



SUGARCRMTM
COMMERCIAL OPEN SOURCE

Sugar Open Source Release Notes

Version 4.5.1g

Sugar Open Source Release Notes
Version 4.5.1g, 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, 4.5.1g, are included.

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

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

Please continue providing feedback on this release as we continue to develop Sugar 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 your feedback and is making every effort to fold it into upcoming releases.

You can provide feedback through the SugarCRM Bug Portal, accessible through <http://bugs.sugarcrm.com>. Use 4.5.1g 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:

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Note: You cannot directly upgrade from Sugar 4.5.0 GA to 4.5.1g. You must upgrade to a 4.5.0 patch release first and then upgrade to 4.5.1g.

Requirements for 4.5.1

- To install Sugar 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 4.5.1.
- For Microsoft Exchange, Sugar supports only versions 2000 and higher.

New and Enhanced Features

New and enhanced features for 4.5.1 are listed below.

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 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. 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 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		Sugar runs on all OS that run PHP
• Linux	Any flavor of Linux (Ex: RHEL 4.0)	
• Windows	2000, XP, 2003	
• Mac OS	X	
PHP (MYSQL, SQL Server)	4.3.11	
	4.4.1 - 4.4.2, 4.4.4 - 4.4.6	
	5.0.1 – 5.0.5	
	5.1.0 - 5.1.2, 5.1.4, 5.1.6, 5.2.0 - 5.2.3	
DATABASE		
• MYSQL	4.1.2, 5.x	
• MS 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	
Recommended Stacks		
Linux Stack		
• PHP version	5.1.4	
• Apache	2.2.3	
• RedHat Enterprise	Workstation 4	
Preferred Databases		
MySQL	5.0.24a	
SQL Server	2005	
Windows Stack		
• PHP version	5.1.4	
• IIS	6.0	
• Microsoft Windows	2003	
Preferred Databases		
MySQL	5.0.24a	
SQL Server	2005	

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 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 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 4.5.1g

Bug 16658

Any non-admin user can delete other users using the Mass Update feature of the Employees module.

Bug 14337

After upgrading from Sugar version 4.5.1e to 4.5.1f on Windows, inbound emails could not be viewed if you are using the POP3 protocol because the password was not saved correctly.

Fixed Bugs in 4.5.1f

Installation

Bug 13607

After installing with Sugar FastStack, the system displays several error messages on regarding the Sugar license and the license validation key.

Bug 15616

Sugar FastStack version 4.5.1e uses PHP version 4.4.3, which is not supported.

Modules

Bug 7331

When you use the German language pack, the system displays a “Undefined index” error message on the Home page.

Bug 9305

In the Documents module, records do not display when you attempt to sort them by revision date.

Bug 12105

Sugar does not process bounced campaign emails successfully unless the client server is UNIX-based.

Bug 12129

Performing a search on fields with multi-select values did not display all the records that matched the criteria.

Bug 12740

If you edit a lead after you have converted it into an opportunity, the “Converted Opportunity” link no longer displays on the lead’s detail page.

Bug 13507

Notification email is not totally correct.

Bug 13554

When you create a Meeting report with the start date and time and attempt to export it as a PDF file, the date and time fields are exported as GMT time instead of local time.

Bug 13555

When you create a meeting report and attempt to sort the meetings by time, the meetings are arranged in GMT instead of the local time.

Bug 13638

When you log in and out of a Sugar 4.5.1e instance multiple times, the system does not remember the default preferences and will ask you to verify the time zone each time.

Bug 13657

In the Bug Tracker modules, attempting to sort bugs by “Fixed In Release” results in an error message.

Bug 13697

When you send an email, certain characters such as “+” preceded other characters, the message received by the recipient was incomplete because none of the characters were displayed.

Bug 13766

When you edit a contact to change its association with an account and then export it, the .csv file contains two entries for the contact with identical IDs with different account names.

Bug 13885

Manually validating the license key returns the wrong expiration date.

Bug 13862

When you are running MSSQL database, after you reset to default preferences and set your time zone when logging back into the Sugar application, the system displays a SQL error.

Bug 13965

Campaign test emails do not have the sender’s correct name and email address. As a result, the emails are marked as spam.

Bug 14296

When you are running MSSQL database, dashlets in Sugar display all records regardless of the filters used.

Bug 14517

When you are running MSSQL database, pagination on dashlets does not work and display an error message when you click Next to view the next page.

Bug 14599

When setting up a meeting or a call, you cannot use the Search button to find people and invite them to meetings and calls.

Bug 15556

The Body panel of the email template may not display correctly.

Bug 15831

The Mail Merge wizard in the Campaigns module does not display fields to map with those in the Mail Merge template.

Administration**Bug 12310**

When you create a role which specifies that the List View can be accessed only the record owner, when other users assigned to that role perform a global search, the record does not display in the search results.

Bug 13395

The VCR control buttons in the User Management module do not work when you attempt to move to the previous record or the next record.

Bug 13473

After you create a custom field with multi-select values in Leads and Contacts, when you create a lead with a few of the multi-select values and then convert it to a contact, the selected values do not display on the Contact Conversion form.

Bug 13548

In Studio, attempting to drag a custom field into a module results in a blank field.

Bug 13890

While editing the Accounts module layout to display the assigned user name and team name, Studio displays the IDs instead.

Bug 13929

After you edit or duplicate an user, the List View displays two headers.

Bug 14427

The Prospects tracker_key is missing from *EditView.php* and *DetailView.php* files.

Bug 14922

When you load a new language, the system displays a notice in the *locale.php* file.

Sugar Offline Client**Bug 14887**

The Sugar Offline Client for Sugar 4.5.1d causes a memory error that stops the Apache server on the workstation because Sugar 4.5.1d uses PHP 4.4.3, which is not supported.

Bug 15237

The Sugar Offline Client does not synchronize role changes from the Client machine to the Sugar server to update the role details on the server.

Sugar Plug-ins

Bug 13320

In Sugar Plug-in for Microsoft Outlook, when you attempt to copy content from the clipboard into a new email message, the clipboard replaces the content with a Sugar icon.

Bug 14007

When you create a meeting in Sugar with many invitees and then synchronize with the Sugar Plug-in for Microsoft Outlook, the invitees are not included in the meeting.

Bug 14009

When using the MSSQL database, Sugar returns a SQL error when retrieving the next page of a report with a filter on a custom field.

Bug 15327

When a contact in Outlook has the same name and email address as a contact in Sugar, during synchronization, the system overwrites the Sugar contact with the Outlook contact, without notifying the user of the conflict.

Fixed Bugs in 4.5.1e

Installation

Bug 12905

When you install Sugar with PHP 4, non-admin users cannot view inbound emails in their inbox.

Sugar Modules

Bug 8034

When you save an inbound email with attachments as a draft and then forward it to another individual, the system does not forward the attachments.

Bug 10867

When a campaign email bounces back because of an incorrect address, it is not listed in the Bounced Email inbox.

Bug 11388

If the date format specified on your My Account page is something other than YY-MM-DD, the sort order is incorrect in the View Summary page of a record's History sub-panel.

Bug 12203

In the Campaigns module, attempts to select new fields as additions to the Web-to-Lead form may not be successful. Some fields labels are slightly different and some selected fields do not display on the form.

Bug 12312

In the Campaigns module, custom multi-select fields and radio buttons that you add to a Web-to-Lead form display as drop-down lists.

Bug 12825

The contents of emails in HTML format may be truncated if the system interprets some character sequences as suspect HTML tags.

Bug 12994

When creating an email template for an alert, if you select the Alt Text option, the system does not save the change. As a result, the Alt Text check box is not checked in the template's detail view.

Bug 13079

When you create an email template, the system may truncate some words for security reasons. For example, "strong" may be truncated to "str".

Bug 13084

The Meeting Scheduler does not work with PHP 5.2. As a result, you cannot add invitees to a meeting.

Bug 13254

In the Emails module, when you click the Take from Group option in your inbox, the system displays an error message stating that there are no items available even if there are emails in the Group inbox.

Bug 13268

When you use the Quick Create option to create a lead or an account from an inbound email, the system appends a white space to the email address. As a result, inbound emails from that email address are not associated with the lead or account.

Bug 13319

The quick search feature (auto-complete) in the Calls/Emails/Meetings/Notes/Tasks modules, only displays accounts records instead of records from the selected related module (for example, Opportunities).

Bug 13327

In the Activities module, icons for navigation, Print, and Help are missing and a warning is displayed on the page.

Bug 13342

In the Campaigns module, when a target, a contact, or a lead unsubscribes from a newsletter, the system opts out the target/contact/lead from receiving campaign emails altogether.

Bug 13376

Ampersand characters ("&") are sometimes converted to the HTML_entity("&") and then doubly converted into "&".

Bug 13407

Shared calendar displays the calendar information for all users in the system by default causing performance issues. It should only display the current user's information by default.

Sugar Administration**Bug 11386**

In Studio, changes made to group tab labels are not saved.

Bug 11784

In Studio, when you remove a default field from a view such as Edit View and then add it back again, its label and value are not displayed.

Bug 12784

Some text strings such as Active and Inactive are not localized in Chinese for the Chinese Language pack.

Bug 12785

The Job Scheduler is referencing the wrong drop-down strings in Detail View, Edit View, and Vardefs.

Bug 12818

After you specify an external email editor as the default, the system still uses the internal default email editor.

Bug 13214

You cannot set access control on modules. Therefore, a user who is granted a role that restricts access to a module can still access it.

Bug 13228

When a custom field is added to the search form, it displays in Basic Search. Removing it from Basic Search results in scrambling Basic Search and Advanced Search views. Also, an attempt to customize the default List View in Studio fails.

Bug 13239

When you pair custom number fields with non-US decimal separators, the data is not saved.

Bug 13248

When searching on multi-select custom fields you were only allowed to search on one value at a time.

Bug 13326

When editing the module's layout in Studio, the "+" and "-" buttons to add and subtract rows are not displayed.

Bug 13333

In Studio, you can add rows to the Basic Search page but not to the Advanced Search page.

Bug 13475

There was a potential security issue when using Sendmail as the mail transfer agent to send e-mails through Sugar.

Internationalization and Localization**Bug 13415**

The Spanish translation for jscalendar is incorrect.

Bug 13416

jscalendar does not honor internationalized value for beginning of week.

Fixed Bugs in 4.5.1d**Installation****Bug 12900**

If you attempt to install Sugar 4.5.1c with MySQL 5.0.x, the installation may fail.

Sugar Modules**Bug 12815**

After upgrading to Sugar 4.5.1c, if you insert an Email template into the body of an email that you are composing, the email displays in raw HTML.

Administration**Bug 12855**

The Inbound Email process does not capture the correct time stamp of inbound emails and instead displays the server's timestamp.

Fixed Bugs in 4.5.1c**Installation****Bug 12607**

During installation, several notices are displayed during the Perform Setup step.

Security**Bug 12008**

An Admin User in Sugar can construct a malicious string to trigger deletion of any file to which the Web server can write.

Bug 12269

The login authentication mechanism can be used to include any PHP file in the system.

Bug 12270

The JavaScript variable `associated_javascript_data` embedded in the user selection popup menu contains sensitive user data.

Bug 12272

The Last Viewed tracker values can be manipulated to execute JavaScript.

Bug 12273

Malicious RSS feeds can trigger JavaScript executions in Sugar.

Bug 12274

Json server is vulnerable to “CSRF”.

Note: For more information on XSS and CSRF, see the “Security” section at http://www.sugarcrm.com/wiki/index.php?title=Sugar_Developer_Wiki

Administration

Bug 12191

After creating a custom drop-down field in Studio, the field displays as a multiple select field even though it is a single drop-down list.

Sugar Modules

Bug 12431

You cannot select any records from a pop-up list in an account’s Edit view.

Bug 12518

You cannot create an account from the Accounts sub-panel of an opportunity.

Bug 12572/12570

From a record’s detail page, you may not be able to select records from the pop-up window of a sub-panel.

Bug 12604

If a # character is passed in an INT field, MySQL treats it as a comment, and everything after the # is ignored by MySQL. This leads any WHERE clause to be ignored, updating every record in the table to have the same values for fields preceding the #.

Bug 12637

When you click the My RSS News Feeds link in the RSS module, the system displays a fatal error notice.

Bug 12642

On the Compose Email page, you cannot select contacts from the contacts link in the pop up window or by selecting the boxes next to the records.

Bug 12672

In the Leads module, when you import leads, the Import Results page displays an error for running count query and a dialog box displays the following message: "Please make a selection before proceeding"

Bug 12689

When you duplicate an account that specified a Website address, the detail page of the duplicate copy displays "http%3A%2F%2F" in front of the Website field.

Bug 12691

If you attempt to search for invitees when scheduling a meeting, the system does not display user names and contact names.

Fixed Bugs in 4.5.1b

Sugar Modules

Bug 9796/10867

Bounced campaign emails do not display in the bounce-handling inbox and are not listed in the campaign's Bounced Message sub-panel.

Bug 9897

In the Activities module, when the date format is dd-mm-yyyy', the due date for tasks incorrectly displays in red.

Bug 9953

Tasks do not display on a shared calendar

Bug 10834

A role with permission to edit the Accounts and Contacts modules is not permitted to edit the "Assigned To" field in Accounts and Contacts records.

Bug 11002

If you use a period as a 1000s separator for a currency either within the Locale Settings page or in a User record, then the system displays wrong values.

Bug 11110

Internet Explorer returns a fatal error when you press Enter on the Find Duplicates page after selecting a filter condition that contains non-matching data.

Bug 11198

Documents and attachments cannot be downloaded on Internet Explorer when using SSL.

Bug 11543

When you save and reopen an email that contain some HTML-encoded special characters such as double quotes, the characters do not display correctly.

Bug 11517

In the Campaigns module, the Create Lead form does not display the Email field.

Bug 11621

After upgrading to Sugar 4.5.1, a warning notice displays above the Send button on the Compose Email page.

Bug 11623

The formatting of HTML Email Signatures do not display correctly in emails.

Administration

Bug 11481

When LDAP is enabled, the LDAP authentication does not check to see if a user's status in SugarCRM is 'Inactive'. Therefore, users who have been marked as 'Inactive' in Sugar can successfully authenticate against the LDAP server and gain access to the system.

Fixed Bugs in 4.5.1a

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.