



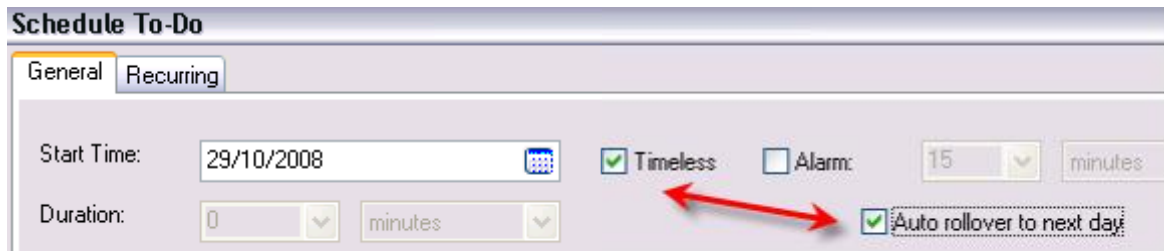
Issue

This issue **only** affects SalesLogix 7.2.2 currently.

Users receive multiple confirmations from other users for activities that only they have created. They are not expecting the confirmations and, in many cases, the activities relate only to themselves and not the user who sends the confirmation – for example, a To-Do. This will happen multiple times, depending on how often the users login, and is especially prevalent in a synchronised environment (due to the inherent delay of Sync).

Reason

This issue relates to new functionality brought back into SalesLogix recently. A user may create a Timeless and “Auto-Rollover to Next Day” activity. If another user has set their activity/calendar view to view multiple users/calendars then, when they login, **ALL** activities for each user’s calendar this user has access to are rolled-over. A confirmation is then sent from this user to the activity owner informing them of this change. When the original user logs in – they then see this confirmation – which is confusing to them.



Resolution

At this time, there is no permanent workaround but you can minimise the effect by changing a user option within SalesLogix.

- In **Tools | Options | Calendar**
- Switch off the “Remember Selected Users” option

Now, each user must explicitly set which calendar to view each time they use the calendar/activity function. When they exit the application, these users are forgotten and the issue is resolved.

