



# Sugar Suite 4.2 Open Source

## Release Notes

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Version 4.2  
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## Overview

Welcome and thank you for selecting Sugar Suite as your customer relationship management system. This Release Notes document describes the features, changes, and known limitations of Sugar Suite 4.2. In addition, changes and bug fixes pertaining to this release are included. Please continue providing feedback on this release as we continue to develop Sugar Suite functionality for the upcoming releases.

You can view fixed bugs and provide feedback through the SugarCRM Bug Portal, accessible through <http://bugs.sugarcrm.com>. Use 4.2 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.

## What is New in 4.2

Sugar Suite 4.2 Enterprise functionality includes:

- Enhancements to document management.
- Enhancements to campaign management.
- Enhancements to outbound and inbound email management.
- Enhancements to the Admin page.
- Usability enhancements to the UI.
- Enhancements to the Sugar Plug-in for Microsoft Outlook.

### Document Management

Sugar Suite now displays relationships between documents that are related to each other. For example, you can view the relationship between a Master Service Agreement and related Statements of Work.

### Campaign Management

You can now embed multiple tracking URLs within an outbound campaign email. This enables you to establish multiple click-thru destinations from a single email. You can also create suppression lists based on email addresses, domain names, or user ID.

### Outbound Email

- New Admin configuration settings provide control over outbound email formatting and the desired tool for composing emails.
- Users can now attach Sugar documents directly to emails.
- Users can use Sugar Suite as their personal email client to communicate with customers.
- Users can specify the email client they want to use, the email format (HTML or plain text), and the use of their signatures.

### Inbound Email

Inbound Email now includes a new personal inbox, signature support, and enhanced administrative control over email functions across Sugar Suite.

## Administration

- A new diagnostics tool enables system administrators to capture and report vital configuration information.
- The System Settings section now displays key parameters from the *config.php* file to enable administrators to view and edit them directly from Sugar Suite.
- A new log display utility in System Settings allows controlled access to the Sugar Suite log file.
- The layout of the Admin area has been changed to improve usability.

## UI Enhancements

- In list views, you can now edit information directly in the Additional Details box.
- In edit views and on quick-add screens, missing values for required fields are prominently displayed.
- Checkboxes in list views are now preserved across multiple list view pages. Operations using those checkboxes, such as mass updates and mail merge, act uniformly. Users also have the option to extend the selection as appropriate.
- You can now use the drag-and-drop procedure to rearrange dashboard charts.
- Numeric values are now formatted according to user preferences specified in My Account or through the User Management option in Admin. These values are right-justified in list views and sub-panels.

## Sugar Plug-in for Microsoft Outlook

- You can now send and archive Outlook emails in one step.
- You can view Sugar records directly from Outlook.
- You can look up Sugar contact email addresses when composing emails.

For more information on these features, see the *Sugar Plug-in for Microsoft Outlook Installation and User Guide*.

## Compatibility Matrix

SUGAR BUILDING BLOCKS	SUPPORTED VERSIONS	COMMENTS
PLATFORM		
LINUX	<i>Any flavor of Linux ( Ex : RHEL 4.0 )</i>	Sugar runs on all versions that run PHP
WINDOWS	<i>2000, XP, 2003</i>	
MAC OS	<i>X</i>	
PHP	<i>4.3.10 - 4.3.11</i>	
	<i>4.4.1 - 4.4.2</i>	
	<i>5.0.1 – 5.0.4</i>	
	<i>5.1.0, 5.1.1, 5.1.2</i>	
DATABASE		
MYSQL	<i>4.0.x,</i>	
	<i>4.1.x</i>	
	<i>5.0.x</i>	Supported
ORACLE	<i>9i, 10g</i>	Supported
WEB SERVER		
APACHE	<i>1.3.x, 2.0.x, 2.2.x</i>	Supports any version that runs PHP
IIS	<i>5.x</i>	Supports any version that runs PHP
Sugar Plug-In for Microsoft Outlook	<i>Outlook 2000, Outlook 2002(XP), Outlook 2003</i>	
Word Plug-In	<i>Office 2003, Office XP</i>	
Client( Browser )	<i>latest Mozilla</i>	
	<i>latest Firefox</i>	
	<i>IE 6.0</i>	

### Recommended Stacks

Linux Stack		
PHP version	4.4.2	
Apache	2.0.55	
RedHat Enterprise	Workstation 4	
Windows Stack		
PHP version	4.4.2	
IIS	5.1	
Microsoft Windows	2003	
Preferred Databases		
MySQL	4.1.18	
Oracle	10g	

## Known Limitations

Please check the Bug Tracker at <http://bugs.sugarcrm.com/> for known issues associated with this Sugar Suite 4.2 GA release.

- After upgrading to Sugar Suite 4.2, some images may not display. To resolve this issue, you need to refresh the browser as follows:
  - Windows Platform:  
Firefox – Ctrl+Shift+R  
Internet Explorer – F5
  - Macintosh Platform  
Firefox – Command+Shift+R
- Sugar Suite does not support the multi-byte character set.
- When you upgrade to Sugar Plug-in for Microsoft Outlook version 4.2, the initial synchronization of data between Sugar Suite and Microsoft Outlook may take a long time to complete.
- Sugar Plug-in for Microsoft Outlook improperly draws “Archive to Sugar” and “View in Sugar” menu items when an Outlook navigation pane item is right-clicked.
- In Sugar Plug-in for Microsoft Outlook, the search box for archived items will only find items that begin with the entered search criteria. It does not find items that contains the entered source criteria.
- The Sugar Plug-in for Microsoft Outlook does not yet support .NET Framework 2.0.