



# Applying SNC Update 01 for Version 8.3

### **Important Notices**

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor. By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

### **Trademark Acknowledgements**

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

### **Publication Information**

Release: 8.3.0.01

Publication date: 5/18/2016

### **Disclaimer**

This document reflects the direction Infor may take with regard to the specific product(s) described in this document, all of which is subject to change by Infor in its sole discretion, with or without notice to you. This document is not a commitment to you in any way and you should not rely on this document or any of its content in making any decision. Infor is not committing to develop or deliver any specified enhancement, upgrade, product or functionality, even if such is described in this document.

---

# Contents

<b>Introduction</b> .....	<b>1</b>
<b>About this guide</b> .....	<b>1</b>
<b>Prerequisites</b> .....	<b>1</b>
Additional considerations .....	1
<b>Contacting Infor</b> .....	<b>1</b>
<b>Chapter 1 Changes in this Update</b> .....	<b>3</b>
<b>Features added in this update</b> .....	<b>3</b>
<b>Issues fixed in this update</b> .....	<b>3</b>
<b>File information</b> .....	<b>4</b>
<b>Chapter 2 Applying the Update</b> .....	<b>5</b>
Installing the update .....	5
Finding script changes .....	6
Installing bundles using the Administrator .....	6

---

---

# Introduction



Infor CRM is a leading customer relationship management solution that enables small to medium-sized businesses to acquire, retain, and develop profitable customer relationships through integrated Sales, Marketing, Customer Service, and Support automation solutions.

## About this guide

This document describes SNC Update 01 for Infor CRM version 8.3. SNC Updates provide modifications to pieces such as the Provider, SLX Server, Admin, Architect, Windows 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, Server, or SpeedSearch.

## Prerequisites

The following Infor CRM software must be installed before installing this update:

- Infor CRM version 8.3



Do not install SNC Update 01 for Infor CRM 8.3 on any other Infor CRM version.

## Additional considerations

- Infor CRM Back Office Extension (ICBOE) requires the following updates:
  - SNC Update 01 for Infor CRM version 8.3
  - Core Update 01 for Infor CRM version 8.3
  - Model Update 01 for Infor CRM version 8.3

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).



---

# Chapter 1

## Changes in this Update

# 1

This chapter lists all of the changes to Infor CRM since version 8.3.

### Features added in this update

SNC Update 01 for Infor CRM version 8.3 includes the following new features:

#### Windows Client

- Improvements to Reporting performance.

### Issues fixed in this update

SNC Update 01 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-6225	Content that has been synchronized to a Unicode remote database from a Unicode host database does not display in the What's New view.
INFORCRM-8345	In a German environment, the Infor CRM Windows Client Query Builder Value Selection grid overlaps the 'OK', 'Abbrechen' and 'Hilfe' buttons.
INFORCRM-8846	Web Client Address Labels do not print in the correct format.
INFORCRM-8925	Cyrillic characters in the name of a template used for creating users from a template are corrupted.
INFORCRM-9495	The Advanced lookup cannot find strings with extended characters.
INFORCRM-9549	Document the steps for setting the ad hoc record threshold.
INFORCRM-10016	The useractivity_in_instead_ins trigger has a drop trigger that needs to be removed. Added both UserActivity_Int_Instead_Ins and UserActivity_Integration_Change triggers for 8.3.0.1.
INFORCRM-10017	On the Offline Web Client, the GroupTranslator.dll does not register properly.

## 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
Infor_CRM_v830_SNC_Update_01.zip	Infor_CRM_v830_SNC_Update_01.exe	
	Infor CRM v8.3.0 Update 01.sxb	
Infor_CRM_v830_SNC_Update_01.exe	Admin.exe	8.3.0.1405
	ApplicationArchitect.chm	
	DeveloperTips.chm	
	Getting Started with Infor CRM Windows Client.pdf	
	SalesLogix.exe	8.3.0.1405
	SyncClient.exe	8.3.0.1405
Infor CRM v8.3.0 Update 01.sxb	Create database objects: <ul style="list-style-type: none"> <li>■ Trigger : MSSQL : USERACTIVITY_INT_INSTEAD_INS</li> <li>■ Trigger : MSSQL : USERACTIVITY_INTEGRATION_CHANGES_A</li> <li>■ Trigger : MSSQL : USERACTIVITY_INTEGRATION_CHANGES</li> </ul>	
	Insert Plugin: <ul style="list-style-type: none"> <li>■ Reports Labels: A4 Avery L7162 - Address</li> </ul>	



---

# Chapter 2

## Applying the Update

# 2

Apply this Update to all computers where the following components have already been installed:

- Administrative Tools and Servers
- Remote Office
- Windows Client
- Remote Client
- Web Client



Install the Infor CRM v8.3.0 Update 01.sxb bundle using the Administrator.

Before installing the Infor CRM v8.3.0 Update 01.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.

### Installing the update

#### To begin the install

1. Close all Infor CRM applications on the computer to which you are applying the Update.
2. Extract the contents of the **Infor\_CRM\_v830\_SNC\_Update\_01.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the Update files and double-click **Infor\_CRM\_v830\_SNC\_Update\_01.exe**.
4. Click **Next**.
5. On the **Welcome** screen, click **Install** to install the patch.

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

6. On the **Completed** screen, click **Finished**.

## Finding script changes

Changes to 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 script changes in this release. Then, use that information to update your custom scripts with the changes, or add your customizations to the 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 changes with your customizations.

## Installing bundles using the Administrator

Use the Administrator to install the Infor CRM v8.3.0 Update 01 bundle.



Before installing the update bundle, create a bundle of all customized plugins in your database. Your customized plugins will not be overwritten, 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 **Infor CRM v8.3.0 Update 01.sxb**.
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**.