

# Applying Hot Fix 36 for Sage SalesLogix Version 7.2.2

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Version 7.2.2.36

Developed by Sage SalesLogix User Assistance



*Your business in mind.*

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<b>Documentation Comments</b>	This documentation was developed by Sage SalesLogix User Assistance. For content revisions, questions, or comments, contact the writers at <a href="mailto:saleslogix.techpubs@sage.com">saleslogix.techpubs@sage.com</a> .
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<b>Version</b>	Version 7.2.2.36 2009
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This hot fix addresses the following issues:

Defect	Description
1-60401	Export to Excel may not include all fields if you are using custom tables or views. This issue originally fixed in v7.2.2 Hot Fix 2 and 20.
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, 11, 21, 27 and 32.
1-60595	You cannot edit default Admin groups. This issue originally fixed in 7.2.2 Hot Fixes 4, 11, 21, 27 and 32.
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, 11, 21, 27 and 32.
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, 11, 21, 27 and 32.
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, 11, 21, 27 and 32.
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, 11, 21, 27 and 32.
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 Fixes 11, 21, 27 and 32.
1-63961	SendSLX does not send double byte (Japanese) characters properly. This issue originally fixed in 7.2.2 Hot Fixes 11, 21, 27 and 32.
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 Fixes 11, 21, 27 and 32.
1-64464	The Notes/History 'preview' pane does not properly display multi-byte characters. This issue originally fixed in 7.2.2 Hot Fixes 11, 21, 27 and 32.
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 Fixes 11, 21, 27 and 32.
1-65121	Moving a contact from one owner to another generates an update statement instead of an insert statement. This issue originally fixed in 7.2.2 Hot Fixes 21, 27 and 32.

<b>Defect</b>	<b>Description</b>
1-65567	Performance - Grids should access the database once (currently hitting the database multiple times). This issue originally fixed in v7.2.2 Hot Fix 20.
1-65787	Data Grid issue - performance. Need to allow value to be set without a re-display of the Null data. This issue originally fixed in v7.2.2 Hot Fix 20.
1-66172	Error displays when trying to view an attachment for a history record where more than one attachment exists. This issue originally fixed in v7.2.2 Hot Fix 20.
1-66292	Groups show as many times as they are shared to teams the user has access to. This issue originally fixed in 7.2.2 Hot Fixes 21, 27 and 32.
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. This issue originally fixed in 7.2.2 Hot Fixes 21 and 27.
1-66442	Duration fields are missing from the Schedule Activity dialog. This issue originally fixed in 7.2.2 Hot Fixes 21 and 27.
1-67601	Exporting to Excel 2003 may change values when using European regional settings. This issue originally fixed in 7.2.2 Hot Fix 27 and 32.
1-68031	On Oracle 10g, when Write is selected from the right-click menu in a contact list view the e-mail address is not displayed. This issue originally fixed in 7.2.2 Hot Fix 27 and 32.
1-68231	Add a property setting that allows customization of the default lookup criteria. This issue originally fixed in 7.2.2 Hot Fix 32.
1-68521	Localization: An error displays in the Network Client where the localized time zone value is longer than the 64-bit char field length. This issue originally fixed in 7.2.2 Hot Fix 32.
1-68651	Detail Views are distorted in a 64-bit environment.
1-68681	Completing an activity or inserting a note triggers multiple tab views, multiple times, on change events.
1-68792	Unhandled Exception occurs in the Sage SalesLogix Client after an AutoSync cycle.
1-68819	After upgrading, an EEvent error occurs: "Can only set Start Time when Iteration < 1".
1-70087	The network client takes a long time to load as Admin with access to a large number of unique groups.
1-70383	The Add Product view is distorted in a 64-bit environment.
1-70384	The Dashboard view is distorted in a 64-bit environment.
1-70385	Dashboard not adjusting controls when maximized, then minimized, and then maximized again.
1-70656	Login is delayed due to the queries set to run on user login.

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_HF36.zip	SLX_v722_HF36.exe and SalesLogix v722 HF32.sxb.
SLX_v722_HF36.exe	Admin.exe, Architect.exe, Saleslogix.exe, SLXControls.ocx.
SalesLogix v722 HF32.sxb	SLXProviderExtentions.dll, and <ul style="list-style-type: none"> <li>• <b>Account:Notes-History</b> - For the form and the lblDateTo:Label, splMain:TSplitterPanel, and pnlFilterOptions:TPanel controls, modified the Height and Width. For the grdHistory:TDataGrid control, set DefaultRowHeight to 18. For the memNotes:TMemo control, set Height to 345 and Width to 574. In the script on the form, modified the AXFormChange(Sender) sub.</li> <li>• <b>Contact:Notes-History</b> - For the form and the lblDateTo:Label, splMain:TSplitterPanel, and pnlFilterOptions:TPanel controls, modified the Height and Width. For the grdHistory:TDataGrid control, set DefaultRowHeight to 18. For the memNotes:TMemo control, set Height to 345 and Width to 574. In the script on the form, modified the AXFormCreate(Sender) and AXFormChange(Sender) subs.</li> <li>• <b>Lead:Notes-History</b> - For the form and the lblDateTo:Label, splMain:TSplitterPanel, and pnlFilterOptions:TPanel controls, modified the Height and Width. For the grdHistory:TDataGrid control, set DefaultRowHeight to 18. For the memNotes:TMemo control, set Height to 345 and Width to 574. In the script on the form, modified the AXFormCreate(Sender) sub.</li> <li>• <b>Opportunity:Notes-History</b> - For the form and the lblDateTo:Label, splMain:TSplitterPanel, and pnlFilterOptions:TPanel controls, modified the Height and Width. For the grdHistory:TDataGrid control, set DefaultRowHeight to 18. For the memNotes:TMemo control, set Height to 345 and Width to 574. In the script on the form, modified the AXFormChange(Sender) sub.</li> <li>• <b>System:Activity Preview</b> - For the lblNotes:TLabel control, set Width to 31. For the lblRegardingDisplay:TLabel control, set Width to 58. For the lblScheduledBy:TLabel control, set Width to 69. For the lblScheduledName:TLabel control, set Width to 69.</li> <li>• <b>System:Activity Details View</b> - Modified the TabOrder of all controls on the form. Modified the Width of all Label objects on the form.</li> <li>• <b>System:Add Targets From Group</b> - For the bvIButtons:TBevel control, set TabOrder to 3. For the cboContact:TComboBox control, set Top to 93. For the cboLead:TComboBox control, set Top to 36. For the optContact:TRadioButton control, set TabOrder to 1. For the pnlButtons:TPanel control, set TabOrder to 2. In the script on the form, modified the AXFormOpen(Sender) sub.</li> </ul>

File Name	File Contents
	<ul style="list-style-type: none"> <li>• <b>System:Attachment Support</b> - Modified the OnFormOpen sub.</li> <li>• <b>System:MoveContact</b> - Modified the Width on the following controls: lblActivityDisp:TLabel (34), lblAddressPhone:TLabel (69), lblAssignCompleteItems:TLabel (100), lblAssignCompleteTo:TLabel (88), lblAssignOpen:TLabel (113), lblAssignOpenItems:TLabel (82), lblAssignOpenTo:TLabel (70), lblcopyOrMove:TLabel (62), lblFrom:TLabel (26), lblHistoryDisp:TLabel (32), lblMove:TLabel (30) and lblTo:TLabel (16). In the script on the form, added Application.BasicFunctions.LogContactMove newcontactid, oldaccountid, newaccountid.</li> <li>• <b>System:Notes History Common</b> - Modified to use SQLFieldName property rather than FieldName (4 instances in the script) since the Sage SalesLogix OLE DB provider does not allow aliases in the "ORDER BY" clause.</li> <li>• <b>System:SLX_Export_Group_To_Excel</b> - Added multiple Const statements and commented out old Const statements. Modified the "Format the Data For each column from format in Layout Sheet" and "Create the pivot table If Set from above" sections. Added the GetFormatString(colType, grpFormat), GetDecimalFormat(grpFormat), and GetDecimalPlaces(grpFormat) functions.</li> <li>• <b>System:SLX TimeZones</b> - Changed "adVarChar, 64" fields to "adVarChar, 128".</li> <li>• <b>System:View History Attachments</b> - For the grdAttach:TDataGrid control, set DefaultRowHeight to 18. For the lblMsg:TLabel control, set Width to 185. In the script on the form, modified the cmdOKClick(Sender) sub.</li> </ul>

## Applying the Hot Fix

Apply the hot fix to all computers where the Sage SalesLogix Client, the Administrator, and the Architect are installed. Then, install the bundle using the Administrator.

**Note** Before installing the hot fix bundle, note or save any customizations. The plugins in the bundle are saved as version 7.2.2 and may overwrite your existing plugins with the hot fix version.

### 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\_HF36.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v722\_HF36.exe**.
4. On the **SalesLogix - v7.2.2 Hot Fix 36** 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 36 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.
3. On the Navigation Bar, click **Bundles**.
4. Click **Install**.
5. Navigate to the folder where you extracted the hot fix files, and double-click the bundle named **SalesLogix v722 HF32.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**.