

When both the Microsoft Dynamics CRM 4.0 and the Mail Express Add-In are configured to load when Outlook starts, the Outlook user interface may hang

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express v3 Outlook Add-In
- Microsoft Dynamics CRM 4.0 (4.0.7333.3018)
- Outlook 2007 / Outlook 2010

SYMPTOM

When both the Microsoft Dynamics CRM 4.0 and the Mail Express Add-In are configured to load when Outlook starts, the Outlook user interface may hang, and then after sixty seconds a message is displayed that states, "There was an error during installation. The deployment manifest could not be downloaded because a connection to the network could not be established. Ensure that you can connect to the network, and try again." After dismissing this message, Outlook remains in a hung state. After manually killing the Outlook process and restarting Outlook, a message appears stating, "Outlook experienced a serious problem with the 'Mail Express Outlook' add-in. If you have seen this message multiple times, you should disable the add-in and check to see if an update is available. Do you want to disable this add-in?"

CAUSE

This has been identified as a Microsoft Dynamics CRM 4.0 Add-In bug whereby it can cause a deadlock to occur with the Outlook infrastructure code used to load VSTO Add-Ins. The deadlock prevents Outlook from being able to load the Mail Express Add-In, which triggers Outlook to claim that it can't access the add-in's deployment manifest and then flags the add-in as problematic.

RESOLUTION

Microsoft has been notified of this problem. When and if a fix is available from Microsoft, we will provide a link to it from this article.

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<https://kb.globalscape.com/Knowledgebase/10678/When-both-the-Microsoft-Dyna...>