Applying Hot Fix 21 for Sage SalesLogix Version 7.2.2

Version 7.2.2.21

Developed by Sage SalesLogix User Assistance

sage software

Your business in mind.

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Documentation Comments	This documentation was developed by Sage SalesLogix User Assistance. For content revisions, questions, or comments, contact the writers at saleslogix.techpubs@sage.com.
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This hot fix addresses the following issues:

Defect	Description
1-60594	If you complete more than one activity simultaneously, the start times for the activities become the end times for the history items. This issue originally fixed in 7.2.2 Hot Fixes 4 and 11.
1-60595	You cannot edit default Admin groups. This issue originally fixed in 7.2.2 Hot Fixes 4 and 11.
1-60609	When loading groups, an error displays concerning a particular group, but no information is given to determine which group the error pertains to. This issue originally fixed in 7.2.2 Hot Fixes 4 and 11.
1-60675	In the Calendar week view, when you complete a timeless activity "as scheduled", the completed activity displays on the day prior to when it was completed. This issue originally fixed in 7.2.2 Hot Fixes 4 and 11.
1-61073	The "Contact Not Found" dialog box displays behind the Sage SalesLogix Client in certain scenarios. This issue originally fixed in 7.2.2 Hot Fixes 4 and 11.
1-61321	When dragging a file over a tab header that accepts drag-and-drop, the tab where you are dropping the file should become the active tab. This issue originally fixed in 7.2.2 Hot Fixes 4 and 11.
1-63704	Scheduling an activity using the toolbar from the Account view does not generate a conflict warning when activities overlap. This issue originally fixed in 7.2.2 Hot Fix 11.
1-63961	Send SLX does not send double byte (Japanese) characters properly. This issue originally fixed in 7.2.2 Hot Fix 11.
1-64360	Oracle 9i - When fulfilling a literature request, the user receives the error message "ORA-00900: Invalid SQL Statement." This issue originally fixed in 7.2.2 Hot Fix 11.
1-64464	The Notes/History 'preview' pane does not properly display multi-byte characters. This issue originally fixed in 7.2.2 Hot Fix 11.
1-64496	The Complete History dialog may display behind the Sage SalesLogix Sales Client when using SendSLX in certain scenarios. This issue originally fixed in 7.2.2 Hot Fix 11.
1-65121	Moving a contact from one owner to another generates an update statement instead of an insert statement.
1-66292	Groups show as many times as they are shared to teams the user has access to.
1-66333	"There is no attachment to view" is returned when attempting to view an attachment associated to a history record on the Account.NotesHistory tab.
1-66442	Duration fields are missing from the Schedule Activity dialog.

Defect	Description
1-66464	Save as group on lookup does not save records generated by custom lookup.
1-66751	Auto rollover of timeless activities when viewing another user's calendar causes notification records to be created.
1-67125	Unable to add a contact group to a campaign if the groupname contains a comma.

This hot fix requires version 7.2.2. Do not install this hot fix on any other Sage SalesLogix version. Contact your support representative or go to http://support.saleslogix.com to obtain the hot fix.

File Information

File Name	File Contents
SLX_v722_HF21.zip	SalesLogix.exe and SalesLogix v722 HF21.sxb
SalesLogix v722 HF21.sxb	SlxProviderExtensions.dll and, • Account: Notes History - Modified the script on the form. • Contact: Notes-History - Modified the script on the form. • Lead: Notes-History - Modified the script on the form. • Opportunity: Notes-History - Modified the script on the form. • System: Activity Details View - Added the chkRollover: TCheckBox control and modified the script on the form. • System: Activity Preview - Modified the script on the form. • System: MoveContact - Modified the script on the form. • System: Add Targets From Group - Modified the script on the form.

Applying the Hot Fix

Apply the hot fix to all Sage SalesLogix Client computers. Then install the bundles using the Administrator.

To apply

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX_v722_HF21.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v722_HF21.exe**.
4. On the **SalesLogix - v7.2.2 Hot Fix 21** screen, select your installation method:
   • **Install the SalesLogix Hot Fix** extracts the hot fix files to a temporary folder and removes the files once the installation is complete.
   • **Extract and Install the SalesLogix Hot Fix** extracts the hot fix files to a location you specify. The files are not removed once the installation is complete. If you choose this option, select a location where you want to store the hot fix files.
5. Click **Next**.
6. On the **Welcome** screen, click **Install**.

The Update Network Images button is available on the Welcome screen. If you created automated installations of the Sage SalesLogix Client, you can upgrade the installations to hot fix 21 using this option (you must browse to the .msi file and click Update).

Automated installations can be used to install the Sage SalesLogix Client for new users. When the automated installation is updated using this method, it contains the initial version of the Sage SalesLogix Client and all service packs and hot fixes applied to your system.

7. On the **Completed** screen, click **Finish**.

To install the bundle

1. Close all Sage SalesLogix Client applications.
2. Open the Administrator.

   Start > Programs > Sage SalesLogix > Administrator.
3. On the Navigation Bar, click **Bundles**.
4. Click **Install**.
5. Browse to and double-click the bundle named **SalesLogix v722 HF21.sxb**.
6. After the bundle is loaded, the **Choose Actions to Install** dialog box appears. View the plugins to be installed with this release, and then click **OK**.
7. During installation, click **Yes** or **Yes to All** on any confirmation message boxes for overwriting system plugins.
8. In the **Choose Teams** dialog box, select the teams to which you want to release plugins, and then click **OK**.