Applying Web Hot Fix Package 02 for Sage SalesLogix Version 7.5.3

Version 7.5.3.02

Developed by Sage SalesLogix User Assistance

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This hot fix addresses the following issues:

Defect	Description
1-77626	A Web Viewer user cannot add or edit notes.
1-77862	An error displays when attempting to add a contact group to a campaign where the group layout has no address fields.
1-77965	Customer Portal authentication fails after specifying user for access or changing the Admin password.
1-77979	Enable the entities required for SData to function with the Sage SalesLogix Mobile version 2011 R1.
1-77981	Add the Record to History button to the Ribbon for 32 bit versions of Microsoft Outlook 2010.
1-78033	The Activity List view is slow to load when there are hundreds of users in the system.
1-78035	Unable to delete a recurring activity in the Activity List view.
1-78036	When completing/deleting a recurring activity in the Reminders view all of the occurrences are completed/deleted.
1-78038	In the Reminders view, users are unable to bring up the Edit dialog box for Recurring activities.
1-78039	If there is a single apostrophe in the Regarding field the calendar will show a '\' in the regarding field.
1-78078	A Java script error for the "isspacer" value causes the Navigation Bar icons to not display.
1-78146	When a lead source is associated to a Campaign Response, the Lead Source is blank.
1-78216	Filters do not work when using a child relationship that is based on a field with an underscore in the field name.
1-78240	When using Application Architect to create a custom entity and no associated Web Client group exists, an error displays in the Web Client when trying to open the new entity Main View.
1-78256	An error occurs when exporting some groups to Excel on a localized Web Client.
1-78291	An error occurs when scheduling a follow-up activity after sending a ticket e-mail.
1-78374	Web filters are not refreshing automatically when a group layout is edited.
1-78389	An error occurs when trying to open a mail merge attachment.
1-78390	The following error occurs when using Desktop Integration to send an e-mail. "Could not process SendSlx message: The remote server returned an error: (500) Internal Server Error."

Defect	Description
1-78437	The date/time data returned in Web Reports uses the Web Reporting Server time zone settings.
1-78546	"The file requested: subject.msg was not found on the server" error occurs when attempting to open an e-mail from history that contains a percent sign (%) in the subject (the open Email button is unavailable).
1-78555	The Reminder menu item does not highlight when a new reminder appears.
1-78557	Setting a currency control to display the Opportunity Rate does not set the value to the converted multi-currency value.
1-78583	Concurrent user license is not released when user's session is disconnected without clicking Log Off.
1-78588	WEB: Entity detail views do not display properly when there is a missing property requested from the systeminfo table.
1-78683	Unable to specify DataKeyName property in grid control bound to an HQL data source.

This hot fix requires Sage SalesLogix version 7.5.3 and all previous Web hot fix packages beginning with 01. Do not install this hot fix on any other Sage SalesLogix version. Contact your support representative or go to http://support.saleslogix.com to obtain the hot fix.

File Information

File Name	File Contents	File Version
SLX_v753_Web_HF02.zip	SLX_v753_Web_HF02.exe	
SLX_v753_Web_HF02.exe	Sage.Platform.dll	7.5.3.4326
	Sage.Platform.WebPortal.dll	7.5.3.4326
	Sage.SalesLogix.dll	7.5.3.4326
	Sage.SalesLogix.QuickForms.QFControls.dll	7.5.3.4326
	Sage.SalesLogix.Web.dll	7.5.3.4326
	Sage.SalesLogix.Web.Controls.dll	7.5.3.4326
	SLXWR.dll	7.5.3.4301
	Sage SalesLogix v7.5.3 Web HF02 VFS Upgrade.zip	n/a
Sage SalesLogix v7.5.3 Web HF02 VFS Upgrade.zip	ActivityCalendar.ascx.cs	n/a
	ActivityFilters.ascx.cs	n/a
	ActivityManager.page.xml	n/a
	ActivityManager.page.xml.resx	n/a
	ActivityReminders.ascx	n/a
	ActivityReminders.ascx.cs	n/a
	ActivityReminders.page.xml	n/a
	ActivityReminders.page.xml.resx	n/a
	AddEditTargetResponse.ascx	n/a

File Name	File Contents	File Version
	baselayout.js	n/a
	calendar.js	n/a
	CommonTasksTasklet.ascx.cs	n/a
	Defect.DEFECT.entity.xml	n/a
	DefectProblem.Defect.DEFECTPROBLEM.entity.xml	n/a
	DefectProduct.DEFECTPRODUCT.entity.xml	n/a
	DefectReturn.DEFECTRMA.entity.xml	n/a
	DefectSolution.Defect.DEFECTSOLUTION.entity.xml	n/a
	DefectTicket.DEFECTTICKET.entity.xml	n/a
	DeleteRecurrence.ascx.cs	n/a
	DeleteRecurrence.smartpart.xml	n/a
	DeleteRecurrence.smartpart.xml.resx	n/a
	EditRecurrence.ascx.cs	n/a
	EditRecurrence.ascx.resx	n/a
	EditRecurrence.smartpart.xml	n/a
	Global.cs	n/a
	IntellisyncInstall.zip	n/a
	LeadAddress.LEAD_ADDRESS.entity.xml	n/a
	ModifiedBy.filter.xml	n/a
	Sage.Platform.dll	7.5.3.4326
	Sage.Platform.WebPortal.dll	7.5.3.4326
	Sage.SalesLogix.BusinessRules.dll	7.5.3.4326
	Sage.SalesLogix.Client.GroupBuilder.dll	7.5.3.4326
	Sage.SalesLogix.dll	7.5.3.4326
	Sage.SalesLogix.Reporting.Server.dll	7.5.3.4326
	Sage.SalesLogix.Web.Controls.dll	7.5.3.4326
	Sage.SalesLogix.Web.dll	7.5.3.4326
	Sage.SalesLogix.Web.UI.Activity.dll	7.5.3.4326
	sage-controls.css	n/a
	sage-mailmerge.js	n/a
	sage-mailmerge-debug.js	n/a
	sage-mailmerge-service.js	n/a
	sage-styles.css	n/a
	SlxDesktopIntegrationSetup.exe	7.5.3.4247
	TicketProblem.Ticket.TICKETPROBLEM.entity.xml	n/a
	TicketSolution.Ticket.TICKETSOLUTION.entity.xml	n/a

File Name	File Contents	File Version
	Urgency.URGENCY.entity.xml	n/a
	UserType.filter.xml	n/a
	ViewAttachment.aspx.cs	n/a
SlxDesktopIntegration Setup.exe	Desktop Manager.chm	n/a
	LumiSoft.Net.dll	2.0.3719.2 8343
	MailMerge.chm	N/A
	sagegears.dll	7.5.3.4227
	SLMN.dll	7.5.3.4301
	SlxDesktopManager.exe	7.5.3.4326
	SLXDocW.dll	7.5.3.4227
	SLXFaxW.dll	7.5.3.4227
	SLXFramer.ocx	7.5.3.4227
	SLXMMEngineW.dll	7.5.3.4227
	SLXMMGUIW.dll	7.5.3.4227
	SLXWinFaxW.dll	7.5.3.4227

Applying the Hot Fix

Ensure you have applied all previous hot fix packages beginning with 7.5.3 Web Hot Fix 01 prior to installing this hot fix:

- 7.5.3 Web Hot Fix 01

Apply the hot fix to all computers where the Application Architect and Web Reporting are installed. Install the bundle using the Application Architect and then, build and deploy your Web site(s).

Note Before installing the bundle, review the files included in the hot fix. Back up any customized files that may be affected, or back up the whole project if there are many files. Then apply the hot fix bundle in one of the following ways:

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

To apply

1. Close all Sage SalesLogix applications on the computer to which you are applying the hot fix.
2. Extract the contents of the **SLX_v753_Web_HF02.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v753_Web_HF02.exe**.
4. On the **SalesLogix - v7.5.3 Web Hot Fix 02** screen, select the **Extract and Install the SalesLogix Hot Fix** option.

   The hot fix files, including the VFS bundle, are extracted to the location you specify. The files are not removed once the installation is complete.

   Note Selecting the other option prevents the VFS bundle from being available after the patch is installed, since the files are then deleted.

5. Select the location where you want to store the hot fix files.

    Note There is a folder path character limitation that requires the path where you save or copy bundles that are created in the Application Architect to be 57 characters or less (including the drive name).

6. Click **Next**.
7. On the **Welcome** screen, click **Install**, to install the patch.
8. On the **Completed** screen, click **Finish**.

Installing the Bundle

To install the bundle

1. Ensure you have **Write** permissions to the bundle installation folder.

    Check permissions on the Security tab on the folder properties.

2. Open the **Application Architect**.
3. In the **Project Explorer**, right-click the project, and then click **Install Bundle**.
4. Navigate to the folder where you extracted the hot fix files, click **Sage SalesLogix v7.5.3 Web HF02 VFS Upgrade.zip**, and then click **Open**.
5. On the **Select Bundle** screen, click **Next**.
6. On the **Select Items** screen, ensure the **Portals** option is selected.
7. Click **Next**, and then click **Finish**.

Building and Deploying the Web Changes

To make your changes available, you must build and deploy the Web portal.

To build and deploy

1. In the **Project Explorer**, click the project.
2. Press and hold the **CTRL** key, and then on the **Build** menu, click **Build Web Platform**.

    All the files in the entire assembly for the current project are compiled. Status for the build is displayed in the Output Window at the bottom of the screen.

3. When the build is complete, click **Deployment Explorer** on the **View** menu.
4. Expand **Deployments**.
5. Double-click the portal to deploy.
6. Under **Deployment Targets**, right-click the target portal, and click **Deploy Portal**.

    A status box appears indicating status for the deployment.

7. Repeat these steps for each of the affected portals.

    Note By default, the Sage SalesLogix Web Client portal is set to deploy to the localhost, but you can change these settings to fit your environment.

8. Instruct Sage SalesLogix Web Client and disconnected Web Client users to download the Desktop Integration Module in order to get the updated files.

    Note Users must first exit out of the Sage SalesLogix Desktop Manager and Microsoft Outlook before downloading the updated Desktop Integration Module.

    For more information, Click the "Find out more" link on the Sage SalesLogix Web Client login screen to open the "Installing and Using Sage SalesLogix Desktop Integration" help topic.

Refreshing Activity Reminders

If after applying the hot fix users report that the Reminder menu item is still not highlighting (1-78555), instruct the user to clear their cache. If clearing the cache does not work, then modify the Activity Reminder refresh setting in the web.config using the Application Architect.

Edit the web.config file using the Application Architect

1. In the **Project Explorer**, expand your project folder, and then double-click **Portal Manager**.
2. Expand **Sage SalesLogix**, expand **Support Files**.
3. Double-click **web.config** to open it for editing.
4. Find the line: **<add key="CacheActivityRemindersResultTimeout" value="0.00:05:00"/>.**
5. Edit the value to the desired refresh time.

   Note By default the value is set to 0.00:05:00, or 5 minutes, for performance. Changing this value to refresh sooner can affect performance.

   For example:

   ```
   <add key="CacheActivityRemindersResultTimeout" value="0.00:01:00"/>
   ```

6. On the toolbar, click **Save** and then close the file.
7. Build and deploy the web portal.

Updating the ShellSettings.ini file

If you encounter the following error during the installation of the Hot Fix, you will need to update the ShellSettings.ini to complete the install.

"SalesLogix InstallShell: An error occurred in RunInstalls. CreateProcess failed with error "The handle is invalid."."

Note This may occur on slower machines.

To Update the ShellSettings.ini

1. Navigate to the folder where you stored the hot fix files.
2. In the **Config** folder, double-click on **ShellSettings.ini** to open the file in NotePad.
3. Under **[INSTALLSHELL]**, add **DELAY={Seconds}**. Default is 5 seconds.

   ```
   [INSTALLSHELL]
   Product = "SalesLogix"
   ForHotFix = "TRUE"
   ForServicePack = "FALSE"
   ShellType = "Hot Fix"
   ExtractContent = "FALSE"
   Genre = "Web"
   Patch = "VSWF, Admin"
   BGImage = "Config\Shell.jpg"
   CreateLogFiles = "FALSE"
   REINSTALLMODE = "omus"
   SLXREPSLX=True
   DELAY=20
   ```
4. Save and close the **ShellSettings.ini**.
5. In the folder where you stored the hot fix files, double-click on the **InstalShell.exe** to restart the installation.

6. If you receive the error again, increase the DELAY by five seconds until you no longer receive the error.