



**SUGARCRM**<sup>TM</sup>  
COMMERCIAL OPEN SOURCE

# Sugar Open Source Release Notes

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Version 4.5.1a

*Sugar Open Source Release Notes*  
Version 4.5.1a, 2007

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# Introduction

This document describes the new features and enhancements in Sugar Open Source 4.5.1. In addition, known issues and bug fixes pertaining to this release, 4.5.1a, are included.

You can upgrade from Sugar Suite versions 4.2.1 or 4.5.0 to 4.5.1.

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**CAUTION:** It is recommended that you make a copy of your production systems and use it to test 4.5.1a.

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Please continue providing feedback on this release as we continue to develop Sugar Suite functionality for the upcoming releases. We will continue to work to incorporate your feedback into the development process. The SugarCRM Development Team is closely monitoring the following channels and is making every effort to fold your feedback into upcoming releases.

You can provide feedback through the SugarCRM Bug Portal, accessible through <http://bugs.sugarcrm.com>. Use 4.5.1a to designate new bugs found in this release. Otherwise, please update existing bugs with additional information.

Check the Bug Portal for known issues prior to submitting bugs.

Topics include:

- **[“Requirements for 4.5.1” on page 1](#)**
- **[“New and Enhanced Features” on page 1](#)**
- **[“Compatibility Matrix” on page 3](#)**
- **[“Known Limitations” on page 3](#)**
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## Requirements for 4.5.1

- To install Sugar Suite 4.5.1 successfully, ensure that the MB String module is installed in your PHP libraries.
- If you are using MySQL, you must install version 4.1.2 or higher to use with Sugar Suite 4.5.1.
- For Microsoft Exchange, Sugar Suite supports only versions 2000 and higher.

## New and Enhanced Features

### Campaign Management

Sugar now offers the following features for campaigns:

- You can now create Newsletter campaigns. A Newsletter campaign is an email campaign that you can send out on a regular basis.
- The new Campaign Wizard allows you to create an email campaign, a newsletter campaign, or other types such as mail and telesales campaigns.
- The new email campaign diagnostic tool allows you to ensure that all the campaign requirements have been met such as email setup, bounce-handling mailbox, and a scheduled job to send out the campaign emails. The diagnostic tool allows users to have a

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quick understanding of the pending administrative tasks before scheduling the campaign.

- Sugar now provides an embedded ROI report that allows you to view the Return on Investment (ROI) for a campaign based on opportunities generated from the campaign.
- You can create a Web-to-Lead form within Sugar Suite. Users can drag and drop fields from the leads table, including custom fields, and create a ready to use Web-to-Lead form.
- You can now link to campaigns from Leads, Contacts, and Opportunities modules.
- You can now embed images in campaign emails to avoid them from getting reported as spam.
- To enhance performance, you now have the option of storing only one campaign email in the Sugar database. You can map this email to all the campaign targets instead of storing duplicate copies for each target. However, when you select this option, you will lose some information such as the timestamp.

### **Module Loader**

The Module Loader has been enhanced to allow you to download modules and upgrades from Sugar Exchange or from your local drive. You can also download new patches, themes, language packs, and dashlets.

## Compatibility Matrix

SUGAR BUILDING BLOCKS	SUPPORTED VERSIONS	COMMENTS
PLATFORM		
• Linux	Any flavor of Linux (Ex: RHEL 4.0)	Sugar runs on all versions that run PHP
• Windows	2000, XP, 2003	
• Mac OS	X	
PHP (MYSQL, SQL Server)	4.3.11	
	4.4.1 - 4.4.2, 4.4.4	
	5.0.1 – 5.0.5	
	5.1.0 - 5.1.2, 5.1.4, 5.1.6, 5.2.0	
DATABASE		
• MYSQL	4.1.2 or higher,	
• SQL Server	2005	
WEB SERVER		
• Apache	1.3.x, 2.0.x, 2.2.x	Supports any version that runs PHP
• IIS	5.x, 6.0	Supports any version that runs PHP
SUGAR PLUG-INS		
• Sugar Plug-In for Microsoft Outlook	Outlook 2000, Outlook 2002(XP), Outlook 2003	
• Sugar Plug-in for Microsoft Word	Office 2003, Office XP	
• Client (Browser)	latest Mozilla	
	latest Firefox	
	IE 6.0, IE 7.0	
<b>Recommended Stacks</b>		
<b>Linux Stack</b>		
• PHP version	5.1.4	
• Apache	2.2.3	
• RedHat Enterprise	Workstation 4	
<b>Preferred Databases</b>		
MySQL	5.0.24a	
SQL Server	2005	
<b>Windows Stack</b>		
• PHP version	5.1.4	
• IIS	6.0	
• Microsoft Windows	2003	
<b>Preferred Databases</b>		
MySQL	5.0.24a	
SQL Server	2005	

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## Known Limitations

- On MySQL, the upgrade process will change the data types of three columns (Description, Description\_HTML, and Raw\_Source) in the Emails table. Therefore, depending on the size of your Email table and the abilities of your database server the upgrade may take longer than usual.
- If you share a MySQL database user name between two instances of Sugar Suite applications where one is a pre-4.5.1 Beta version and another is a 4.5.1 Beta version, you may run into periodic collation errors. An example error is:

```
MySQL error 1267: Illegal mix of collations  
(utf8_general_ci,COERCIBLE) and  
(latin1_swedish_ci,IMPLICIT) for operation ...
```

This is caused by sharing of connections between two applications using different collations. Release 4.5.x uses UTF-8 encoding and collation, while prior releases used the default setting.

To correct this problem, please use different user names for accessing the MySQL databases. This is a general issue, therefore the interference could also happen between the Sugar Suite application and another application.

- If you have created an index in MySQL database with key length of more than 333 characters, the upgrade to Sugar 4.5 will cause an error during the database character set conversion. MySQL displays the following error message:

“Specified key was too long; max key length is 1000 bytes”

This is a MySQL limitation. The 333 characters limit is for the combined length of all fields you specified as key for the index.

You must drop the index and recreate it so the index uses fewer characters from the columns. Internally, MySQL accounts 3 bytes for each character during the UTF-8 conversion.

- After you upgrade the Upgrade Wizard, the system directs the user to the value specified for the Site URL parameter in the config.php file. Therefore, ensure that this value is set to your test instance instead of your production instance before you begin upgrading the Upgrade Wizard. This will prevent inadvertent changes to your production instance.
- If you have created an index in MySQL database with key length of more than 333 characters, the upgrade to Sugar 4.5 will have an error during the database character set conversion. The error message “Specified key was too long; max key length is 1000 bytes” comes from MySQL and is a MySQL limitation. The 333 characters limit is for the combined length of all fields you specified as key for the index. You must drop the index and recreate it with fewer characters. Internally MySQL accounts 3 bytes for each character during the UTF-8 conversion.
- Automated upgrading is not supported for the SugarPortal and for the Forums module. To upgrade, you will need to manually unzip the files and replace the existing files on the system with the new files.

## Fixed Bugs in 4.5.1a

### DST Dates

A patch has been issued to update the DST dates on Sugar systems to reflect the new U.S. DST rules in effect from 2007.

