

Applying Hot Fix 38 for Sage SalesLogix Version 7.2.2

Version 7.2.2.38

Developed by Sage SalesLogix User Assistance



Your business in mind.

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Documentation Comments	This documentation was developed by Sage SalesLogix User Assistance. For content revisions, questions, or comments, contact the writers at saleslogix.techpubs@sage.com .
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This hot fix addresses the following issues:

Defect	Description
1-60399	Web: When the DST flag is checked, recurring activity start times are changed to one hour ahead after DST starts. This issue originally fixed in 7.2.2 Hot Fix 1.
1-60400	Web: If a member with edit rights modifies an activity, the reminder changes to an incorrect value for all members except the leader. This issue originally fixed in 7.2.2 Hot Fix 1.
1-60412	Web: Weekly recurring activities display on the wrong day in the calendar. This issue originally fixed in 7.2.2 Hot Fix 1.
1-60569	Web: The OK button does not close the Update Contact Options dialog box. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60593	Web: When the DisplayDate is set to False and the DisplayTime is set to True, an error occurs indicating the date entered is not valid. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60636	Web: A null value in the IveCurrency field in the UserOptionDef table causes problems viewing and creating opportunities. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60865	The DateTimePicker control displays the current time even after a user selects a different time. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60879	The Insert Child Dialog Action does not work correctly when using "Insert" mode. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60881	The OnChange event for the Person Name control is not firing at the right time, making data changes unavailable in the event handler. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60882	The OnChange event for the Address control is not firing at the right time. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-60927	Web: Creating a group with "&" in the name causes an error. This issue originally fixed in 7.2.2 Hot Fixes 3, 8, and 10.
1-62093	Web: When you edit two or more products on the Add Product detail page you lose all changes. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-62094	Web: When you change a product's price on the Add Opportunity Product screen the price does not change. However, if you change the price twice, it changes. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-62095	Web: If you add products to an opportunity and try to update one of them, the correct product is not always selected. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-62195	Web: An error displays after a product with a zero base price is updated for the second time. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-62383	Web: When inserting a new opportunity, the sales potential does not update when you edit the product. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.

Defect	Description
1-63283	Web: After converting a lead, the error "object reference not set to an instance of an object." displays when viewing the converted account. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-63292	Web: Activity/Alarm options - Default View option is not working. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-63659	Web: Contact groups need the ability to have more than one Default Entity Link. This issue originally fixed in 7.2.2 Hot Fix 10.
1-63675	Web: On the Time Zone Calculator tab, clicking More does not display a scroll bar which is necessary to view all time zones. This issue originally fixed in 7.2.2 Hot Fix 10.
1-63676	Web: A minimized activity will not maximize again after accessing another page. This issue originally fixed in 7.2.2 Hot Fix 10.
1-63678	Web: Tab views do not wrap properly when there is second row of tabs. This issue originally fixed in 7.2.2 Hot Fixes 8 and 10.
1-63686	Web: Lookups do not behave as expected when performed on any page after the first page of results. This issue originally fixed in 7.2.2 Hot Fix 10.
1-63749	Web: Menu controls should have scrollbars if the number of items extend beyond the screen display. This issue originally fixed in 7.2.2 Hot Fix 10.
1-64470	Web: When more than 4-5 users log on and begin to edit and browse, the site appears to be locked and users are unable to continue working. This issue originally fixed in 7.2.2 Hot Fix 13.
1-64525	Web: Default Sales Process does not carry over to new opportunities. This issue originally fixed in 7.2.2 Hot Fix 26.
1-64748	Web: Regardless of access rights, users should not be able to view other users' personal activity information. This issue originally fixed in 7.2.2 Hot Fix 16.
1-64988	Web: Loading a contact group can take more than 8 minutes in certain situations. This issue originally fixed in 7.2.2 Hot Fix 19.
1-64998	Web: Fix issues related to lists and data binding. This issue originally fixed in 7.2.2 Hot Fix 19.
1-65081	Web: Concurrent users are unable to log on. This issue originally fixed in 7.2.2 Hot Fix 13.
1-65100	A complex query group in the Sage SalesLogix Client does not work in the Web Client. This issue originally fixed in 7.2.2 Hot Fix 19.
1-65467	When mousing over a tab on a detail view, the hand icon only appears on the far right and left sides of a tab. This issue originally fixed in 7.2.2 Hot Fix 23.
1-65491	Web: Unable to Login as Admin. This issue originally fixed in 7.2.2 Hot Fix 23.
1-65493	Web: Navigating between records in a group repeatedly generates "TOP 3" Select statements. This issue originally fixed in 7.2.2 Hot Fix 23.
1-65747	Web: ActivityAlarm Option Page and Calendar Option Page uses HQL to get correct list instead of iterating a collection. This issue originally fixed in 7.2.2 Hot Fix 23.
1-65944	Web: Selecting Active Campaigns or My History produces an error dialog. This issue originally fixed in 7.2.2 Hot Fix 23.
1-66014	Web: Creating a group with '&' in the name causes an error.
1-66024	When a duplicate name is entered in the name field a runtime error occurs: "An error occurred creating ad hoc group. Error: Duplicate group name". This issue originally fixed in 7.2.2 Hot Fix 23.

Defect	Description
1-66171	Poor performance changing dates in the Web Client Calendar. This issue originally fixed in 7.2.2 Hot Fix 23.
1-66270	Web: Unable to add/delete records from new ad hoc group. This issue originally fixed in 7.2.2 Hot Fix 23.
1-66341	When multiple users login, after the web server is first initialized, NullException warnings/errors can occur. This issue originally fixed in 7.2.2 Hot Fix 23.
1-66433	Web: Multiple timeless activities in Calendar Day view cause the scroll bar to disappear. This issue originally fixed in 7.2.2 Hot Fix 23.
1-66650	NULL Exception Errors occur when run under Load. This issue originally fixed in 7.2.2 Hot Fix 23.
1-67508	Web: When you create an account with a large number of contacts and then try to open the contact list an error occurs: "Out of memory on line: 6". This issue originally fixed in 7.2.2 Hot Fix 26.
1-67526	Web: What's New is displaying Activity data that should not display. This issue originally fixed in 7.2.2 Hot Fix 26.
1-67640	An error occurs when opening the Web Client where the user's default group was created prior to an upgrade: "Object reference cannot be set to instance of an object error." This issue originally fixed in 7.2.2 Hot Fix 26.
1-67825	Web: When a member of an activity dismisses an alarm, the activity is not removed from the Activity Reminder.
1-67830	Web: When a large number of products exist, a timeout error occurs when you click Options: "Request timed out." This issue originally fixed in 7.2.2 Hot Fix 26.
1-67921	Web: System.NullReferenceException: Object reference not set to an instance of an object. This issue originally fixed in 7.2.2 Hot Fix 28.
1-68118	Web: An unhandled exception error occurs periodically when memory usage increases. This issue originally fixed in 7.2.2 Hot Fix 28.
1-68235	A WebViewer user is unable to change his/her password in the Web Client. This issue originally fixed in 7.2.2 Hot Fix 28.
1-68626	Need to include the full stack trace when logging exceptions. This issue originally fixed in 7.2.2 Hot Fix 26.
1-68627	Web: When editing an Activity, and entering notes longer than 255 Characters, the notes are truncated if you "post" to the server before saving. This issue originally fixed in 7.2.2 Hot Fix 26.
1-68655	Web: Group conditions that contain a subquery are not returning data.
1-68713	Web: Recurring Timeless Activities display a day ahead on the calendar. This issue originally fixed in 7.2.2 Hot Fix 26.
1-68771	Web: Urgency level in tickets does not save in Customer Portal.
1-68938	Web: Mousing over activities on the calendar does not display all data included in prior version.
1-69019	Web: A very full calendar is slow to respond to the first click.
1-69164	Web: An error occurs on login to Customer Portal after applying 7.2.2 Hot Fix 23: "Object reference not set to an instance of an object."
1-69208	Web: The Log On button does not respond after upgrading .NET in v7.2 Service Pack 2.

Defect	Description
1-69322	Web: After applying Hot Fix 26 for 7.2.2, a history record is not created when using SendSLX.
1-69398	Web: Recurring activities display with a blue background, even though they are not unconfirmed activities, on all views of the Calendar.
1-69496	Web: An error occurs occasionally when saving activities: "Exception - Cannot write to a readonly object."
1-70856	Web: Using an ampersand (&) in an Ad Hoc group name strips the ampersand and the remaining text off the group name.

This hot fix requires version 7.2.2. 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
SLX_v722_HF38.zip	GroupTranslator.dll, SLXLicenseMgr.dll, SLXServer.exe, SLXSystem.dll, SlxSystem.exe, and Sage SalesLogix v7.2.2 HF38 VFS Upgrade.zip

File Name	File Contents
Sage SalesLogix v7.2.2 HF38 VFS Upgrade.zip	ActivityAlarmOptionsPage.ascx.cs, ActivityCalendar.ascx, ActivityCalendar.ascx.cs, ActivityDetails.ascx.cs, ActivityManager.ascx.cs, ActivityManagerActivityList.ascx, ActivityManagerActivityList.ascx.cs, ActivityReminders.ascx.cs, ActivitiesWhatsNew.ascx.cs, AddLeadNote.main.quickform.xml, AddLeadNote.main.quickform.xml.resx, AddNote.main.quickform.xml, AddNote.main.quickform.xml.resx, AddOpportunityProduct.ascx, AddOpportunityProduct.ascx.cs, AddOpportunityProduct.ascx.resx, AddPortalTicket.main.quickform.xml, AddPortalTicket.main.quickform.xml.resx, addremoveadhocrecords.aspx, Base.master, CalendarOptionsPage.ascx.cs, ChangePasswordOptionsPage.ascx.cs, ChangePasswordOptionsPage.ascx.resx, ContactLeadSources.main.quickform.xml, ContactLeadSources.main.quickform.xml.resx, Default.master, DefaultOpportunityProduct.ascx, DefaultOpportunityProduct.ascx.cs, DefaultOpportunityProduct.ascx.resx, Dialog.master, EditOpportunityProduct.main.quickform.xml, EditOpportunityProduct.main.quickform.xml.resx, EmailPromptforHistory.aspx, EmailPromptforHistory.aspx.cs, global.asax, groupmanager.js, GroupTranslator.dll, GroupViewer.ascx, GroupViewer.ascx.resx, groupviewer.aspx.resx, hibernate.xml, HistoryDetails.main.quickform.xml, HistoryDetails.main.quickform.xml.resx, ig_shared.js, Interop.GroupTranslator.dll, Interop.SlxLoggingObj2.dll, jquery.js, jquery.debug.js, LeadHistoryDetails.main.quickform.xml, LeadHistoryDetails.main.quickform.xml.resx, Login.master, LookupView.ascx.cs, QFDataSource.WebControlRenderingTemplate.vm, Sage.Platform.dll, Sage.Platform.Application.dll, Sage.Platform.VirtualFileSystem.dll, Sage.Platform.WebPortal.dll, Sage.SalesLogix.dll, Sage.SalesLogix.Activity.dll, Sage.SalesLogix.BusinessRules.dll, Sage.SalesLogix.Client.GroupBuilder.dll, Sage.SalesLogix.Client.GroupBuilder.Modules.dll, Sage.SalesLogix.Client.MailMerge.dll, Sage.SalesLogix.LegacyBridge.dll, Sage.SalesLogix.Plugins.dll, Sage.SalesLogix.Web.dll, Sage.SalesLogix.Web.Controls.dll, Sage.SalesLogix.Web.UI.Activity.dll, timezonecalc.ascx, timezonecalc.ascx.cs, timezonecalc_style.css, UpdateContactOptions.ascx.cs

Applying the Hot Fix

Apply the hot fix to all computers where the Application Architect, Web Host, and SalesLogix Server are installed. Install the bundle using the Application Architect. Build and deploy your Web site(s). Then, modify the Web.config file to implement the change.

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

- Manually merge the hotfix 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_v722_HF38.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v722_HF38.exe**.
4. On the **SalesLogix - v7.2.2 Hot Fix 38** 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 will prevent 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**.
8. On the **Completed** screen, click **Finish**.

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 7.2.2 HF38 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**.

To build and deploy the Web site

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.
1. On the **View** menu, click **Deployment Explorer**.
2. Expand **Deployments**.
3. Double-click the portal to deploy.

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

4. Under **Deployment Targets**, right-click the target portal, and click **Deploy Portal**.
A status box appears indicating status for the deployment.
5. Repeat these steps for each of the affected portals: SLXClient, SLXCustomer Portal and SLXLead Capture.

To edit the Web.config

1. Browse to the Web.config file for the Customer Portal.
The default path is C:\Inetpub\wwwroot\SLXCustomerPortal.
2. Open the file in an editor.
3. Locate the **<appSettings>** section at the bottom of the script.
4. Insert a new line

```
<appSettings>  
  <add key="UseQueryParameters" value="false"/>
```

5. Save the changes and close the file.