

How do I delete records in classic interface on Lasename CE Connector forms?

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Deleting records in classic interface on Customer Engagement connector forms

When working with the Lasename CE Connector, users are sometimes unable to delete connections between records, for example, the connection between a group and a flyout, or a group and an ODATA dialog even when deactivating the links first. When trying to delete the records, the following error is displayed:

Error

An error has occurred. Please return to the home page and try again.

This error is linked to known issues in the classic interface. Microsoft is not planning to solve these issues but instead, now recommends using the Unified Interface.

Solution

Modify the URL so that it uses the Unified Interface.

Example

In the test environment <https://org5099361c.crm4.dynamics.com/> the URL to view the LAC buttons as shown:

https://org5099361c.crm4.dynamics.com/main.aspx?forceUCI=1&pagetype=entitylist&etn=lac_button

In order to access the latest version of the interface, add your CE URL into the following links:

Buttons:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&etn=lac_button

Flyouts:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&etn=lac_button

tn=lac_flyout

Groups:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&tn=lac_group

HTTP Methods:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&tn=lac_httpmethod

OData dialogs:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&tn=lac_odatadialog

OData direct submits:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&tn=lac_odatadirectsubmit

Criterion:

https://yourorgaddress.com/main.aspx?forceUCI=1&pagetype=entitylist&tn=lac_criteria