

Applying Hot Fix 9 for Sage CRM SalesLogix Version 7.0.1

Version 7.0.1.9

Developed by Sage CRM SalesLogix Technical Publications



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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. This issue originally fixed in v7.0.1.7.
1-49556	CPU utilization does not ramp down to zero when the SalesLogix Client is in an idle state. This issue 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. This issue originally fixed in v7.0.1.7.
1-53280	Citrix - Inefficient use of memory when opening and closing forms. This issue originally fixed in v7.0.1.7.
1-53653	Citrix - Only refresh the active NavBar group. This issue originally fixed in v7.0.1.7.
1-53655	SalesLogix is querying the database for all accounts when using Lookup Accounts > Advanced Lookup. This issue originally fixed in v7.0.1.7.
1-53736	When replacing a toolbar, SalesLogix needs to verify that the new toolbar exists. This issue originally fixed in v7.0.1.7.
1-55901	An activity displays as scheduled by the leader when someone other than the leader scheduled the activity.

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_HF9.zip	SalesLogix.exe and SLXControls.ocx

File Name	File Contents
SalesLogix v7.0 SP1 HF9.sxb	<p>System:Activity Details View - In the AXFormShow(Sender) sub, changed Activity.User to Activity.ScheduledBy.</p> <p>System:Activity Preview - In the AXFormChange(Sender) sub, removed lblScheduledName.Caption = Activity.UserName and added the following: If Activity.ScheduledBy Is Nothing Then lblScheduledName.Caption = "" Else lblScheduledName.Caption = Activity.ScheduledBy.Name End If</p> <p>System:History Details View - In the txtTypeChange(Sender) sub, changed Activity.User to Activity.ScheduledBy.</p>

Applying the Hot Fix

Apply the hot fix to all Sage CRM SalesLogix Network and Remote Client computers. Create the ToolbarRefresh registry entry and set a value specific to your environment. Then, apply the SalesLogix v7.0 SP1 HF9 bundle using the Administrator.

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_HF9.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v701_HF9.exe**.
4. On the **SalesLogix - v7.0.1 Hot Fix 9** 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 9 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*.

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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.
 13. Open the SalesLogix Administrator.
Start > Program Files > SalesLogix > Administrator.
 14. On the Navigation Bar, click **Bundles**.
 15. Click the **Install** button.
 16. In the **Open** dialog box, navigate to the folder where you extracted the hot fix files, select **SalesLogix v7.0 SP1 HF9.sxb**, and then click **Open**.
 17. In the **Choose Actions to Install** dialog box, click **OK**.
 18. Click **Yes** to replace the existing view.