Applying SNC Update 09 for Sage SalesLogix Version 8.0

Version 8.0.0.09 SNC

Developed by Saleslogix User Assistance

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Documentation Comments	This documentation was developed by Saleslogix User Assistance. For content revisions, questions, or comments, contact the Saleslogix writers at saleslogix.techpubs@swiftpage.com.
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Applying SNC Update 09 for Sage SalesLogix Version 8.0

This document describes SNC Update 09 for Sage SalesLogix version 8.0. SNC Updates provide modifications to pieces of Sage SalesLogix such as the Provider, SLXServer, Admin, Architect, SalesLogix Client, SpeedSearch, Sync Server, Sync Client, and so forth. Applying these updates may also be required for Web environments when the fix is for the Provider, SLXServer, or SpeedSearch.

Prerequisites

The following Sage SalesLogix software must be installed before installing this update:

- Sage SalesLogix version 8.0.

- Sage SalesLogix 8.0 Update 02.

- Sage SalesLogix 8.0 Update 03.

- Installations of Sage SalesLogix v8.0 that were upgraded from v7.5.4 require Update 00 for Sage SalesLogix version 8.0.
  This prerequisite does not apply to any other Sage SalesLogix installation scenario (such as an upgrade from 7.5.3 or earlier, or as a new installation of 8.0).

> ⚠️ Do not install SNC Update 09 for Sage SalesLogix 8.0 on any other Sage SalesLogix version.

> 📝 Sage SalesLogix v8.0 can be installed on Microsoft Windows 8 and 2012, however some additional installation steps are required.
> See *Installing Sage SalesLogix on Microsoft Windows 8, Windows Server 2012 and Internet Explorer 10* for detailed steps.

Issues Fixed in This Update

SNC Update 09 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12090399	Mail Merge Reply To option behaves inconsistently.
12091009	In a localized environment, there are corrupted strings, on the Account Detail view Activities tab tooltip.
13091234	A corrupted string error occurs in Calendar Preview when an activity's Regarding information includes extended characters.
13091227	The AspNetDeploymentAction.AfterDeployment() action does not remove localized versions of Portal.resx.
13091608	Users can set a subsidiary as a parent to the parent account.
13091738	After upgrading from version 7.5.4 to version 8.0, extended characters on Active X forms may be missing.

Defect	Description
13091802	Administrator Users list does not sort correctly when a user's name contains extended characters.
13091836	German extended characters are displaying the incorrect format when used within a Mail Merge.
13091927	Dragging multiple emails, multiple times to the Notes/History tab of same record freezes the data grid.
13092047	SalesLogix Client Calendar month tab displays incorrect date format when regional settings are set to Swedish.
13092061	Multibyte (Korean) characters are corrupted in many places in the SalesLogix Client when using a localized dictionary.
13092113	Multibyte characters in a record name will display as corrupted on the SalesLogix Client title bar.
13092114	Account names with multibyte characters are corrupted in the Associate Account dialog.
13092115	Account names with multibyte characters are corrupted in the Add Contact/Account Information dialog.
13092118	Multibyte username is corrupted in the Literature Request dialog.
13092119	When using Korean localization on the SalesLogix Client, the character for Tuesday is corrupted in Calendar week tab.
13092120	Insert Opportunity Account and Description fields display corrupt characters when the account name contains multibyte characters.
13092121	Contact / Account name is corrupted in title bar of the Complete an Activity dialog when using multibyte characters.
13092122	When contact name or current group is multibyte or cyrillic characters, they are corrupted in the Schedule Process dialog.
13092126	In the Address Labels dialog the Current Record or Current Group fields display non-Latin1 characters incorrectly.
13092127	Exception error displays when attempting to create a new sales process with a multibyte name.
13092152	When the SalesLogix Client is localized in a multibyte language, an error occurs when inserting a new opportunity
13092157	When attempting to edit a user with a multibyte character name in the Administrator, the following error occurs "Error initializing form: Access violation at address 005B7520 in module 'Admin.exe'. Read of address 000000F4."
13092158	When attempting to release a new Sales Process consisting of multibyte characters, the following error occurs "Exception EOleException: OLE error 8004277A Exception location: [005BC0ED]{SalesLogix.exe} IsBrandingEnabled."
13092161	Multibyte characters, such as Korean, are corrupted in the popup that displays when the user mouses over an activity (either in a tab view or calendar).

Previously Fixed Issues

SNC Update 09 for Sage SalesLogix 8.0 contains fixes released in previous updates.

SNC Update 05 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
13091350	Enable Windows 2012 Server support.
13091516	Force Delphi to allocate memory on the heap in a thread protected way when the IsMultiThread global variable is set to True.

SNC Update 08 for Sage SalesLogix version 8.0 addresses the following issues:

Defect	Description
12091101	Date Literal value "dateadd(hh,-12,getdate()) ,GETDATE()" causes errors when used as a condition in Query Builder.
13091557	Adding an Attachment from Recent places in the SalesLogix Client adds a shortcut to the top level of the path and does not allow the user drill down to select a file
13091816	Enable Office 2013 support.

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 Name	File Contents	File Version
SLX_v800_SNC_Update_ 09.zip	SLX_v800_SNC_Update_09.exe	
	SalesLogix v8.0.0 Update 09.sxb	
SLX_v800_SNC_Update_ 09.exe	Admin.exe	8.0.0.8636
	Architect.exe	8.0.0.8636
	SalesLogix.exe	8.0.0.8636
	SLXControls.ocx	8.0.0.8636
	SLXMMEngine.dll	8.0.0.8636
	SLXMMGUI.dll	8.0.0.8636
	SLXProfiler.exe	8.0.0.8636
	SlxSearchTrigger.dll	8.0.0.8636
SalesLogix v8.0.0 Update 09.sxb	Plugin Forms System:Account Detail	

Applying the Update

Install this update to all computers where Sage SalesLogix is installed.

Before installing the SalesLogix v8.0.0 Update 09.sxb bundle, review the files included in the update. Back up any customized files that may be affected, or back up the whole project if there are many files. Then, apply the update bundle in one of the following ways:

- Manually merge the update items with the customized items.
- Apply the bundle (overwriting all existing items), and then manually merge the customized items.

To begin the install

1. Close all Sage SalesLogix applications on the computer to which you are applying the update.

2. Extract the contents of the **SLX_v800_SNC_Update_09.zip** file to a temporary folder.

3. Navigate to the folder where you extracted the update files and double-click **SLX_ v800_SNC_Update_09.exe**.

4. On the **SalesLogix v8.0.0 SNC Update 09** screen select one of the following:

   - **Install the SalesLogix Update** extracts the update files to a temporary folder and removes the files once the installation is complete.

   - **Extract and Install the SalesLogix Update** extracts the update 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 update files.

5. Click **Next**.

6. On the **Welcome** screen, click **Install** to install the patch.

7. On the **Completed** screen, click **Finish**.

Finding Script Changes

Changes to Sage SalesLogix scripts, and scripts on forms, can be researched using a third-party comparison utility such as Beyond Compare or Microsoft Word. You can use the following example procedure to determine the Sage SalesLogix script changes in this release. Then, use that information to update your custom scripts with the Sage SalesLogix changes, or add your customizations to the Sage SalesLogix script.

To find script changes

1. Apply the upgrade bundle to a test environment.

2. Open the original version of the script or form you want to research in the **Architect**.

3. Right-click the script, and then click **Select All**.

4. Copy and paste the information to a text editor, such as **WordPad**.

5. Save the script with the version number in the name.

6. Repeat steps 2 - 5 for the same plugin updated in this release.

7. Open the original plugin version in **Microsoft Word** (saved in step 5).

8. On the **Tools** menu, click **Compare and Merge Documents**.

9. Browse to and select the updated plugin (saved in step 6) and click **Merge**.

10. View the code changes and determine how to merge the Sage SalesLogix changes with your customizations.

Installing the Bundle Using the Sage SalesLogix Administrator

Use the Sage SalesLogix Administrator to install the SalesLogix v8.0.0 Update 09 bundle.

Before installing the update bundle, create a bundle of all customized plugins in your database. Sage SalesLogix does not overwrite your customized plugins. However, this bundle can be used as a backup of your customizations.

To install the bundle

1. Open the **Administrator**.

2. On the **Navigation Bar**, click **Bundles**.

3. Click **Install**.

4. Navigate to the folder where you extracted the Update files and double-click the bundle named **SalesLogix v8.0.0 Update 09**.

5. After the bundle is loaded, the **Choose Actions to Install** dialog box appears. View the plugins to be installed with this release, and then click **OK**.

6. During installation, click **Yes** or **Yes to All** on any confirmation message boxes for overwriting system plugins.

7. In the **Choose Teams** dialog box, select the teams to which you want to release plugins, and then click **OK**.