FAQs and Troubleshooting - Administration

Is it possible to get pre-install assistance from BrightWork?

Yes, we strongly recommend working alongside the BrightWork Support team to initiate the pre-install process, as this will ensure proper procedures are followed; this service is included as part of the BrightWork 365 Start Service. Customers are encouraged to schedule a pre-install technical call using this link: https://calendly.com/brightwork-365-upgrade-team/brightwork-365-pre-install.

How many Power Platform environments should be created prior to installing BrightWork 365?

Prior to the installation of BrightWork 365, create three Power Platform environments with Dataverse data stores: two Sandbox environments (see Sandbox environments - Power Platform | Microsoft Learn), and one Production environment; BrightWork will eventually be installed into each of these three environments.

See Pre-Install Power Platform Environment Instructions for details.

What are the end user BrightWork 365 license requirements?

See BrightWork 365 license requirements for details.

What are the end user Microsoft license requirements?

See https://www.brightwork.com/brightwork-365/pricing.

Which Microsoft license must the BrightWork 365 installation user have?

The BrightWork 365 installation user must have a Power Apps Premium (Power Apps per user) license. Do not proceed with the installation if the installation user does not have this license.

Broken Connections

Occasionally flows will fail due to connector issues. One source of this is lack of use, with the timeframe likely depending on the service being connected to.

To resolve these issues the install user should go to https://make.powerapps.com/ for the environment and click Connections on the nav - the broken connections will be displayed. Click **Reconnect** to repair. If the install user is not available, a Sys Amin user will have to go into the Default Solution, click **Connection References**, and create a new connection reference for the relevant connection.

Flow Failures

If you suspect that a Cloud flow has failed, e.g., notification emails have not been received, and you've already checked for broken connections as detailed above, follow these steps to check for flow failures:

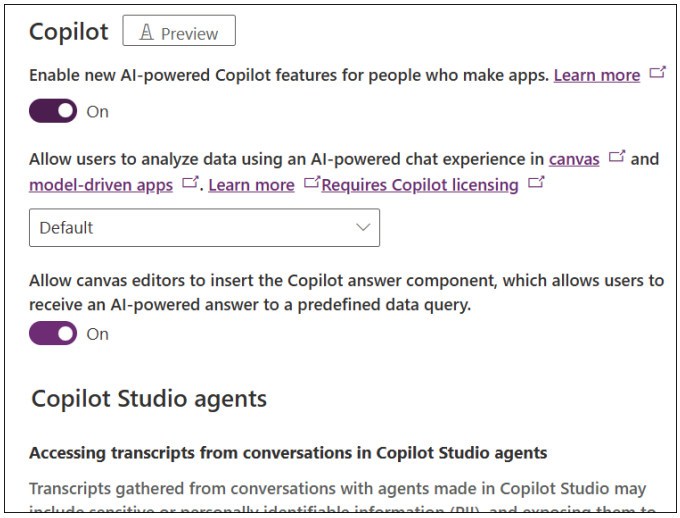
1. Go to https://make.powerapps.com.
2. Select the relevant BrightWork 365 environment.
3. Click **Solutions > Managed**.
4. Select the **BrightWork 365** solution.
5. On the left nav select **Objects > Cloud flows**.
6. Select whichever flow is most likely to be related to the issue based on the issue symptom. For example, if a status report email failed to send, check the Cloud flow "Create Status Report".
7. In the 28-day run history section of the screen select any flows that have a Failed status.
8. Copy all failure details and send to support365@brightwork.com.

The service account was registered to the authenticator app of a user who is now unavailable, so the admins do not have a way to get authenticated.

A System Administrator can reset or remove the Multi-Factor Authentication method. See external article Manage authentication methods for Microsoft Entra multifactor authentication - Microsoft Entra ID | Microsoft Learn.

What's the story with the Copilot/AI features I see in the Power Platform admin center?

Copilot/AI features can be found in Power Platform admin center > Environments > {your environment} > Settings > Features. These features are built into Power Platform by Microsoft, they are not added by BrightWork 365. Your organization can choose to enable or disable these features as necessary. The features available depends on the Copilot related licensing agreement your organization has with Microsoft.


Copilot
Preview
Enable new AI-powered Copilot features for people who make apps. Learn more
On
Allow users to analyze data using an AI-powered chat experience in canvas and model-driven apps. Learn more Requires Copilot licensing
Default
Allow canvas editors to insert the Copilot answer component, which allows users to receive an AI-powered answer to a predefined data query.
On
Copilot Studio agents
Accessing transcripts from conversations in Copilot Studio agents
Transcripts gathered from conversations with agents made in Copilot Studio may