



Release Notes

Scribe Adapter for Microsoft Dynamics 365 and CRM

Version	5.5.5
Release Date	March 6, 2017

Requirements

- ▶ Scribe Insight 7.9.2.
Note: The Adapter has not been validated against Scribe Insight 7.9.1, however, the help file distributed with the Adapter incorrectly indicates that 7.9.1 is the required version.
- ▶ Microsoft Dynamics CRM 2011, 2013, 2015, 2016, 2016 SP 1, Online, or Microsoft Dynamics 365 for Sales, 365 for Field Services, 365 for Project Services, or 365 for Customer Services
- ▶ Microsoft .NET Framework 4.5.2 Full
- ▶ A Microsoft Dynamics 365 or CRM account - Online, On-Premise, or Partner-Hosted
- ▶ A licensed Microsoft Dynamics 365 or CRM user account with local administrator privileges



If you are using Scribe Insight V 7.9.0 or earlier, do not upgrade the Adapter.

You can continue to connect to Microsoft Dynamics CRM 3.0 and 4.0, however those versions are not supported by Scribe Software.

Additional Information

- ▶ Integrations with Microsoft Dynamics CRM 2011/2013 require Windows Identity Foundation (WIF). You can download WIF from <http://www.microsoft.com/en-us/download/details.aspx?id=17331>. Review the physical machine requirements before installing.
- ▶ If you are using a Scribe template, verify in the release notes if it is compatible with this updated Adapter. For release information on the current Scribe templates, see the [Scribe Connectivity Library](#) page. For release information on previous versions, see the [Scribe Templates and StarterPaks Download](#) page.
- ▶ If your site uses Scribe Publishers for Dynamics 365 and CRM, reconnect and save each Publisher. Reconnecting with a Scribe Publisher for Dynamics CRM 4.0 may cause an error. For information, see [Error in refreshUserInfo\(\)](#).

[IDispatch error #647 ADP Error info: was not expected. There is an error in XML document \(2,2\)](#) in the Scribe Success Community.

For information about other releases of the Scribe Adapter for Microsoft Dynamics 365 and CRM, see the [Scribe Insight and Adapters Download](#) page.

What's New In Version 5.5.5

This version of the adapter:

- Includes hot fixes to resolve reported issues. See Fixed Issues.
- Supports Microsoft Dynamics 365.
- Adds support for Custom customerid lookup.

Fixed Issues

Ticket #	Description
53844	D7917/7065: CRM Publisher - Setting a numeric field, such as a currency field, to NULL resulted in a very small value being published, such as 8.06374421890415E-318.
55223	D7063: DBLookup function failed to properly retrieve the value for Two Option data type field in a Custom Entity.
56661	D38538: Improved performance when retrieving the Dynamics 365 API version information that was causing CRM 307 errors.
76925	D11015: When working with a large number of tables, the following error occasionally occurred while loading Dynamics CRM metadata: OutOfMemoryException.
80417	D19751: On a custom entity, Status (statecode) and Status Reason (statuscode) could not both be set in the same Update step.
80824	D17337: StatusCode on SalesOrders could not be updated if the record was in an inactive state, such as Closed or Voided. The following error message was generated: Entity cannot be closed because it is not in the correct state.
82443, 84602, 87357	D19510, D27417: SalesOrders were being created in a Submitted state which generated the following error: The order cannot be submitted because it is not in active state.
82990	D21220: Fixed the Delete operation to not include double quotes around a GUID to match the Update and Create operations and allow mapping without having to trim the quotes.
84277	D23968: Following error occurred when creating a new Publisher or activating an Imported Publisher for Microsoft Dynamics CRM Online Spring 2016 release: Required field HasFeedback is missing.
84904	D25348: Updated documentation to indicate that overriddencreatedon field is not supported for Upsert.

84530	D26810: Significant performance reduction was seen in a Dynamics CRM organization when the Adapter for Dynamics CRM Publisher ChangeHistory plugin was enabled.
84615	D24686: When using DBLOOKUP to pull a value from Dynamics CRM and place it in a Calculated Variable or when placing results of a Seek step in a Target Variable, the value was set to #NULL!.
84640	D24248: Following error occurred after setting the statecode on an Invoice from Paid to Paid: "Cannot change an invoice to Paid which is not in the active state."
84955	D25744: Could not filter on Memo fields when there were multiple lines of text in those fields.
85449	D28145: Clicking the Run As user button on Connection Settings no longer displays disabled users.
87609, 88195	D29586: Added support for Custom customerid lookup, which resolves the following error that occurred when trying to update field xxx_customerid: Attribute xxx_customerididtype must not be NULL if attribute xxx_customerid is not NULL.
88162	D9490/D33770: The Owner of a record can now be changed from one Team to a different Team when the Compare with Update option was enabled on an Update step. Previously, the following error occurred: systemuser with Id=X-X-X-X-X Does Not Exist.

For details about the previous release, see [Release Notes for the Scribe Adapter for Dynamics CRM, Version 5.5.4](#).

Known Issues

Case #	Description
—	<p>D3338: Following error occurs when the Dynamics CRM system uses a language other than English and the English plug-in is not installed: Language not installed for Plugin.</p> <p>Workaround: After loading the Dynamics CRM system, install the English plug-in.</p>
43340	D5150/7068: Clearing the Retrieve Entire Object checkbox when using Dynamics CRM 4.4 Publisher publishes the old value instead of the new value.
46590	<p>D6319/7067: Following error occurs with Dynamics CRM 2011 when using a parent join that produces multiple rows: Index Out of Range.</p> <p>Workaround: Perform the query using a primary/child query, if possible.</p>

Case #	Description												
47719	<p>D6545: The activityfieldname and activitytypecode fields do not show in source. These are virtual fields and by nature cannot be queried. They are used to add or update an existing activity party, but do not exist on the actual entity.</p> <p>Workaround: Resolve this issue through a DTS:</p> <ol style="list-style-type: none">1. Perform a seek on the activitypointer table with the activityId.2. Store the activityTypecode in a target variable.3. Create a fileLookup against the participationtypemask field in the activityparty table with a file using the following values. <table><tr><td>1 = "from"</td><td>5 = "requiredattendees"</td><td>9 = "owner"</td></tr><tr><td>2 = "to"</td><td>6 = "optionalattendees"</td><td>10 = "resources"</td></tr><tr><td>3 = "cc"</td><td>7 = "organizer"</td><td>11 = "customers"</td></tr><tr><td>4 = "bcc"</td><td>8 = "regarding"</td><td></td></tr></table> <p>The "regarding" entries will fail on entities with no such field, such as email.</p>	1 = "from"	5 = "requiredattendees"	9 = "owner"	2 = "to"	6 = "optionalattendees"	10 = "resources"	3 = "cc"	7 = "organizer"	11 = "customers"	4 = "bcc"	8 = "regarding"	
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48891	<p>D6817/7066: Scheduled jobs on a SQL Server that migrate data from integration databases to Dynamics CRM databases crash Scribe Workbench when the second job runs.</p> <p>When executing a DTS from the command line using a pre-7.9.0 version of the Workbench, the Dynamics CRM Adapter uses the connection properties last entered in the connection dialog by a user. These properties are written to the registry and used when the adapter connects in "silent mode", such as when jobs are run from the command line.</p> <p>Workaround: Manually update the following registry keys between jobs:</p> <ul style="list-style-type: none">• HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Scribe\Microsoft Dynamics CRM 2011\LastOrganization\[database] <p>where [database] changes for each job.</p> <ul style="list-style-type: none">• HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Scribe\Microsoft Dynamics CRM 2011\LastServer\[server URL]/[database] <p>where [server URL] and [database] change for each job.</p>												
57218	<p>D39489: Date/time fields values as early as 1/1/1753 allowed by Microsoft Dynamics CRM Online 2015 Update 1 or higher or Microsoft Dynamics 365 On-Premises are not supported. Only datetime field values of 1/1/1900 and higher are supported.</p>												

- Error using Annotation entity as a source with a Dynamics CRM 4.x connection. This issue occurs only when configuring the Annotation source entity as a Single Data Object (D7659).

Workaround: Configure source as a Custom Query.

This issue is not seen with Dynamics CRM 2011. For more information, see [Error when using Annotation entity as a source with Dynamics CRM 4.x connection](#) in the Scribe Success Community.

- When upgrading a plug-in Dynamics CRM Publisher from V 4.0 to V 2011, you must manually remove the 4.0 Publisher. For more information, see [Various errors concerning the Scribe Change History Plug-In](#) in the Scribe Success Community.

Getting Help

Scribe is dedicated to providing information as quickly as possible to those who need it. We have created the [Scribe Success Community](#), where you can find Scribe product information, engage in discussions with other Scribe users and Scribe employees. Searching for information does not require that you log into the Community. Logging in is required to begin a discussion or open a support case. See [Signing Up As A New Success Community Member](#).

Always check the [Scribe Help Library](#) for the latest version of Scribe's Help files.

Feedback

Scribe is very interested in hearing about your experiences with our products and documentation. We invite you to join the [Scribe Success Community](#), where we welcome your comments and suggestions for improvements. See [Signing Up As A New Success Community Member](#).