SCRIBE

Release Notes
Scribe Adapter for Microsoft Dynamics CRM

Version	5.2
Release Date	December 22, 2011

Requirements

‣ Scribe Insight 7.5 or later

‣ Microsoft Dynamics CRM 4.0 or 2011.

⚠ Integrations with Microsoft Dynamics CRM 2011 require Windows Identity Foundation (WIF). Installing WIF may require a reboot. Be sure to review the physical machine requirements before installing.

You can download WIF from: http://msdn.microsoft.com/en-us/evalcenter/dd440951.aspx

⚠ If you are using integration templates provided by Scribe, always check to verify that your template is compatible with this updated adapter. You can verify this information by reading the release notes for your template. You can also check release information in OpenMind for up-to-date information.

⚠ If your site uses Publishers for Dynamics CRM, you will need to reconnect and save each Publisher to allow Dynamics CRM to recognize updates to the Publishers. If you are using a Scribe Publisher for Dynamics CRM 4.0, you may receive an error when reconnection. For information, see https://openmind.scribesoftware.com/topics/2352

ⓘ For information about previous and future Scribe Adapter for Microsoft Dynamics CRM releases, visit OpenMind at: https://openmind.scribesoftware.com/products/6.

What's new in Version 5.2

Version 5.2 of the Scribe Adapter for Microsoft Dynamics CRM provides a technical alignment with Scribe Insight version 7.5 as well as fixing a number of defects.

For Dynamics CRM 2011, you can choose whether you want to retrieve the entire object from the Dynamics CRM Publisher.

Fixes

Ticket Number	Description
43872	Aliasing field no longer works with Fetch must convert code to use retrieveMultiple
43571	CRM Boolean issue with -1 versus 1
43457	XML will not be complete if there are more than 100 child records being pulled from CRM
42897	CRM 2011 adapter v5.2 (Rockfish) should allow "Compare fields on updates (only update if changed)" to be selectable
42739	CRM 2011 Publisher no longer has the Retrieve Entire Object checkbox
42260	Bridge Server climbs in RAM until it stops working
42256	Adding "type" to the end of field cause CRM as Source and Publisher to fail
42188	Filtering on regardingobjecttypecode field in Publisher for CRM fails to generate messages
42102, 42188	Regardingobjecttypecode falsely returns #NULL! value using CRM adapter v5.1
42062, 41804	Connecting to CRM2011 OnPremise systems getting a Timeout error
41929, 41987	Unable to Insert an attachment from CRM 4 to CRM 2011
41796, 41497, 41893, 41804	Error with CRM 2011 adapter, error occurred while receiving the HTTP response
42450	Update documentation to provide information around the error when parent and child are the same entity
42125	Updated documentation to provide information around the error "Principal user is missing the prvCreatenew_scribepublisherqueue privilege"

For details about the previous release, please view the release notes for the Scribe Adapter v5.1 for Microsoft Dynamics CRM at https://openmind.scribesoftware.com/download/ReleaseNotesAdapter510ForDynamicsCRM.

Known issues

Case Number	Description
	If you are upgrading the Adapter for Dynamics CRM from a previous release of the Adapter for Dynamics CRM 2011, be aware that the upgrade removes the scribepublisherqueue table from Dynamics CRM. Make sure that Insight has processed any published Dynamics CRM records before you upgrade. After you upgrade, reconnect and save your CRM 2011 Publisher to recreate the scribepublisherqueue table in Dynamics CRM.
	On some systems, when reconnecting to a Scribe Publisher for Dynamics CRM 4.0, the following error is raised: Error in refreshUserInfo(): IDispatch error #647 ADP Error info: <ArrayOfCrmMetadata xmlns=""> was not expected. There is an error in XML document (2,2), potentially followed by an "invalid procedure call or argument". You can safely click through these errors and then retry the reconnect (or schema creation). This is a known issue and will be addressed in a later release. For more information, see https://openmind.scribesoftware.com/topics/2352.
	If you are upgrading the Adapter for Dynamics CRM from a previous 5.x release, be aware that the upgrade removes the scribepublisherqueue table from Dynamics CRM. Be sure that Insight has processed any published Dynamics CRM records before you upgrade. After you upgrade, reconnect and save your CRM 2011 publisher to recreate the scribepublisherqueue table in Dynamics CRM
4544	Unsupported publishing events are selectable in CRM 2011 publisher for some entities.
4566	Error raised when using the LiveID deployment option when creating views or monitors.
4675	When attempting to save a change to an entity in Dynamics CRM 2011, the following error is raised: "*Business Process Error: The following error has occurred in the Scribe Change History plug-in: Principal user is missing the prvCreatenew_scribepublisherqueue privilege.*" Security roles assigned to any CRM users that will be entering data for entities that are being published need to be granted rights to the scribepublisherqueue custom entity. To grant rights to the scribepublisherqueue entity : In Dynamics CRM, go to Settings > Administration > Security

Case Number	Description
	Roles.
	Select the role assigned to the CRM user.
	Click the **Custom Entities tab**.
	For the scribepublisherqueue entity, select **Create, Read, Write, Delete, Append**, and **Append To**.
	Save and close the role.
	Related KB article - https://openmind.scribesoftware.com/topics/business-process-error-the-following-error-has-occ

Getting Help

Scribe is dedicated to providing information as quickly as possible to those who need it. To that end, Scribe has created a Knowledge Base in the Scribe OpenMind community. Scribe customers and partners can engage with other Scribe users as well as Scribe employees through these forums to share information and ask questions about Scribe products. You can access the Scribe Adapter for Microsoft Dynamics CRM Knowledge Base at https://openmind.scribesoftware.com/forums/dynamics-crm-knowledge-base. Additionally, Scribe users can contact Scribe Support for further assistance.

Feedback

Scribe is very interested in hearing about your experiences with our products and documentation. We welcome your suggestions for improvements and encourage you to use the Scribe OpenMind community at http://openmind.scribesoftware.com to provide feedback. OpenMind also allows you to see information about upcoming product releases and engage in online discussions with Scribe product management and other Scribe users. Request a logon at https://openmind.scribesoftware.com/user_requests/new.

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