GS519 – Managing Errors, Logs, and Submission History in Globalization Studio

Even with the best-designed formats and pipelines, issues can still occur. Maybe the government rejects a file, a certificate expires, or a field is missing. That's why understanding how to **read logs**, **review submission history**, and **respond to errors** is a critical part of working with Globalization Studio.

In this article, you'll learn:

- Where to find logs and submission status

- How to understand errors from processing steps

- How to trace failures in document generation, signing, or submission

- Real examples using Spain's **Facturae XML** submission to **FACe**

This article builds on GS515 – Digital Signatures and GS516 – Government Web Services.

📑 Why Logging and Error Handling Matters

When you're submitting financial data to a government portal:

- The submission must be complete, valid, and signed

- Errors must be quickly identified and resolved

- Auditors or finance teams may request proof of what was submitted and when

Globalization Studio gives you full visibility via **logs**, **submission history**, and **status reports**, so you're never left guessing.
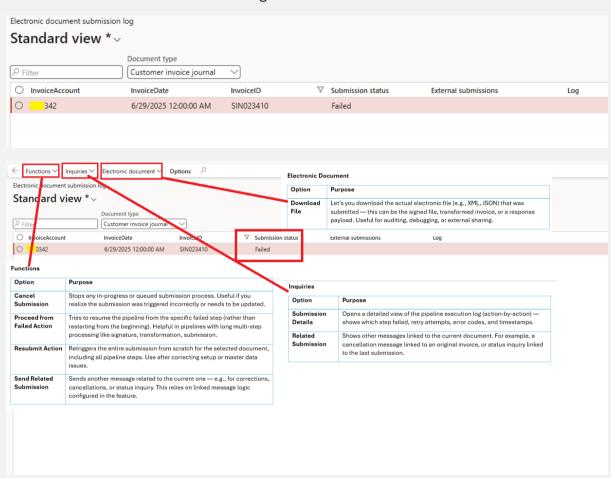

📂 Key Log Locations in D365

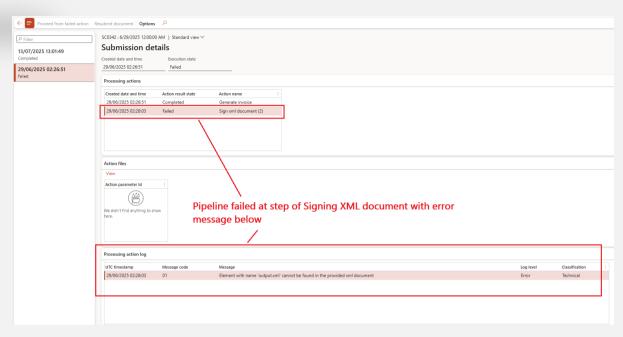| Log or Screen	What It Shows
Submission History (Globalization Studio)	File name, legal entity, status, timestamp, and error message if failed
Electronic Reporting Execution Log	Details of ER format run: parameters, preview, and output file
Processing History / Audit Logs	Step-by-step pipeline flow: Generate → Sign → Submit

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✷ Real Example: Spain's FACe Submission Error

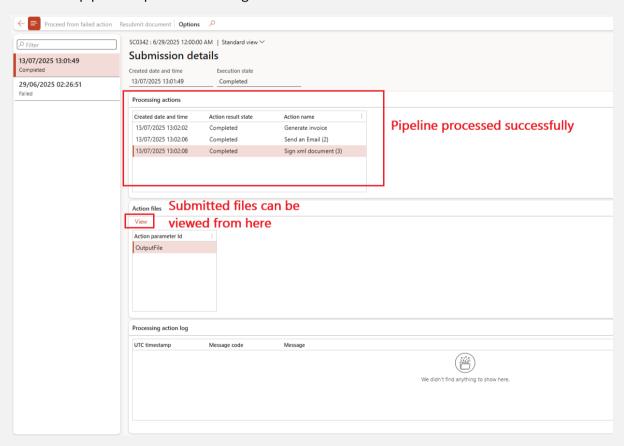Let's say you submit a **Facturae XML** file and processing pipeline fails in Dynamics.

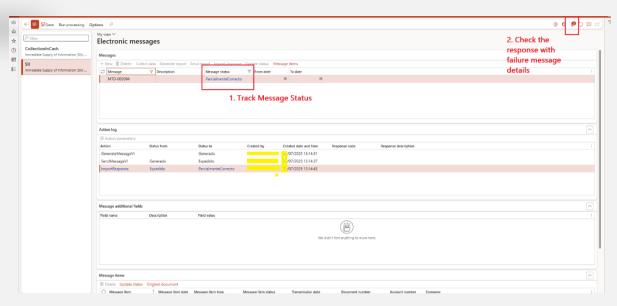1. See the Electronic submission log
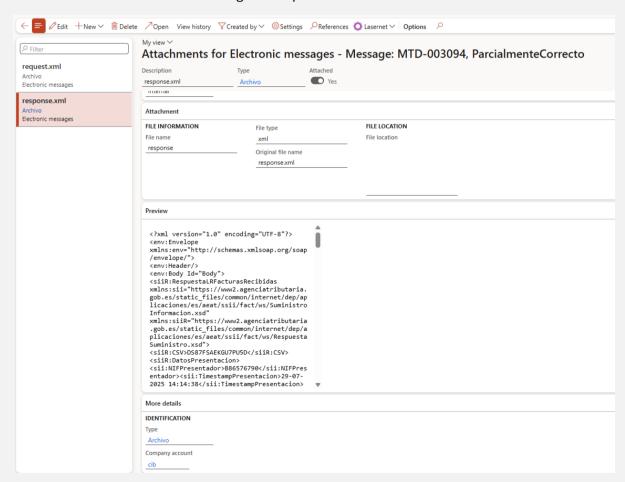

2. Check failure

Pipeline failed at step of Signing XML document with error message below

3. Fix pipeline > published changes

Pipeline processed successfully
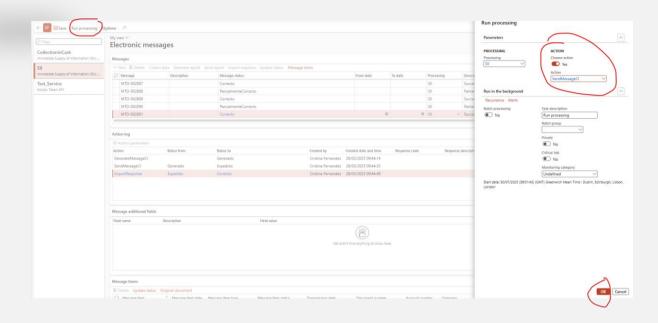
Submitted files can be viewed from here

⊛ Real Example: Spain's SII submission to AEAT Rejected

4. Track electronic message by status

5. Check Detailed error message in Response received from AEAT

6. Fix issue and resubmit using new electronic message

🔁 Common Errors and What They Mean

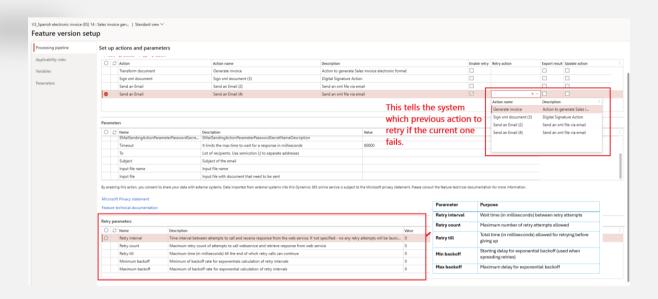| Error Message	Likely Cause
Missing XML tag: NIF	Field mapping is incomplete or missing in ER format
Invalid digital signature	Certificate expired or incorrectly referenced in pipeline
Web service timeout	Portal was down or connection issue
Authentication failed	Key Vault or client ID misconfiguration
File not found for submit step	Sign step failed, so file was never passed on

♻️ Optional: Retry or Reprocess the Submission

Some pipeline steps allow you to:

- Retry automatically after a delay (e.g., 5 mins)
- Manually trigger a resend from the **Submission History** screen
- Trigger resubmission using a batch job or Power Automate

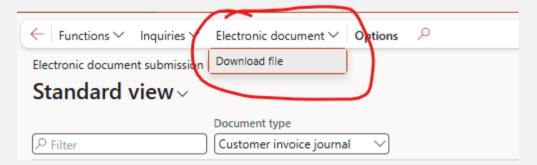✅ Tip: Always correct the root cause before retrying, resending a broken file won't help.
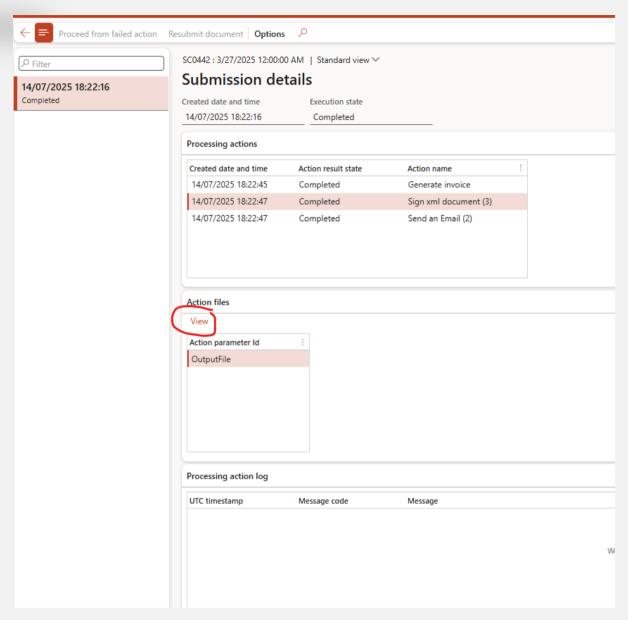
📥 Exporting Logs for Audits
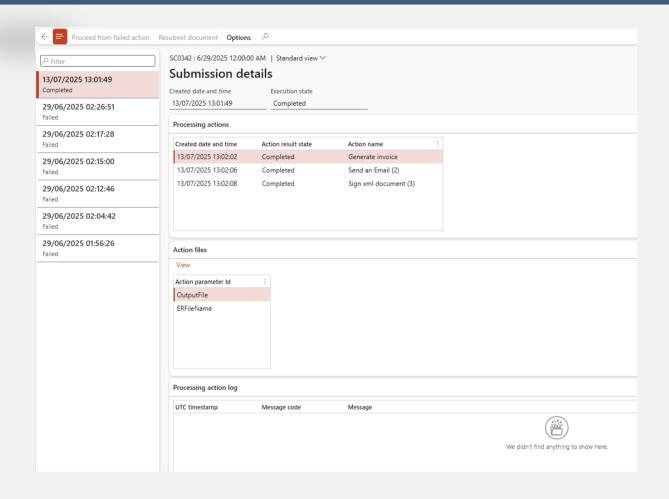
You can export:

- Submission logs as Excel

- Signed documents as downloadable XML/PDF

- Full pipeline flow details

💡 Tips for Managing Submission Issues

Tip	Why It Helps
Enable submission logs in all features	Ensures traceability
Use descriptive names for each pipeline step	Easier to identify what failed
Check submission history weekly	Stay proactive with rejections
Store signed output in SharePoint or Azure	Gives finance teams access without system access

⊛ Related Articles

- GS506 – Pipeline Execution Flow

- GS514 – Routing Output to Storage

- GS515 – Signing & Certificates

- GS516 – Government Portal Submission

🏷️ Coming Up Next

In **GS520 – Tax Calculation Service Basics in Globalization Studio**, we'll explore how Microsoft's cloud-based tax engine lets you configure flexible VAT, GST, and reverse charge rules without writing code.
You'll learn how to:

- Enable and configure Tax Calculation Service (TCS)

- Create rule-based tax logic for countries like the UK and Spain

- Apply and test tax rules using Globalization Studio

- Review calculations using diagnostics tools in D365

📖 *Continue reading:* *GS520 – Tax Calculation Service Basics →*