



# Applying SNC Update 01 for Version 8.2

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# Introduction



Infor CRM is a leading customer relationship management solution that enables small to medium-sized businesses to acquire, retain, and develop profitable customer relationships through integrated Sales, Marketing, Customer Service, and Support automation solutions.

## About this guide

This document describes SNC Update 01 for version 8.2. SNC Updates provide modifications to pieces such as the Provider, SLX Server, Admin, Architect, Windows 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, Server, or SpeedSearch.

## Prerequisites

The following software must be installed before installing this update:

- Infor CRM version 8.2



Do not install SNC Update 01 for 8.2 on any other version.

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).

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# Chapter 1

## Changes in this Update

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This chapter lists all of the changes to Infor CRM (Saleslogix) since version 8.2.

### Issues fixed in this update

SNC Update 01 for Infor CRM version 8.2 addresses the following issues:

Defect	Description
INFORCRM-3457	City and state values are not displaying on the Contact and Account Whats New tabs.
INFORCRM-3458	In a localized environment, corrupted characters appear when customizing a pick list with umlauts.
INFORCRM-3459	When using SSL and Sync Automation the following error occurs "Failed to send file. The Action must be retried".
INFORCRM-3460	After executing a script, AgentRunner may get caught in an endless iterative loop using increasing amounts of system resources .
INFORCRM-3461	Activity attachments are not saved under Attachment Tab of the relevant contact detail view.
INFORCRM-3462	In the Administrator, when creating a new table on a Unicode database the ID is set to char (12) instead of nchar(12).
INFORCRM-3647	Updated triggers are not synchronized to remote databases.
INFORCRM-3673	Synchronization Service should be named Saleslogix Synchronization Service.
INFORCRM-3794	Crystal reports queries fail, returning a blank page, when the same report is run more than once.
INFORCRM-4063	The slxotl32.dll 64-bit will not register on a system with a 64-bit version of Microsoft Office.

## 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
Infor_CRM_v820_SNC_Update_01.zip	Infor_CRM_v820_SNC_Update_01.exe	
Infor_CRM_v820_SNC_Update_01.exe	Admin.exe	8.2.0.1293
	AgentRunner.exe	8.2.0.1293
	ApplicationArchitect.chm	
	Architect.exe	8.2.0.1293
	PortalExplorer.chm	
	SalesLogix.exe	8.2.0.1293
	SLXLoggingServer.exe	8.2.0.1293
	Slxotl32.dll	8.2.0.1261
	SLXQuickForms.chm	
	SHttp.dll	8.2.0.1293
	SyncClient.exe	8.2.0.1293

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# Chapter 2

## Applying the Update

2

Install this Update to all computers where the following components have already been installed:

- Administrative Tools and Servers
- Remote Office
- Windows Client
- Remote Client
- Offline Web Client

### To begin the install

1. Close all Infor CRM applications on the computer to which you are applying the Update.
2. Extract the contents of the **Infor\_CRM\_v820\_SNC\_Update\_01.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the Update files and double-click **Infor\_CRM\_v820\_SNC\_Update\_01.exe**.
4. Click **Next**.
5. On the **Welcome** screen, click **Install** to install the patch.

Automated installations can be used to install the Client for new users. When the automated installation is updated using this method, it contains the initial version of the Client and all service packs and updates applied to your system.

6. On the **Completed** screen, click **Finished**.



