

Applying Hot Fix 17 for Sage SalesLogix Version 7.5.1

Version 7.5.1.17

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
1-68345	When running a report against a group, where the criteria contains information that is not from a table in the report, SalesLogix returns an error: "Invalid Crystal Query String", followed by: "This field name is not known." This issue originally fixed in Hot Fix 8.
1-68346	When a report is run against a group with custom tables, using the Current Group option under "Show Records that match", an error occurs: "This filter contains a group that you do not have access to." This issue originally fixed in Hot Fix 8.
1-68397	When a group condition includes custom tables, an error occurs: "Failed to retrieve data from the database." Details: [Database Vendor Code: 1952793716]. This issue originally fixed in Hot Fix 8.
1-68412	When a report is run against a group with custom tables, using the Current Group option under "Show Records that match", an error occurs: "Unable to retrieve the report. The report cannot make an OLE DB connection. Please contact your administrator." This issue originally fixed in Hot Fix 8.
1-68510	Crystal report continues to run, using up disk space, and fails to complete. This issue originally fixed in Hot Fix 8.
1-68528	Detail views do not display correctly in 64-bit environments. This issue originally fixed in Hot Fix 8.
1-68561	When using a numeric query for account revenue an error occurs: "Invalid Crystal SQLQueryString." This issue originally fixed in Hot Fix 8.
1-68562	When using a numeric query for custom tables an error occurs: "Invalid CrystalSQLQueryString." This issue originally fixed in Hot Fix 8.
1-68598	When running a report This issue originally fixed in Hot Fix 8.with a sub query, an error occurs: "Failed to parse SQL."
1-68617	Insert New Opportunity appears to hang when there is a large number of groups (several hundred). This issue originally fixed in Hot Fix 8.
1-68628	Opportunity group names with commas are parsed in the report conditions pick lists. This issue originally fixed in Hot Fix 8.
1-68724	After setting a timeless, recurring activity with an alarm, and then backdating it, the program ends and on restart an error occurs: "EEventError: Can only set Start Time when Iteration < 1." This issue originally fixed in Hot Fix 8.
1-68733	Completing an activity or inserting a note triggers multiple tab views, multiple times, on change events. This issue originally fixed in Hot Fix 8.
1-68793	Unhandled Exception occurs in the Sales Client after an AutoSync cycle. This issue originally fixed in Hot Fix 8.

Defect	Description
1-68950	LAN: The column headings in the week view of the calendar are aligned incorrectly on a 64-bit OS. This issue originally fixed in Hot Fix 8.
1-68985	LAN: 64 bit issue - calendar shifting. This issue originally fixed in Hot Fix 8.
1-69029	Access violation at address 0040610F in module "SalesLogix.exe. Read of address FFFFFFFF." displays periodically with SalesLogix running on Citrix. This issue originally fixed in Hot Fix 15.
1-69223	LAN: The following error displays when changing from the Calendar to a contact in a 2003 64-bit environment: "The Window does not have scroll bars." This issue originally fixed in Hot Fix 15.
1-69224	LAN: The Opportunity Product Add Product View is distorted in a 64-bit environment. This issue originally fixed in Hot Fix 15.
1-69225	LAN: The Dashboard view is distorted in a 64-bit environment. This issue originally fixed in Hot Fix 15.
1-69524	When a user selects the "No" option (for saving changes) and "Do not prompt me again" no changes are saved from then on unless the user clicks Save. This issue originally fixed in Hot Fix 15.
1-68991	Tabs on the mail merge dialog are blank on a 64-bit OS.
1-70571	Connection failure occurs in Activity Reminders dialog.
1-70697	Activity.Originaldate is incorrectly populated with date/time when the Activity Form is opened.

This hot fix requires version 7.5.1. 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_v751_HF17.zip	SLX_v751_HF17.exe, SLX_v751_HF8.sxb.
SLX_v751_HF17.exe	SalesLogix.exe, SLXMMGUI.dll, SLXCharts.ocx, SLXControls.ocx.
SLX_v751_HF8.sxb	VB Scripts <ul style="list-style-type: none">• System:SLX Crystal Report• System:SLX Report Controller• System:Report Conditions Forms <ul style="list-style-type: none">• System:SLX Report Manager View - In the script on the form:<ul style="list-style-type: none">• Added call to mConditionBuilderController.ReportConditions.Clear in Sub LoadReportFilter().• Modified InitializeConditionControls to properly handle group names that contain a comma.• Added mConditionBuilderController.ReportConditions.Clear• Added Dim iCount• Modified strGroupList = Application.BasicFunctions.GetGroupList(GlobalReportController.CrystalReport.MainTable

Applying the Hot Fix

Apply the hot fix to all Sage SalesLogix Client computers. Install the bundle with the Administrator.

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_v751_HF17.zip** file to a temporary folder.
3. Navigate to the folder where you extracted the hot fix files and double-click **SLX_v751_HF17.exe**.
4. On the **SalesLogix - v7.5.1 Hot Fix 17** screen, select your installation method:
 - **Install the SalesLogix Hot Fix** extracts the hot fix files to a temporary folder and removes the files once the installation is complete.
 - **Extract and Install the SalesLogix Hot Fix** extracts the hot fix 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 hot fix files.
5. Click **Next**.
6. On the **Welcome** screen, click **Install**.

The Update Network Images button is available on the Welcome screen. If you created automated installations of the Sage SalesLogix Client, you can upgrade the installations to hot fix 17 using this option (you must browse to the .msi file and click Update).

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 hot fixes applied to your system.
7. On the **Completed** screen, click **Finish**.

To install the bundle

1. Close all Sage SalesLogix Client applications.
2. Open the Administrator.
3. On the Navigation Bar, click **Bundles**.
4. Click **Install**.
5. Navigate to the folder where you extracted the hot fix files and double-click the bundle named **SLX_v751_HF8.sxb**.
6. 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**.
7. During installation, click **Yes** or **Yes to All** on any confirmation message boxes for overwriting system plugins.
8. 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.