

When both the Microsoft Dynamics CRM 4.0 and the Mail Express Add-in is running together in Outlook, the Outlook process may not shut down completely when the user chooses to exit Outlook

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 is running together in Outlook, the Outlook process may not shut down completely when the user chooses to exit Outlook.

CAUSE

This is due to a bug in the Microsoft Dynamics CRM 4.0 Add-in, and has been resolved in the Microsoft Dynamics CRM Client Update Rollup 1.

RESOLUTION

Apply Microsoft Dynamics CRM Client Update Rollup 1 or higher to the computer on which the Microsoft Dynamics CRM 4.0 Add-in is installed.

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<https://kb.globalscape.com/Knowledgebase/10679/When-both-the-Microsoft-Dyna...>