



## **c360 Copy Address Utility Installation Guide**

Microsoft Dynamics CRM 3.0 Compatible

Monday, January 30, 2006

c360 Solutions, Inc.  
[www.c360.com](http://www.c360.com)

[Products@c360.com](mailto:Products@c360.com)



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## Overview and Notes

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### Overview

The Copy Address utility allows Microsoft CRM users to quickly pull address information from CRM Lead, Contact and Account records so that this information is available in the Windows clipboard and can be pasted into other applications as a single address block. The Copy Address utility saves Microsoft CRM users the many steps involved in copying the various address fields from CRM records into a single address block. This tool is particularly useful for CRM users who often need to pull address information onto Microsoft Word documents for creating letters and other correspondence.

### Microsoft CRM Compatibility

The Copy Address utility is compatible with Microsoft Dynamics CRM version 3.0

### Technical Support

The Copy Address utility is a **free** c360 utility and is offered as-is. **c360 does not provide technical support for the installation or operation of this utility.**

### Installation

The Copy Address utility requires a manual installation on the CRM server. It is recommended that a Microsoft CRM professional certified in the installation of Microsoft CRM perform the installation of this product. c360 will assume no liability for issues that arise during the installation of this utility.



# Installation Instructions

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## Installation Instructions

Follow these steps to install the Copy Address utility:

1. Extract the c360.CopyAddress(MSCRMv3.0).zip file on the Microsoft CRM server computer
2. Copy the directory named 'CopyAddress' and the file named c360Icon.gif from the c360.CopyAddress.zip file to the same location where other c360 products reside. The default path usually is "C:\Program Files\c360 Solutions\V3\Web\CRMWeb"
3. Open the web.config file from the same location (C:\Program Files\c360 Solutions\V3\Web\CRMWeb\ ) and make the following changes/additions:

- a. Set the <appSettings> ISVIntegration key to "All" (highlighted). Please note that this value is case sensitive and that the "A" needs to be capitalized:

```
<add key="ISVIntegration" value="All" />
```

- b. Add the following line inside the <appSettings> element tags. Change the word 'localhost' (highlighted) to the name of your CRM server:

```
<add key="CRMServer" value="http://localhost:5555" />
```

This line directs the customization to the appropriate website running Microsoft CRM.

4. Open the isv.config file from the "\_Resources" folder where Microsoft CRM was installed;
  - The default location where CRM 3.0 is a new installation is "C:\Program Files\Microsoft CRM Server\CRMWeb\\_Resources"
  - The default location where CRM 3.0 has been upgraded from CRM 1.2 is "C:\inetpub\wwwroot\\_Resources"

Modify the isv.config file to add the text below to the Lead, Contact and Account entities.

In the example below, Copy Address is being added as a toolbar button on the Account entity. You will also want to add it as a tool bar button to the Lead and Contact entities. Copy Address is designed to work only with the Lead, Contact and Account entities.

```
<account>
  <ToolBar ValidForCreate="0" ValidForUpdate="1">
    <Button Title="Copy Address"
      ToolTip="Copy Address information of this record to clipboard."
      Icon="/Custom/c360/c360Icon.gif"
      Url="/c360/CopyAddress/redirect.aspx"
      PassParams="1"
```



```
WinParams="menubar=no;status=no;toolbar=no;"  
WinMode="0"/>  
    </ToolBar>  
</account>
```