Email is tracked twice in CRM when using Mail Express Outlook Add-In

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express Outlook Add-In v3 and later
- Microsoft Dynamics CRM 4.0 (4.0.7333.3018)

SYMPTOM

If both the Microsoft Dynamics CRM 4.0 and the Mail Express Add-In are running in Outlook, and a user presses the "Track in CRM" button when composing the email, when the email is sent, it may get tracked in CRM twice.

CAUSE

The email gets tracked when the user presses the "Send" button on the email, and gets tracked again by the Microsoft Dynamics CRM Add-In when the Mail Express Add-In programmatically sends the email after it finishes processing the email (e.g. after uploading the attachments).

WORKAROUND

The Mail Express Development Team intends to provide a resolution to this issue in the near future. In the meantime, as a workaround, users may be able to use the "Track in CRM" button on the primary Outlook window instead to track an email after it has been sent which should avoid this double-tracking issue.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10677/Email-is-tracked-twice-in-CR...