



# Applying SNC Update 09 for Version 8.3

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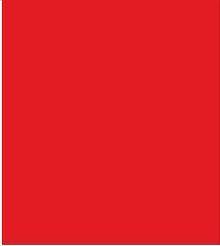
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# Introduction



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 09 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 09 for Infor CRM 8.3 on any other Infor CRM version.



SNC Updates are cumulative. You do not need to install earlier SNC updates before installing SNC Update 09.

## Additional considerations

- Infor CRM Back Office Extension (ICBOE) requires the following updates:
  - SNC Update 04 or later for Infor CRM version 8.3
  - Core Update 04 or later for Infor CRM version 8.3
  - Model Update 04 or later for Infor CRM version 8.3

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- Contour feature requires the following updates:
    - SNC Update 04 or later for Infor CRM version 8.3
    - Core Update 04 or later for Infor CRM version 8.3
    - Model Update 04 or later for Infor CRM version 8.3
  - If your installation includes the Proximity Search third-party product by Xtivia, and you will be converting to Infor's Contour feature, do the following before installing Infor CRM v8.3 Update 04 or later:



If you completed this task in 8.3 Update 04, you do not need to repeat it.

- Stop the Windows Task that was created as part of Proximity Search and delete the task. If the task is not stopped, it may continue to geocode during the upgrade, which may result in some inaccurate data. If the Windows task is still running after the upgrade, it will impede the Infor Job Manager from geocoding for Contour.

## Contacting Infor

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

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

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

### Features added in this update

This table lists the features available in each update and indicates the type of update (SNC, Core, or Model) required, as well as any additional pieces required to fully install the feature.

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
<b>8.3.0.09</b>						
This release only includes fixed issues, there are no new features.						
Please refer to the <a href="#">Fixed Issues list</a> for a list of issues fixed in 8.3 SNC Update 09.						
<b>8.3.0.08</b>						
Web Client	There are now separate options for setting language and regional formats. The new Regional Formats option determines date, time, number, and currency formats.	x	x	x		
Web Client	Account Hierarchy <ul style="list-style-type: none"> <li>■ The ability to view a hierarchy view of the parent and all children and grandchildren of an account from the Account detail view.</li> <li>■ Access to a quick view of frequently used entities (contacts, opportunities, sales orders and activities).</li> </ul>	x	x	x		
Web Client	The error message "Mail details to your administrator" link now opens an e-mail message that can be sent to an e-mail address defined by the administrator.	x	x	x		
Web Client	Ability to select a language on the Contact Detail view Details tab that will change the list items in the Prefix, Suffix, and Title pick lists for a particular contact. These pick lists must be configured by the administrator in order to support multiple languages.	x	x	x		

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	For Back Office implementations:					
	<ul style="list-style-type: none"> <li>Normalize Base Currency provides an option to store data published by an ERP in terms of the Infor CRM base currency. This allows customers who opt for this service, to work in Infor CRM using the Infor CRM base currency even though the integrated back office ERP system uses a different base currency.</li> </ul>	x	x	x	x	
	<ul style="list-style-type: none"> <li>ION Workflow enables Infor CRM users to initiate a workflow defined in ION from within Infor CRM. The trigger can be defined as conditional or manual in Infor CRM and the trigger can be extended to other entities.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>Discrete Address provides the option to use a discrete type of address if it is passed from an integrated back office ERP system.</li> </ul>	x	x	x	x	
	<ul style="list-style-type: none"> <li>Master Data Consolidation is an optional feature that consolidates duplicate accounts, resulting from host systems like ERP-M3, ERP-LX and ERP-Visual, with the same CustomerID into a single Infor CRM account record.</li> </ul>	x	x	x	x	
	 The publishing of quotes and sales orders from Infor CRM to the host ERP system is not supported with Master Data Consolidation enabled.					
Web Client	Infor CRM with Infor Ming.le:					
	<ul style="list-style-type: none"> <li>Infor Ming.le Funnel Chart widget</li> </ul>	x	x	x		x
	<ul style="list-style-type: none"> <li>Infor Ming.le Top Prospects widget is a list of my prospective accounts.</li> </ul>	x	x	x		x
	<ul style="list-style-type: none"> <li>Infor Ming.le Infor CRM Opportunities widget of associated quotes for each opportunity.</li> </ul>	x	x	x		x
	<ul style="list-style-type: none"> <li>Infor Ming.le Infor CRM Contracts widget which provides a detailed view of the contract and associated contacts.</li> </ul>	x	x	x		x
	<ul style="list-style-type: none"> <li>Infor Ming.le Infor CRM Activities widget lists a user's daily activities and allows them to "complete" those activities within the widget.</li> </ul>	x	x	x		x
<p>Additional steps are required for implementing these new features. For more information, see the <i>Infor CRM with Infor Mingle v8.3.0.08 Release Notes</i> or for new implementations of Infor CRM for Infor Ming.le see <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - Cloud Edition</i> or <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - On-premises Edition</i> documents.</p>						

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	For administrators and those with appropriate role access:					
	<ul style="list-style-type: none"> <li>Ability to create multi-regional pick lists with different list items for each language. The contents of a multi-regional pick list will depend upon the user's language setting.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>Ability to set a default language for multi-regional pick lists.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>Ability to set the Desired Language on the Name Prefix and Name Suffix so that users can select a language on the Contact Detail view Details tab that will change the list items in the Prefix and Suffix, pick lists.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>A new Office Profile Error Notifications tab that allows you to enable the Error message e-mail link feature and specify one or more e-mail addresses that will automatically populate the e-mail To: field.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>If the Error message e-mail link feature is enabled, users who encounter an error message can send an e-mail to the specified address that contains a link that will display Event Viewer information. The Event Viewer information is only available to administrators or users granted access to the ErrorLookupService/View secured action.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>New secured action for Account Hierarchy - Entities/Account/Hierarchy</li> </ul>	x	x	x		
Application Architect	No new features					
Windows Client	No new features					
<b>8.3.0.07</b>						
Web Client	New secured actions for the Job Manager job schedules and triggers.	x	x			

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	For Back Office implementations:					
	<ul style="list-style-type: none"> <li>The Local Pricing feature allows you to choose, on a per entity basis, between the ERP Pricing Service or local Infor CRM pricing which allows users to modify product pricing and discount amounts in Infor CRM. Using local pricing is only recommended for entities that are not synchronized to an ERP system.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>Improvements for customizing and upgrading customized BOD mappings and BOD field mappings which previously could not be upgraded.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>A new Language Code option for supporting integrated content in a localized environment.</li> </ul>	x	x	x		
Web Client	Infor CRM with Infor Ming.le:					
	<ul style="list-style-type: none"> <li>A new Dashboard widget for Group Lists (Infor.CRM.GroupList - v1.0.6.3.zip) is available.</li> </ul>	x	x	x		x
	Additional steps are required for implementing this new feature. For more information, see the <i>Infor CRM with Infor Mingle v8.3.0.07 Release Notes</i> or for new implementations of Infor CRM for Infor Ming.le see <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - Cloud Edition</i> or <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - On-premises Edition</i> documents					
Windows Client	No new features					
Application Architect	No new features					
<b>8.3.0.06</b>						
Web Client	The ability to look for potential matching records when adding a new account.	x	x	x		
Web Client	When moving a contact there is a new option to assign all items to the same contact.	x	x	x		
Web Client	Showing groups has been replaced by group Favorites. Favorites determine which groups display as tabs on list and detail views.	x	x	x		
Web Client	Export to File and Export to Excel have been combined and renamed Export in Common Tasks and from the right-click menu.	x	x	x		

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	Changes to Export to improve performance, including a limit to the number of records to be exported and the ability to turn off exporting pivot tables to Microsoft Excel.	x	x	x		
Web Client	Sales Intelligence includes the ability to view the likelihood that a contact or account will make a purchase and provides a Recommendations tab that recommends products the contact or account is likely to purchase in the next 30 days.	x	x	x		
Web Client	Infor CRM with Infor Ming.le:					
	<ul style="list-style-type: none"> <li>A new Dashboard widget for Opportunity Status (CRM.opportunity.Status.zip) is available.</li> </ul>	x	x	x		x
	<ul style="list-style-type: none"> <li>An updated WebProvisioningUI.exe that adds provisioning information to the Virtual File System (VFS).</li> </ul>	x	x			
	Additional steps are required for implementing this new feature. For more information, see the <i>Infor CRM with Infor Mingle v8.3.0.06 Release Notes</i> or for new implementations of Infor CRM for Infor Ming.le see <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - Cloud Edition</i> or <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - On-premises Edition</i> documents.					
Web Client	For administrators and those with appropriate role access:					
	<ul style="list-style-type: none"> <li>Steps for configuring Sales Intelligence, including the displaying the purchase likelihood score options.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>New Custom Settings list view and Custom Settings detail view to manage group export settings, CreatePivot and MaxExportRecords.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>There is a new Office Profile Groups tab that allows you to set a limit for the number of groups that can display as tabs on list and detail views. All standard groups will be marked as Favorites by default.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>There is a new common task on the Group Manager view to determine which groups will be marked as Favorites by default for new users.</li> </ul>	x	x	x		
Windows Client	No new features					
Application Architect	Performance improvements for applying VFS bundles	x	x			
<b>8.3.0.05</b>						
Web Client	Completed meetings now display contact and account information on the Calendar.	x	x			

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	SData portal performance enhancements.	x	x	x		
Web Client	Field level security information can now be queried and returned through SData.	x	x	x		
Web Client	Job Server clustering to allow load sharing across multiple machines or multiple nodes on the same machine and to monitor Job Server statistics using SData or Windows Performance Counters.	x	x			
Web Client	Infor CRM with Infor Ming.le:					
	<ul style="list-style-type: none"> <li>Users and roles are now synchronized between Infor CRM and Infor Ming.le.</li> </ul>	x	x	x		x
	<ul style="list-style-type: none"> <li>A new tool to simplify the Infor Ming.le provisioning process.</li> </ul>	x	x	x		x
	For more information, see the <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - Cloud Edition</i> or <i>Integrating Infor CRM with Infor Ming.le Infor Ming.le - On-premises Edition</i> documents.					
Windows Client	No new features					
Application Architect	No new features					
<b>8.3.0.04</b>						
Web Client	Contour integration provides the ability to map contact and account addresses in order to view contacts and accounts that are near one another. You can also add places that are not contacts or accounts, such as a hotel or airport.	x	x	x		
Windows Client	No new features					
Application Architect	No new features					
<b>8.3.0.03</b>						
Web Client	The ability to remove bad records from the Sync Digest table.	x	x			
Web Client	For Back Office implementations:					
	<ul style="list-style-type: none"> <li>System of record support for Inbound Process BODs to create or update Infor CRM content.</li> </ul>	x	x	x		
	<ul style="list-style-type: none"> <li>Added the Back Office Extension option Numeric Culture to parse international numeric BOD values.</li> </ul>	x	x			
	<ul style="list-style-type: none"> <li>Addition of Discount Charge Item entity properties for Sales Order and Quotes list levels - DocUnitAdjustmentAmount, UnitAdjustmentAmount, and Method.</li> </ul>	x	x	x		

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	Infor CRM with Infor Ming.le:					
	Sharing records and notes and history items	x	x	x		x
	Creating and managing bookmarks	x	x	x		x
	Links in Infor Ming.le that link to Infor CRM	x	x	x		x
	Adding Infor CRM Dashboard widgets in Infor Ming.le	x	x	x		x
For more information about integrating Infor CRM with Infor Ming.le, see KB 1853014, available from Infor Xtreme <a href="http://www.inforxtreme.com">www.inforxtreme.com</a> .						
Windows Client	No new features					
Application Architect	No new features					
<b>8.3.0.02</b>						
Web Client	Ability to refresh pricing for sales orders and quotes when using a price service.	x	x			
	Access to this feature must be granted to users. For more information, see the Web Client online help topic "Enabling Refresh Pricing".					
Web Client	System of record - Enables Infor CRM to function as the authoritative system of record for Opportunities in an integration between Infor CRM and a supported ERP system through Infor ION.	x	x	x		
Windows Client	No new features					
Application Architect	No new features					
<b>8.3.0.01</b>						
Web Client	Creating an ad hoc group with a large number of records now uses the Job Manager.	x	x			
Web Client	Improvements to Reporting performance.	x	x			
Web Client	Added a Test Link button to the Price Service detail view to test the price and availability end points.	x	x	x		
Web Client	Added logging and exception handling for Price and Availability.	x	x	x		
Web Client	Enhanced the Account detail view Sales Order tab to include additional information.	x	x	x		
Windows Client	Improvements to Reporting performance	x				
Application Architect	Ability to change the ad hoc group number of record threshold.	x	x			

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## Issues fixed in this update

SNC Update 09 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-5492	In the Query Builder, Unicode memo fields cannot be dragged and dropped.
INFORCRM-11595	Copy Profile function in Administrator corrupts data when Cyrillic characters are copied.
INFORCRM-11601	In a localized environment with Cyrillic characters, the Sales Process tab the date/time control displays corrupt characters.
INFORCRM-14890	Updating Microsoft Office 2016 to the latest patch causes errors in the Windows Client Mail Merge screen.
INFORCRM-15667	In a German Windows environment, the Account, Lead, and Opportunity Detail views contain truncated labels.
INFORCRM-16712	Mail Merge incorrectly parses formatted email addresses within the email creating an undeliverable email.
INFORCRM-16713	Unable to open Crystal Report Designer from the Architect.
INFORCRM-16714	Unable to cut any remote clients after upgrading to update 05 for 8.3.
INFORCRM-16719	In a German environment, the Account Detail view contains truncated strings.
INFORCRM-16951	When performing a Mail Merge, the Microsoft Outlook email signature is not inserted into the message.
INFORCRM-17366	In a Windows environment, after installing a patch to address 'Printing to Avery 7159 only prints 21 labels instead of 24', the Print Labels function text is not aligned properly.
INFORCRM-17376	Contact processes containing unicode characters do not display correctly in the Architect.

## Issues fixed in previous updates

SNC Updates are cumulative, so SNC Update 09 for Infor CRM 8.3 contains fixes released in previous updates.

SNC Update 08 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-9818	When printing Avery 7159 labels only 21 labels are printed instead of 24.
INFORCRM-10235	In a Russian environment, the Options dialog box contains truncated and overlapping strings.
INFORCRM-10909	After resolving a conflict during a synchronization cycle, the ModifyUser displays "Administrator".
INFORCRM-11999	In the Replace Data Wizard, updating any string field results in a "multi-step OleDb" error.
INFORCRM-12009	In a localized environment, extended characters do not display correctly in custom menu items added to a standard menu.
INFORCRM-12034	In a German environment, in the Windows client, umlauts do not display correctly in the datagrid GroupPanel.
INFORCRM-12436	In a Chinese environment, notes added as a To-Do action do not display correctly in the Web Client.
INFORCRM-13270	In a localized environment, if an address contains Cyrillic characters the Update Addresses dialog box only displays the first time the address is edited.
INFORCRM-14022	In a localized environment, Cyrillic characters do not display correctly in custom menu items added to a standard menu.
INFORCRM-14041	In a localized environment, the Add New Contact Account dialog box contains string truncations and overlapping labels.
INFORCRM-14203	If an activity is completed after a custom field is added to the activity form a duplicate activity is created.
INFORCRM-15048	The group navigation bar shows the wrong sort order.
INFORCRM-15547	Infor CRM is not synchronizing contact email and phone to Xbar.
INFORCRM-16693	The update patches do not update provider files.

SNC Update 07 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-12522	When attempting to apply SNC updates to Network Images the message 'That file is not applicable to this update.' displays.
INFORCRM-13278	The Sync automation job runs slower than manual synchronizations.
INFORCRM-15214	If data added to an auto-increment column exceeds the length of the table's key field by 12 characters the Provider stops working.

SNC Update 06 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-10870	In a localized environment, exports to excel group names are untranslated.
INFORCRM-11732	Group names that contain Cyrillic text are corrupted in Mail Merge when using Oracle.
INFORCRM-13366	In the LAN, when opening an attachment, an error may occur.
INFORCRM-13422	The SLXLicenseMgr may encounter a series of access violations that leads to an out of memory exception error.
INFORCRM-13423	The SLXLoggingObj2.dll may fail to load leading to a crash of the ASP.NET worker process.

Defect	Description
INFORCRM-13430	The SLXLicenseMgr.dll can contribute to an out of memory exception.
INFORCRM-13558	The SalesLogix COM library's SixApplication.UserOptions.ConnectionSring throws an error.

SNC Update 05 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-11035	When scheduling a sales process e-mail step, the opportunity contacts are not listed.
INFORCRM-11720	In a localized environment with Cyrillic characters, Export to File contains corrupted characters.
INFORCRM-11722	In a localized environment, a team with Cyrillic characters displays corrupted characters in the Calendar view.
INFORCRM-11724	In a localized environment with Cyrillic characters, Calendar reports contain corrupted characters.
INFORCRM-11730	In a localized environment, user names with Cyrillic characters display corrupted characters in Calendar reports.
INFORCRM-11736	In a localized environment with Cyrillic characters, the Add to Team view contains corrupted characters.
INFORCRM-11738	In a localized environment with Cyrillic characters, the Remove from Team view contains corrupted characters.
INFORCRM-11740	In a localized environment with Cyrillic characters, the Select User/Team/Department view contains corrupted characters.
INFORCRM-12998	In a localized environment, when creating address labels for an account the account displays with question marks.

SNC Update 04 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM - 7162	In the Windows Client, the Replace Data Search and Replace option causes the error, "Error replacing value: No value given for one or more required parameters" when attempting to replace data in the Address1 field.
INFORCRM-11028	The Opportunity Details report displays the incorrect price.
INFORCRM-11918	In a localized environment, new roles that contain Cyrillic characters are corrupted.
INFORCRM-12015	Windows Client Script error displays when clearing and adding a Competitor in the Comp. Replaced field.
INFORCRM-12174	In a Russian environment, Opportunity detail view labels overlap.
INFORCRM-12190	In a Russian environment, the Matching Leads dialog box contains overlapping and truncated elements.
INFORCRM-12192	In a Russian environment, the Insert Note dialog box contains overlapping labels.
INFORCRM-12198	In a Russian environment, the Account detail view contains overlapping labels.
INFORCRM-12202	In a Russian environment, the Contact detail view contains overlapping labels.
INFORCRM-12204	In a Russian environment, the Edit Opportunity Contact dialog box contains truncated labels.
INFORCRM-12205	The Windows Client Query Builder conditions return incorrect results.
INFORCRM-12223	In a Russian environment, the Attachments tab contains truncated labels.
INFORCRM-12247	In a Russian environment, the Contract detail view contains truncated labels.
INFORCRM-12254	In a Russian environment, the Lead detail view contains a truncated label.
INFORCRM-12379	In a Russian environment, the Quick Find dialog box contains a truncated label.

Defect	Description
INFORCRM-12426	In a Russian environment, the Manage Product view contains truncated labels.
INFORCRM-12427	In a Russian environment, the Update Quota view contains truncated labels.
INFORCRM-12463	In a Russian environment, the Reports view contains a truncated label.

SNC Update 03 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-5261	The scrollbar is not visible for the last record in a tab list.
INFORCRM-10509	In a German environment, there are overlapping labels on the Manage Target list view.
INFORCRM-11191	In a French or German environment, some dialog boxes and views do not resize properly.
INFORCRM-11193	In a French environment, inserting a defect causes an error.
INFORCRM-11194	In a French environment, inserting a ticket causes an error.
INFORCRM-11195	The Share Groups dialog box does not resize properly.
INFORCRM-11272	On the Insert Campaign dialog box labels are truncated.
INFORCRM-11273	On the Add/Edit Campaign Stage dialog box labels are truncated.
INFORCRM-11276	On the Campaign Manage Targets dialog box labels are truncated.
INFORCRM-11279	When adding a user to a user's calendar in the Administrator, an EoleException error occurs.
INFORCRM-11281	In a localized environment, the Insert Contact/Account dialog box contains truncated labels.
INFORCRM-11283	In a localized environment, the Add Opportunity Product dialog box contains label truncations.

SNC Update 02 for Infor CRM version 8.3 addresses the following issues:

Defect	Description
INFORCRM-8402	Contact names that contain umlauts are corrupted after performing a Mail Merge to Letter output to Email.
INFORCRM-8951	When using the auto-populate feature of a ComboBox, certain Russian characters are mistranslated and return the wrong items for the lookup.
INFORCRM-9368	The Sync Server has a memory leak.
INFORCRM-9446	An error occurs when exporting a group to Excel if the Group name contains Cyrillic characters.
INFORCRM-9472	In the Query Builder, using the IN Condition first causes all other conditions values to be corrupted when the query is saved.
INFORCRM-9483	Team Names that contain Cyrillic characters are corrupted in the Share Team view.
INFORCRM-9491	Cyrillic characters in the Owner field are corrupted when exporting records to Microsoft Excel.
INFORCRM-9713	In the Architect, if a plugin is released to a team with a name that contains Cyrillic characters, the team name on the Release Plugin- Details view will contain corrupted characters.
INFORCRM-9872	In a Russian environment, the navigation bar tooltips are corrupted.
INFORCRM-9874	In a Russian environment, the right-click menu items are corrupted.
INFORCRM-9876	In a Russian environment, in the Architect, project names with extended characters are corrupted.

Defect	Description
INFORCRM-9955	Activity Attendee and History Attendee records are not synchronized between host and remote databases.
INFORCRM-10218	In a Russian environment, the Contact Find displays corrupted characters.
INFORCRM-10219	In a Russian environment, the Query Builder title and group name do not display characters correctly.
INFORCRM-10371	In a Russian environment, when creating a new Mail Merge template, characters are corrupted.
INFORCRM-10374	In a Russian Architect, the Reopen Project list contains corrupted characters.
INFORCRM-10492	In a Russian Windows client, the Account detail view Notes/History tab contains truncated labels.
INFORCRM-10493	In a Russian Windows client, the Opportunity Add Product dialog box contains truncated buttons and labels.
INFORCRM-10494	In a Russian Windows client, when importing leads, the "Show all Fields" label and "Unmatch" button text are truncated.
INFORCRM-10586	Updated the Administrator help topic "Setting Outlook Options" to remove the statement that Advanced Outlook Integration (AOI) allows contact synchronization.
INFORCRM-11086	In a localized environment, Infor CRM Windows client forms do not resize unless the Plugin.Company is SalesLogix.

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	In 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_09.zip	Infor_CRM_v830_SNC_Update_09.exe	
	Infor CRM v8.3.0 Update 09.sxb	
Infor_CRM_v830_SNC_Update_09.exe	Admin.chm	

File Name	File Contents	File Version
	Admin.exe	8.3.0.2959
	ApplicationArchitect.chm	
	Architect.exe	8.3.0.2959
	DeveloperTips.chm	
	Enym.Caching.dll	2.16.0.0
	Getting Started with Infor CRM Windows Client.pdf	
	Integrations.chm	
	SalesLogix.exe	8.3.0.2959
	Saleslogix.Reporting.API.dll	8.3.0.2959
	Saleslogix.Reporting.API.reg	
	SLXControls.ocx	8.3.0.2959
	SLXDBChecker.exe	8.3.0.2959
	SLXDBEngine.dll	8.3.0.2741
	SLXDoc.dll	8.3.0.2959
	SLXEventMessage.dll	8.3.0.2741
	SixLicenseMgr.dll	8.3.0.2655
	SLXLocal.exe	8.3.0.2229
	SLXLoggingObj2.dll	8.3.0.2655
	SLXMMEngine.dll	8.3.0.2959
	SLXMMGUI.dll	8.3.0.2959
	SLXOLEDB.dll	8.3.0.2741
	SLXOptions.dll	8.3.0.2959
	SLXPROFILING.dll	8.3.0.2741
	SLXSearchService.exe	8.3.0.2371
	SLXServer.exe	8.3.0.2741
	SixSL.dll	8.3.0.2741
	SLXSystem.dll	8.3.0.2741
	SLXSystem.exe	8.3.0.2741
	SLXTriggers.dll	8.3.0.2741
	SyncClient.exe	8.3.0.2741
	SyncServer.exe	8.3.0.2959

File Name	File Contents	File Version
Infor CRM v8.3.0 Update 09.sxb	<p>Create database objects:</p> <ul style="list-style-type: none"> <li>■ Trigger : MSSQL : CONTACT_INTEGRATION_INSERT</li> <li>■ Trigger : MSSQL : USERACTIVITY_INT_INSTEAD_INS</li> <li>■ Trigger : MSSQL : USERACTIVITY_INTEGRATION_CHANGE</li> <li>■ Trigger : MSSQL : USERACTIVITY_INTEGRATION_CHANGE_A</li> <li>■ Trigger : Oracle : CONTACT_AFTER_CHANGES</li> <li>■ View : MSSQL : PickListView</li> <li>■ View : MSSQL : PickList_FlatView</li> <li>■ View : MSSQL : PickListItemView</li> <li>■ View : MSSQL : PickListItem_ActiveLanguageView</li> <li>■ View : MSSQL : PickListItem_BaseLanguageView</li> <li>■ View : MSSQL : PickListItem_LanguageMapView</li> <li>■ View : MSSQL : PickListItem_LanguageView</li> <li>■ View : Oracle : PickList_FlatView</li> <li>■ View : Oracle : PickListView</li> <li>■ View : Oracle : PickListItemView</li> <li>■ View : Oracle : PickListItem_ActiveLanguageView</li> <li>■ View : Oracle : PickListItem_BaseLanguageView</li> <li>■ View : Oracle : PickListItem_LanguageMapView</li> <li>■ View : Oracle : PickListItem_LanguageView</li> </ul>	

File Name	File Contents	File Version
	<p>Create Field</p> <ul style="list-style-type: none"> <li>■ PICKLIST:DEFAULTCODE nvarchar(64) Null</li> <li>■ PLUGIN:CUSTOMFLAG char (1) Null</li> <li>■ USERSECURITY:ERPEXTID VARCHAR(100) NULL</li> <li>■ USERSECURITY:ERPVARIATIONID VARCHAR(22) NULL</li> <li>■ USERSECURITY:ERPLOGICALID VARCHAR (255) NULL</li> <li>■ USERSECURITY:ERPUNIQUEID VARCHAR (377) NULL</li> <li>■ USERSECURITY:SYNCSTATUS VARCHAR (64) NULL</li> <li>■ USERSECURITY:ERPSTATUS VARCHAR (64) NULL</li> <li>■ USERSECURITY:ERPDISTINGUISHEDNAME VARCHAR(256) NULL</li> </ul>	
	<p>Insert Plugin:</p> <ul style="list-style-type: none"> <li>■ Forms Account: Attachments</li> <li>■ Forms Account: Notes-History</li> <li>■ Forms Contact: Attachments</li> <li>■ Forms Contact: Notes-History</li> <li>■ Forms Contract: Attachments</li> <li>■ Forms Defect: Attachments</li> <li>■ Forms Lead: Attachments</li> <li>■ Forms Lead: Notes-History</li> <li>■ Forms Opportunity: Attachments</li> <li>■ Forms Opportunity: Notes-History</li> <li>■ Forms RMA: Attachments</li> <li>■ Forms System: Account Detail</li> </ul>	

File Name	File Contents	File Version
	<ul style="list-style-type: none"> <li>■ Forms System: Add Edit Address</li> <li>■ Forms System: Add Edit Campaign Stage</li> <li>■ Forms System Add Edit Sales Order</li> <li>■ Forms System: Add Edit Stage Task</li> <li>■ Forms System: Add New Contact Account</li> <li>■ Forms System: Add Opportunity Product</li> <li>■ Forms System: Contact Detail</li> <li>■ Forms System: Contract Detail</li> <li>■ Forms System: Defect Detail</li> </ul>	
	<ul style="list-style-type: none"> <li>■ Forms System: Edit Opportunity Contact</li> <li>■ Forms System: History Details View</li> <li>■ Forms System: Import Leads</li> <li>■ Forms System: Import Leads Options</li> <li>■ Forms System: Insert Campaign</li> <li>■ Forms System: Insert New Lead</li> <li>■ Forms System: Insert New Ticket</li> <li>■ Forms System: Insert Opportunity</li> <li>■ Forms System: Lead Detail</li> <li>■ Forms System: Manage Product</li> <li>■ Forms System: Manage Targets</li> <li>■ Forms System: Matching Leads</li> <li>■ Forms System: MoveContact</li> <li>■ Forms System: Opportunity Detail</li> <li>■ Forms System: Potential Matches</li> <li>■ Forms System: SLX Report Manager View</li> <li>■ Forms System: UpdateQuota</li> <li>■ Forms Ticket: Attachments</li> <li>■ Reports Labels: A4 Avery L7162 - Address</li> <li>■ Reports Labels: A4 Avery L7159 - Address</li> <li>■ Scripts VBScript Opportunity: SLX OnOpen Opportunity Statistics Report</li> <li>■ Scripts VBScript System: Attachment Support</li> <li>■ Scripts VBScript System: SLX_Common</li> <li>■ Scripts VBScript System: SLX_Export_Group_To_Excel</li> <li>■ Scripts VBScript System: SLX Crystal Report</li> </ul>	

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# 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
- Offline Web Client
- Web Host



Install the Infor CRM v8.3.0 Update 09.sxb bundle using the Administrator.

Before installing the Infor CRM v8.3.0 Update 09.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\_09.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\_09.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 09 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 09.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**.