

June 8, 2023

To Our Clients,

Suite Engine has received reports of subscriptions for the following products are being deleted from a Business Central database:

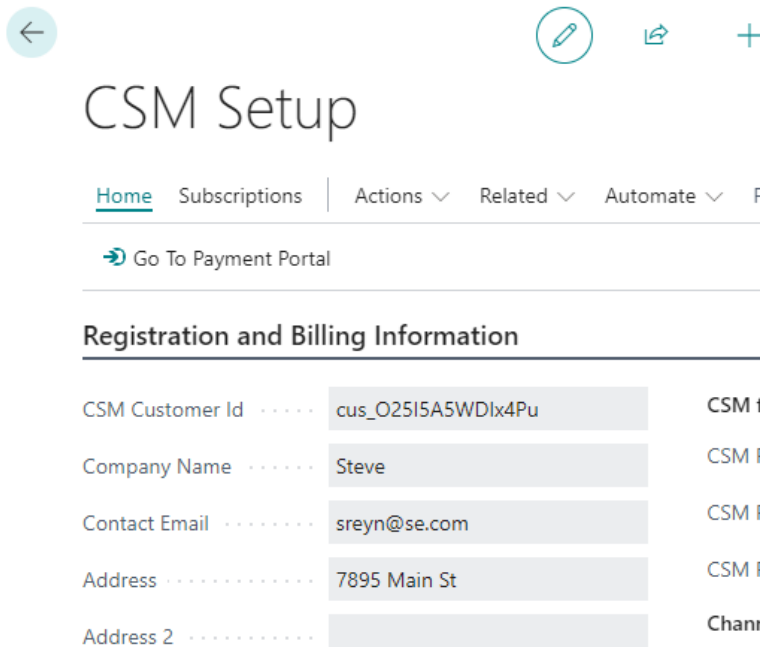
- Channel Payments Manager
- Channel Sales Manager
- Suite Engine API Engine

We have determined that this is being caused due to upgrading the Microsoft Dynamics 365 Business Central environment to the latest available version: 22.1.55890.56216. We will work to determine the cause of this issue, but depending on when your upgrade is scheduled to occur, you may experience this behavior.

If you find that your subscriptions to Suite Engine products have been removed, **do not** create a new trial for them. This will result in you having two subscriptions for your products. Instead, you will want to un-link and then re-link your existing Suite Engine subscription. In preparation for this, you will need the following values, all of which can be retrieved from the CSM Setup page:

- Customer ID
- Contact E-Mail
- Address

See the screenshot below for examples of where these fields appear on the CSM Setup page. Note that in the case of the Address, only the first Address field is required (“7895 Main St” in the example below).



The screenshot shows the 'CSM Setup' page with a navigation bar containing 'Home', 'Subscriptions', 'Actions', 'Related', and 'Automate'. Below the navigation bar is a 'Go To Payment Portal' button. The main section is titled 'Registration and Billing Information' and contains a table with the following data:

Field	Value	Label
CSM Customer Id	cus_O2515A5WDIx4Pu	CSM I
Company Name	Steve	CSM I
Contact Email	sreyn@se.com	CSM I
Address	7895 Main St	CSM I
Address 2		Chan

Once you have obtained these values:

1. Open the **Suite Engine Subscriptions** page.

You may receive a message stating that your Stripe.com customer cannot be found and asking if you would like to clear out the subscriptions in the database. You can answer **Yes** and then skip to step 4 in these instructions.

2. Choose the **Actions** ribbon, then choose the **Un-Link from Current Customer** action.
3. Answer **Yes** when prompted.
4. Choose the **Actions** ribbon, then choose the **Link to Existing Customer** action.
5. On the new page that opens, enter the three values that previously obtained, then choose OK.
6. Choose the **Actions** ribbon, then choose the **Force Refresh** action.

The lines on this page should now show all your Suite Engine subscriptions, and the status should be updated.

You should now be able to continue using your Suite Engine products.

If you encounter any issues, or require assistance, please do not hesitate to submit a support ticket at <https://suiteengine.com/support/>.

Thank you for your swift attention,

Steve Reynolds, Senior Product Manager