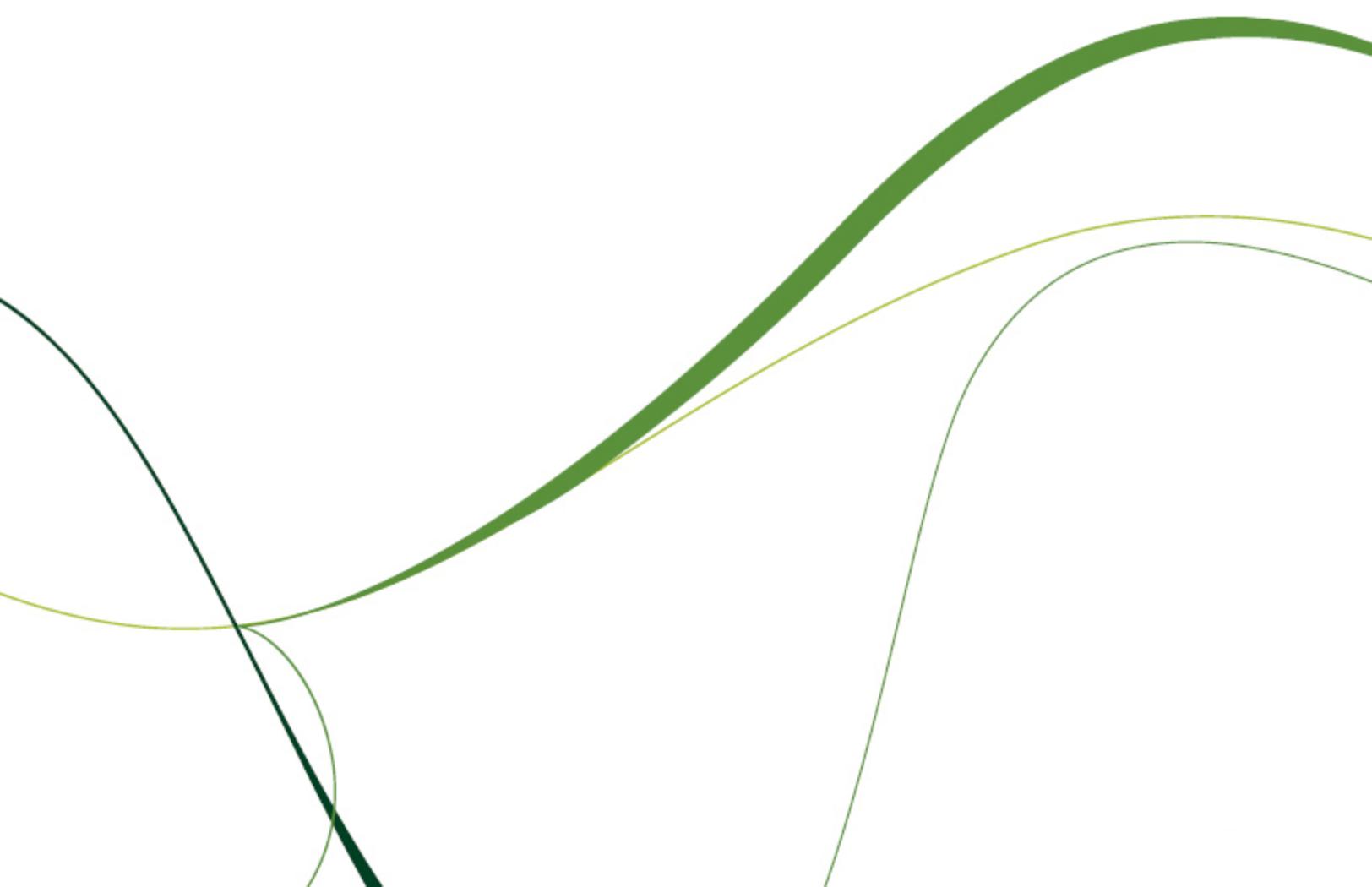




Applying SNC Update 11 for Sage Saleslogix Version 8.0

Version 8.0.0.11 SNC

Developed by Saleslogix User Assistance



Applying SNC Update 11 for Sage Saleslogix v8.0

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.
Copyright	Copyright © 1997-2014, SalesLogix N.A, LLC. 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 Swiftpage and its licensors, if any.
Address	Saleslogix 8800 North Gainey Center Drive, Suite 200 Scottsdale, AZ 85258 USA
Version	Version 8.0.0.11 SNC 2014
Trademarks	Swiftpage, SalesLogix, and the Swiftpage product and service names mentioned herein are registered trademarks or trademarks of Swiftpage ACT! LLC, or its affiliated entities. All other trademarks are property of their respective owners.
Disclaimer	Saleslogix 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. Saleslogix assumes no responsibility or liability for errors or inaccuracies with respect to this publication or usage of information. Further, Saleslogix 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	Technical Support is available to Saleslogix customers with support contracts directly from Sage Software or Swiftpage, and to Certified Business Partners. Calls are answered during business hours, Monday through Friday, excluding holidays. Current contact information is available on the web at: http://www.saleslogix.com Partners with a valid technical support contract and a Web access code can request technical support electronically on the Partner Support Portal Web site: http://www.slxinternal.sagesalesLogixcloud.com/partners . Customers with a valid technical support contract and a Web access code can request technical support electronically on the Customer Support Portal Web site: http://www.slxinternal.sagesalesLogixcloud.com/customers . Revisions to this book are available through both Portal Web sites. Check regularly for current Saleslogix product documentation.

Applying SNC Update 11 for Sage Saleslogix Version 8.0

This document describes SNC Update 11 for Sage Saleslogix version 8.0. SNC Updates provide modifications to pieces of Sage Saleslogix such as the Provider, SLXServer, Admin, Architect, see target 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.
- Sage Saleslogix 8.0 Update 09.
- 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 11 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 11 for Sage Saleslogix version 8.0 addresses the following issues:

Defect	Description
13092343	SpeedSearch results include deleted records, because deleted records are not deleted from the indexes.
13093766	If an attachment file name includes a quote ('), then the delete file index stats method of Search Service occurs, causing the error "IndexThread.Execute Line: 16 Error: Procedure DeleteFileIndexStats: Incorrect syntax near 's"

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_11.zip	SLX_v800_SNC_Update_11.exe	
	SalesLogix v8.0.0 Update 11.sxb	
SLX_v800_SNC_Update_11.exe	SLXSearchService.exe	8.0.0.8753
	SlxSearchTrigger.dll	8.0.0.8753
SalesLogix v8.0.0 Update 11.sxb	Insert Record into SLXTRIGGERS [QDEMOA000EMI] Insert Record into SLXTRIGGERS [QDEMOA000ETW] Insert Record into SLXTRIGGERS [QDEMOA006M9D]	

Applying the Update

Install this Update to all computers with the following components installed:

- Administrative Tools and Servers
- Remote Office
- Sage Saleslogix Client
- Sage Saleslogix Remote Client
- Sage Saleslogix Offline Web Client
- Web Host



Install the SalesLogix v8.0.0 Update 11.sxb bundle using the Sage Saleslogix Administrator.

Before installing the SalesLogix v8.0.0 Update 11.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_11.zip** file to a temporary folder.

3. Navigate to the folder where you extracted the Update files and double-click **SLX_v800_SNC_Update_11.exe**.
4. On the **SalesLogix v8.0.0 SNC Update 11** 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.

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 updates applied to your system.
7. If prompted to reboot, click **OK** to allow the reboot.
8. On the **Completed** screen, click **Finish**.

Installing the Bundle Using the Sage Saleslogix Administrator

Use the Sage Saleslogix Administrator to install the SalesLogix v8.0.0 Update 11 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 11**.
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**.

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.