

Microsoft Dynamics CRM 3.0 – IE7 Compatibility

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Introducing IE7 into your Microsoft Dynamics CRM environment requires the following:

STEP ONE:

This step is applicable to all client versions (Browser, Laptop Outlook or Desktop Clients). Update the web.config file at the server, changing the default AppMode setting from On to Off and perform an iisreset. If this setting is not changed, users will experience an irritating security prompt each time they launch CRM and open an entity. Once the user clicks Yes to the security warning, they will not be prompted again until they close and reopen CRM.

STEP TWO:

Ensure that your CRM Server is listed as a site in the Local Intranet Sites rather than as a Trusted Site in your Internet Explorer Security settings.

STEP THREE:

This step is required only for the Outlook Desktop Client (regardless of version). If you skip this step, users will be repeatedly prompted for credentials. There is a new feature that is added to the registry for IE 7 that will prompt users for credentials if the zone seems to be untrusted. It comes down to 5 files that are causing the prompting for credentials. The CRM files causing the issue are:

- Windowinformation.aspx
- Fonts.aspx
- Global.cc
- Util.js
- Global.js

To fix or prevent the problem, the registry must be updated as set out below. **Warning:** Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method. These problems might require that you reinstall the operating system. Neither Brodie Computes Inc. nor Microsoft cannot guarantee that these problems can be solved. Modify the registry at your own risk.

1. On the client workstation, open the registry Editor. To do so, click Start, click Run, type regedit and then click OK.
2. Browse to HKEY_LOCAL_MACHINE | SOFTWARE | Microsoft | Internet Explorer | Main | FeatureControl | FEATURE_SUBDOWNLOAD_LOCKDOWN.
3. Locate the DWORD outlook.exe in the right window, right-click on it and choose Modify.
4. Change the value from 1 to 0 and click OK.
5. Close the registry editor.
6. Delete temporary Internet files and then attempt to recreate the prompting of credentials. To do so, launch Internet Explorer, select Tools | Internet Options, click Delete Browsing History, click Delete Temporary Internet Files and then click Delete Cookies.