

Applying Hot Fix 7 for Sage CRM SalesLogix Version 7.0.1

Version 7.0.1.7

Developed by Sage CRM SalesLogix Technical Publications



Your business in mind.

Applying Hot Fix 7 for Sage CRM SalesLogix Version 7.0.1

Documentation Comments	This documentation was developed by Sage CRM SalesLogix Technical Publications. For content revisions, questions, or comments, contact the SalesLogix writers at saleslogix.techpubs@sage.com .
Copyright	Copyright © 1997-2007, Sage Software, Inc. All Rights Reserved. This product and related documentation are protected by copyright and are distributed under licenses restricting their use, copying, distribution, and decompilation. No part of this product or related documentation may be reproduced in any form by any means without prior written authorization of Sage Software and its licensors, if any.
Version	Version 7.0.1.7 August 2007
Trademarks	SalesLogix is a registered trademark of Sage Software, Inc. Other product names may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.
Disclaimer	Sage Software has thoroughly reviewed this manual. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described. Sage Software assumes no responsibility or liability for errors or inaccuracies with respect to this publication or usage of information. Further, Sage Software reserves the right to make changes to the information described in this manual at any time without notice and without obligation to notify any person of such changes.
Technical Support	<p>Technical Support is available to customers with support contracts directly from Sage Software and to Certified Business Partners. Calls are answered during business hours, Monday through Friday, excluding holidays. Current contact information is available on the SalesLogix Web site. Customers with a valid technical support contract and a Web access code can request technical support electronically on the SalesLogix SupportOnline/Sage Software Online Support and Services Web site.</p> <p>SalesLogix Web site www.saleslogix.com SalesLogix SupportOnline/Sage Software Online Support and Services Web site http://www.sagesoftwareonline.com</p> <p>Revisions to this book are posted on the SalesLogix SupportOnline/Sage Software Online Support and Services Web site. Check this site regularly for current SalesLogix product documentation.</p>

Applying Hot Fix 7 for Sage CRM SalesLogix Version 7.0.1

This hot fix addresses the following issues:

Defect Number	Description
1-48223	Multilyzer - The Network Client hangs when loading on a Windows 2003 machine if the dictionary file (SalesLogix.mld) is present.
1-49556	CPU utilization does not ramp down to zero when the SalesLogix Client is in an idle state. This issue was originally fixed in v7.0.1.1.
1-53278	Citrix - SLXControls.ocx has timers which appear to affect CPU utilization. The timers need to be disabled if they are not used.
1-53280	Citrix - Inefficient use of memory when opening and closing forms.
1-53653	Citrix - Only refresh the active NavBar group.
1-53655	SalesLogix is querying the database for all accounts when using Lookup Accounts > Advanced Lookup.
1-53736	When replacing a toolbar, SalesLogix needs to verify that the new toolbar exists.

This hot fix requires version 7.0.1. 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_v701_HF7.zip	SalesLogix.exe and SLXControls.ocx

Applying the Hot Fix

Apply the hot fix to all Sage CRM SalesLogix Network and Remote Client computers. Then, create the ToolbarRefresh registry entry and set a value specific to your environment.

Note Only an advanced user who is prepared to both edit and restore the registry can safely complete steps 8-12 of this hot fix.

To apply the hot fix

1. Close all SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX_v701_HF7.zip** file to a temporary folder.

-
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v701_HF7.exe**.
 4. On the **SalesLogix - v7.0.1 Hot Fix 7** 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 SalesLogix Client, you can upgrade the installations to hot fix 7 using this option (you must browse to the .msi file and click Update).

Automated installations can be used to install the SalesLogix Client for new users. When the automated installation is updated using this method, it contains the initial version of the SalesLogix Client and all service packs and hot fixes applied to your system.
 7. On the **Completed** screen, click **Finish**.
 8. Sage SalesLogix strongly recommends that you back up the registry before making the following change. Incorrect changes to the registry can result in permanent data loss or corrupted files. Modify only the key that is specified.
 9. On each computer running the SalesLogix Client, on the **Start** menu, click **Run**.
 10. In the **Open** box, type *regedit*.
 11. Create the following registry key: KEY_LOCAL_MACHINE\SOFTWARE\SalesLogix\Sales Client\ToolbarRefresh= DWORD value.

Add the ToolbarRefresh= DWORD value to the existing \Sales Client key. Do not create a new child registry entry for this value.
 12. In the registry key, type a decimal value in milliseconds (1000ms = one second). SalesLogix will not apply anything lower than 900 milliseconds.

This value sets the SalesLogix Client Toolbar refresh rate for the machine where established.