

[Dynamics] Connectivity issue - Unable to Login to Dynamics CRM

Last updated by | Xing Wei | Nov 3, 2022 at 8:20 PM PDT

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Symptom:

Customers using **organization unique name/friendly name** in service URI of Dynamics linked service may hit the error of "**Unable to Login to Dynamics CRM: Unable to Login to Dynamics CRM Unable to Login to Dynamics CRM The creator of this fault did not specify a Reason**" when Office365 auth is chosen.

Root cause:

The Dynamics SDK that ADF integrates with is unable to handle a case-sensitive org search.

Mitigation:

Switch to lowercases.