DYNAVISION

Documentation:

Isabel Connect -Troubleshoot Guide

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Author: Dynavision Product Team

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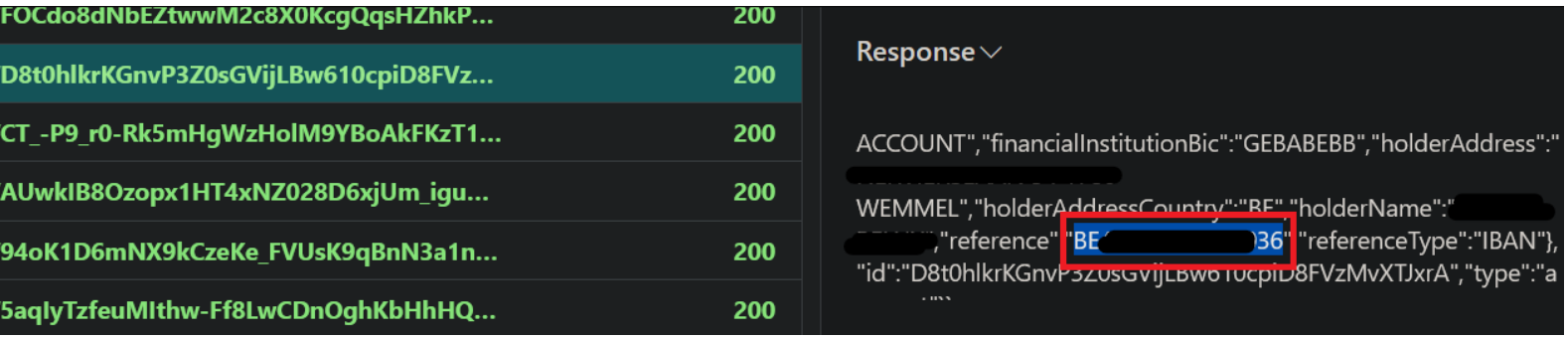
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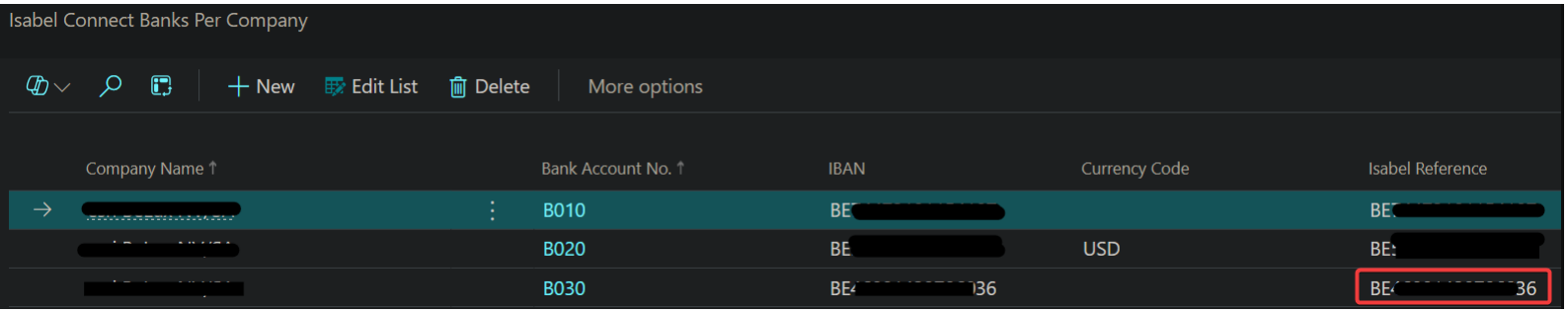
1 Isabel Connect – files with certain currency not imported

It is possible that files for a certain currency are (suddenly) not imported in the environment. This is most likely because in the file that is imported, information is changed by the bank that sent the file to import, making the data in the received file inconsistent.

When importing the bank accounts, Isabel normally sends the following accountReference:



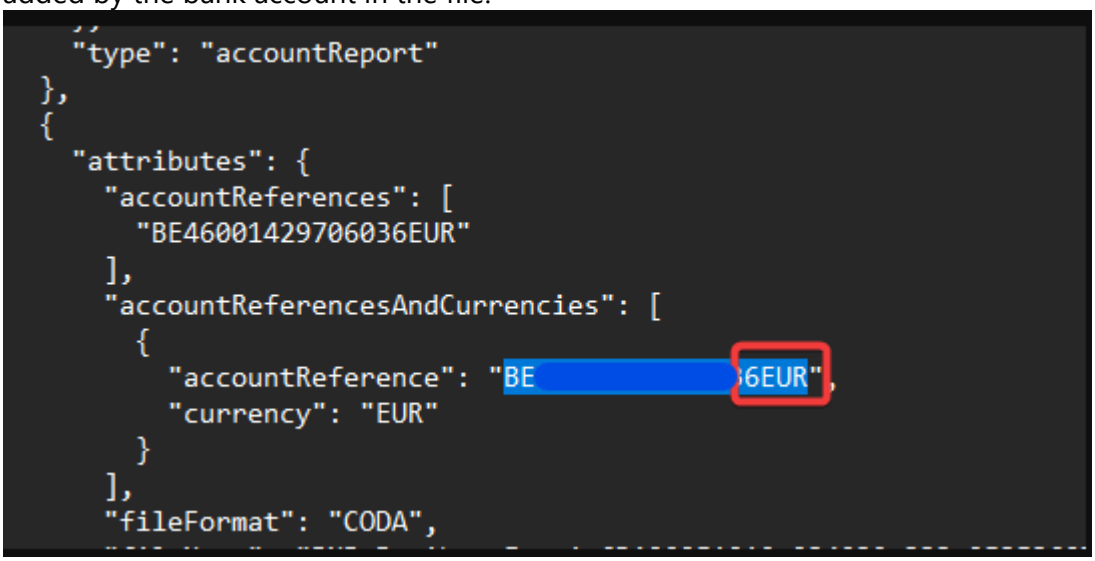
In that case, the Isabel Connect Banks Per Company subsequently looks as following:



However, it is possible that the file that is sent by Isabel has different data, which leads to the system not being able to link the imported file to the Bank account that was set up in Business Central.

Check if this is the case by following the below mentioned steps.

1. Navigate to the **Web Request Log List** page and check the imported file.
   It is possible that the Accountreference in the file now contains a currency that is added by the bank account in the file.



2. If this is the case, the system cannot match the imported file to the Isabel Connect Bank Account that is set up in Business Central, as the account reference does not match.
3. The **solution** is to adjust the Isabel Reference in the **Isabel Connect Banks Per Company** to **BEXXXXXXXXXXXXXXXEUR** instead of **BEXXXXXXXXXXXXXX.**

2 Export Isabel Connect Data

In case there are issues with exporting or importing data from/to Isabel Connect, an option is added that can be used to immediately fetch the needed data for debugging by the support team.

Important remark: *The exported information contains sensitive/confidential information and should be treated with the necessary care.*

1. Navigate to the **Isabel Connect Setup** page.
2. Choose the action **Support > Export Isabel Connect Data.**
    a. *Remark: this function is only accessible for users that have the Isabel Setup Modify rights assigned.*
3. Specify the **Export Date**
   This will serve as filter for the web request logs. Default the work date is suggested.
4. Enable or disable the option **Export Bank Account Mappings.**
   This option specifies if the information from the table **Isabel Connect Bank per Company** needs to be downloaded and added to the ZIP file. This can be disabled if the customer wishes not to share this information, however then the support team cannot fully analyze the setup in case of issues.

3 Isabel Connect Statements – has open CODA lines

It is possible that Isabel Connect statements show the **Has Open CODA Lines** as a **NO**, even when there are open CODA Lines that needs to be processed.
This is because of a change that was made to link the CODA statement lines to the correct Isabel Report ID.
In some cases, this is not filled in automatically (e.g. for already imported files).

If this is the case, following steps need to be taken to fill in this Report ID field for the desired Isabel Connect CODA statement lines.

1. Navigate to the **Bank Accounts** page.
2. Choose the action **Update Isabel Report ID**, which can be fount under the **Actions** tab.
3. (Optionally) Fill in the requested information, such as the statement ID that needs to be updated if there are a lot of imported files and open CODA lines.
    a. This way, the report will take less time and only the wanted CODA statement lines will be updated by the System.
4. Choose **OK** to update the desired CODA statement lines.

The field **Has Open CODA Lines** should now reflect the expected Yes.