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## Situation #1. CRM Update Rollup 11 or older with pre-installed Global Preview

1. Download updated version of Global Preview ([GlobalPreview-x64 1.0.3.msi](#)) from Akvelon.com. To get version **1.0.3**, please click the "Download Akvelon Global Preview for CRM 2011 On-premise - **Update Rollup 11 and older**" in the email you received from Akvelon.com:



**AKVELON**  
Creativity, Quality, Consistency

**Microsoft Dynamics CRM**

Dear

Thank you for your interest in Akvelon Global Preview for Microsoft Dynamics CRM. Global Preview for Dynamics CRM 2011 allows you to read any CRM entity in any CRM list without opening them individually.

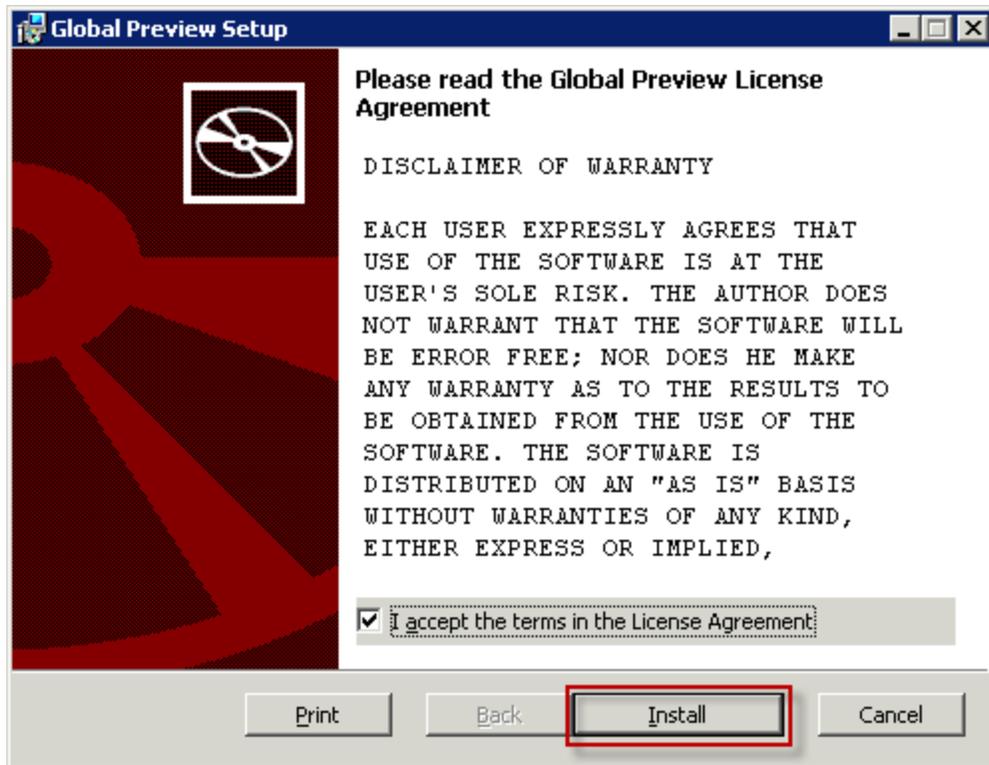
[Download Akvelon Global Preview for CRM 2011 On-Premise - Update Rollup 12 and newer](#)

[Download Akvelon Global Preview User Manual for CRM Update Rollup 12 and newer](#)

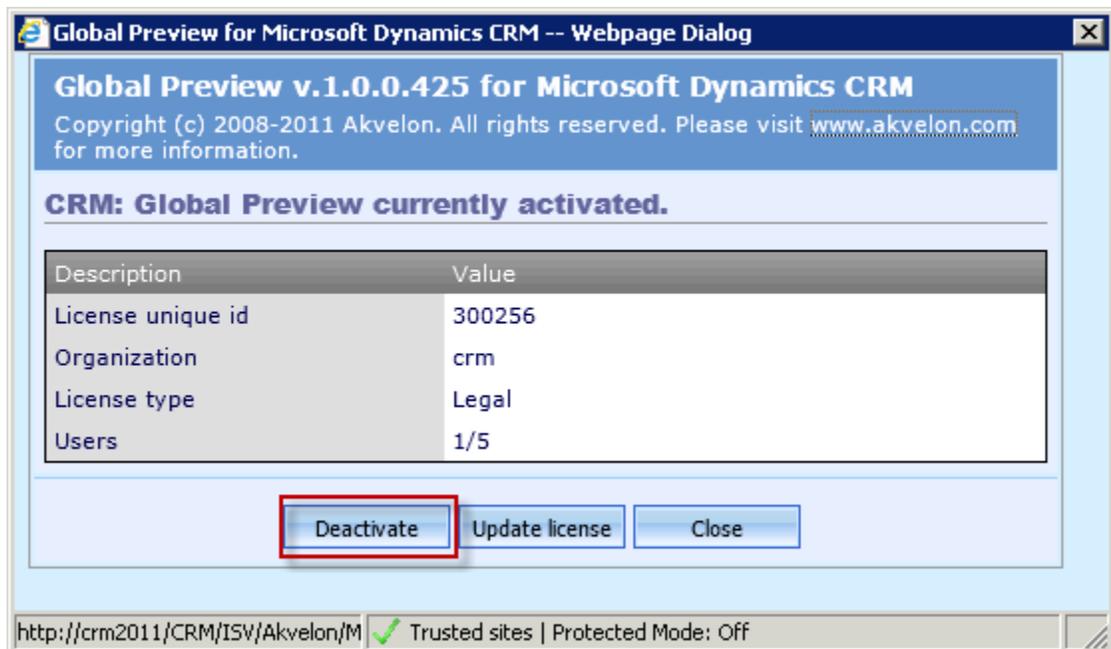
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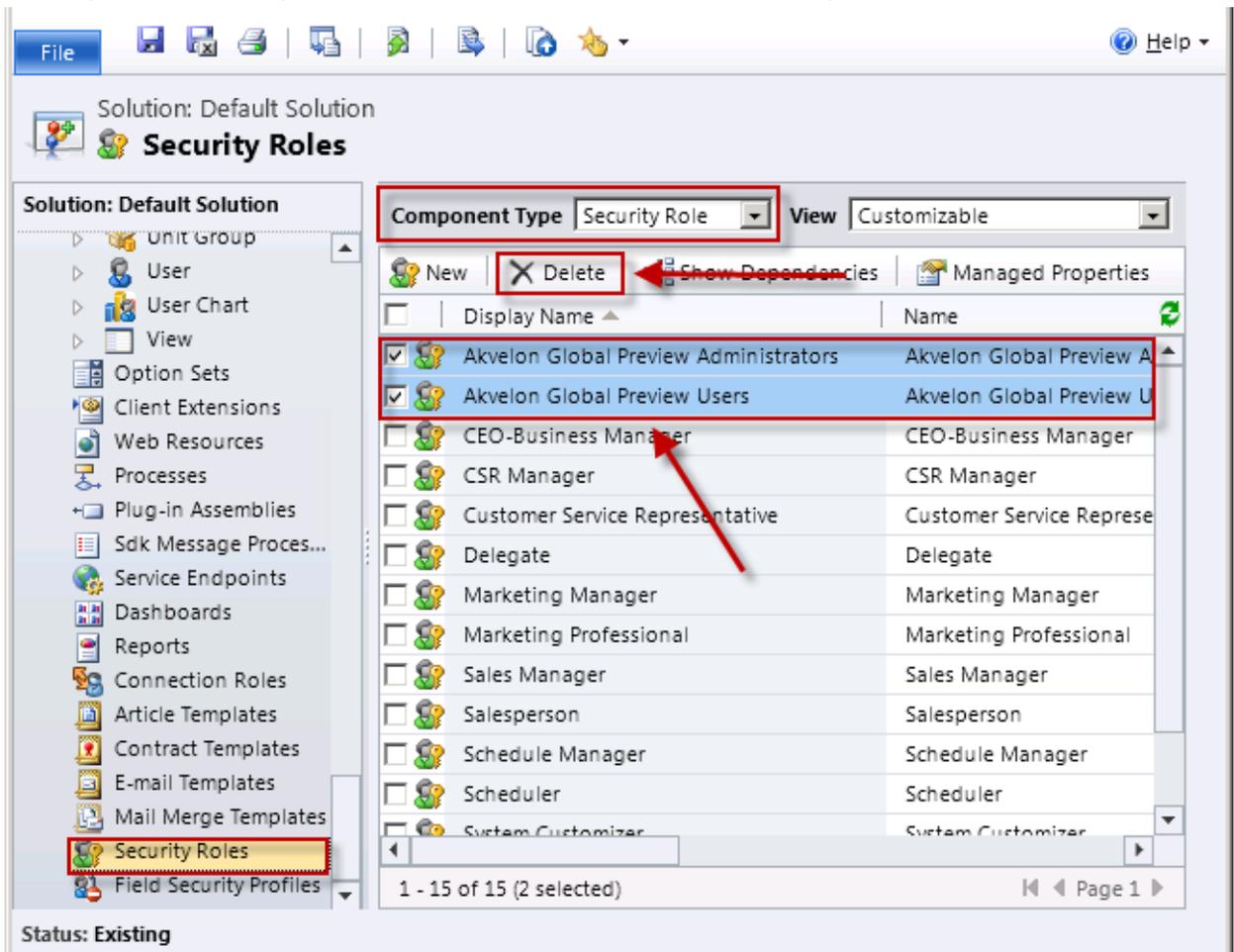
2. Install **GlobalPreview-x64\_1.0.3.msi** on the CRM server where the previous version of Global Preview is installed (click the "Install" button).



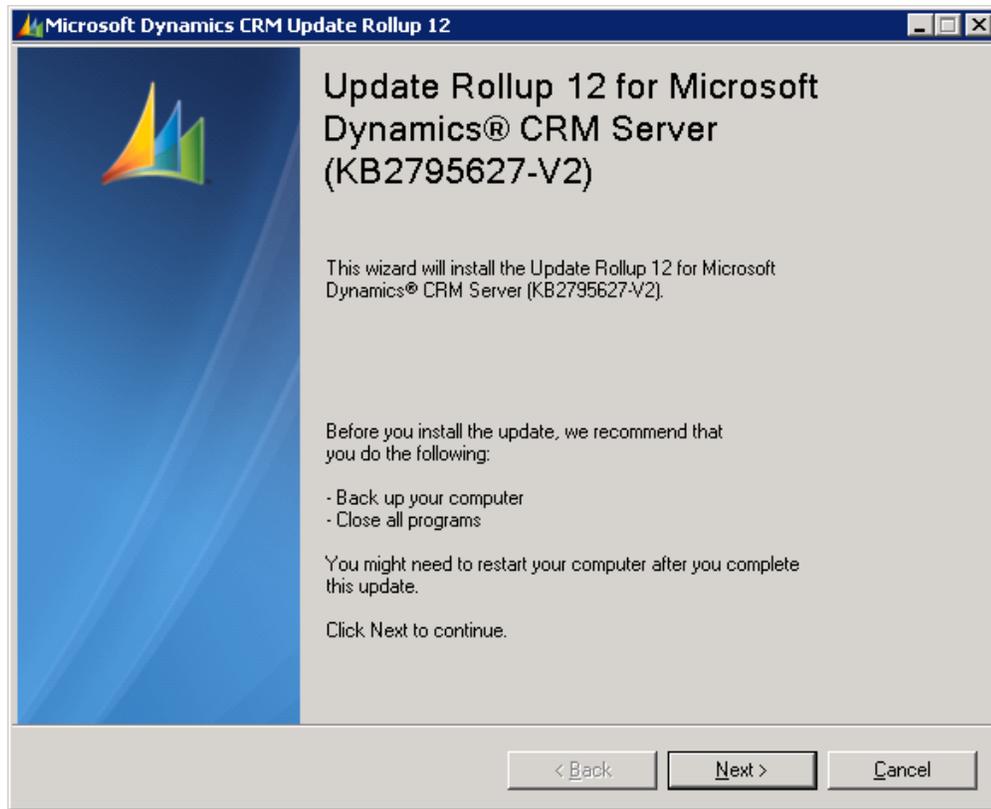
3. **Deactivate Global Preview for ALL CRM organizations** that have it enabled. Please note: Only users with CRM System Administrator role can deactivate Global Preview. To deactivate Global Preview go to **CRM Settings > Global Preview Settings** and click the **“About”** button at the upper right-hand corner. A new window with your license information will open. **Click the “Deactivate”** button.



- Please make sure that “Akvelon Global Preview Administrators” and “Akvelon Global Preview Users” roles have been removed (CRM Settings > Customizations > Customize the System > Security Roles). In case you still see them, remove these roles manually.



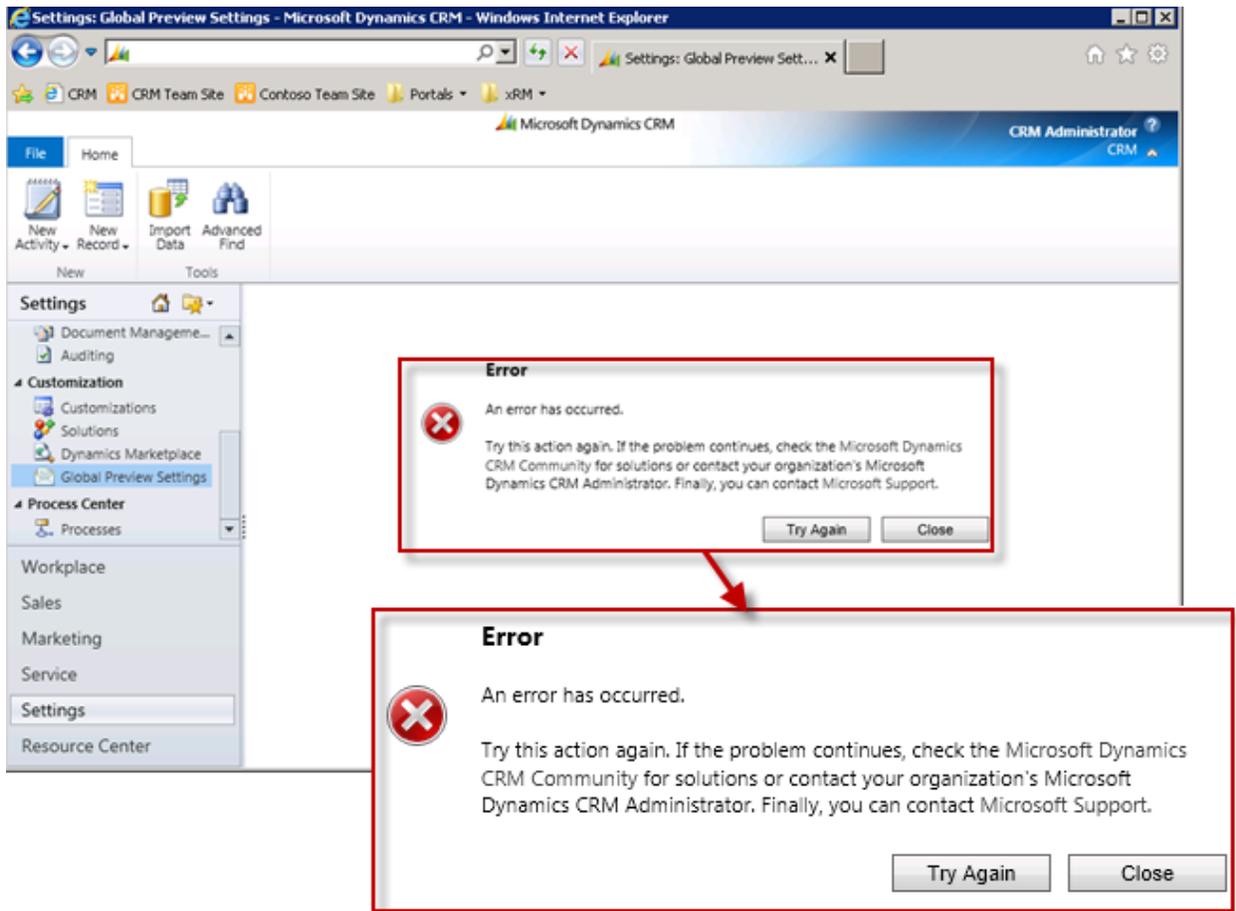
- Uninstall Global Preview using the “Add/Remove Programs” utility in the Microsoft Windows Control Panel (**name in programs list: “Global Preview”**), or by using the Global Preview installer.
- Upgrade your Dynamics CRM server with Update Rollup 12 or newer (please contact your CRM Administrator for more details).



7. Install the new version of [Global Preview 5.0](#) from Akvelon.com. To get version **5.0**, please click the "Download Akvelon Global Preview for CRM 2011 On-premise - **Update Rollup 12 and newer**" in the email you received from Akvelon.com.

## Situation #2. Customer has already upgraded CRM to UR12 (or newer) without de-installation of Global Preview:

In case you have upgraded your Dynamics CRM 2011 to Update Rollup 12 (or newer) w/o installation of the new version of Global Preview ([GlobalPreview-x64 1.0.3.msi](#)), you may find the following error notifications in CRM as shown in the following screen shot (for example “Global Preview Settings”):



Please follow steps below to solve this issue.

1. Download updated version of Global Preview ([GlobalPreview-x64 1.0.3.msi](#)) from Akvelon.com. To get version **1.0.3**, please click the "Download Akvelon Global Preview for CRM 2011 On-premise - **Update Rollup 11 and older**" in the email you received from Akvelon.com:



Dear

Thank you for your interest in Akvelon Global Preview for Microsoft Dynamics CRM. Global Preview for Dynamics CRM 2011 allows you to read any CRM entity in any CRM list without opening them individually.



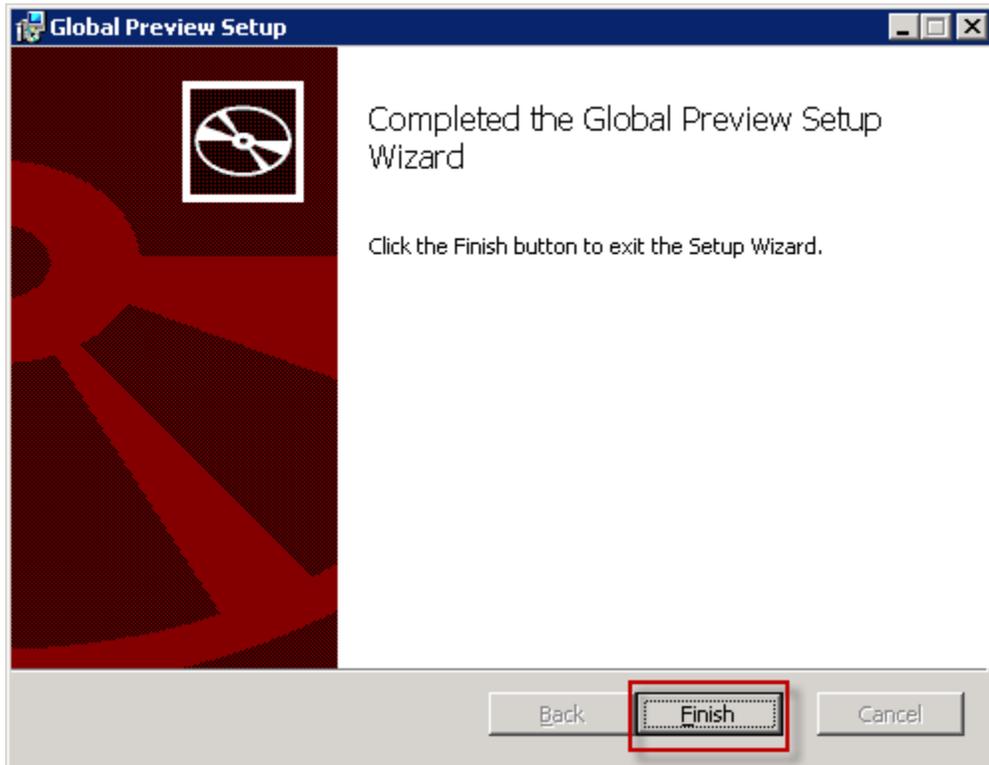
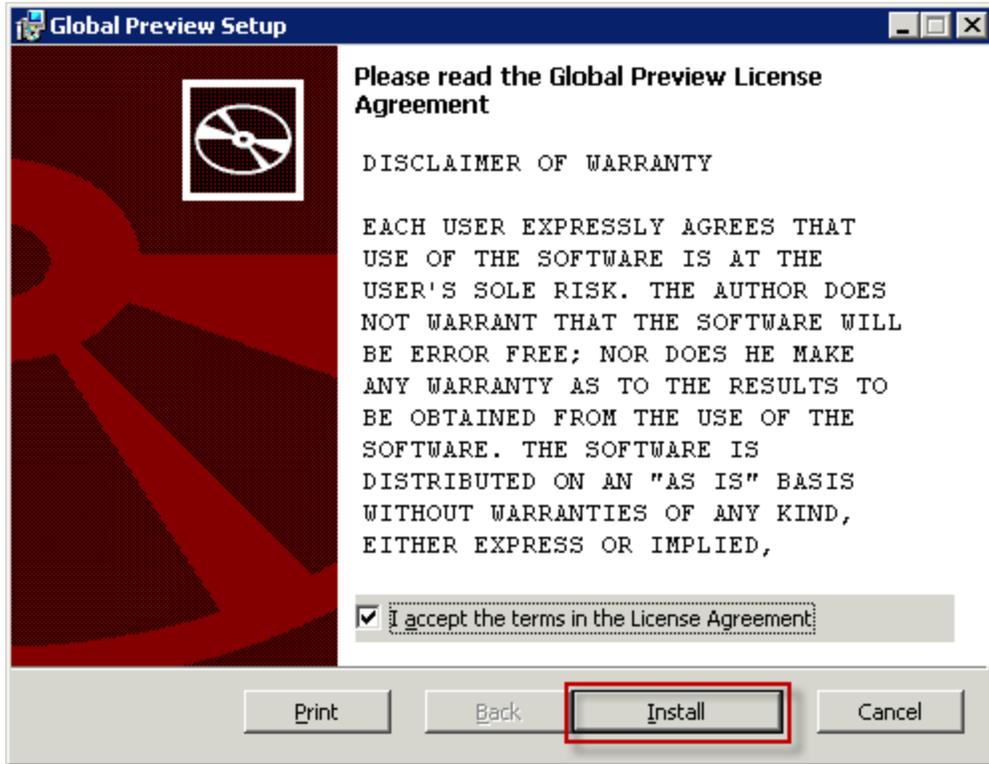
[Download Akvelon Global Preview for CRM 2011 On-Premise - Update Rollup 12 and newer](#)

[Download Akvelon Global Preview User Manual for CRM Update Rollup 12 and newer](#)

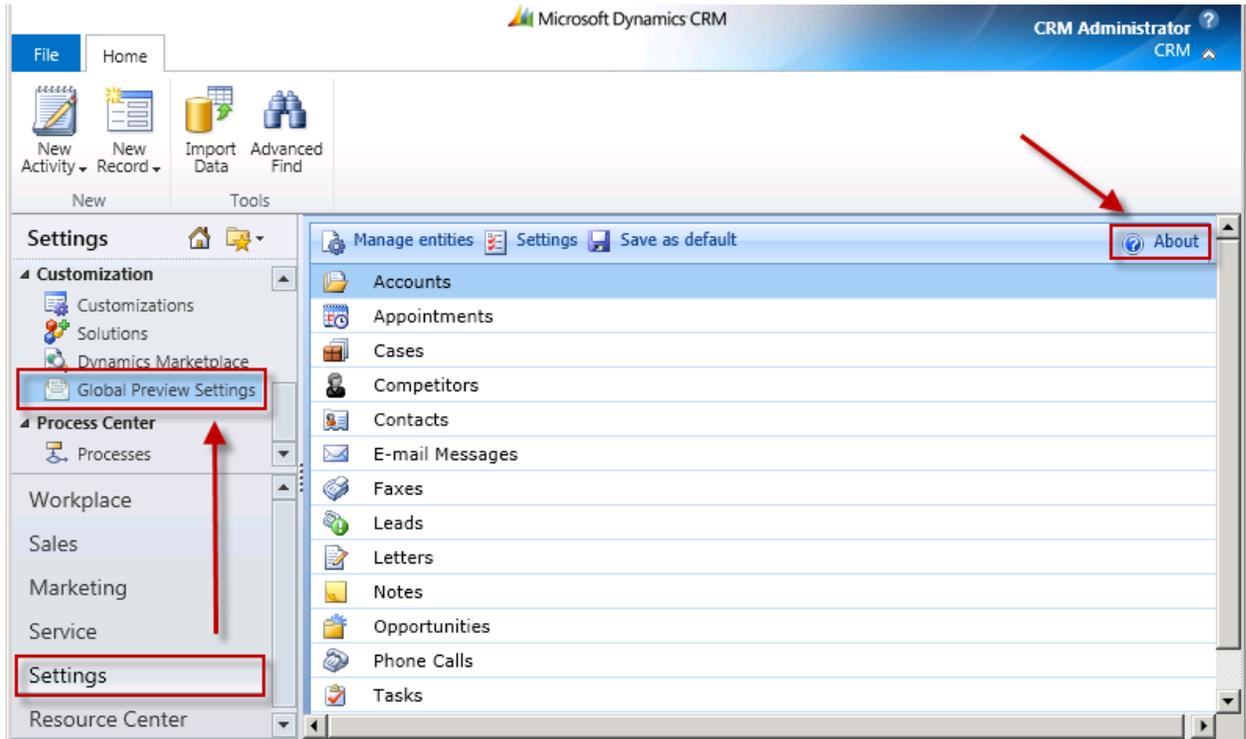
[Download Akvelon Global Preview for CRM 2011 On-Premise - Update Rollup 11 and older](#)

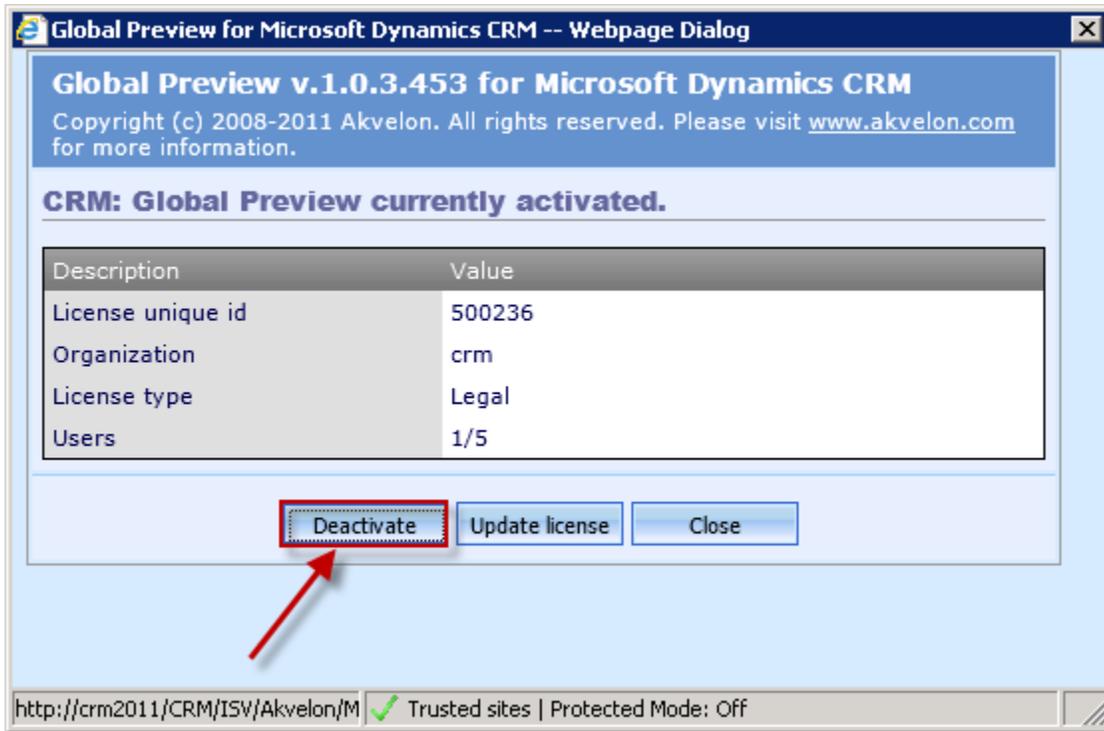
[Download Akvelon Global Preview User Manual for CRM Update Rollup 11 and older](#)

2. Install **GlobalPreview-x64\_1.0.3.msi** to the CRM server where the previous version of Global Preview was installed. Click the **“Install”** button and then **“Finish”** button.

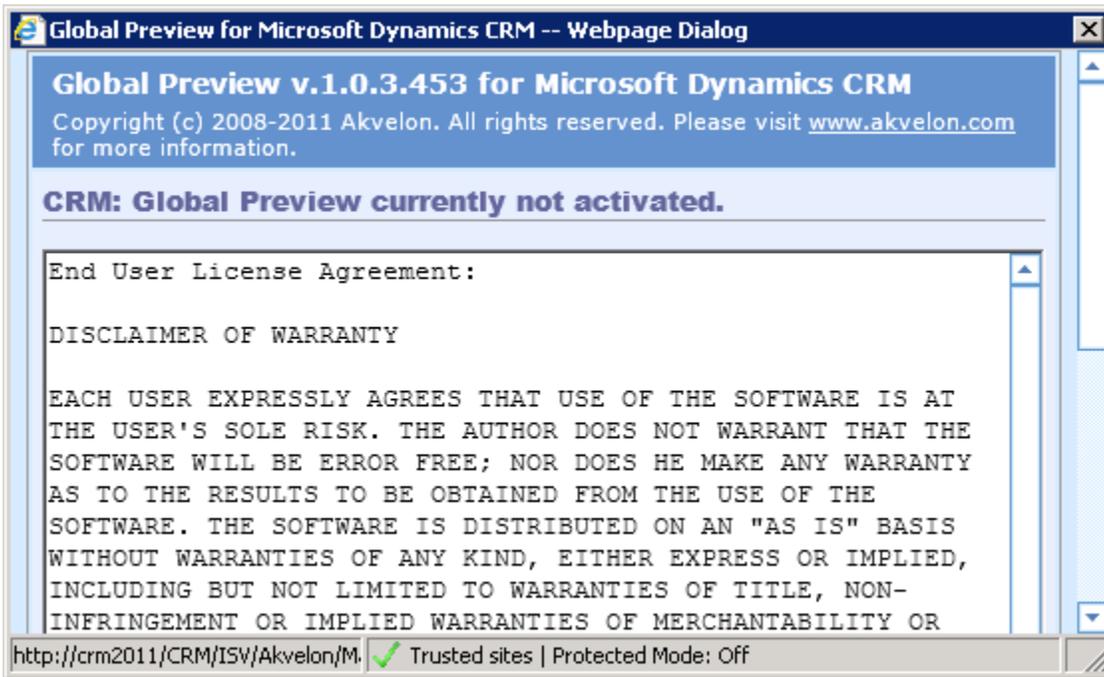


3. **Deactivate Global Preview for ALL CRM organizations** that have it enabled. Please note: Only users with CRM System Administrator role can deactivate Global Preview. To deactivate Global Preview go to **CRM Settings > Global Preview Settings** and click the **“About”** button at the upper right-hand corner. A window with the license information will open, click the **“Deactivate”** button.

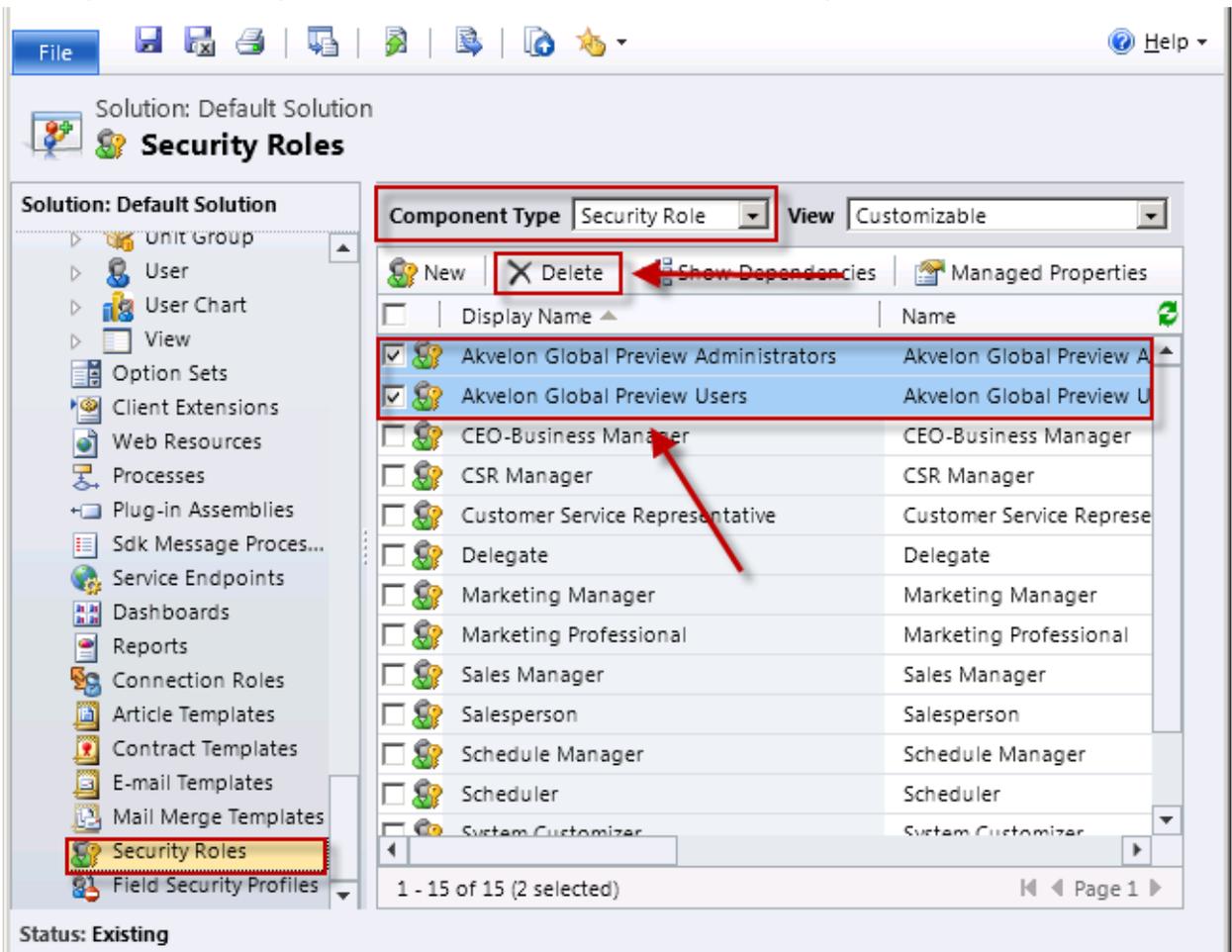




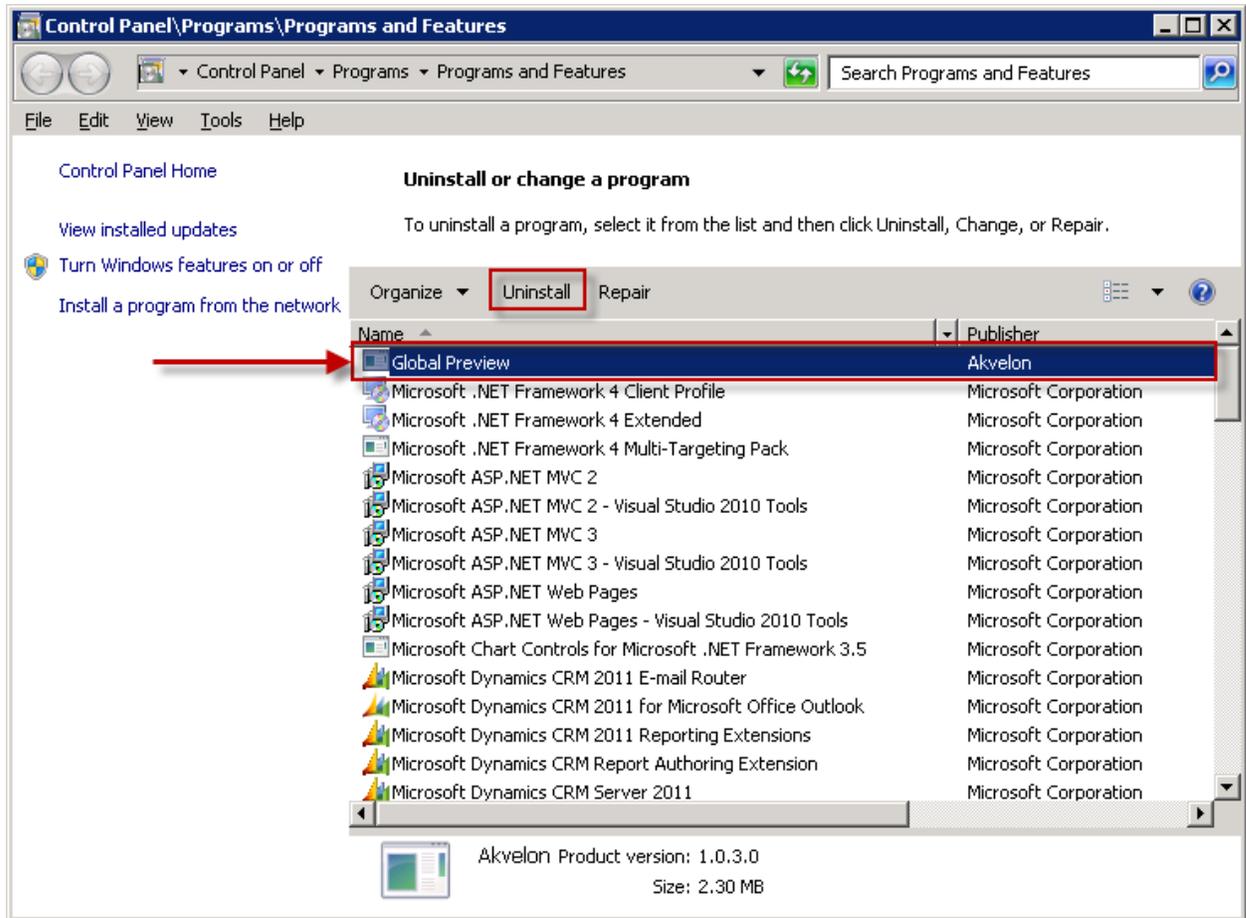
Wait until the License Agreement window is displayed and simply close this window:



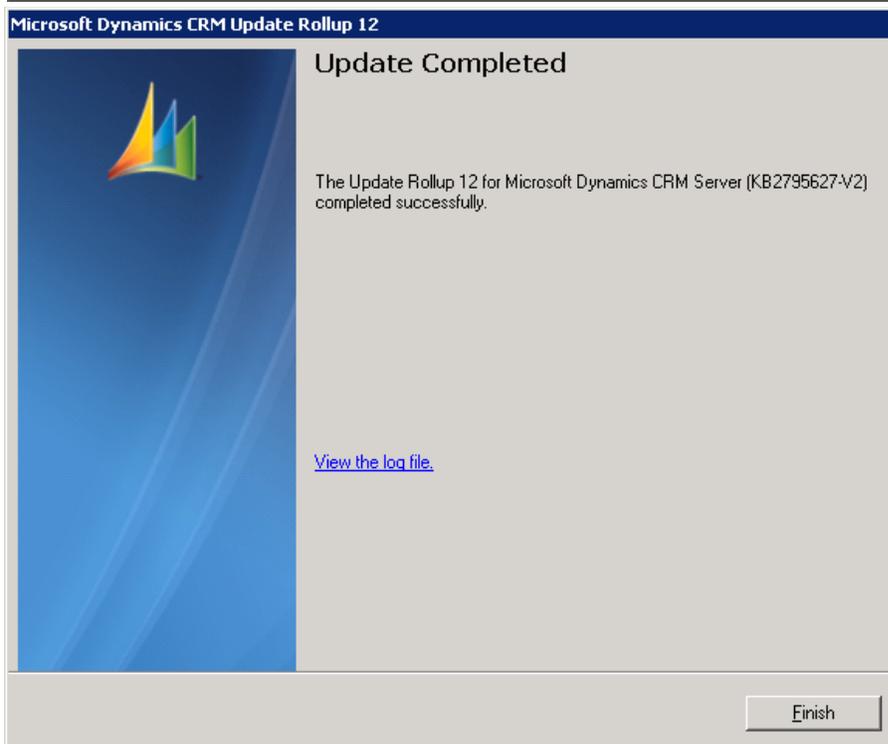
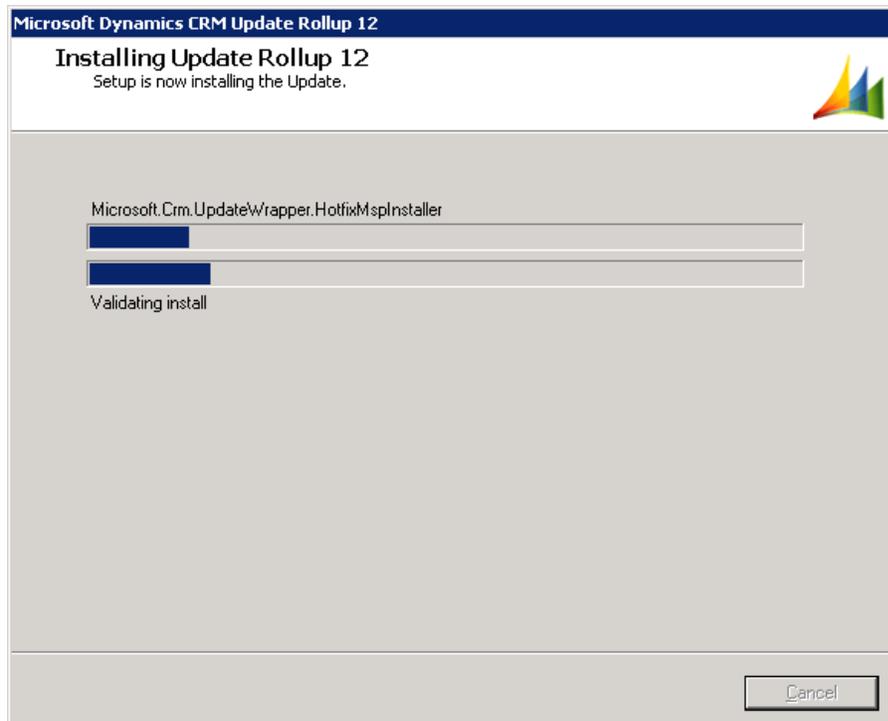
4. Please make sure that “Akvelon Global Preview Administrators” and “Akvelon Global Preview Users” roles have been removed (CRM Settings > Customizations > Customize the System > Security Roles). In case you still see them, remove these roles manually.



5. Uninstall Global Preview using the “Add/Remove Programs” utility in the Microsoft Windows Control Panel (program name in the programs list is: “**Global Preview**”), or by using the Global Preview installer.



- Execute **CRM2011-Server-KB2795627-v2-ENU-amd64.exe** to re-install UR12 (you can find Update Rollup 12 here: <http://www.microsoft.com/en-us/download/details.aspx?id=36229>). In case you are using newer Update Rollup (e.g. 13 or newer), please re-install appropriate version of Update Rollup. Please note that it will not be installed from scratch. Installer will repair the CRM files only if needed. Usually, this operation takes about 3-5 minutes. **There is no need to restart CRM server.**



7. Install the new version of [Global Preview 5.0](#) from Akvelon.com. To get version **5.0**, please click the "Download Akvelon Global Preview for CRM 2011 On-premise - **Update Rollup 12 and newer**" in the email you received from Akvelon.com.