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Product Name:    TIBCO Scribe Insight Adapter for Dynamics 365 And CRM
Release Version: 5.6.2_HF-14
Release Date:    13 April 2021
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Legal Notice

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Introduction

This hotfix is cumulative and includes all previous generally available hotfixes
for TIBCO Scribe Insight Adapter 5.6.2 for Dynamics 365 And CRM.

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Installation

1. Close the Workbench, pause active Integration Processes, close the Console,
   and stop the Scribe Services.
2. Open SQL Management Studio and run the following query on the SCRIBEINTERNAL
   database:

     DELETE FROM [SCRIBEINTERNAL].[SCRIBE].[ADAPTERMETADATA]
     WHERE IDENTIFIER != 'DEFAULT'

3. Extract the contents of the zip file to a folder on the Scribe Insight
   server.
4. Right-click on the InstallCRM562.cmd file and select Run As Administrator.
5. Follow the normal CRM Adapter installation prompts.
6. Restart the Scribe services.
7. From Dynamics CRM, remove the CRM Plugins and Plugin Assembly via Settings >
   Customizations. See this knowledge article for instructions: Removing the
   Scribe Plugins from CRM UI:
   https://support.tibco.com/s/article/Removing-the-Scribe-Plugins-from-CRM-UI
8. Start the Console, reconnect the Scribe CRM Publisher to CRM, and click
   Apply. This will recreate the Plugins.
9. Activate Integration Processes as needed.

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Uninstallation

To remove the hotfix, you must reinstall the original CRM adapter. This
installation file is included in the hotfix zip file.

1. Close the Workbench, pause active Integration Processes, close the Console,
   and stop the Scribe Services.
2. Reinstall the original CRM Adapter v5.6.2.
   If available, install using the original Insight installation media
   (C:\TIB_scr-insight_7.9.5_win_x86_64\setup.exe)
   If the original installation media is unavailable, extract and run the
   ScribeAdapterForMicrosoftDynamicsCRM_Original.msi file from
   "Original CRM Adapter 562" folder (see folder created in Installation Step 2)

3. Restart the Scribe Services.
4. Start the Console and activate Integration Processes as needed.

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Affected Files for 5.6.2_HF-14

The following files are installed by this hotfix.

  C:\Program Files (x86)\Scribe directory:
    - DynamicsCRMAdapter2011Metadata.xml
    - Scribe.Adapter.Crm.Authentication.dll
    - Scribe.DynamicsCrm.Adapter.dll
    - Scribe.DynamicsCrm.Common.dll
    - Scribe.DynamicsCrm.PluginPublisher.dll
    - Scribe.DynamicsCrm.PubWorker.dll
    - Scribe.DynamicsCrm.WebServices.dll
    - Scribe.DynamicsCrm.WebServices.WebServices2006.dll
    - Scribe.DynamicsCrm5.Adapter.dll
    - Scribe.DynamicsCRM5.Plugin2016.dll
    - Scribe.DynamicsCrm5.Publisher.dll
    - TestMessageQueueUtility.exe

  C:\Program Files (x86)\Scribe\Console directory:
    - TScribeMSCRM30Publisher.ocx

  C:\Program Files (x86)\Scribe\DynamicsCRM2011Plugin directory:
    - TScribe.DynamicsCrm5.Plugin.dll

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Closed Issues in 5.6.2_HF-14 (This Release)

This hotfix replaces HF-11.

SCINSIGHT-210

This hotfix adds support for Azure AD authentication and restores compatibility
with IFD authentication. If you are using the "Online" deployment type with the
Adapter, we encourage you to use Azure AD authentication instead because
Microsoft will eventually discontinue the regional Discovery Service which is
used by the Adapter. It is best to make this change when you can plan time for
it and avoid any chance of disruption to your integrations.

See this article for more information:

https://support.tibco.com/s/article/TIBCO-Scribe-Insight-Adapter-for-Microsoft-Dynamics-365-And-CRM-5-
6-2-hotfix-14

See this help topic for information about connecting using the Adapter:

https://help.scribesoft.com/scribeinsight/en/index.htm#Subsystems/AdapterForDynamicsCRM/implementi
ngtheadapter/connecting_to_the_adapter.htm

SCINSIGHT-201

Added the ability to use a Connection String to connect to CRM.

Microsoft will eventually deprecate the WS-Trust authentication type. This means that the Partner-Hosted (IFD) deployment option in the Adapter will stop working at some point in the future. Best practice is to transition your IFD based connections to the Connection String type before Microsoft deprecates WS-Trust. See this Microsoft documentation for more information about when these changes will affect your Microsoft CRM organization.

https://docs.microsoft.com/en-us/power-platform/important-changes-coming#deprecation-of-office365-authentication-type-and-organizationserviceproxy-class-for-connecting-to-dataverse

To use Dynamics 365 in a Connection String deployment with IFD, you must create a Dynamics 365 user as the integration user. This must be a different user than the default INTEGRATION user. For IFD, Dynamics 365 does not have access to the Active Directory information required to use the default INTEGRATION User.

See the Adapter help for more information about how to connect using the Connection String.

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Closed Issues in 5.6.2_HF-11

SCINSIGHT-111

Resolved issue of deprecation of the regional Discovery Service & WS-Trust in new CRM instances/new users. This release will require you setup Azure AD client credentials in CRM to authenticate using Client ID and Client Secret.

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Closed Issues in 5.6.2_HF-07

SCINSIGHT-127

Added additional retry logic when the Microsoft Discovery Service does not respond in a timely fashion and addressed an issue with upserts that could occur if customer is on latest Microsoft Dynamics CRM patch.

SCINSIGHT-132

Resolved the issue where sorting parent objects and child objects in a custom query could cause records to be missing from the query results.

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Closed Issues in 5.6.2_HF-06

SCINSIGHT-86

Resolved the issues with the CRM Adapter not producing an error when the batch size is smaller than the number of child entities being returned.

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Closed Issues in 5.6.2_HF-05

SCINSIGHT-94

Resolved the issues with the CRM Adapter not recovering after hitting Microsoft
API Limit in CRM.

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Closed Issues in 5.6.2_HF-04

SCINSIGHT-75

Resolved the issues loading metadata when some default tables and relationships
were missing in CRM.

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Closed Issues in 5.6.2_HF-03

SCINSIGHT-45

Addressed slow performance in CRM when the Publisher is active and objects are
selected for publishing.

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Closed Issues in 5.6.2_HF-02

SCINSIGHT-30

Fixed the Out of Memory Exception error or Object reference error that occurred
when refreshing adapter metadata.

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TIBCO Product Support

You can contact TIBCO Support in the following ways:

For an overview of TIBCO Support, visit http://www.tibco.com/services/support.

For accessing the Support Knowledge Base and getting personalized content about
products you are interested in, visit the TIBCO Support portal at
https://support.tibco.com.

For creating a Support case, you must have a valid maintenance or support
contract with TIBCO.

You also need a user name and password to log in to https://support.tibco.com.
If you do not have a user name, you can request one by clicking Register on
the website.

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