[Dynamics] How to enable verbose log for XrmTooling client SDK

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Contents

Applies to

- Customer hits connection issue when using dynamics connector and we/dynamics team need verbose client log to understand the real issue.
- Both Azure IR and SHIR apply but customer needs to upload SHIR log if using SHIR.

Steps

1. Add following properties to linked service under "typeProperties":

"XrmToolingTraceLevel": "Verbose"

```
{
    "name": ▮▮▮▮,
    "type": "Microsoft.DataFactory/factories/linkedservices",
    "properties": {
        "annotations": [],
        "type": "DynamicsCrm",
        "typeProperties": {
            "deploymentType": "Online",
            "serviceUri": ▮▮▮▮,
            "authenticationType": "Office365",
            "username": ▮▮▮▮,
            "XrmToolingTraceLevel": "Verbose",
            "encryptedCredential": ▮▮▮▮
        },
        "connectVia": {
            "referenceName": "AzureIRWE",
            "type": "IntegrationRuntimeReference"
        }
    }
}
```

2. Repro the issue and check logs:

AzureIR:

CustomLogEvent | where ActivityId == "<activity id>" | where TraceMessage == "DynamicsXrmToolingTrace"

SHIR:

TraceGatewayLocalEventLog | where UserReportId == "<reportid>" | where * contains "DynamicsXrmToolingTrace"

  3. Check errors in the logs, ask dynamics team for help if necessary.

  4. After troubleshoot, let customer remove the property.

How good have you found this content?