameters.
20623 Bug	Customers with invoices generated outside of RM/SOP/IVC, now will be able to send them instead of the generic RM invoice.
21305 Bug	Improved permission script generated during install to prevent the inclusion of custom and other third party tables.

21495 Bug	Resolved issue when calculating Action amount on new note created during plan processing.
21492 Bug	Re-enable the ability to turn this functionality off or on from within GP instead of having to go through SSMS.
21367 Bug	Issue resolved restricting the ability to process paylink for Service documents and other debit type RM documents.
21330 Bug	Process One customer on Plan processing now supports manually entering an email address.
22305 Bug	Proper invoices get rendered and attached to the email when using Letter 'Invoices to Attach to Email' functionality.
22614 Bug	Resolved error 'An error occurred while attempting to the message. Unable to send the message' encountered when emailing with Modern Auth and 18.6 update.
23.1.2	
19079 Bug	When using Query Letters, and selecting to email All Invoices and Credit Documents, it did not include Credit documents.
20623 Bug	On Query Letters, pre-generated invoice files that existed were being sent, even if the option to only send documents that were within the date range of the query.
20637 Bug	When processing a letter, and an action is assigned, if that action has something selected for Documents To Attach Note, that setting is was being used for which documents to attach to the email.
20860 Bug	Query Letter restriction for range of Collection Plan IDs, when combined with Consolidate National Account Activity, was not being used.
23.1.1	
19249 Bug	GP 18.3 only supports 255 characters total for all attachments which caused attachments to be split across multiple emails compared to previous versions of CM. In GP 18.4+, the limit was expanded to 4,000. Collections now detects which GP version you have and adjusts the limit.
23.1	
5697 Bug	Error – 'Member not found' when exporting to Excel from Collector Performance window.
6769 Bug	UpdateCustomerInfo – Error inserting row into CN00500 table when selecting a Collector on the Transfer Credit Manager window.
14482 Bug	Done On Date not updating in table when closing notes on Collection Task window.
14392 Bug	Collection note created everytime a change is made to the customer, not just when its hold status changes.
14540 Bug	Currency drop down field display on Collection Plan Processing when it should not.
16055 Bug	Collection Plan steps 11+ using grace period days from step 10.

17484 Bug	Query Letter not selecting Overdue Documents.
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About Us

Professional Advantage was established in 1989 in Sydney Australia and has grown rapidly over the years across the globe. We currently have 7 offices that range world-wide, and established a North American presence in 1996, including two branches here in the US (Denver & Fargo).

Professional Advantage has been a Microsoft Presidents Club Member and Certified Partner for several years, providing offerings and products in for the Dynamic GP, Dynamics 365 Business Central and Dynamics 365/CRM space. With 6,000 customers globally, the focus has always been helping clients use the technology to make a difference and enable high performing workplaces.

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