

# Applying Hot Fix 5 for Sage SalesLogix Version 7.5

---

Version 7.5.0.5

Developed by Sage SalesLogix User Assistance



*Your business in mind.*

---

# Applying Hot Fix 5 for Sage SalesLogix Version 7.5

<b>Documentation Comments</b>	This documentation was developed by Sage SalesLogix User Assistance. For content revisions, questions, or comments, contact the writers at saleslogix.techpubs@sage.com.
<b>Copyright</b>	Copyright © 1997-2009, Sage Software, Inc. All Rights Reserved. This product and related documentation are protected by copyright and are distributed under licenses restricting their use, copying, distribution, and decompilation. No part of this product or related documentation may be reproduced in any form by any means without prior written authorization of Sage Software and its licensors, if any.
<b>Version</b>	Version 7.5.0.5 2009
<b>Trademarks</b>	SalesLogix is a registered trademark of Sage Software, Inc. Other product names may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.
<b>Disclaimer</b>	Sage Software has thoroughly reviewed this manual. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described. Sage Software assumes no responsibility or liability for errors or inaccuracies with respect to this publication or usage of information. Further, Sage Software reserves the right to make changes to the information described in this manual at any time without notice and without obligation to notify any person of such changes.
<b>Technical Support</b>	Technical Support is available to customers with support contracts directly from Sage Software and to Certified Business Partners. Calls are answered during business hours, Monday through Friday, excluding holidays. Current contact information is available on the Sage SalesLogix Web site. Customers with a valid technical support contract and a Web access code can request technical support electronically on the Sage SalesLogix SupportOnline/Sage Software Online Support and Services Web site.  Sage SalesLogix Web site <a href="http://www.saleslogix.com">www.saleslogix.com</a> Sage SalesLogix SupportOnline/Sage Software Online Support and Services Web site <a href="http://www.sagesoftwareonline.com">http://www.sagesoftwareonline.com</a>  Revisions to this book are posted on the Sage SalesLogix SupportOnline/Sage Software Online Support and Services Web site. Check this site regularly for current Sage SalesLogix product documentation.

---

# Applying Hot Fix 5 for Sage SalesLogix Version 7.5

---

This hot fix addresses the following issues:

Defect	Description
1-66117	When a user installs 7.5 from a remote client automated installation, the Personal Web Server is not registering the Web site so the Intellisync portal is not functional.
1-66214	Intellisync will not connect to the server hosting the Intellisync portal unless the Web Host license is installed.
1-66544	The Serverhost on the remote client unexpectedly closes periodically if Intellisync is installed and configured.

This hot fix requires version 7.5. 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_v75_HF5.zip	Sage SalesLogix v7.5 HF5 VFS Upgrade.zip
Sage SalesLogix v7.5 HF5 VFS Upgrade.zip	Sage.SalesLogix.Intellisync.SyncModule.dll, Sage.SalesLogix.Web.dll, Web.config, Application.xml

## Applying the Hot Fix

### Administrator

Apply the hot fix to all Administrator computers, where the Administrative Workstation and Intellisync were installed at the same time.

#### To install the hot fix

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
4. On the **SalesLogix - v7.5 Hot Fix 5** 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**.
  7. On the **Completed** screen, click **Finish**.

## Generated SalesLogix Remote Client Install

Apply the hot fix to the location(s) where you created automated installations of the Sage SalesLogix Remote Client.

### To install the hot fix

1. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
2. On the **SalesLogix - v7.5 Hot Fix 5** 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.
3. Click **Next**.
4. On the **Welcome** screen, click **Update Network Images**.
5. Click **Add Path** and browse to the location of the .msi file.
6. Select the .msi file and click **Open**.
7. Click **Update**.
8. Click **Cancel** at the Welcome screen.

## Remote Client - Scenario 1

Apply the hot fix to all Sage SalesLogix Remote Client computers, where the Remote Client and Intellisync were installed at the same time. This is the default installation behavior.

### To install the hot fix

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
4. On the **SalesLogix - v7.5 Hot Fix 5** 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**.
7. On the **Completed** screen, click **Finish**.

---

## Remote Client - Scenario 2

Apply the hot fix to all Sage SalesLogix Remote Client computers, where the Remote Client was installed without Intellisync, and Intellisync was deployed via the Application Architect. Apply the hot fix bundle, then build and deploy the Remote Client Intellisync web portal.

### To install the hot fix bundle

1. Navigate to the folder where you extracted the hot fix files.
2. Copy the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle to a temporary folder (path name 57 characters or less) on the local machine.

**Note** There is a folder path character limitation that requires the path where you save or copy bundles that are created in the Application Architect to be 57 characters or less (including the drive name).

3. Ensure the Windows user has Write permissions to the folder where the bundle will be installed from.

When installing a bundle using Application Architect, the Windows user must have Write permissions to the bundle install folder.

4. Open the Application Architect.
5. From the **Project Explorer**, right-click the project, and then click **Install Bundle**.
6. Browse to the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle you copied to the local machine, and then click **Open**.
7. On the **Select Bundle** screen, click **Next**.
8. On the **Select Items** screen, ensure the **Portals** check box is selected.
9. Click **Next**, and then click **Finish**.

### To build and deploy the Web site

1. In the Project Explorer window, click a project.
2. Press and hold the CTRL key, and then on the **Build** menu, click **Build Web Platform**.  
All the files in the entire assembly for the current project are compiled. Status for the build is displayed in the Output Window at the bottom of the Application Architect.
3. On the Application Architect **View** menu, click **Deployment Explorer**.
4. Double-click **Deployments**.  
The Deployments tree view appears.
5. Right-click the deployment that contains the Sage SalesLogix Intellisync portal (SLXIntellisync ), and then click **Deploy**.
6. Instruct the Remote User to run a synchronization cycle to update the Personal Web Server with the registered Web site.

## Remote Office - Scenario 1

Apply the hot fix to all Sage SalesLogix Remote Office computers where the Intellisync portal was created during the initial installation with either IIS or Personal Web Server selected. This is the default installation behavior.

### To install the hot fix

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
4. On the **SalesLogix - v7.5 Hot Fix 5** 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**.
  7. On the **Completed** screen, click **Finish**.

## Remote Office - Scenario 2

Apply the hot fix to all Sage SalesLogix Remote Office computers where the Intellisync portal was not created during the initial installation, but was deployed via the Application Architect with an IIS configuration.

### To install the hot fix

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
4. Select **Extract and Install the SalesLogix Hot Fix**. This extracts the hot fix files to a location you specify. The files are not removed once the installation is complete. Select a location where you want to store the hot fix files.
5. Click **Next**.
6. Click **Cancel** on the Welcome to Install dialog.
7. Navigate to the folder where you extracted the hot fix files for Step 4 and extract **SLXIntellisync.zip** from the Common folder to C:\inetpub\wwwroot\SlxIntellisync.

## Remote Office - Scenario 3

To update all Sage SalesLogix Remote Office computers where the Intellisync portal was not created during the initial installation, but was deployed via the Application Architect with a Personal Web Server configuration. Install the bundle using the Application Architect on the host database. Then build and deploy the SalesLogix Intellisync Portal.

### To install the hot fix bundle

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
4. Select **Extract and Install the SalesLogix Hot Fix**. This extracts the hot fix files to a location you specify. The files are not removed once the installation is complete. Select a location where you want to store the hot fix files.
5. Click **Next**.
6. Click **Cancel** on the Welcome to Install dialog.
7. Navigate to the folder where you extracted the hot fix files for Step 4 and copy the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle to a temporary folder (path name 57 characters or less) on the local machine.

**Note** There is a folder path character limitation that requires the path where you save or copy bundles that are created in the Application Architect to be 57 characters or less (including the drive name).

- 
8. Ensure the Windows user has Write permissions to the folder where the bundle will be installed from.  
When installing a bundle using Application Architect, the Windows user must have Write permissions to the bundle install folder.
  9. Open the Application Architect.
  10. From the **Project Explorer**, right-click the project, and then click **Install Bundle**.
  11. Browse to the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle you copied to the local machine, and then click **Open**.
  12. On the **Select Bundle** screen, click **Next**.
  13. On the **Select Items** screen, ensure the **Portals** check box is selected.
  14. Click **Next**, and then click **Finish**.

#### To build and deploy the Web site

1. In the Project Explorer window, click a project.
2. Press and hold the CTRL key, and then on the **Build** menu, click **Build Web Platform**.  
All the files in the entire assembly for the current project are compiled. Status for the build is displayed in the Output Window at the bottom of the Application Architect.
3. On the Application Architect **View** menu, click **Deployment Explorer**.
4. Double-click **Deployments**.  
The Deployments tree view appears.
5. Right-click the deployment that contains the Sage SalesLogix Intellisync portal (SLXIntellisync ), and then click **Deploy**.
6. Instruct the Remote User to run a synchronization cycle to update the Personal Web Server with the registered Web site.

## Web Host

Apply the hot fix to all Sage SalesLogix Web Host computers where the portal has been deployed. Install the bundle using the Application Architect. Then build and deploy the SalesLogix Intellisync Portal.

#### To install the hot fix bundle

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
  2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
  3. Navigate to the folder where you extracted the hot fix files and double-click **SLX\_v75\_HF5.exe**.
  4. Select **Extract and Install the SalesLogix Hot Fix**. This extracts the hot fix files to a location you specify. The files are not removed once the installation is complete. Select a location where you want to store the hot fix files.
  5. Click **Next**.
  6. Click **Cancel** on the Welcome to Install dialog.
  7. Navigate to the folder where you extracted the hot fix files for Step 4 copy the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle to a temporary folder (path name 57 characters or less) on the local machine.
- Note** There is a folder path character limitation that requires the path where you save or copy bundles that are created in the Application Architect to be 57 characters or less (including the drive name).
8. Ensure the Windows user has Write permissions to the folder where the bundle will be installed from.

---

When installing a bundle using Application Architect, the Windows user must have Write permissions to the bundle install folder.

9. Open the Application Architect.
10. From the **Project Explorer**, right-click the project, and then click **Install Bundle**.
11. Browse to the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle you copied to the local machine, and then click **Open**.
12. On the **Select Bundle** screen, click **Next**.
13. On the **Select Items** screen, ensure the **Portals** check box is selected.
14. Click **Next**, and then click **Finish**.

#### To build and deploy the Web site

1. In the Project Explorer window, click a project.
2. Press and hold the CTRL key, and then on the **Build** menu, click **Build Web Platform**.  
All the files in the entire assembly for the current project are compiled. Status for the build is displayed in the Output Window at the bottom of the Application Architect.
3. On the Application Architect **View** menu, click **Deployment Explorer**.
4. Double-click **Deployments**.  
The Deployments tree view appears.
5. Right-click the deployment that contains the Sage SalesLogix Intellisync portal (SLXIntellisync ), and then click **Deploy**.
6. Run a synchronization with the remote user to update the Personal Web Server with the registered website.

## Disconnected Web

To update all Sage SalesLogix disconnected Web computers install the bundle using the Application Architect on the host database. Then build and deploy the SLXIntellisync Portal.

#### To install the hot fix bundle

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX\_v75\_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files.
4. Copy the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle to a temporary folder (path name 57 characters or less) on the local machine.

**Note** There is a folder path character limitation that requires the path where you save or copy bundles that are created in the Application Architect to be 57 characters or less (including the drive name).

5. Ensure the Windows user has Write permissions to the folder where the bundle will be installed from.

When installing a bundle using Application Architect, the Windows user must have Write permissions to the bundle install folder.

6. Open the Application Architect.
7. From the **Project Explorer**, right-click the project, and then click **Install Bundle**.
8. Browse to the **Sage SalesLogix v7.5 HF5 VFS Upgrade.zip** bundle you copied to the local machine, and then click **Open**.
9. On the **Select Bundle** screen, click **Next**.
10. On the **Select Items** screen, ensure the **Portals** check box is selected.
11. Click **Next**, and then click **Finish**.



---

### To build and deploy the Web site

1. In the Project Explorer window, click a project.
2. Press and hold the CTRL key, and then on the **Build** menu, click **Build Web Platform**.  
All the files in the entire assembly for the current project are compiled. Status for the build is displayed in the Output Window at the bottom of the Application Architect.
3. On the Application Architect **View** menu, click **Deployment Explorer**.
4. Double-click **Deployments**.  
The Deployments tree view appears.
5. Right-click the deployment that contains the Sage SalesLogix Intellisync portal (SLXIntellisync ), and then click **Deploy**.
6. Run a synchronization with the disconnected web user to update the Personal Web Server with the registered website.