

Applying Hot Fix 5 for Sage SalesLogix Version 7.2.1

Version 7.2.1.5

Developed by Sage SalesLogix Technical Publications



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Documentation Comments	This documentation was developed by Sage SalesLogix Technical Publications. For content revisions, questions, or comments, contact the SalesLogix writers at saleslogix.techpubs@sage.com.
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Version	Version 7.2.1.5 January 2008
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This hot fix addresses the following issue:

Defect Number	Description
1-58696	The following error appears on an upgraded database in the Complete Activity function: The statement has been terminated: Violation of Primary Key constraint 'History_HistoryID_PK', Cannot insert duplicate key in object 'dbo.History'.

This hot fix requires version 7.2.1. Do not install this hot fix on any other SalesLogix version. Contact your support representative or go to <http://www.support.saleslogix.com> to obtain the hot fix.

File Information

File Name	File Contents
SLX_v721_HF5.exe	SalesLogix.exe and SalesLogix v7.2.1 HF 5.sxb

Applying the Hot Fix

Use the Administrator to install the hot fix bundle. Then, apply the patch on all Sage SalesLogix Client computers.

To apply the bundle

1. Open the Administrator.
Start>Programs>Sage SalesLogix>Administrator.
2. On the Navigation Bar, click **Bundles**.
3. Click **Install**.
4. In the **Open** dialog box, navigate to the folder where you extracted the hot fix file, double-click **SalesLogix v7.2.1 HF 5.sxb**, and then click **Open**.
5. In the **Choose Actions Install** dialog box, click **OK**.

To apply the patch

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX_v721_HF5.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v721_HF5.exe**.

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4. On the **SalesLogix - v7.2.1 Hot Fix 5** screen, select your installation method:
 - **Install the SalesLogix Hot Fix** extracts the hot fix files to a temporary folder and removes the files once the installation is complete.
 - **Extract and Install the SalesLogix Hot Fix** extracts the hot fix files to a location you specify. The files are not removed once the installation is complete. If you choose this option, select a location where you want to store the hot fix files.
 5. Click **Next**.
 6. On the **Welcome** screen, click **Install**.

The Update Network Images button is available on the Welcome screen. If you created automated installations of the Sage SalesLogix Client, you can upgrade the installations to hot fix 5 using this option (you must browse to the .msi file and click Update).

Automated installations can be used to install the Sage SalesLogix Client for new users. When the automated installation is updated using this method, it contains the initial version of the Sage SalesLogix Client and all service packs and hot fixes applied to your system.
 7. On the **Completed** screen, click **Finish**.