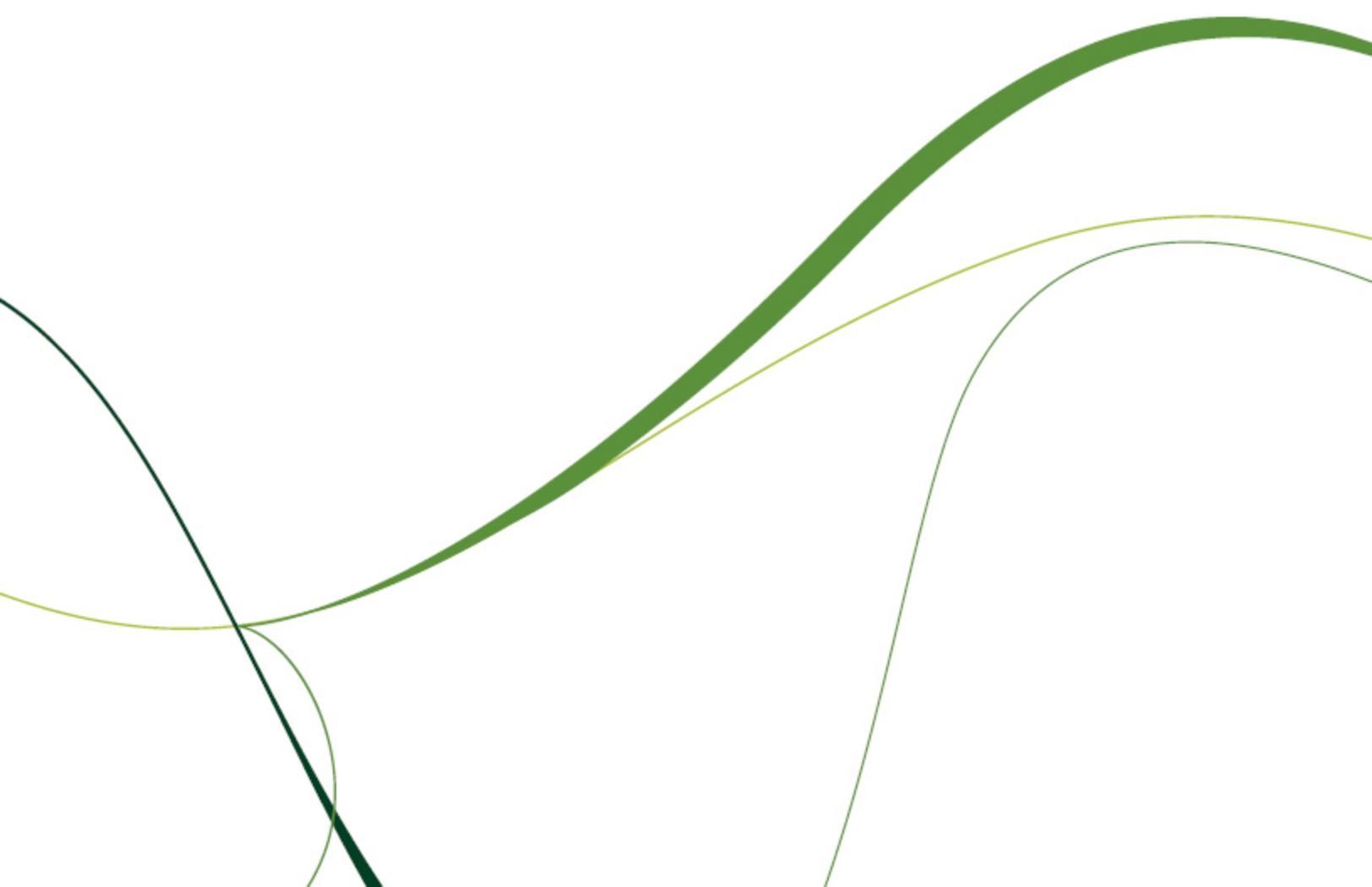




# Applying SNC Update 20 for Sage SalesLogix Version 8.0

Version 8.0.0.20 SNC

Developed by Saleslogix User Assistance



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## **Documentation Comments**

This documentation was developed by Saleslogix User Assistance. For content revisions, questions, or comments, contact the Saleslogix writers at [saleslogix.techpubs@swiftpage.com](mailto:saleslogix.techpubs@swiftpage.com).

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This document describes SNC Update 20 for Sage SalesLogix version 8.0. SNC Updates provide modifications to pieces of Sage SalesLogix such as the Provider, SLXServer, Admin, Architect, see target Client, SpeedSearch, Sync Server, Sync Client, and so forth. Applying these updates may also be required for Web environments when the fix is for the Provider, SLXServer, or SpeedSearch.

## Prerequisites

The following Sage SalesLogix software must be installed before installing this update:

- Sage SalesLogix version 8.0
- Installations of Sage SalesLogix v8.0 that were upgraded from v7.5.4 require Update 00 for Sage SalesLogix version 8.0.  
This prerequisite does not apply to any other Sage SalesLogix installation scenario (such as an upgrade from 7.5.3 or earlier, or as a new installation of 8.0).



Do not install SNC Update 20 for Sage SalesLogix 8.0 on any other Sage SalesLogix version.



Sage SalesLogix v8.0 can be installed on Microsoft Windows 8 and 2012, however some additional installation steps are required. See *Installing Sage SalesLogix on Microsoft Windows 8, Windows Server 2012 and Internet Explorer 10* for detailed steps.

## Issues Fixed in This Update

SNC Update 20 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13091257	In a localized SalesLogix Windows client environment, extended characters in the Toolbar Editor Name and Hint are corrupted.
13091589	The Localization Toolkit is not properly saving extended chars for some tab labels in the SalesLogix Windows client.
13091652	The SLX OLEDB provider should return or expose the real HRESULT instead of DB_SEC_E_AUTH_FAILED when appropriate.
13091840	Commands executed in the Architect Bundler that use the EXEC("") command do not synchronize to remotes.
13091936	When a report is released to a user or team and Everyone or a user and a team of which the user is a member, the report family displays twice in the Reports list.

Defect	Description
13091938	When the slxab32.dll encounters a 64-bit version of Outlook an error displays, but is in the wrong language.
13091946	In the Architect Bundler, saving a bundle with a plugin that contains Cyrillic characters in the name causes an error.
13091956	The SlxLoggingTrigger.dll needs to allocate memory from the heap in a thread safe manner.
13092045	Importing users in the Administrator only shows approximately 20 users on the domain when there are over 600 available.
13092095	In the SalesLogix Windows client, user names with umlauts are displayed incorrectly in the bottom status bar.
13092098	In the Architect, using the Application.BasicFunctions.AddMinutesToDate returns incorrect results over periods longer than 4 days, 15 hours, and 20 minutes (6680 minutes).
13092166	Formatting on a DateTimeEdit picklist is incorrect after upgrading to v8.0 if the ReadOnly property is set.
13092189	In a Korean SalesLogix Windows client environment, the English character "Y" may be corrupted in some places in the LAN client.
13092257	In the Architect, resizing a checkbox or edit box will cause the control to collapse to 0 size.
13092299	In an environment using Windows Authentication, performing a SpeedSearch on internal tickets or history, the error "Search found no matches" message displays.
13092449	Executing statements in the Administrator returns untranslated German extended characters.
13092455	The security wrapper does not work if you use the OR operator in group conditions.
13092467	The Architect Bundler does not correctly insert picklists with extended characters.
13092541	The Administrator does not correctly display Cyrillic characters in the User List Column Names view.
13092542	The Administrator does not correctly display Cyrillic characters when adding a team to user.
13092547	The Administrator does not correctly display Cyrillic characters in user names when copying a profile.
13092549	The Administrator does not correctly display Cyrillic characters when realigning territories.
13092550	The Administrator does not correctly display Cyrillic characters in the Systems, Office Profile Tab.
13092561	The Administrator does not correctly display Cyrillic characters in the Admin System Report.
13092562	The Administrator does not correctly display Cyrillic characters in Edit Lookups Layout.

Defect	Description
13092847	When accessing the SalesLogix Windows client as a published Citrix application from a workstation with Spanish regional settings and converting a lead, the error "The time zone information was not found in TzLocalToGMT" displays.
13093266	When attempting to release a template in the Architect the error "No value given for one or more required parameters" displays.
13093672	Ad hoc groups are available to users who should not have access to them.
13094140	In the SalesLogix Windows client in an Office 365, Windows 8.1 environment, when sending a mail merge and editing individual letters/email/fax prior to sending, the following error occurs "The Mail Merge Engine encountered an error and cannot continue. There was an error in EditAfter. The document is not associated with an ActiveX Document server".
14094558	In the SalesLogix Windows client on a non-unicode database, ticket activities are displaying encoded characters in the preview.
14094574	In the SalesLogix Windows client Group Manager when the Show Groups check box is selected and set to Visible to and a user the list of groups is not filtered by that user.
14094582	Users that have the File Attachment option disabled under Function Security can still attach files to Notes.
14094595	In the SalesLogix Windows client Calendar, the Leader is not displayed in the tool tip when hovering over a personal activity.
14094601	In a French environment cannot edit a tab with extended characters in Administrator.
14094661	In the SalesLogix Windows client new tickets marked for "Submit for SpeedSearch" are not returned for any user except Admin.
14094935	In the SalesLogix Windows client when performing a mail merge on a group of contacts with specific conditions the error "No value given for one or more required parameters" occurs.
14094978	TEFS are not created for any records inserted or updated via an external source using the SLX provider and therefore the records do not sync.
14094997	The SalesLogix Windows client loses focus when inserting a ticket if other applications are open.
14095052	Labels with captions that are bound to a field or changed by code do not display the new value until a Ctrl-F5 refresh is performed.
14095179	If the connection to the shared MSG location is interrupted, Saleslogix does not retrieve the MSG files when the connection is restored until Saleslogix is closed and then reopened.
14095224	Enhance the SQL generation to use OFFSET/FETCH for SQL Server 2012 for paged queries.
14095608	Groups with a "does contain data" or "does not contain data" condition on a text database field do not return results.

Defect	Description
14095675	In the SalesLogix Windows Client, groups with a great number of conditions may display more slowly than groups with fewer conditions.
14095710	When attempting to build a SpeedSearch index, an SlxSearchService error occurs and repeats every half second.
14095712	The SlxSearchTrigger creates multiple entries in the IndexUpdates table for a single account change. The entries are for other indexes related to the account.
14095714	The following I/O error can occur in SlxSearchService when multiple threads are attempting to write to the file spDelFiles.txt at the same time, Error: IndexThread.Execute Line: 14 Error: I/O error 32".
14095716	For performance reasons, limit the number of Indexes that can be built at one time to 5.
14095718	SlxSearchService should be filtering queries to IndexUpdates with the indexName to prevent returning more rows than necessary.
14095761	In a localized SalesLogix Windows Client, the Activity Manager does not display extended characters.
14095769	In the SalesLogix Windows Client, an error occurs when the Convert Qualified Lead button on the Lead detail view is clicked.
14095774	In the SalesLogix Windows Client, clicking the SpeedSearch but displays the error "There was an error in showing the SLXSpeedSearch Form".
14095781	In a localized SalesLogix Windows Client, extended characters do not display correctly on the Account detail view .
14095926	Groups with multiple conditions may have corrupt conditions.
14096033	On an Oracle database, notes/history records do not synchronized from the host database to a remote office.

## Previously Fixed Issues

SNC Update 20 for Sage SalesLogix 8.0 contains fixes released in previous updates.

SNC Update 16 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13092091	OnExitControl Events do not execute in the SalesLogix Windows Client.
13093725	Setting a Format String to "%0.4d" on a text control does not return desired result in the SalesLogix Windows Client.
13093782	In the SalesLogix Windows Client Activities list view All Open tab, the activity detail view does not display correctly.
13093795	In the SalesLogix Windows Client Dashboard, Today's Schedule and My Activities are truncated.
13093911	When using UK regional settings in the SalesLogix Windows Client, groups with date conditions return incorrect results.
13094030	Extended characters in activity notes do not display correctly in the SalesLogix Windows Client Calendar view.

Defect	Description
13094306	In the SalesLogix Windows Client Query Builder, duplicate values display when a user selects CONTACT.TYPE in a Contact group.
13094308	In the SalesLogix Windows Client Opportunity list view when a record is highlighted the text changes to white.
14094558	In the SalesLogix Windows Client, ticket activities display encoded characters in the preview.
14094581	A "List index out of bounds" error message displays after setting up a new group with specific operators and values.
14094584	Logging an Outlook e-mail to history using SendSLX for leads only records a history record for the lead that comes first alphabetically.
14094594	In the SalesLogix Windows Client, users cannot "Send as" another user when using Mail Merge.
14094616	When adding or modifying a column header in the SalesLogix Windows Client Query Builder, characters with accents do not display correctly.
14094784	The SQL statements generated for groups created in the SalesLogix Windows Client Query Builder with condition operators "does contain data" or "does not contain data" do not include empty strings.

SNC Update 14 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13092548	Cyrillic characters do not display when adding a team.
13093480	In a German environment, extended characters do not display correctly when adding a team.
13093490	In the Architect, extended characters in Plugin families do not display correctly.

SNC Update 13 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13091271	In a French or German environment, extended characters in the Notes field of the Create Note for Activity Pad view are corrupted.
13092304	A username with Korean characters is corrupted in the Sales Client status bar.
13092607	In Query Builder, Select Value dialog box may return duplicate entries for any user other than Admin.
13092626	Group condition value is blank when editing group conditions for an existing group in a specific order.
13093469	In the Replace Data tool, Search and Replace does not handle extended character properly.

SNC Update 11 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13092343	SpeedSearch results include deleted records, because deleted records are not deleted from the indexes.
13093766	If an attachment file name includes a quote ('), then the delete file index stats method of Search Service occurs, causing the error "IndexThread.Execute Line: 16 Error: Procedure DeleteFileIndexStats: Incorrect syntax near 's'"

SNC Update 10 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12088788	For users of Office 2010, the threshold for exporting records using Export to Excel is now 200,000 + records.
13091210	In some localized environments, the tooltips on Calendar page timeless activities appear to be corrupted.
13092156	In a localized environment, Admin groups are corrupted when the admin is logged on as ADMIN and schedules a sales process.
13092178	In a Korean localized environment, the Lead Source lookup does not appear to work anywhere in the SalesLogix client.
13092179	In a localized environment, there is corrupted text in the drop down list when adding targets to campaign from group.
13092258	In a localized environment, extended characters are corrupted in the Calendar Reports Overflow dialog.
13092264	An exception error displays when sharing a group.
13092303	In a Korean localized environment, there may be corrupted characters in Query Builder.
13092392	When sending email from the SalesLogix Windows Client using SendSLX, Unicode characters do not display correctly.
13092617	In a Russian localized environment, an error occurs after clicking in the SalesLogix Windows Client Activities View Confirmations tab.

SNC Update 09 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12090399	Mail Merge Reply To option behaves inconsistently.
12091009	In a localized environment, there are corrupted strings, on the Account Detail view Activities tab tooltip.
13091234	A corrupted string error occurs in Calendar Preview when an activity's Regarding information includes extended characters.
13091227	The AspNetDeploymentAction.AfterDeployment() action does not remove localized versions of Portal.resx.
13091608	Users can set a subsidiary as a parent to the parent account.
13091738	After upgrading from version 7.5.4 to version 8.0, extended characters on Active X forms may be missing.

Defect	Description
13091802	Administrator Users list does not sort correctly when a user's name contains extended characters.
13091836	German extended characters are displaying the incorrect format when used within a Mail Merge.
13091927	Dragging multiple emails, multiple times to the Notes/History tab of same record freezes the data grid.
13092047	SalesLogix Client Calendar month tab displays incorrect date format when regional settings are set to Swedish.
13092061	Multibyte (Korean) characters are corrupted in many places in the SalesLogix Client when using a localized dictionary.
13092113	Multibyte characters in a record name will display as corrupted on the SalesLogix Client title bar.
13092114	Account names with multibyte characters are corrupted in the Associate Account dialog.
13092115	Account names with multibyte characters are corrupted in the Add Contact/Account Information dialog.
13092118	Multibyte username is corrupted in the Literature Request dialog.
13092119	When using Korean localization on the SalesLogix Client, the character for Tuesday is corrupted in Calendar week tab.
13092120	Insert Opportunity Account and Description fields display corrupt characters when the account name contains multibyte characters.
13092121	Contact / Account name is corrupted in title bar of the Complete an Activity dialog when using multibyte characters.
13092122	When contact name or current group is multibyte or cyrillic characters, they are corrupted in the Schedule Process dialog.
13092126	In the Address Labels dialog the Current Record or Current Group fields display non-Latin1 characters incorrectly.
13092127	Exception error displays when attempting to create a new sales process with a multibyte name.
13092152	When the SalesLogix Client is localized in a multibyte language, an error occurs when inserting a new opportunity
13092157	When attempting to edit a user with a multibyte character name in the Administrator, the following error occurs "Error initializing form: Access violation at address 005B7520 in module 'Admin.exe'. Read of address 000000F4."
13092158	When attempting to release a new Sales Process consisting of multibyte characters, the following error occurs "Exception EOLEException: OLE error 8004277A Exception location: [005BC0ED]{SalesLogix.exe} IsBrandingEnabled."
13092161	Multibyte characters, such as Korean, are corrupted in the popup that displays when the user mouses over an activity (either in a tab view or calendar).

SNC Update 08 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12091101	Date Literal value "dateadd(hh,-12,getdate()) ,GETDATE() " causes errors when used as a condition in Query Builder.
13091557	Adding an Attachment from Recent places in the SalesLogix Client adds a shortcut to the top level of the path and does not allow the user drill down to select a file
13091816	Enable Office 2013 support.

SNC Update 06 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13091640	Using certain forbidden characters, such as curly quotes, in the Web Client Query Builder causes the CPU to spike to 100%.
13091668	If using a remote connection to access the Sage SalesLogix Client, when the client is closed, an "SLXProfiling.dll_unloaded" error displays.
13091779	SLXDBEngine.dll crashes a process under certain circumstances when slx_GetSecuredSQL is called.

SNC Update 05 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13091350	Enable Windows 2012 Server support.
13091516	Force Delphi to allocate memory on the heap in a thread protected way when the IsMultiThread global variable is set to True.

SNC Update 04 for Sage SalesLogix version 8.0 addresses the following issue:

Defect	Description
12090225	Sync creates TEF with an update statement after inserting new Note/History item for a Lead

SNC Update 03 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12089009	If a partial failure occurs when importing user information, no error is generated.
13091259	Add descriptions for new tables and fields in the database and entity schema.
13091406	Enable Windows 2012 Server support.
13091530	SpeedSearch "GetRow Info" error appears in the Event Viewer.

SNC Update 02 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12091041	Extended characters are being removed causing corrupted strings in the column name in the Opportunity Detail view Activities tab in a localized environment.
12091128	Pressing the "1" key on a keyboard number pad may delete typed data from a text box.
12091158	An editbox with a FormatType ftFixed displays only 2 characters when not selected.
12091169	The Opportunity Detail view Probability box does not display data even though a value exists in the database.
12091199	When an attachment is dragged and dropped from an Attachment tab into a new e-mail message, the attachment extension is duplicated.
13091217	Activity long notes are lost when rescheduling a single occurrence of a recurring activity on the Calendar by dragging the activity to another date or time.
13091242	Enable Windows 8 support.
13091260	In Query Builder, an Invalid Parameter error occurs when editing a group condition to include the " within last xxx days" operator.
13091321	SendSLX or Record to History is unable to process a message when the message is in use by another process.
13091484	When attempting to drag and drop more than one e-mail from Outlook to the SalesLogix Client, the first e-mail is saved to Notes/History, but then the error "Operation failed due network other communication problems" displays and the subsequent e-mails are not saved during the process.
13091622	When performing a Mail Merge to a group where DoNotSolicit is set to "does not contain data", the error "SLXLEN is not a recognized built-in function" occurs.

Update 01 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12090982	On the Offline Web Client, the Sage Job Service cannot run with the local system mapped to the Admin user.
12091150	The SlxProfiler Query Optimizer cannot optimize ORACLE queries in SHARED MODE when HINTS exist in Executed SQL.
12091203	When using OleDbCommandBuilder and DataAdapter to do bulk updates, any update that contains dates in the column list will fail with an overflow issue.

## File Information

This update may include .pdb files which are not listed in the following table. These files are included to provide additional logging information for troubleshooting purposes.

File Name	File Contents	File Version
SLX_v800_SNC_Update_20.zip	SLX_v800_SNC_Update_20.exe	
	SalesLogix v8.0.0 Update 20.sxb	
SLX_v800_SNC_Update_20.exe	Admin.exe	8.0.0.8829
	Architect.exe	8.0.0.8829
	GroupTranslator.dll	8.0.0.8553
	SalesLogix.exe	8.0.0.8829
	slxab32.dll	8.0.0.8553
	SLXControls.ocx	8.0.0.8829
	SLXDBEngine.dll	8.0.0.8829
	SLXEventMessage.dll	8.0.0.8829
	SLXLoggingObj2.dll	8.0.0.8829
	SLXLoggingServer.exe	8.0.0.8545
	SlxLoggingTrigger.dll	8.0.0.8829
	SLXMMEngine.dll	8.0.0.8829
	SLXMMGUI.dll	8.0.0.8829
	SLXOLEDB.dll	8.0.0.8829
	SlxOleDBConfig.dll	8.0.0.8502
	SLXProfiler.exe	8.0.0.8636
	SLXProfiling.dll	8.0.0.8829
	SLXSearchDataSource.dll	8.0.0.8599
	SLXSearchService.exe	8.0.0.8829
	SlxSearchTrigger.dll	8.0.0.8829
	SLXServer.exe	8.0.0.8829
	SlxSL.dll	8.0.0.8829
	SLXSpeedSearch.dll	8.0.0.8829
	SLXSystem.dll	8.0.0.8829
	SLXSystem.exe	8.0.0.8829
	SLXTriggers.dll	8.0.0.8829
	SyncClient.exe	8.0.0.8829
SalesLogix v8.0.0 Update 20.sxb		

File Name	File Contents	File Version
	System:Attachment Support - modified script	
	Execute SQL UPDATE RESYNCTABLEDEFS SET DESCRIPTION	
	Execute SQL UPDATE SECTABLEDEFS SET DESCRIPTION	
	Plugin Forms System:Account Detail	
	Scripts, VBscript System:SLX_Export_Group_To_Excel -- modified script	
	Insert Record into SLXTRIGGERS [QDEMOA000EMI]	
	Insert Record into SLXTRIGGERS [QDEMOA000ETW]	
	Insert Record into SLXTRIGGERS [QDEMOA006M9D]	
	Insert Plugin (Scripts, VBscript System: SLX Lead Support)	
	Insert Plugin (Scripts, VBscript System: SLXReport Conditions)	
	Plugin Forms System:Opportunity Detail	

## Applying the Update

Install this Update to all computers where Sage SalesLogix is installed.

Before installing the SalesLogix v8.0.0 Update 20.sxb bundle, review the files included in the update. Back up any customized files that may be affected, or back up the whole project if there are many files. Then, apply the update bundle in one of the following ways:

- Manually merge the update items with the customized items.
- Apply the bundle (overwriting all existing items), and then manually merge the customized items.

### To begin the install

1. Close all Sage SalesLogix applications on the computer to which you are applying the Update.
2. Extract the contents of the **SLX\_v800\_SNC\_Update\_20.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the Update files and double-click **SLX\_v800\_SNC\_Update\_20.exe**.

4. On the **SalesLogix v8.0.0 SNC Update 20** screen select one of the following:
  - **Install the SalesLogix Update** extracts the update files to a temporary folder and removes the files once the installation is complete.
  - **Extract and Install the SalesLogix Update** extracts the update 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 update files.
5. Click **Next**.
6. On the **Welcome** screen, click **Install** to install the patch.

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 updates applied to your system.

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

## Finding Script Changes

Changes to Sage SalesLogix scripts, and scripts on forms, can be researched using a third-party comparison utility such as Beyond Compare or Microsoft Word. You can use the following example procedure to determine the Sage SalesLogix script changes in this release. Then, use that information to update your custom scripts with the Sage SalesLogix changes, or add your customizations to the Sage SalesLogix script.

### To find script changes

1. Apply the upgrade bundle to a test environment.
2. Open the original version of the script or form you want to research in the **Architect**.
3. Right-click the script, and then click **Select All**.
4. Copy and paste the information to a text editor, such as **WordPad**.
5. Save the script with the version number in the name.
6. Repeat steps 2 - 5 for the same plugin updated in this release.
7. Open the original plugin version in **Microsoft Word** (saved in step 5).
8. On the **Tools** menu, click **Compare and Merge Documents**.
9. Browse to and select the updated plugin (saved in step 6) and click **Merge**.
10. View the code changes and determine how to merge the Sage SalesLogix changes with your customizations.

## Installing the Bundle Using the Sage SalesLogix Administrator

Use the Sage SalesLogix Administrator to install the SalesLogix v8.0.0 Update 20 bundle.



Before installing the update bundle, create a bundle of all customized plugins in your database. Sage SalesLogix does not overwrite your customized plugins. However, this bundle can be used as a backup of your customizations.

### To install the bundle

1. Open the **Administrator**.
2. On the **Navigation Bar**, click **Bundles**.
3. Click **Install**.
4. Navigate to the folder where you extracted the Update files and double-click the bundle named **SalesLogix v8.0.0 Update 20**.
5. 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**.
6. During installation, click **Yes**, **Yes to All** or **OK** on any confirmation message boxes for overwriting system plugins or indexes.
7. In the **Choose Teams** dialog box, select the teams to which you want to release plugins, and then click **OK**.