



Applying Web Model Update 10 for Version 8.3

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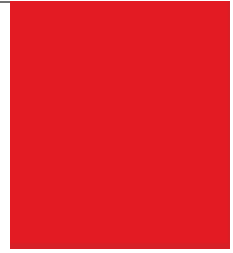
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Introduction



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 Web Model Update 10 for Infor CRM version 8.3.

Prerequisites

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

- Infor CRM version 8.3
- 8.3 SNC Update 10
- 8.3 Web Core Update 10



Do not install Web Model Update 10 for Infor CRM 8.3 on any other Infor CRM version.



Web Model Updates are cumulative. You do not need to install earlier Web Model updates before installing Web Model Update 10.

- 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.

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.

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

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
8.3.0.10						
This release only includes fixed issues, there are no new features.						
Please refer to the Fixed Issues list for a list of issues fixed in 8.3 Web Model Update 10.						
8.3.0.09						
This release only includes fixed issues, there are no new features.						
Please refer to the Fixed Issues list for a list of issues fixed in 8.3 Web Model Update 09.						
8.3.0.08						
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"> ■ The ability to view a hierarchy view of the parent and all children and grandchildren of an account from the Account detail view. ■ Access to a quick view of frequently used entities (contacts, opportunities, sales orders and activities). 	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		

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
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		
Web Client	For Back Office implementations:					
	<ul style="list-style-type: none"> 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. 	x	x	x	x	
	<ul style="list-style-type: none"> 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. 	x	x	x		
	<ul style="list-style-type: none"> Discrete Address provides the option to use a discrete type of address if it is passed from an integrated back office ERP system. 	x	x	x	x	
	<ul style="list-style-type: none"> 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. 	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.					

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Web Client	Infor CRM with Infor Ming.le:					
	<ul style="list-style-type: none"> Infor Ming.le Funnel Chart widget 	x	x	x		x
	<ul style="list-style-type: none"> Infor Ming.le Top Prospects widget is a list of my prospective accounts. 	x	x	x		x
	<ul style="list-style-type: none"> Infor Ming.le Infor CRM Opportunities widget of associated quotes for each opportunity. 	x	x	x		x
	<ul style="list-style-type: none"> Infor Ming.le Infor CRM Contracts widget which provides a detailed view of the contract and associated contacts. 	x	x	x		x
	<ul style="list-style-type: none"> Infor Ming.le Infor CRM Activities widget lists a user's daily activities and allows them to "complete" those activities within the widget. 	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"> 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. 	x	x	x		
	<ul style="list-style-type: none"> Ability to set a default language for multi-regional pick lists. 	x	x	x		
	<ul style="list-style-type: none"> 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. 	x	x	x		
	<ul style="list-style-type: none"> 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. 	x	x	x		
	<ul style="list-style-type: none"> 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. 	x	x	x		
	<ul style="list-style-type: none"> New secured action for Account Hierarchy - Entities/Account/Hierarchy 	x	x	x		
Application Architect	No new features					
Windows Client	No new features					

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
8.3.0.07						
Web Client	New secured actions for the Job Manager job schedules and triggers.	x	x			
Web Client	For Back Office implementations:					
	<ul style="list-style-type: none"> 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. 	x	x	x		
	<ul style="list-style-type: none"> Improvements for customizing and upgrading customized BOD mappings and BOD field mappings which previously could not be upgraded. 	x	x	x		
Web Client	<ul style="list-style-type: none"> A new Language Code option for supporting integrated content in a localized environment. 	x	x	x		
	Infor CRM with Infor Ming.le:					
	<ul style="list-style-type: none"> A new Dashboard widget for Group Lists (Infor.CRM.GroupList - v1.0.6.3.zip) is available. 	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					
8.3.0.06						
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		

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
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		
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"> A new Dashboard widget for Opportunity Status (CRM.opportunity.Status.zip) is available. 	x	x	x		x
	<ul style="list-style-type: none"> An updated WebProvisioningUI.exe that adds provisioning information to the Virtual File System (VFS). 	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"> Steps for configuring Sales Intelligence, including the displaying the purchase likelihood score options. 	x	x	x		
	<ul style="list-style-type: none"> New Custom Settings list view and Custom Settings detail view to manage group export settings, CreatePivot and MaxExportRecords. 	x	x	x		
	<ul style="list-style-type: none"> 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. 	x	x	x		
	<ul style="list-style-type: none"> 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. 	x	x	x		
Windows Client	No new features					

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
Application Architect	Performance improvements for applying VFS bundles	x	x			
8.3.0.05						
Web Client	Completed meetings now display contact and account information on the Calendar.	x	x			
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"> Users and roles are now synchronized between Infor CRM and Infor Ming.le. 	x	x	x		x
	<ul style="list-style-type: none"> A new tool to simplify the Infor Ming.le provisioning process. 	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					
8.3.0.04						
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					
8.3.0.03						
Web Client	The ability to remove bad records from the Sync Digest table.	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"> System of record support for Inbound Process BODs to create or update Infor CRM content. 	x	x	x		
	<ul style="list-style-type: none"> Added the Back Office Extension option Numeric Culture to parse international numeric BOD values. 	x	x			
	<ul style="list-style-type: none"> Addition of Discount Charge Item entity properties for Sales Order and Quotes list levels - DocUnitAdjustmentAmount, UnitAdjustmentAmount, and Method. 	x	x	x		
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 www.inforxtreme.com .					
Windows Client	No new features					
Application Architect	No new features					
8.3.0.02						
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					
8.3.0.01						
Web Client	Creating an ad hoc group with a large number of records now uses the Job Manager.	x	x			

Application	Feature	Requires				
		SNC	Core	Model	BOD Pack	Infor Ming.le
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			



See the “What’s New in this Release” topic in the online Help systems for more information about the new features.

Issues fixed in this update

Web Model Update 10 for Infor CRM version 8.3 addresses the following issues:



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-16129	Under certain circumstances expanding a sales process stage drop-down list causes the Infor CRM Web Client to stop responding.
INFORCRM-19379	(ICBOE) The InboundProcessor.CreateOutboundTxn() overwrites pre-existing LogicalID and AccountingEntityId content for unpromoted child entities like ErpshipTo, ErpBillTo and Contact.
INFORCRM-19380	When editing an opportunity Estimated Close date the date that is saved is one day earlier than the selected value.
INFORCRM-19401	New pick list items are not available until the browser cache has been cleared.
INFORCRM-19403	When converting a qualified lead using the merge option an opportunity is created but the new contact is not associated with it.
INFORCRM-19405	Regional Format is ignored when signing in using Windows Authentication.
INFORCRM-19410	Data loss occurs when executing a 2 way synchronization through Xbar under certain conditions.
INFORCRM-19411	After creating an account leaving the Industry field set to the default value, the Industry displays correctly on the detail view, but not in any list views.
INFORCRM-19412	When creating a new contact and account, if a lead source is selected, it is not saved with the record.

Defect	Description
INFORCRM-19415	After editing the Account Type pick list default value, the new value is ignored when adding a new account.
INFORCRM-19591	When using an Microsoft Internet Explorer 11 browser, users cannot add products to an opportunity.
INFORCRM-19597	Non-admin users granted view permissions to teams can only view teams of which they are a member.
INFORCRM-19703	On the Opportunity detail view, Sales Processes tab, the Sales Process drop-down list does not contain any values until the page is refreshed.
INFORCRM-19704	On the Opportunity detail view, Sales Processes tab, after selecting a sales process the Stages drop-down list does not contain any values.
INFORCRM-19779	Unable to add users when there are mismatched values between the APPID column of USERINTEGRATIONMAP and the APPID column of the APPIDMAPPING table
INFORCRM-19818	Update the context-sensitive help link in the Infor CRM v8.3.0.10 Web Client.
INFORCRM-19839	Punching in to a ticket should prevent other users from being able to edit the ticket.
INFORCRM-19840	A ticket activity end time can be earlier than the start time.
INFORCRM-19841	Cannot clear and select Case Sensitive Compare checkbox in the assign condition form.
INFORCRM-19844	On the Contact detail view, unsaved changes to check boxes do not produce the unsaved data prompt.
INFORCRM-19845	Using a comma in Area / Category / Issue causes everything after the comma to not display.
INFORCRM-19846	On the Ticket detail view, Audit Trail tab, the Status column displays the pick list ID instead of the display name.
INFORCRM-19847	On the Ticket detail view, Audit Trail tab, the Old and New columns displays the pick list ID instead of the display name.
INFORCRM-19919	Some Administrative roles with View access allow edits to be made.
INFORCRM-20210	The Customer Portal sign in page has the wrong copyright date.

Issues fixed in previous updates

Web Model Updates are cumulative, so Web Model Update 10 for Infor CRM 8.3 contains fixes released in previous updates.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-5174	Currency symbols do not display in the list view when the Currency format is defined as \$%.2m.
INFORCRM-9712	Words without any spaces need to be rephrased or updated to allow for translations.
INFORCRM-10827	SpeedSearch Security ignores security settings and allows users to see all other users information.

Defect	Description
INFORCRM-12230	Dragging and dropping an email with multiple attachments from Microsoft Outlook to Infor CRM appears to fail if the user attempts to remove one of the attachments before recording the email.
INFORCRM-13088	SData for Customer Portal does not set specified user during deployment.
INFORCRM-13292	In a German environment, in Query Builder, after selecting a condition value that contains an umlaut the selected value displays corrupt characters.
INFORCRM-13338	Setting the Opportunity Stage filter to Empty causes all stages to appear.
INFORCRM-14541	In a French web environment, the Query Builder view has no tables or fields.
INFORCRM-14558	Back Office entries that are cloned do not correctly assign SeccodeID.
INFORCRM-14862	Mailing Ticket Details when the user has no email address causes the error "Object reference not set to an instance of an object."
INFORCRM-15179	If the Role Entities / Users / View action is added to the Standard User role, users assigned with role can not only view other users, but they can also edit or enable and disable users.
INFORCRM-15198	In the Contacts, list view selected check boxes are cleared when scrolling through the list.
INFORCRM-15299	The error message in the ImportHistoryDuplicates.ascx.resx is incorrect.
INFORCRM-15320	In the Opportunity snapshot, changing the Close Probability requires clicking Save twice in order to correctly perform any calculations.
INFORCRM-15674	On the Form Designer, the Invariant drop-down list only displays DE, FR, IT, RU even if other languages are installed.
INFORCRM-15747	In a localized environment, the Quotes Detail report header is not translated
INFORCRM-16024	In a Multi-Currency enabled environment, the Quotes and Sales Orders Copy to Email does not show the correct values.
INFORCRM-16116	On the Opportunity Detail view, Copy to Email does not copy the Sales Potential amount to the email.
INFORCRM-16129	On the Opportunity Detail view Sales Process tab, sometimes clicking the stage drop down list does not display any list options and causes Infor CRM to stop responding.
INFORCRM-16329	When performing a Copy to E-mail for a closed opportunity, the Sales Potential should be listed in the resulting email, not the Weighted Value.
INFORCRM-16348	On the Sales Order Detail view, some tabs with grid views are not formatted correctly.
INFORCRM-16493	Users cannot drag and drop Library files.
INFORCRM-16585	In the Account, Invoices tab, the Total Amount heading should be Grand Total.
INFORCRM-16671	In a localized environment, on the Opportunity Detail view Quotes tab, the Status is untranslated .
INFORCRM-16727	Merging leads identified as duplicates only keeps the target lead record information even when some source information is selected to be used instead.
INFORCRM-16729	Fixed a spelling mistake in "Unit Price per Quantity" on the Invoice Line Item tab.
INFORCRM-16764	(ICBOE) In an Oracle environment, rejected BODs should be listed in Sync Results with the error message, 'SYNCRESLT'.ERRORMESSAGE' (actual: 310, maximum: 255).
INFORCRM-16766	In the Product Lookup, a search based on Configured Items does not return any results.
INFORCRM-16793	In the Parent Account lookup, a search based on City or State does not return any results.
INFORCRM-16870	In an environment with a regional format of Deutsch (Schweiz) [de-ch, in Literature Items list view, the number format is wrong in the On Hand and Reorder Quantity columns.

Defect	Description
INFORCRM-17030	(ICBOE) When refreshing Pricing Service with the LN ERP, if the LN password contains a special character Infor CRM does not send the password to LN which causes an error.
INFORCRM-17288	In the Invoices Detail view, on the Sales Persons tab there are duplicate 'Status' columns.
INFORCRM-17465	The Ticket Detail view Journal tab User column displays the Userid instead of user name.
INFORCRM-17502	In the Product Lookup, when searching on Product Status, no pick list items display in the pick list.
INFORCRM-17543	In the Opportunity, Quote and Sales Order Detail views Products tab, the transaction currency values display incorrectly as the base currency.
INFORCRM-17579	Email address extensions that are greater than 7 characters cause validation errors.
INFORCRM-17653	On the Integration Detail view, the Test Link button should only show for the Dated Exchange Rate integration.
INFORCRM-17713	(Ming.le) The Infor CRM Group List widget drill back link to the sales order entity is not working for any groups.
INFORCRM-17814	In the Quote Detail view Discount/Charges tab, the Amount and Rate columns do not display the currency code.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-5937	Changing a sales process to 'None', results in the error message, "Cannot have multiple items selected in a DropDownList".
INFORCRM-9201	In Application Architect, the Yearly Revenue exchange rate should be set to the base rate.
INFORCRM-12417	Add the ability to configure an email address for the "Mail details of this exception to your administrator" link.
INFORCRM-12839	On the SData Sync Configuration view clicking the Sync All button causes an error and should be removed since it is no longer necessary.
INFORCRM-12856	In a localized environment, some Integration views, such as BOD Mappings contain untranslated strings.
INFORCRM-13179	In a French environment, the Query Builder does not display any fields.
INFORCRM-14138	Columns designated as center or right aligned columns in an editable grid display as left aligned in the Web Client.
INFORCRM-14152	Changes made to an account address do not cascade to related contacts.
INFORCRM-14183	The picklist "Text must match a list item" option is ignored in the Web Client.
INFORCRM-14428	Changed all instances of "Date Due" to "Due Date".
INFORCRM-14435	If a filter is based upon a database column with an underscore the filter will fail with an "Invalid column name" error.
INFORCRM-14527	Performing an export from a detail view fails.
INFORCRM-14581	Update the Dojo date/time formatters to support the new Region setting.
INFORCRM-14869	The Account detail view Opportunities tab does not display Open Count, Closed-Won Count, Closed Lost Count, or Inactive Count values.

Defect	Description
INFORCRM-15050	The Opportunity Statistics report will fail if the selected opportunity group contains product fields.
INFORCRM-15062	(ICBOE) On the ERP Person detail view the Associated Manager label should be Account Manager.
INFORCRM-15091	In a Chinese environment, the Contact detail view Preferred Contact picklist contains two similar entries.
INFORCRM-15182	In a localized environment, on the Office Profile Currency tab, some labels are too short.
INFORCRM-15259	There are two instances of Saleslogix that need to be removed from the SData Sync Configuration view, and when deleting a back office from the Back Office tab.
INFORCRM-15449	(ICBOE) In the Customize or Edit BOD Field Mapping dialog box, the Search Clause pick list does not display any values.
INFORCRM-15523	The maxQueryStringLength="16384" changes to the SlixClient and SData versions of the web.config are no longer necessary since sdata client library now converts large URLs to post requests.
INFORCRM-15801	In a Dutch environment, on the Campaign detail view Targets tab, the Last Update and Last Response dates are truncated.
INFORCRM-15824	Unable to filter results when Account Type is added to the Opportunity Contact lookup.
INFORCRM-15957	In a localized environment, on the Tools, Options, General tab, the Base Template lookup does not open the Select a Template dialog box.
INFORCRM-15976	In a Japanese environment, on the Campaign detail view, labels are wrapping on the Budget/Results tab.
INFORCRM-16037	Infor CRM Library items accessed from Microsoft Outlook will not sort.
INFORCRM-16309	In a German environment, the Account detail view, Contracts tab contains date and number format errors.
INFORCRM-16370	On the Products list view, discontinued products display in the Available Products group.
INFORCRM-16675	If filtering a group by a date range exporting those records to Excel displays the error "An error occurred requesting the job manager. String was not recognized as a valid DateTime."
INFORCRM-16749	(ICBOE) In the Lookup Products dialog box, selecting Configured Item as a lookup criteria results in an SData error.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-5639	In a localized environment, the Link Addresses dialog box has untranslated characters.
INFORCRM-8285	On the Campaign detail view Responses tab, the Type column contains untranslated strings.
INFORCRM-12287	Currency information in editable grids does not display correctly.
INFORCRM-12826	The Ticket Assets lookup should show only those assets owned by the account listed on the ticket.
INFORCRM-13938	In some Add/Edit views, the title uses a back slash instead of a forward slash.
INFORCRM-13984	Instances of Infor CRM Customer Portal should not be translated.

Defect	Description
INFORCRM-14212	When Contour is enabled, the "Show on Map" option should be removed if the contact or account does not have a GeoCode.
INFORCRM-14252	When using Microsoft Internet Explorer as the browser, the Contour "Show on Maps" map requires a browser refresh.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-7892	For Add New Account, added ability to check for duplicates.
INFORCRM-9190	BOD field mapping default value is not honored when NULL values are sent in the BOD from ERP.
INFORCRM-9602	Address box is editable with double click, even when set to read only.
INFORCRM-10002	Interface spelling and grammar errors.
INFORCRM-10051	Text strings formatted inappropriately for translation.
INFORCRM-10512	Mobile localization 'Offline Options', 'Lead Addresses' label displays incorrectly.
INFORCRM-11214	Adding a QuickForm to a Web Browser IFRAME control causes an error.
INFORCRM-11715	Add ERP Notes for each of the integrated entities.
INFORCRM-12091	Export to File uses a data table which causes performance issues.
INFORCRM-12248	When creating an opportunity from a converted qualified lead, the lead source is not retained.
INFORCRM-12283	Campaign Task sort order is incorrect.
INFORCRM-12432	A large number of groups causes "unresponsive script" errors.
INFORCRM-12740	New Move Contact option enabled completing all "reassign to contact" fields at once.
INFORCRM-12950	The Read Only Radio Group will show the "unsaved data" prompt even though no changes have been made.
INFORCRM-13187	The SalesOrderBillTo Form Payment Method control has incorrect picklist name.
INFORCRM-13237	The Convert Quote to Sales Order should be blocked for Awarded Quotes.
INFORCRM-13318	In the Web Client, the left aligned columns are shown as right aligned in the datagrid Smart Part.
INFORCRM-13417	In the Russian localization, the layout of Lead detail view is difficult to use.
INFORCRM-13470	Added Group favorites to improve performance.
INFORCRM-13485	Create Secured Actions for Navigation bar and Menu bar items.
INFORCRM-13486	The Web Client has a typographical error.
INFORCRM-13488	The mail merge message contains an unnecessary ellipsis.
INFORCRM-13567	In the Opportunity Competitors Entity, the "Lost Replaced" label should be "Lost/Replaced".
INFORCRM-13597	The Opportunity Statistics does not always reflect the correct number of records in a group.
INFORCRM-13727	In Options, the User Profile tab Language Selection drop-down list is empty.

Defect	Description
INFORCRM-13756	Modified the Exchange Sync Integration page with new text and layout for service and domain users.
INFORCRM-13892	In the Sales Order line items, the Discount / Charges are not populating.
INFORCRM-13999	Change "ImportAction" label to "Import Action".
INFORCRM-14001	Change "FullName" label to "Full Name".

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-7192	In a localized environment, the Opportunity detail view, Products tab, Status is not translated if the product was configured in CPQ.
INFORCRM-8563	Add support for auth ticket cookie in the SData and SDataCustomer portals.
INFORCRM-9034	(ICBOE) Deleting a product line in Infor CRM should be included in the Process BOD.
INFORCRM-9157	Infor CRM must require unique account entity IDs for a back office.
INFORCRM-9388	Implement bi-directional synchronization of roles between Infor CRM and Infor Ming.le.
INFORCRM-9440	(ICBOE) On the Bill To detail view, the Ship To tab does not show any records.
INFORCRM-9913	(ICBOE) The sales order or quote snapshot amount does not update the amount when a large number of line items are added.
INFORCRM-9920	(ICBOE) When creating a new Ship To address, the Payment Method pick list displays non-A+ Payment Methods.
INFORCRM-9995	Sync History Reprocess and Purge actions are not functioning.
INFORCRM-10467	Address security cross-scripting vulnerabilities in the What's New view.
INFORCRM-10471	Address Cross Site Request Forgery (CSRF) security vulnerabilities in the Web Client.
INFORCRM-10472	Remove information such as files paths, private IP addresses, or overly detailed error messages that can make the Web Client vulnerable.
INFORCRM-10953	The Library only displays part of the form and there is no scrollbar visible when accessing Library files.
INFORCRM-10985	Create an interface for the Ming.le provisioning tool.
INFORCRM-11956	Document new fields on the BOD Field Mapping detail view and BOD Mapping detail view Field Mappings tab.
INFORCRM-12082	Synchronize user information to Infor Ming.le.
INFORCRM-12290	Query Builder requests can be manipulated to show user name and password information.
INFORCRM-12577	The Standard User role allows the ability to delete multiple opportunities.
INFORCRM-12703	(ICBOE) Outbound transactions are failing for certain Location IDs.
INFORCRM-12735	(ICBOE) Add Account Entity support in the Account lookup.
INFORCRM-12757	(ICBOE) On the Edit Product dialog box, ERP Details tab, the Price Per Quantity UOM should be bound to QuoteItem.ErpUnitPricePerQuantityUOM, not Quote.UnitPricePerQuantity.
INFORCRM-12886	If using a fractional currency the Opportunity Snapshot may display incorrect values.
INFORCRM-12906	The ModelUtility does not provide IFieldLevelSecurityService so the POCO build template omits the field level security code.
INFORCRM-12908	In an environment with non-USD base currency, the Opportunity Won/Lost dialog box display incorrect labels.
INFORCRM-12971	(ICBOE) On the sales order and quote Edit Product dialog box, a SmartPart load error occurs due to outdated DiscountChargeItem.SalesOrder relationship.

Defect	Description
INFORCRM-12974	Changes to the Address.Country property in ErpBillToDetails, ErpShipToDetails, or ErpPayFromDetails fail to update the Address.CountryCode value.
INFORCRM-13019	Add option to include field level security metadata in the dynamic adapter to avoid additional requests.
INFORCRM-13084	Some grids require the browser to be constantly refreshed in order to display the correct data.
INFORCRM-13130	Update Quartz from version 2.3.3 to version 2.4.1.
INFORCRM-13206	In a Chinese environment, an error occurs when selecting "All" in the Results field in a Contour contact or account search.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM - 3721	In a Chinese environment, the Copy Profile dialog box labels are aligned incorrectly.
INFORCRM - 4250	If a language other than English is selected and no language packs are installed, then the Import Process Results page is not responsive.
INFORCRM - 5295	Sync for Gmail requires manual changes to the web.config file.
INFORCRM - 9334	(ICBOE) A Charges tab has been added to the Invoice, Product Invoice Line item, and Receivable entity Detail views.
INFORCRM - 9434	(ICBOE) The Parent Account on the Account detail view should be a link to the parent account detail view.
INFORCRM-10530	In a German environment, an untranslated message displays if the user selects a role that is already selected.
INFORCRM-11955	In a localized environment, the Outbound Transactions mainview Common Tasks label 'Entity Status' is not translated.
INFORCRM-12014	In the Infor CRM Mobile Client, when adding a sales order from an opportunity, the order lines are not updated with product information.
INFORCRM - 12024	In a Russian environment, the Campaign Targets filter view needs to be resized.
INFORCRM - 12026	The Edit icon is missing from the Address field on the Ship To and Bill To tabs.
INFORCRM - 12028	The Add button is missing from the Quote detail view Discount Charges tab.
INFORCRM-12072	New Contour feature adds the ability to map contact and account addresses in order to view contacts and accounts that are near to one another.
INFORCRM-12075	If the Back Office integration is disabled, the Bill-To, Discount Charges and Sales Persons tabs should not be visible in the Quote and Sales Order detail views.
INFORCRM-12186	The PickListView.PickListName - First range has a bad upper value: "0-9" instead of just "9".
INFORCRM-12187	Change Lead.Name & Ticket.Contact -to Lastname only since calculated fields cannot be optimized.
INFORCRM-12249	For certain browsers, the Query Builder does not show conditions or layout.
INFORCRM-12483	Remove the Forms section from Windows Auth in the SData web.config file.

Defect	Description
INFORCRM-12484	Update Sales Order and Quote Detail view topics to specify which tabs are ICBOE specific.
INFORCRM-12485	Add a new topic for Sales Order detail view Distributed Taxes tab.
INFORCRM-12489	(ICBOE) The Sales Order Distributed Tax tab should be renamed "Tax".
INFORCRM-12499	(ICBOE) The Sales Order Taxes tab should be read only.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-8766	In the Campaign Targets tab, changes made to the Status are not saved.
INFORCRM-9034	(ICBOE) If a sales order or quote product line is deleted in Infor CRM, the deletion must be included in Process BOD.
INFORCRM-9704	(ICBOE) Finance Limit on Account is not populated for VISUAL.
INFORCRM-9783	Fixed spelling errors in error messages.
INFORCRM-10153	In a German environment with a Firefox browser, cannot type German characters into the User Lookup.
INFORCRM-10205	In the Sales Order Snapshot, decimal values in the Discount Rate or Tax fields are automatically rounded up or down to the nearest integer.
INFORCRM-10268	The sales order and quote line level views need to include the following Discount Charge Item entity properties: Calculation Method Code, Unit Adjustment Amount, Document Unit Adjustment Amount.
INFORCRM-10484	Unable to assign a user or team to a new campaign task.
INFORCRM-11056	In SpeedSearch if the headline link is for Activity, the link is not active.
INFORCRM-11128	After clicking Get Order Total or Refresh Prices in the Sales Order or Quote detail view, transaction amounts should be updated in Sales Order or Quote Snapshot.
INFORCRM-11160	(ICBOE) When an account record is created or edited in Infor CRM and is promoted the Base Finance Limit field is not set to read only even though the record Sync Status="Awaiting Acknowledgment".
INFORCRM-11234	When editing integration resources, such as contact, calendar, or tasks, the dialog box is blank.
INFORCRM-11248	The Sales Order detail view Get Order Total task is not working.
INFORCRM-11252	Numerous filters on the same Entity can exceed browser limitations causing filters to not display for some groups.
INFORCRM-11406	(ICBOE) The Price and Availability service should not generate user errors when the service is disabled.
INFORCRM-11802	The Add Discount Charges dialog box has three new items to be added to the Web Client help.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-5975	When you edit an item in a pick list and then click Save & New, the blank "Add item" dialog box should display.
INFORCRM-6130	If multi currency is enabled, the Sales Order Exchange Rate field does not display the correct rate.
INFORCRM-8211	When Office Integration is not installed and a user tries to fulfill a literature request, the message still says "Saleslogix Desktop Integration".
INFORCRM-8693	Opportunity Products Adjusted Price is calculated incorrectly in the Infor CRM Web Client.
INFORCRM-9054	Add "Configurable" to "Lookup Products" and if a product is not configurable and price and availability is configured for the logical ID, then update the products in the products tab with the item price.
INFORCRM-9696	Price Service OrderLineTotal should refresh after changing the currency code.
INFORCRM-9788	On the Quote detail view Discount Charges tab, the add (+) button should be removed.
INFORCRM-9841	Date/Time fields that are exported to file do not use GMT.UTC date rules.
INFORCRM-9918	When TLS 1.0 is disabled, then programs that utilize the DotNetSDataClient library will receive the error "SalesLogix.SData.Client.Framework.SDataException error: "The underlying connection was closed: An unexpected error occurred on a send."
INFORCRM-9958	Cloned Price Services BOD Mappings have a method of "GET" instead of "POST".
INFORCRM-10021	(ICBOE) On the Quote, Sales Order, or Shipment detail view, switching between the Sold To, Bill To, Ship To, or Products tab causes the "You have unsaved data" message to display even though no changes were made.
INFORCRM-10056	(ICBOE) Clicking Get Order Total for quote or sales order with line items should return an error message if the request is rejected.
INFORCRM-10080	Add the pretty key functionality for Opportunity including new AlternateKeyPrefix and AlternateKeySuffix schema and assignment upon record creation.
INFORCRM-10109	The Sales Order detail view Exchange Rate display value should not be rounded.
INFORCRM-10121	After changing the exchange rate for sales order or quotes, the products (line items) should be recalculated with the new exchange rate.
INFORCRM-10131	The Return detail view Ship To tab should include a contact lookup.
INFORCRM-10177	(ICBOE) ERP entities should base values on filter metrics.
INFORCRM-10311	(ICBOE) The Sales Order detail view Bill to tab shows the message "We're sorry, you've encountered an error. If applicable, please try again."
INFORCRM-10541	(ICBOE) Back Office detail view Price Services tab should be able to sort.
INFORCRM-10715	The Sales Order and Quote snapshot totals should include all products when calculating total values.
INFORCRM-10755	The Return Warehouse relationship join should be based upon the SixLocationID.

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



All defect descriptions apply to the Infor CRM Web Client unless the defect description specifically states otherwise.

Defect	Description
INFORCRM-4461	Users added to a custom Library role may not be able to see additional Library controls in the Web Client.
INFORCRM-8765	Unable to add products to quote or sales order if the selected back office is different from the Account back office.
INFORCRM-8823	The account Timeline displays incorrectly in the Edge browser.
INFORCRM-8848	When adding products to opportunities the line number does not display.
INFORCRM-8958	The Quote status field should not be read-only.
INFORCRM-8979	(ICBOE) On the Bill To detail view, the PaymentTerm and Incoterms picklists storagemode must be CODE. Currently, it is set to Text.
INFORCRM-8996	(ICBOE) Administrators should be able to disable pricing and availability functionality.
INFORCRM-9000	(ICBOE) Selecting an available warehouse and clicking the OK button on the Available Warehouses lookup should refresh the data on the Products tab.
INFORCRM-9027	(ICBOE) The Quote Item and Sales Order Item currency codes are incorrect.
INFORCRM-9031	(ICBOE) The Account Default Warehouse lookup should display descriptions, not ID values.
INFORCRM-9034	(ICBOE) Product Line deleted in Infor CRM does not create a delete request.
INFORCRM-9035	(ICBOE) The Product list for sales orders and quotes should not include canceled products and therefore needs to filter by the ERP status.
INFORCRM-9044	(ICBOE) The Products tab on the Sales Order and Quote detail view should include a Description column.
INFORCRM-9047	(ICBOE) Sales orders with a status of "Invoiced" should be read-only.
INFORCRM-9058	(ICBOE) Implement Price and Availability service.
INFORCRM-9080	(ICBOE) Add Order Date and Net Order Total columns to the Account detail view Sales Order tab.
INFORCRM-9088	(ICBOE) Add debug log messages to all pricing and availability classes and methods and Handling Exception wherever required.
INFORCRM-9330	(ICBOE) Add a Test Link button to the Price Service detail view to test the price and availability end points.
INFORCRM-9374	(ICBOE) On the Shipments, Invoices, and Receivables detail views, the Group List displays the Saleslogix ID instead of External ID.
INFORCRM-9421	(ICBOE) Price Service OrderLineTotal should be updated when Sales Order Items are updated.
INFORCRM-9423	(ICBOE) An incorrect or unresolvable Price and Availability end point URL results in an "Object Reference not set to an object" error message.
INFORCRM-9438	(ICBOE) Updating the quantity in the quote line items does not send a Pricing and Availability request.
INFORCRM-9445	(ICBOE) Deleting a sales order does not behave as expected.

Defect	Description
INFORCRM-9448	(ICBOE) When switching between detail view records from the Group List or by using navigation tool bar icons, detail view tool bar icons do not refresh the records have different statuses.
INFORCRM-9482	(ICBOE) When adding existing non-configurable and sellable products to the Quote or Sales Order detail view, the proper price and availability request to the configured ERP returns the error "Operation failed. Message=Value cannot be null. Parameter name: key. HTTP status: Internal Server Error (500)."
INFORCRM-9494	(ICBOE) The Quote Item SlxLocation ID should be updated based on user selection in the Available Warehouses dialog box.
INFORCRM-9542	The record count should be updated in the detail view if a record is deleted. Currently the records count allows users to navigate to the deleted record which causes an error message to display.
INFORCRM-9584	Deleting multiple products from the Products tab on the Sales Order, Opportunity, or Quote detail view does not delete all of the selected products.
INFORCRM-9587	Merging an account does not move associated quotes.
INFORCRM-9695	(ICBOE) When editing a product quantity, on the Sales Order or Quote detail view, the Extended Price and Total columns should update immediately to reflect updated pricing information.
INFORCRM-9705	(ICBOE) In a Visual integration, the Ship To detail view, Sales orders tab, the Total Orders number is correct, but the associated orders are not listed on the tab.
INFORCRM-9796	(ICBOE) The word "UserTriggered" should be two words.
INFORCRM-9968	The next_url query string parameter used as the location for a redirect response is now being transferred between the pages using session state to address a potential security risk.

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 names containing an asterisk indicate that the same file is available for multiple languages.

File Name	File Contents	File Version
Infor_CRM_v830_Web_Model_Update_10.zip	ICRM v8.3.0 VFS Web Model Update 10.zip	
ICRM v8.3.0 VFS Web Model Update 10.zip	AccountAccountingEntities.main.quickform.xml	
	AccountAccountingEntities.main.quickform.xml.resx	
	AccountAccountingEntities.smartpart.xml	
	AccountAccountingEntities.smartpart.xml.resx	
	AccountContacts.main.quickform.xml	
	AccountContacts.main.quickform.xml.*.resx	
	AccountContacts.main.quickform.xml.resx	
	AccountContracts.main.quickform.xml	

File Name	File Contents	File Version
	AccountContracts.main.quickform.xml.*.resx	
	AccountContracts.main.quickform.xml.resx	
	AccountDetails.main.quickform.xml	
	AccountDetails.main.quickform.xml.*.resx	
	AccountDetails.main.quickform.xml.resx	
	AccountDistanceSearch.ascx	
	AccountDistanceSearch.ascx.cs	
	AccountDistanceSearch.ascx.resx	
	AccountDistanceSearch.mashup.xml	
	AccountDistanceSearch.smartpart.xml	
	AccountDistanceSearch.smartpart.xml.resx	
	AccountErpDetails.main.quickform.xml	
	AccountErpDetails.main.quickform.xml.resx	
	AccountExtendedDetails.main.quickform.xml	
	AccountExtendedDetails.main.quickform.xml.*.resx	
	AccountExtendedDetails.main.quickform.xml.resx	
	AccountHierarchy.ascx	
	AccountHierarchy.ascx.cs	
	AccountHierarchy.ascx.resx	
	AccountHierarchy.smartpart.xml	
	AccountHierarchy.smartpart.xml.resx	
	AccountQuotes.main.quickform.xml	
	AccountQuotes.main.quickform.xml.resx	
	AccountReturns.main.quickform.xml	
	AccountReturns.main.quickform.xml.*.resx	
	AccountReturns.main.quickform.xml.resx	
	AccountSalesOrders.main.quickform.xml	
	AccountSalesOrders.main.quickform.xml.*.resx	
	AccountSalesOrders.main.quickform.xml.resx	
	AcknowledgeTemplate.main.quickform.xml	
	AcknowledgeTemplate.main.quickform.xml.resx	
	AcknowledgeTemplate.smartpart.xml	
	AcknowledgeTemplate.smartpart.xml.resx	
	ActiveIONWorkflows.main.quickform.xml	
	ActiveIONWorkflows.main.quickform.xml.resx	
	ActiveIONWorkflows.smartpart.xml	
	ActiveIONWorkflows.smartpart.xml.resx	
	ActivexInfo.aspx.resx	
	activity.master	
	addCalcField.smartpart.xml	

File Name	File Contents	File Version
	addCalcField.smartpart.xml.*.resx	
	addCalcField.smartpart.xml.resx	
	AddEditAddress.ascx.resx	
	AddEditAccountAssociation.ascx.resx	
	AddEditBackOfficeAcctEntity.main.quickform.xml	
	AddEditBackOfficeAcctEntity.main.quickform.xml.resx	
	AddEditBODFieldMapping.main.quickform.xml	
	AddEditBODFieldMapping.main.quickform.xml.resx	
	AddEditBODFieldMapping.smartpart.xml	
	AddEditBODFieldMapping.smartpart.xml.resx	
	AddEditBOEPAMapping.main.quickform.xml	
	AddEditBOEPAMapping.main.quickform.xml.resx	
	AddEditBOEPAService.main.quickform.xml	
	AddEditBOEPAService.main.quickform.xml.resx	
	AddEditConfigGroup.main.quickform.xml	
	AddEditConfigGroup.main.quickform.xml.resx	
	AddEditContactAssociation.ascx.resx	
	AddEditErpBillTo.main.quickform.xml	
	AddEditErpBillTo.main.quickform.xml.resx	
	AddEditERPShipTo.main.quickform.xml	
	AddEditERPShipTo.main.quickform.xml.resx	
	AddEditMarketingServicesUser.main.quickform.xml	
	AddEditMarketingServicesUser.main.quickform.xml.*.resx	
	AddEditMarketingServicesUser.main.quickform.xml.resx	
	AddEditPickListItem.ascx	
	AddEditPickListItem.ascx.cs	
	AddEditPickListItem.ascx.resx	
	AddEditReturnShippedProduct.main.quickform.xml	
	AddEditReturnShippedProduct.main.quickform.xml.*.resx	
	AddEditReturnShippedProduct.main.quickform.xml.resx	
	AddEditTask.ascx.cs	
	AddPickList.ascx	
	AddPickList.ascx.cs	
	AddPickList.ascx.resx	
	Addresses.main.quickform.xml	
	Addresses.main.quickform.xml.resx	
	AddressList.ascx.resx	
	AddUsers.ascx.cs	
	AddUsers.ascx.resx	
	admin.master	
	appSettings.config	

File Name	File Contents	File Version
	BackOffice.page.xml	
	BackOffice.page.xml.resx	
	BackOfficeBODMappings.main.quickform.xml	
	BackOfficeBODMappings.main.quickform.xml.resx	
	BackOfficeBOEPAService.main.quickform.xml	
	BackOfficeBOEPAService.main.quickform.xml.resx	
	BackOfficeCustomBOEPAService.main.quickform.xml	
	BackOfficeCustomBOEPAService.main.quickform.xml.resx	
	BackOfficeCustomBOEPAService.smartpart.xml	
	BackOfficeCustomBOEPAService.smartpart.xml.resx	
	BackOfficeCustomMappings.main.quickform.xml	
	BackOfficeCustomMappings.main.quickform.xml.resx	
	BackOfficeCustomMappings.smartpart.xml	
	BackOfficeCustomMappings.smartpart.xml.resx	
	BackOfficeDetails.main.quickform.xml	
	BackOfficeDetails.main.quickform.xml.resx	
	base.master	
	base.master.resx	
	BODFieldMapping.page.xml	
	BODFieldMapping.page.xml.resx	
	BODMappingDetails.main.quickform.xml	
	BODMappingDetails.main.quickform.xml.resx	
	BODMappingFieldMappings.main.quickform.xml	
	BODMappingFieldMappings.main.quickform.xml.resx	
	BOEPAMapping.page.xml	
	BOEPAMapping.page.xml.resx	
	BOEPAMappingDetail.main.quickform.xml	
	BOEPAMappingDetail.main.quickform.xml.resx	
	BOEPARRequestTemplate.main.quickform.xml	
	BOEPARRequestTemplate.main.quickform.xml.resx	
	BOEPARRequestTemplate.smartpart.xml	
	BOEPARRequestTemplate.smartpart.xml.resx	
	BOEPAService.page.xml	
	BOEPAService.page.xml.resx	
	BOEPAServiceBOEPAMapping.main.quickform.xml	
	BOEPAServiceBOEPAMapping.main.quickform.xml.resx	
	BOEPAServiceCustomPAMapping.main.quickform.xml	
	BOEPAServiceCustomPAMapping.main.quickform.xml.resx	
	BOEPAServiceCustomPAMapping.smartpart.xml	
	BOEPAServiceCustomPAMapping.smartpart.xml.resx	

File Name	File Contents	File Version
	BOEPAServiceDetail.main.quickform.xml	
	BOEPAServiceDetail.main.quickform.xml.resx	
	bundleData.xml	
	BusinessRuleActionItem.WebActionRenderingTemplate.vm	
	CalendarOptionsPage.ascx	
	CalendarOptionsPage.ascx.cs	
	CalendarOptionsPage.ascx.*.resx	
	CalendarOptionsPage.ascx.resx	
	CampaignBudgetResults.main.quickform.xml	
	CampaignBudgetResults.main.quickform.xml.*.resx	
	CampaignBudgetResults.main.quickform.xml.resx	
	CampaignTargets.ascx	
	CampaignTargets.ascx.cs	
	ClientLinkHandler.ascx.cs	
	CommonTasksTasklet.ascx	
	CommonTasksTasklet.ascx.cs	
	CommonTasksTasklet.ascx.resx	
	ConfirmationListSummary.html	
	ContactAccountingEntities.main.quickform.xml	
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	ContactDetails.main.quickform.xml	
	ContactDetails.main.quickform.xml.*.resx	
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	ContactDistanceSearch.ascx	
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	ContactExtendedDetails.main.quickform.xml	
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	ContactSearchForDuplicates.ascx.resx	
	ContactSearchForDuplicates.smartpart.xml	
	ContactSearchForDuplicates.smartpart.xml.resx	
	contextCalendarNavBar.contextmenu.xml	
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	contextCustomSetting.contextmenu.xml	
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	contour_Account.menu.xml	
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	contour_Contact.menu.xml	
	contour_Contact.menu.xml.resx	
	ContourAccountSearch.page.xml	
	ContourAccountSearch.page.xml.resx	
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	ContourContactSearch.page.xml.resx	
	ContractsWhatsNew.ascx	
	CopyNewContact.ascx	
	CopyNewContact.ascx.resx	
	CopyProfileParameters.ascx	
	core.master	
	core.master.resx	
	CustomerServiceOptions.ascx.resx	
	CustomFieldMappings.main.quickform.xml	
	CustomFieldMappings.main.quickform.xml.resx	
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	CustomFieldMappings.smartpart.xml.resx	
	CustomSetting.page.xml	
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	CustomSettingDetails.main.quickform.xml	
	CustomSettingDetails.main.quickform.xml.resx	
	CustomSettingDetails.smartpart.xml	
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	dashboard.master	
	dashboard.master.resx	
	Default.page.xml	
	Default.page.xml.*.resx	
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	Default-Class-Saleslogix.Class.codetemplate.xml	
	DefaultCSharpCodeBehind.vm	
	Default-SData-Saleslogix.sdata.codetemplate.xml	
	Dialog.master	
	EditOpportunityContact.cmdOK_OnClick.method.xml	
	EditOpportunityContact.main.quickform.xml	
	EditOpportunityContact.main.quickform.xml.*.resx	
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	EditOpportunityProduct.main.quickform.xml	
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	EditOpportunityProduct.main.quickform.xml.resx	
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	EditSalesOrderDetail.main.quickform.xml	
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	EditSalesOrderDetail.main.quickform.xml.resx	
	EditSalesOrderItem.main.quickform.xml	
	EditSalesOrderItem.main.quickform.xml.*.resx	
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	EditSalesPotential.chkboxOverrideSalesPotential_OnChange_method.xml	
	EditSalesPotential.main.quickform.xml	
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	EditSalesPotential.main.quickform.xml.resx	
	ErpAccountInvoices.main.quickform.xml	
	ErpAccountInvoices.main.quickform.xml.resx	
	ErpAccountReceivables.main.quickform.xml	
	ErpAccountReceivables.main.quickform.xml.resx	
	ErpAccountShipments.main.quickform.xml	
	ErpAccountShipments.main.quickform.xml.resx	
	ERPBillShipTo.main.quickform.xml	
	ERPBillShipTo.main.quickform.xml.resx	
	ERPBillTo.ERPBillToAccount.bb19dc4c48f843bca4b4ada94e4094fb.relationship.xml	
	ERPBillTo.ERPBillToContact.231ffd39564b4386bf1222f719b7d927.relationship.xml	
	ERPBillToAccountingEntities.main.quickform.xml	
	ERPBillToAccountingEntities.main.quickform.xml.resx	
	ERPBillToAccountingEntities.smartpart.xml	
	ERPBillToAccountingEntities.smartpart.xml.resx	
	ERPBillToContactAssociation.main.quickform.xml	
	ERPBillToContactAssociation.main.quickform.xml.resx	
	ErpBillToDetails.main.quickform.xml	
	ErpBillToDetails.main.quickform.xml.resx	
	ErpBillToInvoices.main.quickform.xml	
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	ErpBillToReceivables.main.quickform.xml	
	ErpBillToReceivables.main.quickform.xml.resx	
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	ERPBillToSalesOrders.main.quickform.xml	
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	ErpContactAssociation.main.quickform.xml	
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	ErpExtendedDetails.main.quickform.xml	
	ErpExtendedDetails.main.quickform.xml.resx	
	ErpInsertPerson.main.quickform.xml	
	ErpInsertPerson.main.quickform.xml.resx	
	ERPInvoice.page.xml	
	ERPInvoice.page.xml.resx	
	ErpInvoiceDiscountChargeItems.main.quickform.xml	
	ErpInvoiceDiscountChargeItems.main.quickform.xml.resx	
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	ErpInvoiceDiscountChargeItems.smartpart.xml.resx	
	ErpInvoiceExtDetail.main.quickform.xml	
	ErpInvoiceExtDetail.main.quickform.xml.resx	
	ErpInvoicePersons.main.quickform.xml	
	ErpInvoicePersons.main.quickform.xml.resx	
	ERPPayFrom.ERPPayFromContact.84716a12bb424a668e4df5ffa81619f8.relationship.xml	
	ERPPayFromAccountingEntities.main.quickform.xml	
	ERPPayFromAccountingEntities.main.quickform.xml.resx	
	ERPPayFromAccountingEntities.smartpart.xml	
	ERPPayFromAccountingEntities.smartpart.xml.resx	
	ErpPayFromContacts.main.quickform.xml	
	ErpPayFromContacts.main.quickform.xml.resx	
	ErpPayFromDetails.main.quickform.xml	
	ErpPayFromDetails.main.quickform.xml.resx	
	ErpPayFromReceivables.main.quickform.xml	
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	ErpPayFromSalesOrders.main.quickform.xml	
	ErpPayFromSalesOrders.main.quickform.xml.resx	
	ErpPersonDetails.main.quickform.xml	
	ErpPersonDetails.main.quickform.xml.resx	
	ERPReceivable.page.xml	
	ERPReceivable.page.xml.resx	
	ErpReceivableDetail.main.quickform.xml	
	ErpReceivableDetail.main.quickform.xml.resx	
	ErpReceivableDiscountChargeItems.main.quickform.xml	
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	ErpReceivableItemDetails.main.quickform.xml.resx	
	ErpReturnDetails.main.quickform.xml	
	ErpReturnDetails.main.quickform.xml.resx	
	ErpReturnProductDetails.main.quickform.xml	
	ErpReturnProductDetails.main.quickform.xml.resx	
	ErpShipmentAddress.main.quickform.xml	
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	ErpShipmentItemDetails.main.quickform.xml	
	ErpShipmentItemDetails.main.quickform.xml.resx	
	ERPShipTo.ERPShipToAccount.a560acb295d647f2835b27cb498059cc.relationship.xml	
	ERPShipTo.ERPShipToContact.d05b1b0b79de44e6b740baf049111e79.relationship.xml	
	ERPShipTo.ERPShipToPerson.2c16df8922954d8fbbe9083711fd32c8.relationship.xml	
	ERPShipToAccountingEntities.main.quickform.xml	
	ERPShipToAccountingEntities.main.quickform.xml.resx	
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	ErpShipToBillTos.main.quickform.xml	
	ErpShipToBillTos.main.quickform.xml.resx	
	ErpShipToContactAssociations.main.quickform.xml	
	ErpShipToContactAssociations.main.quickform.xml.resx	
	ErpShipToDetails.main.quickform.xml	
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	ErpShipToInvoices.main.quickform.xml.resx	
	ErpShipToReceivables.main.quickform.xml	
	ErpShipToReceivables.main.quickform.xml.resx	
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	ErpShipToReturns.main.quickform.xml.resx	
	ErpShipToSalesOrders.main.quickform.xml	
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	ERPShipToShipments.main.quickform.xml	
	ERPShipToShipments.main.quickform.xml.resx	
	ErrorNotifications.main.quickform.xml	
	ErrorNotifications.main.quickform.xml.resx	
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	Exception.page.xml.resx	
	FieldMappingDetail.main.quickform.xml	
	FieldMappingDetail.main.quickform.xml.resx	
	ForgotMyPassword.aspx.resx	
	ForgotMyUserName.aspx.resx	
	GeneralSearchOptionsPage.ascx	
	GeneralSearchOptionsPage.ascx.cs	
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	Global.asax	
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	glTcmExportToFile.contextmenu.xml	
	glTcmExportToFile.contextmenu.xml.*.resx	
	glTcmExportToFile.contextmenu.xml.resx	
	GroupLayout.resx	
	GroupManagerTasks.smartpart.xml	
	GroupManagerTasks.smartpart.xml.*.resx	
	GroupManagerTasks.smartpart.xml.resx	
	Groups.main.quickform.xml	
	Groups.main.quickform.xml.resx	
	Groups.smartpart.xml	
	Groups.smartpart.xml.resx	
	gtcExportToFile.contextmenu.xml	
	gtcExportToFile.contextmenu.xml.*.resx	
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	Help.page.xml	
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	HelpConfiguration.main.quickform.xml	
	HelpConfiguration.main.quickform.xml.resx	
	HelpConfiguration.OnLoad1.method.xml	
	HelpConfiguration.tbrSave_OnClickAction.method.xml	
	HistoryDetails.main.quickform.xml	
	HistoryDetails.main.quickform.xml.*.resx	
	HistoryDetails.main.quickform.xml.resx	
	ImportActionAddTarget.smartpart.xml	
	ImportActionAddTarget.smartpart.xml.*.resx	
	ImportActionAddTarget.smartpart.xml.resx	
	ImportHistoryDuplicates.ascx.resx	

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	InsertAccount.main.quickform.xml.*.resx	
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	InsertAccount.smartpart.xml	
	InsertAccount.smartpart.xml.*.resx	
	InsertAccount.smartpart.xml.resx	
	InsertAccountContact.main.quickform.xml	
	InsertAccountContact.main.quickform.xml.resx	
	InsertAccountContact.QFButton_OnClick.method.xml	
	InsertBackOffice.main.quickform.xml	
	InsertBackOffice.main.quickform.xml.resx	
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	InsertBackOffice.smartpart.xml.resx	
	InsertBODMapping.main.quickform.xml	
	InsertBODMapping.main.quickform.xml.resx	
	InsertBODMapping.smartpart.xml	
	InsertBODMapping.smartpart.xml.resx	
	InsertContact.ascx	
	InsertCustomSetting.main.quickform.xml	
	InsertCustomSetting.main.quickform.xml.resx	
	InsertCustomSetting.page.xml	
	InsertCustomSetting.page.xml.resx	
	InsertCustomSetting.smartpart.xml	
	InsertCustomSetting.smartpart.xml.resx	
	InsertIONWorkflowDefinition.main.quickform.xml	
	InsertIONWorkflowDefinition.main.quickform.xml.resx	
	InsertIONWorkflowDefinition.smartpart.xml	
	InsertIONWorkflowDefinition.smartpart.xml.resx	
	InsertIONWorkflowMapping.main.quickform.xml	
	InsertIONWorkflowMapping.main.quickform.xml.resx	
	InsertIONWorkflowMapping.smartpart.xml	
	InsertIONWorkflowMapping.smartpart.xml.resx	
	InsertNewAccount.page.xml	
	InsertNewAccount.page.xml.*.resx	
	InsertNewAccount.page.xml.resx	
	InsertOpportunity.main.quickform.xml	
	InsertOpportunity.main.quickform.xml.*.resx	
	InsertOpportunity.main.quickform.xml.resx	
	InsertPlace.page.xml	
	InsertPlace.page.xml.resx	
	InsertQuote.btnAddNewAccount_OnClick.method.xml	

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	InsertQuote.main.quickform.xml	
	InsertQuote.main.quickform.xml.resx	
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	InsertReturn.main.quickform.xml	
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	InsertReturn.main.quickform.xml.resx	
	InsertSalesOrder.btnAddNewAccount_OnClick.method.xml	
	InsertSalesOrder.main.quickform.xml	
	InsertSalesOrder.main.quickform.xml.*.resx	
	InsertSalesOrder.main.quickform.xml.resx	
	InsertSalesOrder.OnLoad1.method.xml	
	InsertTicket.main.quickform.xml	
	InsertTicket.main.quickform.xml.*.resx	
	InsertTicket.main.quickform.xml.resx	
	InsertTicketActivityRate.smartpart.xml	
	InsertTicketActivityRate.smartpart.xml.resx	
	IntegrationBackOffices.main.quickform.xml	
	IntegrationBackOffices.main.quickform.xml.resx	
	IntegrationConfigGroup.main.quickform.xml	
	IntegrationConfigGroup.main.quickform.xml.resx	
	IntegrationDetail.btnSave_OnClickAction.method.xml	
	IntegrationDetail.main.quickform.xml	
	IntegrationDetail.main.quickform.xml.*.resx	
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	IntegrationGeocode.main.quickform.xml	
	IntegrationGeocode.main.quickform.xml.resx	
	IntegrationGeocode.smartpart.xml	
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	IntegrationIONWorkFlows.main.quickform.xml	
	IntegrationIONWorkFlows.main.quickform.xml.resx	
	IntegrationIONWorkFlows.smartpart.xml	
	IntegrationIONWorkFlows.smartpart.xml.resx	
	IntegrationLinks.main.quickform.xml	
	IntegrationLinks.main.quickform.xml.*.resx	
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	IntegrationResources.main.quickform.xml	
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	Integrations.main.quickform.xml.resx	
	IntegrationUsers.main.quickform.xml	
	IntegrationUsers.main.quickform.xml.*.resx	
	IntegrationUsers.main.quickform.xml.resx	
	InvoiceDetail.main.quickform.xml	
	InvoiceDetail.main.quickform.xml.resx	
	InvoiceItemDetail.main.quickform.xml	
	InvoiceItemDetail.main.quickform.xml.resx	
	InvoiceItems.main.quickform.xml	
	InvoiceItems.main.quickform.xml.resx	
	IONWorkflowDefinition.History.2a64ef16754a4740849aecf1174a42cb.relationship.xml	
	IONWorkflowDefinition.page.xml	
	IONWorkflowDefinition.page.xml.resx	
	IONWorkflowDefinitionAudit.main.quickform.xml	
	IONWorkflowDefinitionAudit.main.quickform.xml.resx	
	IONWorkflowDefinitionAudit.smartpart.xml	
	IONWorkflowDefinitionAudit.smartpart.xml.resx	
	IONWorkFlowDetails.main.quickform.xml	
	IONWorkFlowDetails.main.quickform.xml.resx	
	IONWorkFlowDetails.smartpart.xml	
	IONWorkFlowDetails.smartpart.xml.resx	
	IONWorkflowFieldMappings.main.quickform.xml	
	IONWorkflowFieldMappings.main.quickform.xml.resx	
	IONWorkflowFieldMappings.smartpart.xml	
	IONWorkflowFieldMappings.smartpart.xml.resx	
	IONWorkflowMapping.page.xml	
	IONWorkflowMapping.page.xml.resx	
	IONWorkflowMappingDetails.main.quickform.xml	
	IONWorkflowMappingDetails.main.quickform.xml.resx	
	IONWorkflowMappingDetails.smartpart.xml	
	IONWorkflowMappingDetails.smartpart.xml.resx	
	JobManagerNavBarContextMenu.contextmenu.xml	
	JobManagerNavBarContextMenu.contextmenu.xml.*.resx	
	JobManagerNavBarContextMenu.contextmenu.xml.resx	
	JoinEditor.smartpart.xml	
	JoinEditor.smartpart.xml.*.resx	
	JoinEditor.smartpart.xml.resx	
	Lead.page.xml	
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	LeadDetails.main.quickform.xml	

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	LeadDetails.main.quickform.xml.*.resx	
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	LeadHistoryDetails.main.quickform.xml	
	LeadHistoryDetails.main.quickform.xml.*.resx	
	LeadHistoryDetails.main.quickform.xml.resx	
	LeadImportDetail.ascx.resx	
	LeadSearchAndConvert.ascx.cs	
	LeadSearchAndConvert.ascx.resx	
	LeadSearchForDuplicates.ascx.resx	
	LeadTasksTasklet.ascx	
	LeadTasksTasklet.tasklet.xml	
	LeadTasksTasklet.tasklet.xml.resx	
	Library.ascx	
	LinkHandler.cs	
	LitFulfillment.menu.xml	
	LitFulfillment.menu.xml.*.resx	
	LitFulfillment.menu.xml.resx	
	LiveGroupViewer.smartpart.xml	
	LiveGroupViewer.smartpart.xml.*.resx	
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	Login.aspx	
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	ManageCurrency.main.quickform.xml	
	ManageCurrency.main.quickform.xml.resx	
	ManageStages.ascx.cs	
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	MapGroup.ascx	
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	MapGroup.page.xml	
	MapGroup.page.xml.resx	
	MapGroup.smartpart.xml	
	MapGroup.smartpart.xml.resx	
	MatchingLeadRecords.ascx.resx	
	menuItemCreateNewCustomSettingGroup.contextmenu.xml	
	menuItemCreateNewCustomSettingGroup.contextmenu.xml.resx	
	menuItemLookupCustomSetting.contextmenu.xml	

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	menuItemLookupCustomSetting.contextmenu.xml.resx	
	menuItemLookupInvoice.contextmenu.xml	
	menuItemLookupInvoice.contextmenu.xml.resx	
	menuItemLookupReceivable.contextmenu.xml	
	menuItemLookupReceivable.contextmenu.xml.resx	
	menuItemLookupShipment.contextmenu.xml	
	menuItemLookupShipment.contextmenu.xml.resx	
	menuItemNewCustomSetting.contextmenu.xml	
	menuItemNewCustomSetting.contextmenu.xml.resx	
	menuNewCustomSetting.menu.xml	
	menuNewCustomSetting.menu.xml.resx	
	MergeAddress.ascx	
	MergeAddress.ascx.cs	
	MergeAddress.ascx.resx	
	MergeContactAddress.ascx.resx	
	MergeRecords.ascx.cs	
	miCreateNewPlaceGroup.contextmenu.xml	
	miCreateNewPlaceGroup.contextmenu.xml.resx	
	miLookupPlace.contextmenu.xml	
	miLookupPlace.contextmenu.xml.resx	
	miNewPlace.contextmenu.xml	
	miNewPlace.contextmenu.xml.resx	
	mnuAdministration.menu.xml	
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	mnuNew.menu.xml	
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	mnuSchedule.menu.xml	
	mnuSchedule.menu.xml.*.resx	
	mnuSchedule.menu.xml.resx	
	mnuTools.menu.xml	
	mnuTools.menu.xml.*.resx	
	mnuTools.menu.xml.resx	
	MobilePortalTemplate.portaltemplate.xml.resx	
	MoveContact.ascx	
	MoveContact.ascx.cs	
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	navAdministration.navgroup.xml	
	navAdministration.navgroup.xml.*.resx	
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	navEntitiesCustomSetting.navitem.xml	
	navEntitiesCustomSetting.navitem.xml.resx	
	navIntegration.navgroup.xml	
	navIntegration.navgroup.xml.*.resx	
	navIntegration.navgroup.xml.resx	
	navMarketing.navgroup.xml	
	navMarketing.navgroup.xml.*.resx	
	navMarketing.navgroup.xml.resx	
	navPlaces.navitem.xml	
	navPlaces.navitem.xml.resx	
	navSales.navgroup.xml	
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	navSales.navgroup.xml.resx	
	navService.navgroup.xml	
	navService.navgroup.xml.*.resx	
	navService.navgroup.xml.resx	
	navSupport.navgroup.xml	
	navSupport.navgroup.xml.*.resx	
	navSupport.navgroup.xml.resx	
	new_Place.menu.xml	
	new_Place.menu.xml.resx	
	new_ToolsSpacer2.menu.xml	
	new_ToolsSpacer2.menu.xml.resx	
	OpportunityClosedLost.cmdCancel_OnClick.method.xml	
	OpportunityClosedLost.lueCompetitorLoss_OnChange.method.xml	
	OpportunityClosedLost.main.quickform.xml	
	OpportunityClosedLost.main.quickform.xml.*.resx	
	OpportunityClosedLost.main.quickform.xml.resx	
	OpportunityClosedWon.cmdCancel_OnClick.method.xml	
	OpportunityClosedWon.lueCompetitorReplaced_OnChange.method.xml	
	OpportunityClosedWon.main.quickform.xml	
	OpportunityClosedWon.main.quickform.xml.*.resx	
	OpportunityClosedWon.main.quickform.xml.resx	
	OpportunityContacts.main.quickform.xml	
	OpportunityContacts.main.quickform.xml.*.resx	
	OpportunityContacts.main.quickform.xml.resx	
	OpportunityDetails.cmdCopyOpportunity_OnClick.method.xml	
	OpportunityDetails.main.quickform.xml	
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	OpportunityDetails.OnLoad1.method.xml	
	OpportunityErpDetails.main.quickform.xml	
	OpportunityErpDetails.main.quickform.xml.resx	
	OpportunityProducts.main.quickform.xml	
	OpportunityProducts.main.quickform.xml.*.resx	
	OpportunityProducts.main.quickform.xml.resx	
	OpportunityQuotes.main.quickform.xml	
	OpportunityQuotes.main.quickform.xml.resx	
	OpportunitySalesProcess.ascx.cs	
	OpportunitySalesProcess.ascx.resx	
	OpportunitySnapShot.ascx	
	OpportunitySnapShot.ascx.cs	
	OpportunitySnapShot.ascx.resx	
	OpportunityStatistics.mashup.xml	
	OutboundTemplate.main.quickform.xml	
	OutboundTemplate.main.quickform.xml.resx	
	OutboundTemplate.smartpart.xml	
	OutboundTemplate.smartpart.xml.resx	
	PickListDetail.ascx	
	PickListDetail.ascx.cs	
	PickListDetail.ascx.resx	
	PickListItems.ascx	
	PickListItems.ascx.cs	
	PickListItems.ascx.resx	
	Place.page.xml	
	Place.page.xml.resx	
	PlaceContextMenu.contextmenu.xml	
	PlaceContextMenu.contextmenu.xml.resx	
	PlaceDetail.main.quickform.xml	
	PlaceDetail.main.quickform.xml.resx	
	PlaceDetail.smartpart.xml	
	PlaceDetail.smartpart.xml.resx	
	ProdPackageKitView.UnitOfMeasure.21298081b89f46b19f4abc32412e0831.relationship.xml	
	ProductAccountingEntities.main.quickform.xml	
	ProductAccountingEntities.main.quickform.xml.resx	
	ProductAccountingEntities.smartpart.xml	
	ProductAccountingEntities.smartpart.xml.resx	
	ProductCPQDetails.main.quickform.xml	
	ProductCPQDetails.main.quickform.xml.resx	
	ProductDetails.main.quickform.xml	
	ProductDetails.main.quickform.xml.*.resx	

File Name	File Contents	File Version
	ProductDetails.main.quickform.xml.resx	
	ProductUOM.main.quickform.xml	
	ProductUOM.main.quickform.xml.resx	
	PxMap.aspx	
	PxMap.aspx.cs	
	PxMap.aspx.resx	
	QBAddConition.ascx	
	QBEditLayout.ascx	
	QFDataGrid.WebControlRenderingTemplate.vm	
	QFRadioGroup.WebControlRenderingTemplate.vm	
	QFSDDataGrid.WebControlScriptRenderingTemplate.vm	
	QFSLXSDDataLookup.WebControlScriptRenderingTemplate.vm	
	QueryBuilderMain.ascx	
	QuickForm2Web.vm	
	QuickInsertAccountContact.btnOK_OnClick.method.xml	
	QuickInsertAccountContact.main.quickform.xml	
	QuickInsertAccountContact.main.quickform.xml.*.resx	
	QuickInsertAccountContact.main.quickform.xml.resx	
	Quote.QuoteAddress.7810b988ec0e47b3906fd7128d5ce907.relationship.xml	
	QuoteAddEditDiscountChargeItem.main.quickform.xml	
	QuoteAddEditDiscountChargeItem.main.quickform.xml.resx	
	QuoteAddEditDiscountChargeItem.smartpart.xml	
	QuoteAddEditDiscountChargeItem.smartpart.xml.resx	
	QuoteAddEditDistributedTax.main.quickform.xml	
	QuoteAddEditDistributedTax.main.quickform.xml.resx	
	QuoteBillTo.main.quickform.xml	
	QuoteBillTo.main.quickform.xml.resx	
	QuoteDetails.btnCopy_OnClick.method.xml	
	QuoteDetails.main.quickform.xml	
	QuoteDetails.main.quickform.xml.resx	
	QuoteDetails.OnLoad1.method.xml	
	QuoteDiscountChargeItems.main.quickform.xml	
	QuoteDiscountChargeItems.main.quickform.xml.resx	
	QuoteDiscountChargeItems.smartpart.xml	
	QuoteDiscountChargeItems.smartpart.xml.resx	
	QuoteErpDetails.main.quickform.xml	
	QuoteErpDetails.main.quickform.xml.resx	
	QuoteProducts.main.quickform.xml	
	QuoteProducts.main.quickform.xml.resx	
	QuoteShipTo.main.quickform.xml	

File Name	File Contents	File Version
	QuoteShipTo.main.quickform.xml.resx	
	QuoteSnapshot.ascx.cs	
	QuoteSoldTo.main.quickform.xml	
	QuoteSoldTo.main.quickform.xml.resx	
	QuoteTasksTasklet.ascx.cs	
	report.master	
	ResetMyPassword.aspx.resx	
	ReturnDetails.main.quickform.xml	
	ReturnDetails.main.quickform.xml.*.resx	
	ReturnDetails.main.quickform.xml.resx	
	ReturnShipToDetail.main.quickform.xml	
	ReturnShipToDetail.main.quickform.xml.*.resx	
	ReturnShipToDetail.main.quickform.xml.resx	
	RoleActions.main.quickform.xml	
	RoleActions.main.quickform.xml.*.resx	
	RoleActions.main.quickform.xml.resx	
	RoleDetails.main.quickform.xml	
	RoleDetails.main.quickform.xml.*.resx	
	RoleDetails.main.quickform.xml.resx	
	RoleDetails.OnLoadRoleDetails.method.xml	
	RoleErpDetails.main.quickform.xml	
	RoleErpDetails.main.quickform.xml.resx	
	RoleErpDetails.smartpart.xml	
	RoleErpDetails.smartpart.xml.resx	
	RoleTasklet.ascx	
	RoleTasklet.ascx.cs	
	RoleTasklet.tasklet.xml	
	RoleTasklet.tasklet.xml.resx	
	RoleUsers.main.quickform.xml	
	RoleUsers.main.quickform.xml.*.resx	
	RoleUsers.main.quickform.xml.resx	
	Sage.Platform.Scheduling.DelegateSystemJob.job.xml	
	Sage.Platform.Scheduling.DelegateUserJob.job.xml	
	Sage.SalesLogix.Client.GroupBuilder.Modules.GroupViewerModule.module.xml	
	Sage.SnippetLibrary.CSharp.@.0de7b90d-8e9a-4e10-8c00-dc63a41214c4.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.2a58efe6-70aa-48dd-9751-fa42b0f7b9b0.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.2aeba966-e549-4880-8d72-cd34282dea02.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.03ece52b-ed84-472f-acc0-1c9e6f421871.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.5c9de628-c88e-4893-8c52-1a877f68a1e6.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.5f1a7339-5d40-4671-9522-9fe3f4b49035.codesnippet.cs	

File Name	File Contents	File Version
	Sage.SnippetLibrary.CSharp.@.5fc66ecc-305b-4b51-b311-59fa7479c5e0.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.6bae84d4-d7a1-4e90-8709-f38352d24a8a.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.6ca31f10-e98e-4c8c-9b1e-1a9e02633d36.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.6d0c2b05-2371-48a2-a7e6-85499e6b4588.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.7c2f1d21-dd64-490c-8c9f-cd6a297d023f.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.7d5cff5c-0d85-48a2-80ad-8f931bfc9aab.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.9cf68f6b-e657-4280-a31d-609fb82ddd37.codesnippet.cs	
	Sage.Snippet.Library.CSharp.@.34fc6dc2-19c4-4016-b79a-c4bf2fe5435c.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.50a29bf4-0a49-4cf6-9848-1b93209c6040.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.91d7fa9c-fade-446e-829f-2cfc4b570e1c.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.629d230d-5e07-425f-b494-cf424afb6fa.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.81526ce1-e9a1-49a6-b66e-eab86a49e14f.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.a208a60c-1b62-4026-9b4e-8cdb57973919.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.b8e3a6ee-fd20-48fa-966d-3d58c4f59478.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.d44aa26d-ea57-49a7-a1c5-fc400d1ab404.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.d91d83f3-efe1-45c0-913c-d94ecbceef36.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.d938e19f-dde6-479b-851e-32a09546fe09.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.db980b6a-4754-4b0f-8a52-7716d51410a4.codesnippet.cs	
	Sage.SnippetLibrary.CSharp.@.ea481e10-b8ec-4571-8994-3b1c6e764970.codesnippet.cs	
	SalesLogix.resx	
	SalesLogixPortal.resx	
	SalesOrder.DiscountChargeItem.cfefb2a763be4b5c9221639464bb0d0f.relationship.xml	
	SalesOrder.DiscountChargeItem.f186a7e7179e467c81a0949b9326d0d3.relationship.xml	
	SalesOrderBillTo.main.quickform.xml	
	SalesOrderBillTo.main.quickform.xml.resx	
	SalesOrderDetails.btnCopy_OnClick.method.xml	
	SalesOrderDetails.main.quickform.xml	
	SalesOrderDetails.main.quickform.xml.*.resx	
	SalesOrderDetails.main.quickform.xml.resx	
	SalesOrderDetails.OnLoad1.method.xml	
	SalesOrderDiscountChargeItems.main.quickform.xml	
	SalesOrderDiscountChargeItems.main.quickform.xml.resx	
	SalesOrderDiscountChargeItems.smartpart.xml	
	SalesOrderDiscountChargeItems.smartpart.xml.resx	
	SalesOrderDistributedTaxes.main.quickform.xml	
	SalesOrderDistributedTaxes.main.quickform.xml.resx	
	SalesOrderDistributedTaxes.smartpart.xml	
	SalesOrderDistributedTaxes.smartpart.xml.resx	
	SalesOrderErpDetails.main.quickform.xml	
	SalesOrderErpDetails.main.quickform.xml.resx	

File Name	File Contents	File Version
	SalesOrderItem.DiscountChargeItem.732e84f7bbbf4b908e80b5f205ac43cf.relationship.xml	
	SalesOrderItem.DiscountChargeItem.dc0adb1b94d1468d87fd8ad985dd7a2b.relationship.xml	
	SalesOrderPayFrom.main.quickform.xml	
	SalesOrderPayFrom.main.quickform.xml.resx	
	SalesOrderProducts.main.quickform.xml	
	SalesOrderProducts.main.quickform.xml.*.resx	
	SalesOrderProducts.main.quickform.xml.resx	
	SalesOrderProducts.OnLoadHandler.method.xml	
	SalesOrderShipTo.main.quickform.xml	
	SalesOrderShipTo.main.quickform.xml.resx	
	SalesOrderSnapShot.ascx.cs	
	SalesOrderSoldTo.main.quickform.xml	
	SalesOrderSoldTo.main.quickform.xml.resx	
	ScheduleCompleteActivity.ascx.cs	
	sdata.cabsvc.ptl.xml	
	sdata.cabsvc.ptl.xml.*.resx	
	sdata.cabsvc.ptl.xml.resx	
	SDataCustomer.cabsvc.ptl.xml	
	SDataCustomer.cabsvc.ptl.xml.*.resx	
	SDataCustomer.cabsvc.ptl.xml.resx	
	SearchAdv.menu.xml	
	SearchAdv.menu.xml.*.resx	
	SearchAdv.menu.xml.resx	
	SearchResults.ascx.resx	
	SendTickeEmail.ascx.cs	
	SetMingleContext.aspx	
	SetMingleContext.aspx.cs	
	SIRecommendations.main.quickform.xml	
	SIRecommendations.main.quickform.xml.resx	
	SIRecommendations.smartpart.xml	
	SIRecommendations.smartpart.xml.resx	
	SixClient.cabapp.ptl.xml	
	SixClient.cabapp.ptl.xml.*.resx	
	SixClient.cabapp.ptl.xml.resx	
	SLXCustomerPortal.cabapp.ptl.xml	
	SLXCustomerPortal.cabapp.ptl.xml.*.resx	
	SLXCustomerPortal.cabapp.ptl.xml.resx	
	SixEndPointDetails.btnSave_OnClick.method.xml	
	SixEndPointDetails.main.quickform.xml	
	SixEndPointDetails.main.quickform.xml.*.resx	
	SixEndPointDetails.main.quickform.xml.resx	

File Name	File Contents	File Version
	SlxMobile.mobapp.ptl.xml	
	SlxMobile.mobapp.ptl.xml.*.resx	
	SlxMobile.mobapp.ptl.xml.resx	
	SlxPage.pgtemplate.xml.resx	
	smartpartdashboard.master.resx	
	SOAddEditDiscountChargeItem.main.quickform.xml	
	SOAddEditDiscountChargeItem.main.quickform.xml.resx	
	SOAddEditDiscountChargeItem.smartpart.xml	
	SOAddEditDiscountChargeItem.smartpart.xml.resx	
	SOAddEditDistributedTax.main.quickform.xml	
	SOAddEditDistributedTax.main.quickform.xml.resx	
	SOAddEditDistributedTax.smartpart.xml	
	SOAddEditDistributedTax.smartpart.xml.resx	
	SpeedSearch.ascx.cs	
	SpeedSearch.resx	
	StagesAndTasks.ascx	
	StagesAndTasks.ascx.cs	
	StepMapFields.ascx.resx	
	SyncResultsHistory.smartpart.xml	
	SyncResultsHistory.smartpart.xml.resx	
	SyncTemplate.main.quickform.xml	
	SyncTemplate.main.quickform.xml.resx	
	SyncTemplate.smartpart.xml	
	SyncTemplate.smartpart.xml.resx	
	TargetResponses.ascx.cs	
	TargetResponses.ascx.resx	
	tenant.config	
	TicketAssets.main.quickform.xml	
	TicketAssets.main.quickform.xml.*.resx	
	TicketAssets.main.quickform.xml.resx	
	TicketComments.main.quickform.xml	
	TicketComments.main.quickform.xml.*.resx	
	TicketComments.main.quickform.xml.resx	
	TicketDetails.main.quickform.xml	
	TicketDetails.main.quickform.xml.*.resx	
	TicketDetails.main.quickform.xml.resx	
	TicketExtendedDetails.main.quickform.xml	
	TicketExtendedDetails.main.quickform.*.resx	
	TicketExtendedDetails.main.quickform.xml.resx	
	TicketHistory.main.quickform.xml	

File Name	File Contents	File Version
	TicketHistory.main.quickform.xml.*.resx	
	TicketHistory.main.quickform.xml.resx	
	TicketReturns.main.quickform.xml	
	TicketReturns.main.quickform.xml.*.resx	
	TicketReturns.main.quickform.xml.resx	
	timeline-bundle.css	
	tools_Contour.menu.xml	
	tools_Contour.menu.xml.resx	
	tools_Options.menu.xml	
	tools_Options.menu.xml.*.resx	
	tools_Options.menu.xml.resx	
	UserDetails.main.quickform.xml	
	UserDetails.main.quickform.xml.*.resx	
	UserDetails.main.quickform.xml.resx	
	UserDetails.OnLoad1.method.xml	
	UserErpDetails.main.quickform.xml	
	UserErpDetails.main.quickform.xml.resx	
	UserErpDetails.smartpart.xml	
	UserErpDetails.smartpart.xml.resx	
	UserProfileOptionsPage.ascx	
	UserProfileOptionsPage.ascx.cs	
	UserProfileOptionsPage.ascx.resx	
	UserRoles.main.quickform.xml	
	UserRoles.main.quickform.xml.*.resx	
	UserRoles.main.quickform.xml.resx	
	UserServiceAndSupport.main.quickform.xml	
	UserServiceAndSupport.main.quickform.xml.*.resx	
	UserServiceAndSupport.main.quickform.xml.resx	
	UserServiceAndSupport.OnLoad.method.xml	
	UserTasklet.tasklet.xml	
	UserTasklet.tasklet.xml.*.resx	
	UserTasklet.tasklet.xml.resx	
	web.config	
	Widgets.resx	
	WinAuthLoad.aspx.cs	

Chapter 2

Applying the Update

2

This Web Model Update affects the following portals:

- Process Host
- SData
- Web Client
- Offline Web Client
- Customer Portal
- SLXJobService



Install the ICRM v8.3.0 VFS Web Model Update 10.zip bundle using the Application Architect, and then build and deploy your Web site(s).

Installing VFS bundles

Install VFS .zip bundles using the Application Architect.



If you are using a local file system, instead of a virtual file system (VFS), you must stop the SLXJobService. You may restart the SLXJobService after building and deploying your web site.

To install the bundles

1. Extract the contents of the **Infor_CRM_v830_Web_Model_Update_10.zip** file to a temporary folder.
2. Ensure the bundle is not blocked.
 - a. Right-click the bundle file and click **Properties**.
 - b. On the **General** tab, if there is an **Unblock** button, click it to unblock the file. The Unblock button only displays if the file is locked.
 - c. Click **Apply**.
 - d. Click **OK**.
3. Ensure you have **Write** permissions to the bundle installation folder. Check permissions on the Security tab on the folder properties.
4. Open the **Application Architect**.
5. On the **View** menu, click **Bundle Manager**.
6. Click **Install**.

7. Select **Filename** and navigate to the folder where you extracted the Update files, click **ICRM v8.3.0 VFS Web Model Update 10.zip**, and then click **Open**.
8. On the **Select Bundle** screen, click **Next**.



- If you have customized your Web Client files, you may receive a message that the bundle contains items that conflict with existing items in this project. See the Application Architect help file topic called 'Merging Changes During Bundle Installation' for instructions before continuing to install the bundle.

9. On the **Select Items** screen, ensure the **Portals** option is selected.
10. Click **Next**, and then click **Finish**.
11. Close Application Architect.
12. Re-open Application Architect.

Merging Configuration files

If you are integrated with Infor Ming.le, you must merge your configuration files with the updated configuration files in this update.

To merge

1. In Application Architect, open the **Virtual File System Explorer**.
2. Expand **Virtual File System Explorer**, expand **Model**, and then expand **Portal**.
3. Merge the SixClient portal web.config files.
 - a. Expand the **SixClient** portal.
 - b. Expand the **Support Files** folder, right-click the **web.config** file, and then click **Open**.
 - c. Open Windows Explorer and browse to the base directory on the Web server, for example, C:\inetpub\wwwroot\, and then double-click the **SixClient** folder.
 - d. Open the **web.config** file.
 - e. Use a comparison tool to merge the contents of both files into the Virtual File System (VFS) version of the web.config file.
 - f. Save your changes.
4. Repeat step 3 for the SixClient **appSettings.config** file.
5. Merge the SData portal web.config files.
 - a. Browse to the **SData** portal.
This is the SData portal you configured when implementing Infor Ming.le.
 - b. Expand the **Support Files** folder, right-click the **web.config** file, and then click **Open**.
 - c. Open Windows Explorer and browse to the base directory on the Web server, for example, C:\inetpub\wwwroot\, and then double-click the **SData** folder.
 - d. Open the **web.config** file.
 - e. Use a comparison tool to merge the contents of both files into the Virtual File System (VFS) version of the web.config file.
 - f. Save your changes.
6. Repeat step 5 for the SData **appSettings.config** file.



When building and deploying, you may see the error "Exception was thrown when getting deployment items: Key already exists." You can safely ignore this error.

Building and deploying the Web changes

To make your changes available, you must build and deploy the Web portal(s).

To build and deploy

1. If Application Architect is open, close and re-open Application Architect.
2. In the **Project Explorer**, click the project.
3. 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 screen.
4. When the build is complete, on the **View** menu, click **Deployment Explorer**.
5. Expand **Deployments**.
6. Double-click the portal to deploy.
7. Under **Deployment Targets**, right-click the target portal, and click **Deploy Portal**.



- By default, the Infor CRM Web Client portal is set to deploy to the localhost, but you can change these settings to fit your environment.
- Changes will not be visible to the Offline Web Client and/or Web remote Office until after the next Sync cycle.

8. Repeat steps 1-7 for each of the affected portals.



If you stopped the SLXJobService prior to applying the VFS bundle, restart the SLXJobService.

Configuring Contour

Before you can use Contour you must enable and configure the Contour integration.



You do not have to reconfigure Contour if you already configured it during a previous update.

To implement Contour, you must:

- If your map provider is Bing Maps, then you must obtain the API.
- Enable the Contour integration
- Bing Maps only, configure your map provider API
- Grant permissions or roles to users



For complete steps, see "Configuring Contour Integration" in the Infor CRM Web Client online help.

Infor CRM Back Office Extension (ICBOE) installations

Infor CRM 8.3.0.10 did not contain any defect fixes or new features for the BOD Packs, so version 10 BOD Packs have not been created. If your installation includes Infor CRM Back Office Extension, and you are either installing the BODs for the first time or upgrading from a version of Infor CRM prior to 8.3.0.9, you must install the 8.3.0.9 version of the BOD pack appropriate for your ERP system. For more information, and to download the BOD Packs, see KB 1974535, available from Infor Xtreme www.inforxtreme.com.



If you are upgrading from Infor CRM v8.3.0.9 and you have already installed the BOD packs for 8.3.0.9, you do not need to install them again. You can safely omit this task.

Infor CRM ION Workflow

If your installation includes Infor CRM ION Workflow, you must upload additional files to ION Desk and Infor Ming.le. For more information, and to download the files, see KB 1918950, available from Infor Xtreme www.inforxtreme.com.

Configuring Price and Availability

If your Infor CRM installation includes the Back Office Extension feature, the following steps are required to configure Price and Availability.



You do not have to reconfigure Price and Availability if you already configured it during a previous update.

Modifying the content of the Location field

Modify the content of the Location field using information provided by the administrator for your supported ERP system.

This is typically the Warehouse ID, Office ID, or Site ID as defined in the ERP system. This field is only used in publishing new transactions.

To modify

1. Sign in to Infor CRM as Administrator.
2. In the Navigation Bar, expand **Administration, Integrations**.
3. Click **Back Office Extension**.
4. In the **Back Office Extension** detail view, click the **Back Offices** tab.
5. Click to select your Back Office.
6. In the **Back Office Detail** view, in the **Accounting Entities** tab, click **Edit**.
7. In the **Location** box, type the **Location** information provided by your ERP system administrator.

Adding the End Point URL for the Back Office Price Services

For the Back Office Price services to communicate correctly with the ERP, you must add the unique End Point URL for each Back Office Price service supported by your ERP. Contact your ERP Administrator for these Back Office URL.



Some back offices also require a user name and password. Your ERP Administrator can also provide this information.

To modify

1. Sign in to Infor CRM as Administrator.
2. In the Navigation Bar, expand **Administration, Integrations**.
3. Click **Back Office Extension**.
4. In the **Back Office Extension** detail view, click the **Back Offices** tab.
5. Click to select your Back Office.
6. In the **Back Office Detail** view, in the **Price Services** tab, select the Price Service you want to edit.
7. In the **Price Service Detail** view, in the **End Point** field, copy and paste the End Point URL that matches the Price Service in the ERP.
This is the End Point URL provided by your ERP Administrator.
8. If necessary, enter the **User name** and **Password**.
This is the User name and Password provided by your ERP Administrator
9. Repeat steps **6** and **7** for each Price Service listed for your ERP.

Update the ION Connection Point and Document Flows

ProcessQuote and ProcessSalesOrders must be added to the ION Connection Point and Document flow to the host ERP system to receive this information from Infor CRM.

For instructions on updating ION Connection points and Document flows, see the Infor CRM BOE Customization Guide.pdf. This document is available in your Infor CRM v8.3 installation media, or from Infor Xtreme at www.inforxtreme.com.

Confirm necessary BOD Mapping Outbound triggers are enabled

These triggers must be enabled on any entity that is bi-directional, for Infor CRM to publish BODs to your host ERP system. The default setting on entities that are not bidirectional is off.

See the Systems Integration Guide for your ERP for a full list of required triggers

To modify

1. Sign in to Infor CRM as Administrator.
2. In the Navigation Bar, expand **Administration, Integrations**.
3. Click **Back Office Extension**.
4. In the **Back Office Extension** detail view, click the **Back Offices** tab.
5. Click to select your Back Office.
6. In the **Back Office Detail** view, in the **BOD Mappings** tab, review the settings in the following columns for each mapping:
 - a. Outbound on Create
Enables creating new records in CRM and promoting them to the host system.
 - b. Outbound on Update
Enables modifying promoted records and publishing changes to the host system.
 - c. Outbound on Delete (optional)
Enables the Delete button on the Detail view tabs, which enables users to delete Product lines in Quotes and Sales Orders. Note that it also enables the Delete button on the Detail view, which enables users to delete the entire Sales Order or Quote.
7. If the settings do not match the settings specified in Systems Integration Guide for your ERP, select the Mapping to open the BOD Mapping Detail view and edit the setting using the pick list for each trigger.

Enabling System of Record



You do not have to re-enable System of Record if you already enabled it during a previous update.

Infor CRM Web Model Update 02 for v8.3 added the ability to enable Infor CRM as the System of Record. If your installation includes an integration with a supported ERP system and you want to enable Infor CRM as the System of Record, you must enable the feature. System of Record is disabled by default.



These instructions assume that Infor CRM Back Office Extension is already configured in your environment. This includes configuration with Infor ION and a supported ERP system.

To enable

1. Sign into the **Infor CRM Web Client** as the **Administrator**.
2. On the **Integrations** List view, click **Back Office Extension**, and click the **Options** tab.
3. Set the **Tenant** and the **Logical ID**.
The Tenant and the Logical ID fields contain the same values as those used in the Infor ION Connection point defined for Infor CRM. If you do not have these values, contact your ION Administrator.
4. Click **Save**.
5. While still in the **Back Office Extension** Detail view, click the **Back Offices** tab.
6. In the grid, locate and click **InforCRM SOR**.
7. In the **Back Office - InforCRM SOR** Detail view, set the **Logical ID**.
This is the Infor CRM Logical ID and is the same value used to set the Logical ID in step 3 above.
8. Select the **Active** check box and then click **Save**.

You must now provide the appropriate users with permissions to Promote Opportunity records from Infor CRM.

Enabling Permissions for Promote

When Infor CRM is enabled as system of record, users with appropriate permissions will have the ability to promote selected record types to the ERP system. These permissions are controlled by assigning the appropriate Secured Action to a role, and assigning that role to users. The Promote feature will not be available to users who have not been assigned permissions.

To assign Promote permissions

1. Sign into the **Infor CRM Web Client** as the **Administrative user**.
2. In the **Navigation** bar, expand **ADMINISTRATION**, expand **Roles**, and select the role assigned to users who are to be given permissions to Promote.
You may choose to create a new role or assign these permissions to an existing role, such as the Standard Use role.
3. Click the **Actions** tab.
4. Click the Add (plus) button.
5. In the **Lookup**, locate **Entities/Promote**.
6. Double-click and then click **Close**.