[Dynamics] Dynamics instances with MFA enable

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:59 PM PST

Issue: If customer has Dynamics Instances with Multi-Factor Authentication (MFA) enable, if he tries to connect a Liked Service in ADF he will get the error:
"Unable to login to Dynamics CRM: Invalid Login Information : An unsecured or incorrectly secure fault was received from the other party"

Investigation:
If customer cannot connect to Dynamics Linked Service, then we should use the XRMToolBox to verify where the connection problem is located. If the XRMToolBox test results in "Connection Failed" then the issue is located in the Dynamics connection and not in the Data Factory itself.

It is recommended to capture the Fiddler Logs to confirm if it is an MFA issue (see How-to https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/290043/Capture-Fiddler-Logs). How to use XRMToolBox

1. Go to XRMToolBox website for users (https://www.xrmtoolbox.com/documentation/for-users/ ⧉);

2. Click in *«Install XRMToolBox»*;

3. Follow the steps;

4. Go to Configuration » Settings » Proxy tab and select «Use Internet Explorer configured proxy». And click OK.
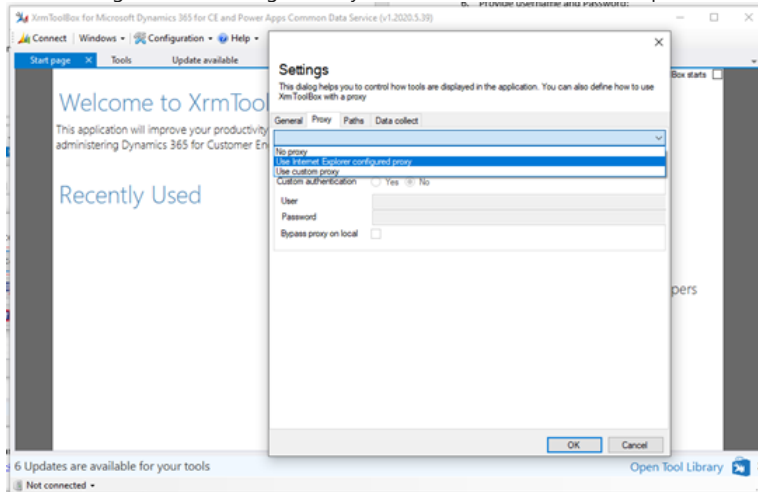
5. Click in Connect » New Connection » Connection Wizard
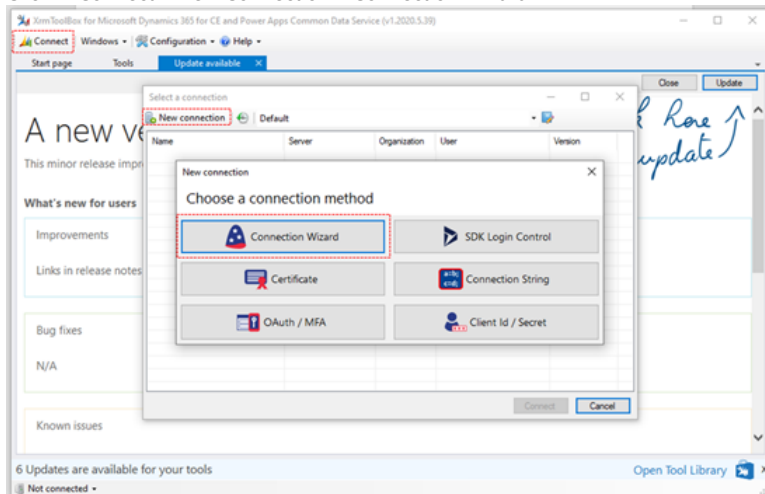
6. Insert the Organization Url (be aware of the region https://docs.microsoft.com/en-us/power-platform/admin/sign-in-office-365-apps#BKMK_directsignin ⧉)
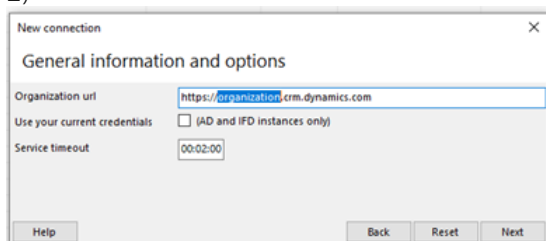
7. Provide username and Password and click Next.

Resolution: If the XRMToolBox return *«Connection Failed»*, the issue is in Dynamics and not in ADF. Therefore, the case must be transferred to Dynamics team.

Suggest customer to use S2S auth. Refer this [doc](#) ⧉ for detailed steps.

It is recommended to capture the Fiddler Logs, and if Fiddler logs returns the message *"Due to a configuration change made by your administrator , or because you moved to a new location, you must use multi-factor authentication to access"* then Dynamics team should open a collaboration with MFA team.

MFA team will suggest customer to enable conditional access policy for the specific applications which customer fell it is critical and MFA is needed. PS: It is necessary Premium license for AAD resource in order to use conditional access policy.

How good have you found this content?

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