

Error message: 'Azure Storage Printer (The specified container does not exist.)'

- 2021-06-22 - Comments (0) - Lاسernet Developer FAQs

Lاسernet

The purpose of this article is to provide a guide to troubleshoot and resolve the following error you may see in Lاسernet Monitor on the Azure Storage Printer module when printing a report to a Lاسernet cloud printer:

'Azure Storage - Azure Storage Printer

(The specified container does not exist.)'

This error occurs because the Azure Storage Printer module cannot find an instance in the Azure storage with the Lاسernet connector configuration Identifier in the name.

If you are not using a separate Azure storage account for Lاسernet cloud printing, you need to make sure the Azure storage connection string in D365 **Lاسernet > Setup > Cloud Print connector setup > Parameters** is pointing to your environment's Azure storage (can be found in **Lاسernet > Setup > Parameters > Performance**) and that an instance exists with the connector configuration ID in it.

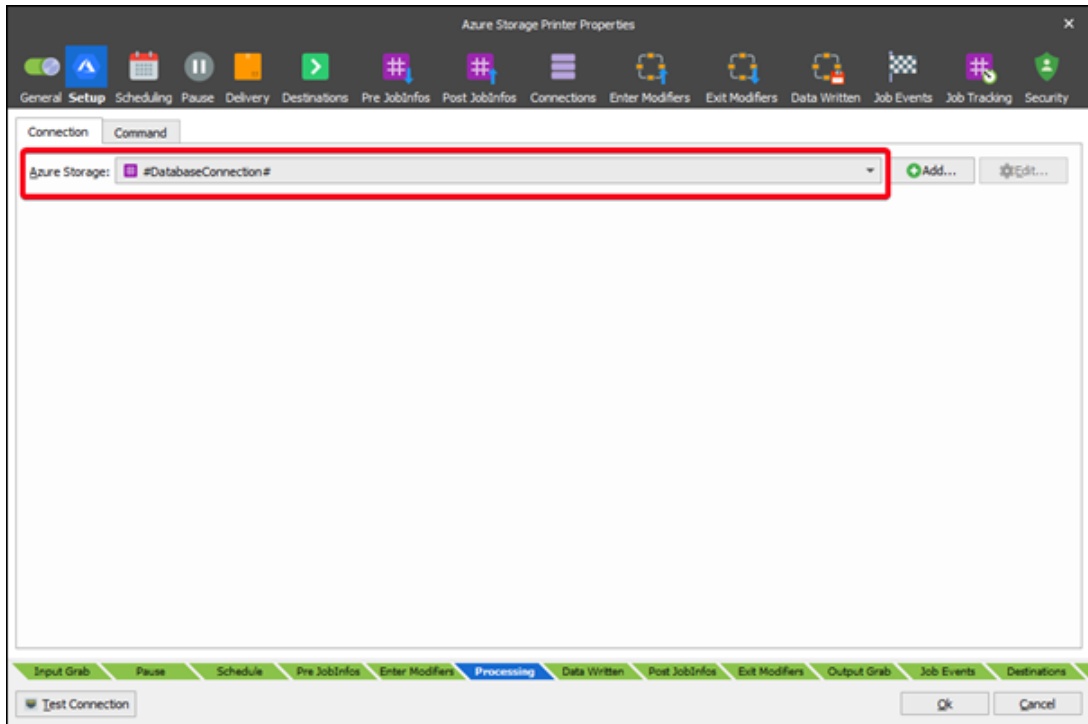
If you are using a separate Azure storage account for Lاسernet cloud printing, you need to make sure there is a connection with this information in **Lاسernet Developer > Commands > Azure Storage** and that the **Azure Storage printer** points to it appropriately.

Troubleshooting Steps

Identify the Azure storage the Azure storage Printer module is looking at. To do this, follow these steps:

1. Open the Lاسernet configuration in your Developer and navigate to **Modules > Azure Storage Printer** module.

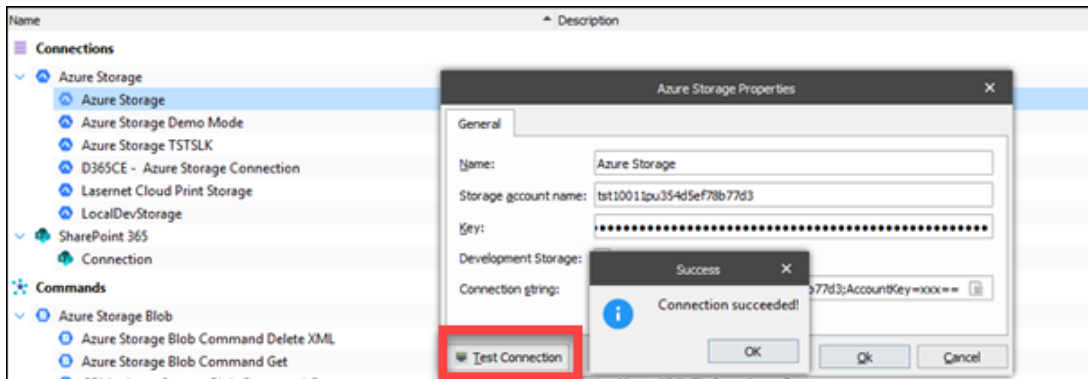
2. Go to the **Setup** tab > **Connection** and note the connection.



3. If the connection is `#DatabaseConnection#` you can find the Azure storage by printing a report and looking for the `databaseConnection` jobinfo in the monitor.



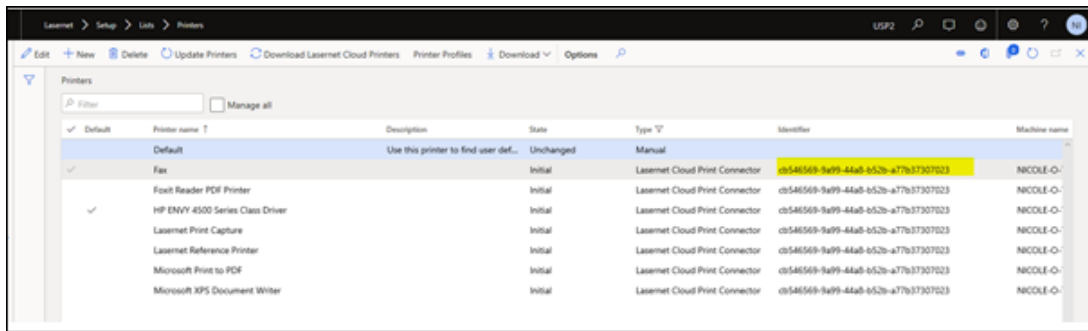
4. Go to **Commands** > **Connections** > **Azure Storage** and click the **test the connection** button for this storage. The test should succeed.



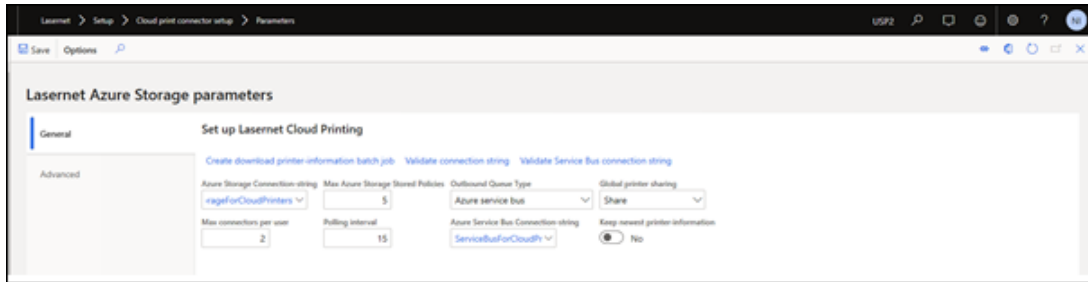
Verification of the Identifier

Verify the Lasernet connector configuration Identifier has an instance in the Azure Storage used in the Lasernet connector parameters. Follow these steps to do so:

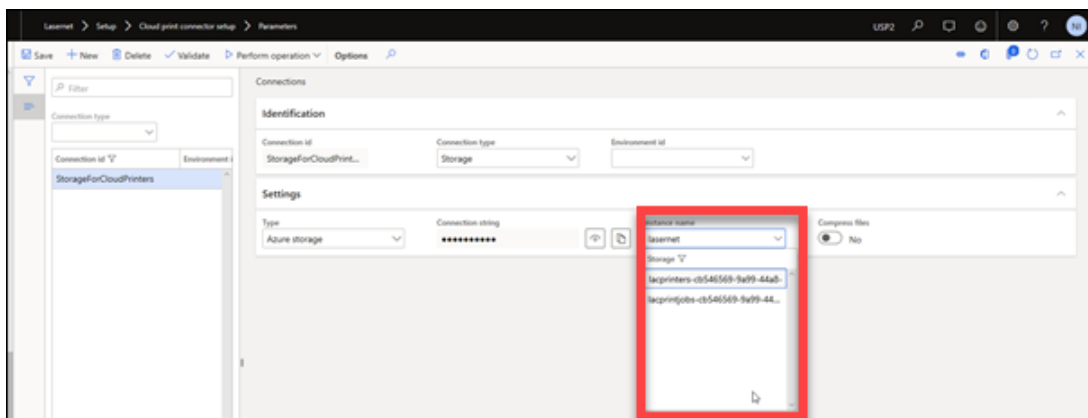
1. In D365 Connector F&O, go to **Lasernet** > **Setup** > **Lists** > **Printers** and copy the identifier for the printer you are trying to use.



2. Got to **Lasernet > Setup > Cloud Print connector setup > Parameters** and click the hyperlink for the Azure storage connection-string to open its settings.



3. Click the dropdown on the instance field and verify there is an instance with the connector-configuration identifier in its name. This indicates the Azure storage set up in LAC is the proper one that is configured to the connector configuration that exists on the print server.



4. Verify that the connection string for this Azure storage is the same as the connection information in the Lasernet Developer. Open Lasernet Developer and navigate to **Commands > Azure Storage** for the corresponding Azure storage connection.