

Sedona X Not Showing PDF or Document Type 8

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00151542

Identified an issue where documents associated with the `.pdf` document type are **not visible in the Sedona X application**, even though they are correctly attached and fully visible within the SedonaOffice desktop application.

This behavior appears to be **isolated specifically to the `.pdf` document type**. Other document types (such as `.bmp`, `.png`, etc.) display correctly in Sedona X without issue.

- The **PDF documents associated with the `.pdf` document type do not appear at all** in the list of documents within Sedona X
- There is **no error message**; the documents are simply missing from the document list
- The **same documents are visible and accessible in SedonaOffice**, confirming that:
 - The documents exist
 - They are properly attached
 - User permissions are correct

Additionally, when the document type on the back end is changed from `.pdf` to another supported type (e.g., `.bmp`), the document **immediately becomes visible in Sedona X**, indicating a permissions or data config issue.

Resolution

The document types get defined by the customer in SedonaDocuments DB in the SY_Document_Type table. Sedona X Mobile only gets documents that are not type 8 in the query for them.

Check this table. The one with Document_Type_Id of 8

--Created new pdf doc type and switched the old ones

```
update d set document_type_id = 242 FROM [dbo].[AP_Vendor_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[AR_Customer_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[AR_Deposit_Check_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[IN_Part_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[SM_Prospect_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[SS_General_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[SV_Service_Ticket_Documents] d WHERE Document_type_Id = 8;
```

```
update d set document_type_id = 242 FROM [dbo].[SY_Employee_Documents] d WHERE Document_type_Id = 8;
```

```
delete [SedonaDocuments].[dbo].[SY_Document_Type] where Document_Type_Id = 8
```
