



## CRM Tips 'n' Tricks from Altico

There are dozens of little tips and tricks for using your Microsoft Dynamics CRM application that can make your life ever so much easier. We'll be bringing you a new tip every month in the hope that you find them useful.

The resident Altico wizard presents your July 2009 CRM tip:

### **Get rid of "Do you want to close this window?"**

You might get this question when opening CRM in Internet Explorer:

*The webpage you are viewing is trying to close the window.  
Do you want to close this window?  
yes no*

This message appears in CRM 4.0 only when you are using Internet Explorer 7.0 and you have enabled the application mode setting. Nevertheless, it is an annoying message which you can get rid of!

To do so, open the default.aspx file which resides in the root of the CRM Web site. In this file there are these three lines of code:

```
var oMe = window.self;
oMe.opener = window.self;
oMe.close();
```

Modify the second line of this snippet and end up with these three lines:

```
var oMe = window.self;
oMe.open('', '_self', '');
oMe.close();
```

You will no longer receive that message. Keep in mind that following any update or migration, you might need to reapply the change.

\* \* \*

I'm NOT the resident wizard, but be that as it may, you're welcome to channel your questions through me.

Yours,

Marcia Nita Doron, Marketing Director

**Altico Advisors**

2 Mount Royal Avenue, Suite 410

Marlborough, MA 01752

508-485-5588 x107

[mdoron@AlticoAdvisors.com](mailto:mdoron@AlticoAdvisors.com)

[www.AlticoAdvisors.com](http://www.AlticoAdvisors.com)