



Release Notes

Scribe Adapter for Microsoft Dynamics 365 and CRM

Version	5.6.0
Release Date	June 4, 2018

Requirements

- ▶ Scribe Insight 7.9.3.
- ▶ 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 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 5.6.0

This version of the adapter:

- Includes hot fixes to resolve reported issues. See Fixed Issues.
- Supports Microsoft Dynamics 365 v9.0.0.7.
- Adds support for Multi-Select Option Sets for the online version of Microsoft Dynamics 365.



If you are upgrading to Version 5.6.0, you must open and resave your publishers to allow you to use Multi-Select Option Sets.

If you do not open and resave your publishers, and you attempt to use Multi-Select Option Sets, an error similar to the following is generated:

Object reference not set to an instance of an object.
at Scribe.DynamicsCrm5.plugin.



To access Multi-Select Option Sets, you must delete your existing metadata for Microsoft Dynamics 365 and reconnect to upload the latest metadata.

See [New CRM Custom Entity Not Visible In Scribe Workbench](#) in the Scribe Success Community for step-by-step instructions on deleting and reloading metadata

Fixed Issues

Case #	Description
60702	D53214: When trying to create a relationship between campaignactivity and marketing list entities the DTS failed with the following error: "Associate is not supported for CampaignActivityItem"
63455	D62026: The Adapter could not set both state and status codes when using the Upsert operation.

For details about the previous release, see [Release Notes for the Scribe Adapter for Dynamics CRM, Version 5.5.5](#).

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>												
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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Case #	Description
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\SOFTWAREWow6432Node\Scribe\Microsoft Dynamics CRM 2011\LastOrganization\[database] <p>where [database] changes for each job.</p> <ul style="list-style-type: none"> HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\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](#).