



# What's the Latest for Salesforce for Outlook? Release Notes

Version 3.4.7, Summer '19

# What's the Latest on Salesforce for Outlook?

## EDITIONS

Available in: both Salesforce Classic and Lightning Experience  
Available in: all Editions



**Important:** Starting in Winter '19, if you never set up Salesforce for Outlook or your reps aren't regularly working with it, service is no longer available. But don't fret: Our next-generation products, Outlook integration, Lightning Sync, and Einstein Activity Capture are better than ever and ready to serve you. To see how the products differ, check out [Which Email Integration Product Is Right for My Company](#) in the Salesforce Help.

## Salesforce for Outlook v3.4.7 (Summer '19)

Salesforce for Outlook v3.4.7 fixes an issue that prevented reps from typing into the side panel search box. Salesforce for Outlook v3.4.6 avoided showing an error message during installation. Continuing checking the Summer '19 release notes to learn about other potential fixes. To get the latest features and do away with upgrading, consider moving to our cloud-based product alternatives: the Outlook Integration, Lightning Sync, and Einstein Activity Capture.

### Get Salesforce for Outlook v3.4.7 Updates

Salesforce for Outlook v3.4.7 fixes compatibility issues that occurred after Microsoft released Windows 10 version 1903. After the Windows 10 update, users running earlier versions of Salesforce for Outlook couldn't type in the side panel search box. Users can alleviate this issue by upgrading to Salesforce for Outlook v3.4.7.

**Where:** This change applies to Lightning Experience, Salesforce Classic, and all versions of the Salesforce app in Contact Manager, Group, Essentials, Professional, Enterprise, Performance, Unlimited, and Developer editions.

See Also

[Salesforce Release Notes: Salesforce for Outlook](#)

### Learn About Salesforce for Outlook v3.4.6

Salesforce for Outlook v3.4.6 offers a small installation improvement. Some users installing earlier versions of Salesforce for Outlook saw a Microsoft® Windows® error about key access verification. With Salesforce for Outlook v3.4.6, users no longer see the error message. Check the release notes when Summer '19 gets underway to learn about other potential patches.

**Where:** This change applies to Lightning Experience, Salesforce Classic, and all versions of the Salesforce app in Contact Manager, Group, Essentials, Professional, Enterprise, Performance, Unlimited, and Developer editions.

See Also

[Salesforce Release Notes: Salesforce for Outlook](#)

## Expand Your Horizons with Salesforce Cloud-Based Product Alternatives

Get the latest product releases automatically when you move your sales reps to our cloud-based products: the Outlook Integration, Einstein Activity Capture, or Lightning Sync. Not only do you avoid installing upgrades, but reps also have access to the latest in email integration features.

**Where:** Availability for our cloud-based features differs by product and edition.

- Outlook integration is available for Lightning Experience and Salesforce Classic in Group, Professional, Enterprise, Performance, Unlimited, and Developer Editions with Sales Cloud, Service Cloud, and Lightning Platform.
- Einstein Activity Capture is available for Lightning Experience in Essentials, Professional, Enterprise, Performance, and Unlimited editions.
- Lightning Sync is available for Lightning Experience, Salesforce Classic, and all versions of the Salesforce app in Professional, Enterprise, Performance, Unlimited, and Developer Editions with Sales Cloud, Service Cloud, and Lightning Platform.

**Why:** Whether you're looking for a favorite feature, specific system support, or a simplified setup, see if our latest products meet your needs.

- Outlook Integration offers productivity features that aren't available on the Salesforce for Outlook side panel. If you're on Lightning Experience, you can build customized panels for different users, and your sales reps can log Microsoft emails to Salesforce as emails—no more logging emails as tasks! You can also upgrade reps to Salesforce Inbox for enhanced desktop and mobile features.
- Einstein Activity Capture syncs contacts and events between Microsoft applications and Salesforce. It offers more features than Lightning Sync, our other sync option, such as productivity-boosting email and event capture. Plus, only the admin and users manage setup; no technical input is needed from your Exchange administrator.
- Lightning Sync syncs contacts and events. You and your Exchange administrator can manage the rollout from end to end, so your users have minimal setup steps. Lightning Sync has no new features in Summer '19, but offers the same great experience that it always has.

**How:** To find out what's best for you based on the system requirements, use our [handy decision-making tool](#). To get a deeper understanding of the features offered, review our [email integration comparison table](#).

See Also

[Salesforce Help: Outlook Integration \(can be outdated or unavailable during release preview\)](#)

[Salesforce Help: Einstein Activity Capture \(can be outdated or unavailable during release preview\)](#)

*Salesforce Help: Lightning Sync (can be outdated or unavailable during release preview)*

## Salesforce for Outlook v3.4.5 (Spring '19)

Tired of manual upgrades? We are too! Check out the improvements to our latest product alternatives: the Outlook Integration, Lightning Sync, and Einstein Activity Capture. Today could be the day that you move to something better. Or, if you want to stick to familiar ground, get security improvements and bug fixes when you upgrade to Salesforce for Outlook v3.4.5.

### Explore the Latest Cloud-Based Product Alternatives

If you're ready to give up manual product installations, compare the latest benefits of our cloud-based Microsoft integration products. In addition to Outlook integration and Lightning Sync, now Einstein Activity Capture is an option too! These products are better because they're automatically updated every release with the latest features and improvements. No more manual upgrades required.

**Where:** This change applies to Lightning Experience, Salesforce Classic, and all version of the mobile app in Professional, Enterprise, Performance, Unlimited, and Developer editions.

**Why:** Whether you're waiting for a favorite feature, specific system support, or a simplified setup, see if these improvements meet your company's needs.

Einstein Activity Capture syncs contacts and events, plus offers productivity-boosting email and event capture. With its less-complicated setup and connection requirements, Einstein Activity Capture could provide the sync capabilities that suit you.

Lightning Sync syncs event series for users working in Lightning Experience and the Salesforce app. Outlook integration offers productivity features that aren't available on the Salesforce for Outlook side panel. New features include the High Velocity Sales Work Queue and email logging to anyone in Salesforce.

**How:** Check out our release notes and comparison documentation for more details. And when you settle on the right product, get started with the setup documentation.

See Also

[Einstein Activity Capture: New Syncing Capabilities, Expanded Sharing, Better Metrics, and Enhancements to Email Insights](#)

[Lightning Sync for Microsoft® Exchange: Event Series Sync \(Generally Available\) and Attendee Sync Improvements](#)

[Outlook Integration: High Velocity Sales Work Queue, More Logging Options, and Two-Factor Authentication and Outlook 2019 Support](#)

[Salesforce Help: Which Email Integration Product Is Right for My Company?](#)

[Salesforce Help: Set Up Einstein Activity Capture](#)

[Trailhead: Outlook Integration](#)

## Upgrade to Salesforce for Outlook v3.4.5

Salesforce for Outlook v3.4.5 is the next available version after Salesforce for Outlook v3.4.3 was released in Summer '18. Get security improvements and prevent Microsoft® Outlook® crashes.

**Where:** This change applies to Lightning Experience, Salesforce Classic, and all versions of the Salesforce app in Contact Manager, Group, Essentials, Professional, Enterprise, Performance, Unlimited, and Developer editions.

## Bug Fixes

We've fixed these bugs with Salesforce for Outlook v3.4.5.

For	We resolved this issue	Identification Number
Salesforce for Outlook	We've outfitted Salesforce for Outlook with the latest security improvements.	Various
Side panel	When users forwarded emails that were already associated to a record, the forwarded email maintained the original association, even if the new recipient matched another record in Salesforce. This issue impacted only users working from Outlook 2016.	W-5355952
Sending emails	Sometimes when users forwarded a file by right clicking the file and selecting the "Send to" option, Outlook crashed after the email was sent or the window was closed.	W-5004762

## Salesforce for Outlook v3.4.3 (Winter '19)

Get the latest news on product availability and versions.

## No Salesforce for Outlook Patches Planned

For now, we don't have plans to release a new version of Salesforce for Outlook in Winter '19. Regular users can continue working from Salesforce for Outlook v3.4.3, and if needed, download that client from the Salesforce for Outlook download page. Better yet, if you're ready to take advantage of enhanced functionality and effortless upgrades, move to our next-generation features, Outlook Integration (previously called Lightning for Outlook) and Lightning Sync.

**Where:** This change applies to Salesforce Classic and Lightning Experience in Group, Contact Manager, Essentials, Professional, Enterprise, Performance, Unlimited, and Developer editions.

**How:** Check the release notes periodically to learn whether a new version is available in Winter '19.

See Also

*Trailhead:* [Learn About the Move from Salesforce for Outlook \(can be outdated or unavailable during release preview\)](#)

## Availability Change for Lapsed Customers

If no users in your Salesforce org can connect to Salesforce for Outlook, the product is no longer available due to lapse in use.

**Where:** This change applies to Salesforce Classic and Lightning Experience in Group, Contact Manager, Essentials, Professional, Enterprise, Performance, Unlimited, and Developer editions.

**Who:** If none of your Salesforce for Outlook users have logged in since Spring '18, the product is no longer available for any users in your org. This change impacts all users in your org, not individual users. If an individual Salesforce for Outlook user or subset of users can't sync or access the side panel, a different connection issue is at play.

For more details about this change, see our release note, [Salesforce for Outlook Not Available for Customers New to the Product](#).

For help with connection issues, [contact Salesforce Customer Support](#).

## Reminder About Functionality Loss for Earlier Versions

When Microsoft® retired Internet Explorer® 8, 9, and 10, Salesforce for Outlook stopped supporting those browsers. As a result, earlier Salesforce for Outlook versions built to run on those browsers lost some side panel functionality. Remember that to continue working with Salesforce for Outlook, orgs with regular users can upgrade to Salesforce for Outlook v3.4.3, which runs on the still-supported Internet Explorer 11. Or better yet, take this opportunity to give users enhanced functionality and effortless upgrades by moving to

our next-generation features, Outlook Integration (previously called Lightning for Outlook) and Lightning Sync.

**Where:** This change applies to Salesforce Classic and Lightning Experience in Group, Contact Manager, Essentials, Professional, Enterprise, Performance, Unlimited, and Developer editions.

**How:** Your users see a message in the side panel to alert them that they're working on an outdated version of Salesforce for Outlook. The message encourages users to upgrade to Internet Explorer 11 to avoid unexpected behavior.

See Also

[Spring '17 Release Notes: Support Ending for Several Microsoft® Applications](#)

[Salesforce Help: Salesforce for Outlook System Requirements \(can be outdated or unavailable during release preview\)](#)

[Salesforce Trailblazer Community: Salesforce for Outlook Release Notes v3.4.3 \(can be outdated or unavailable during release preview\)](#)

[Trailhead: Learn About the Move from Salesforce for Outlook \(can be outdated or unavailable during release preview\)](#)

## Salesforce for Outlook v3.4.3 (Summer '18)

To get our latest bug fixes, upgrade to Salesforce for Outlook v3.4.3. Or better yet, if you meet the system requirements, move to Lightning for Outlook and Lightning Sync to take advantage of enhanced functionality and effortless upgrades.

### Bug Fixes

If you're planning to stick with Salesforce for Outlook for now, check out the fixes we're rolling out in Summer '18 with Salesforce for Outlook v3.4.3.

For	We resolved this issue	Identification Number
Installation and Login	For some reps on Microsoft Outlook 2010, Salesforce for Outlook caused Outlook to stall for a few minutes before opening.	W-3697380
	Sometimes when admins checked reps' login histories, the wrong operating systems were shown for Microsoft Windows 10 users.	W-4848240
Sync	When reps related an Outlook event to a Salesforce record and then changed the title in Outlook before the event synced to Salesforce, the event reflected the original name of the event in Salesforce.	W-4548096

Side Panel	Reps on cellular network configurations connected through VPN couldn't connect to the side panel. Reps saw the error message, "IMAP and POP3 email servers are not supported," even though they weren't configured to connect from those types of servers.	W-4573193
	When reps who were set to languages other than English related emails to Salesforce, an inactive task type picklist field was added to the Task object.	W-4625727
	Sometimes when events were related to contacts, invitees couldn't see the record relationship from the side panel. When invitees tried to relate contacts to events, they saw an error message.	W-4386228
	Sometimes reps couldn't create cases on emails that included certain special characters. Reps saw the error message, "No network connection."	W-4665402
	Sometimes when reps tried to email an attachment using the Send To feature, Outlook crashed after the email was sent or reps saw a Salesforce for Outlook error message.	W-4835984

See Also

[Salesforce Trailblazer Community: Salesforce for Outlook Release Notes v3.4.3](#)

[Trailhead: Learn About the Move from Salesforce for Outlook](#)

## Salesforce for Outlook v3.4.2

Upgrade to Salesforce for Outlook v3.4.2 to get our latest bug fixes. Or better yet, if you meet the system requirements for our best Microsoft® integration products to date, Lightning for Outlook and Lightning Sync, move your reps to those features now. That way, you can take advantage of the newest features and avoid manual upgrades in the future. These changes apply to both Lightning Experience and Salesforce Classic.

### Bug Fixes

If you're planning to stick with Salesforce for Outlook for now, check out the fixes we're rolling out in Spring '18 with Salesforce for Outlook v3.4.2.

For	We resolved this issue	Identification Number
Installation and Setup	The .msi installer wasn't available for reps whose personal language preference was set to French.	W-4306717



	Reps working in Lightning Experience couldn't view their sync configurations in Personal Settings. Reps saw an error message when they clicked View Configuration.	W-4176949
Sync	When reps edited or deleted the final occurrence of a recurring event that was scheduled across multiple days in Outlook, the changes did not sync to Salesforce.	W-3369324
	Sometimes when reps' configurations were set to sync only events scheduled Today and later, all-day events were duplicated for reps in some time zones.	W-3611168
Side Panel	When reps created records from the actions menu, reps couldn't add line breaks to description fields.	W-3852631
	When reps created records from the actions menu, the text in the side panel header overlapped with the Salesforce logo. As a result, reps couldn't read the header text.	W-4338801
	Sometimes when reps created records from the actions menu, lookup fields displayed their dropdown menus before reps selected them.	W-4146075
	If reps searched for a customer that had been converted from a lead to a contact, side panel returned the lead record. If customers related emails, the emails were added to the lead, not the contact.	W-3983294
	Reps couldn't relate emails with attachments to work orders.	W-3901412

See Also

[Trailhead: Integrate Outlook and Gmail with Salesforce](#)

[Lightning for Outlook System Requirements](#)

[Lightning Sync System Requirements](#)

## Salesforce for Outlook v3.4.1

Get familiar with the required upgrade for sales reps working from Salesforce for Outlook v2.9.3 and earlier. Better yet, if you meet the system requirements for our latest Microsoft integration products, Lightning for Outlook and Lightning Sync, move your reps to that feature now. That way, you can take advantage of the latest features and avoid manual upgrades in the future. These changes apply to both Lightning Experience and Salesforce Classic.

### Critical Upgrade Required to Continue Using Salesforce for Outlook

Are your reps unable to access Salesforce using Salesforce for Outlook? To get reps back in the product, new standards in web security require reps to upgrade to v3.0.0 or later. Or, to avoid manual updates

altogether, have reps upgrade to our latest Microsoft integration features, Lightning for Outlook and Lightning Sync. These changes apply to both Lightning Experience and Salesforce Classic.

In addition, make sure that your reps meet all Salesforce for Outlook requirements for TLS 1.1 and 1.2 compatibility. If you're not sure which Salesforce for Outlook versions your reps are working from, check in Salesforce.

See Also

[Prepare Your Users to Continue Using Salesforce for Outlook After TLS 1.0 Disabling](#)

[Salesforce Disabling TLS 1.0](#)

[Track the Versions of Salesforce for Outlook Your Users Run](#)

## Avoid Manual Upgrades

Move to our next-generation Microsoft® integration products, Lightning for Outlook and Lightning Sync. Our system requirements let you know whether you're ready to make the move. These changes apply to both Lightning Experience and Salesforce Classic.

Lightning for Outlook and Lightning Sync are just like Salesforce for Outlook. The products let your teams see, access, and update Salesforce content directly from Microsoft Outlook®. In addition, teams can sync important contacts and events that they update from both systems.

Why make the switch? The biggest difference between the features is that our cloud-based products don't require manual upgrades like Salesforce for Outlook does. Instead, we push the latest updates to you. When your reps spend less time maintaining software, they spend more time doing what's important: making your customers happy. And because Lightning for Outlook and Lightning Sync support the latest Microsoft applications, we introduce the latest innovations for those products.

Although Lightning for Outlook and Lightning Sync include a few features that require Lightning Experience, most features are available in both Salesforce Classic and Lightning Experience.

Ready to get started? The first thing to do is to check the Lightning for Outlook and Lightning Sync system requirements to make sure that you meet them. If your system is all set, review our product documentation to learn about the features available for these products. Finally, take a look at our setup and migration documentation to see how to give your teams access.

See Also

[Trailhead: Integrate Outlook and Gmail with Salesforce](#)

[Lightning for Outlook System Requirements](#)

[Lightning Sync System Requirements](#)

## Bug Fixes

Check out the bug fixes we rolled out with Salesforce for Outlook 3.4.1 in our last patch of Summer '17.

For	We resolved this issue	Identification Number
Sync	Sometimes when reps updated the start time on Outlook events, the start time didn't sync to Salesforce.	W-3936183
	When reps updated the start time of an Outlook recurring event that had previously been syncing as a single event, the start time would revert back to it's original value during the next sync cycle.	W-3916908
Side Panel	Sometimes when users restarted Outlook while the side panel was collapsed, then attempted to resize the side panel again, it automatically resized and collapsed repeatedly.	W-3970447

## Salesforce for Outlook v3.4.0

Our installable Microsoft® integration product is still available for sales teams working from older versions of Microsoft applications. However, if you meet the system requirements for our latest Microsoft integrations, Lightning for Outlook and Lightning Sync, we encourage you to migrate to those products now. That way, you can take advantage of the latest features and avoid manual upgrades in the future. And if you don't meet the system requirements for our next-generation products, to avoid service disruptions, make sure to read about the pending changes to Salesforce for Outlook system requirements. These changes apply to both Lightning Experience and Salesforce Classic.

## Critical Upgrade Required to Continue Using Salesforce for Outlook

To avoid service disruption, all Salesforce for Outlook users must be working from version 3.0.0 or later by July 2017. At that time, Salesforce disables TLS 1.0 security encryption protocol, and Salesforce for Outlook v2.9.3 and earlier no longer functions. Reps working from those versions can't sync their Microsoft® Outlook® items to Salesforce nor can they work with their Salesforce records from the side panel. Make sure that your sales teams upgrade as soon as possible to work through any installation issues before July.

In addition, make sure that your reps meet all Salesforce for Outlook requirements for TLS 1.1 and 1.2 compatibility. If you're not sure which Salesforce for Outlook versions your reps are working from, check from Salesforce.

See Also

[Prepare Your Users to Continue Using Salesforce for Outlook After TLS 1.0 Disablement](#)

[Salesforce Disabling TLS 1.0](#)

[Track the Versions of Salesforce for Outlook Your Users Run](#)

## Retirement for Microsoft Outlook 2007 is Approaching

Microsoft has extended support beyond the previously announced retirement date. To stay aligned, we're extending support, too. However, Outlook 2007 retirement is still pending, and Microsoft has currently scheduled it for October 2017. To continue using Salesforce for Outlook after retirement, start migrating your sales reps to Outlook 2016, 2013, or 2010. Otherwise, reps' items don't sync between Outlook and Salesforce, and the side panel stops working.

See Also

[Salesforce for Outlook System Requirements](#)

## Give Up Manual Upgrades by Migrating to Lightning for Outlook and Lightning Sync

Compare your Microsoft® applications with our system requirements to see if you're ready to migrate to our most innovative Microsoft integration products to date. Get access to our coolest features and—better yet—give up manually installing software for good.

Lightning for Outlook and Lightning Sync are just like Salesforce for Outlook because they let your teams see, access, and update Salesforce content directly from Microsoft Outlook®. In addition, your teams can sync important records, like contacts and events, that they update from both systems.

Why make the switch? The biggest difference is that our cloud-based products don't require manual upgrades like Salesforce for Outlook does. Instead, we push the latest upgrades to you. And when your reps spend less time maintaining software, they can spend more time doing what's important: making your customers happy. Because Lightning for Outlook and Lightning Sync support the latest Microsoft applications, we continue to introduce the latest most innovative features for those products.

And keep in mind that although Lightning for Outlook and Lightning Sync include a few features that require Lightning Experience, most features are available from both Salesforce Classic and Lightning Experience.

Ready to get started? The first thing to do is to check the Lightning for Outlook and Lightning Sync system requirements to make sure that you meet them. If your system is all set, review our product documentation to learn about the features available for these products. Finally, take a look at our setup and migration documentation to see how to give your teams access.

Happy migrating!

See Also

[Lightning for Outlook System Requirements](#)

[Lightning Sync System Requirements](#)

[Lightning for Outlook: Set Up Sales Reps to Experience Salesforce from Microsoft® Outlook®](#)

[Lightning Sync for Microsoft® Exchange](#)

[Considerations for Migrating from Salesforce for Outlook to Lightning for Outlook and Lightning Sync](#)

## Bug Fixes

For	We resolved this issue	Identification Number
Installation	Sometimes for users who chose the “Everyone who logs into this computer” installation type, installation failed because the security certificate was already installed on a user’s computer. The user saw the error message “The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 12029.”	W-3535150
Connection	Sometimes after users’ computers went into sleep mode, the Salesforce for Outlook system tray icon displayed gray and users were unable to open Salesforce for Outlook or log in.	W-3567994
Sync	Sometimes when users updated a contact’s middle name in Salesforce, any changes the user also made to the first or last name didn’t sync to Outlook.	W-3827845
	Outlook event and task body descriptions larger than 32 KB were truncated when synced to Salesforce. The error log showed the message “Data value too large” but the message didn’t convey that a truncated version of the message had synced.	W-3893783
	Sometimes when users changed their sync settings from "Sync All Outlook Items" to "Sync Only the Outlook Items I Select," records marked with the “Don’t Sync with Salesforce” category synced to Salesforce anyway.	W-3800891
	Sometimes the error log showed the message “Unable to access Salesforce field ISREMINDERSET. Make sure you have the correct permissions for this field.” However, because Salesforce for Outlook could resolve the issue, the message was not needed.	W-3619102
Side Panel	When users related Outlook events or tasks with body descriptions larger than 32 KB to Salesforce, the descriptions were truncated in Salesforce. No error message displayed, so users didn’t understand why descriptions were truncated.	W-3394708
	Users required to provide mobile two-factor authentication couldn’t connect if that feature was set to “High Assurance.” The side panel showed the message “You’re not connected to Salesforce,” even after users logged in.	W-3573209
	Sometimes users had to restart Outlook to get the side panel to load.	W-3851738
	Sometimes side panel crashed when users closed Outlook.	W-3887338
	Sometimes when users attach files to their email or worked from applications that drained memory from Outlook, the side panel	W-3812076

	crashed. Users saw an error message that included a log with a lengthy description of the technical error.	
	Sometimes the quick actions menu icon, which lets users add Salesforce records from side panel, did not display.	W-3760582

## Salesforce for Outlook v3.3.1

To continue using Salesforce for Outlook, it's critical that your sales reps upgrade to our latest version, and that reps' system meet our latest requirements, which we've revised for Spring '17.

### Critical Upgrade Required

To avoid service disruption, all Salesforce for Outlook users must be working on version 3.0.0 or later by July 2017. Make sure that your sales teams upgrade as soon as possible to work through any installation issues before July.

When Salesforce disables TLS 1.0 encryption protocol on July 2017, Salesforce for Outlook v2.9.3 and earlier no longer function. Reps working from those versions can't sync their Outlook items to Salesforce, nor can they work with their Salesforce records from the side panel.

In addition to upgrading reps, make sure that they meet all Salesforce for Outlook requirements for TLS 1.1 and 1.2 compatibility.

If you're not sure which Salesforce for Outlook versions your reps are working from, you can check from Salesforce.

See Also

[Knowledge Article: Prepare Your Users to Continue Using Salesforce for Outlook After TLS 1.0 Disabling](#)  
[Knowledge Article: Salesforce Disabling TLS 1.0](#)  
[Salesforce Help: Track the Versions of Salesforce for Outlook Your Users Run](#)

### Support Ending for Several Microsoft® Applications

To offer your sales reps compatibility with the latest Microsoft applications, Salesforce for Outlook is ending support for retired Microsoft applications, like Internet Explorer® 9, Internet Explorer® 10, Outlook 2007, and Exchange 2007. Move your reps off these applications soon to avoid issues.

Support for Internet Explorer 9 and 10 ends as of the Spring '17 release. At that time, all reps have to move to Internet Explorer 11. Otherwise, Salesforce content could render incompletely when reps create Salesforce records from Outlook using Side Panel Publisher.

Support for Outlook 2007 and Exchange 2007 ends when Microsoft retires support for those products in April 2017. At that time, reps must run Outlook and Exchange 2016, 2013, or 2010 to continue using Salesforce for Outlook. Otherwise, reps' items don't sync between Outlook and Salesforce, and the side panel stops working.

See Also

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	When an Outlook record contained invalid characters, sync failed. The error log showed the message: “An error occurred when communicating with Salesforce. Review the appropriate log for details.” The message didn’t convey that sales reps needed to remove the invalid characters in order to sync.	W-3297124
	Sometimes Salesforce events synced to Outlook as recurring events. Reps saw the error message: “Detected a previously-synced single event that was promoted to a series in Outlook.”	W-3459158
	Sometimes sync failed. The error log showed the error message: “Property not set in Outlook record PropertyName:DURATION?”	W-3424945
	Reps could relate the same attachment to a Salesforce record multiple times, despite seeing the error message: “Cannot add <file> because the file name of another attachment on this email is too similar.”	W-3378339
Side Panel	Sometimes the relate icon was unresponsive when reps tried to relate an Outlook recurring event to a Salesforce record.	W-3376934
	Sometimes when reps let Outlook idle for more than 30 minutes, the side panel lost its connection with Salesforce. Reps saw an error message and couldn't use the side panel until restarting Salesforce for Outlook.	W-3539974
	Sometimes when reps reduced the size of the side panel, it wouldn’t readjust to its optimal width.	W-3557780
	Sometimes if reps minimized then restored a compose email window several times, the side panel was visible even when Salesforce for Outlook was closed.	W-3582645
	When reps attempted to create a Salesforce record from the side panel, selecting an option from a drop down menu caused the create record form to close. Some reps saw the error message, “You're not connected to Salesforce.”	W-3625550

## Salesforce for Outlook v3.2.3

Check out the bug fixes we’re rolling out with Salesforce for Outlook 3.2.3.

## Bug Fixes

For	We resolved this issue	Identification Number
Outlook	Sometimes when users replied to a number of emails in succession, Outlook crashed or users couldn't use certain Outlook features. Sometimes users saw error messages about Outlook being out of memory.	W-3499616
Side panel	Sometimes when users left Outlook open for long periods of time without using it, the side panel lost its connection with Salesforce. Users saw the error message "You're not connected to Salesforce, " and couldn't use the side panel until restarting Salesforce for Outlook.	W-3436943

## Salesforce for Outlook v3.2.2

Check out the bug fixes we're rolling out with Salesforce for Outlook 3.2.2.

And as a reminder, make sure sales reps working on versions 2.9.3 and earlier upgrade soon to avoid service interruptions. All reps have to upgrade to Salesforce for Outlook v3.0.0 or later before July 2017 to continue using Salesforce for Outlook.

Learn more about why upgrading is required by reviewing the article, ["Prepare Your Users to Continue Using Salesforce for Outlook After TLS 1.0 Is Disabled."](#)

Now, let's take a look at the fixes included in our latest version.

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	Sometimes if an Outlook event series had a 255+ character description that included a special character, from Salesforce, reps couldn't see the description on individual events.	W-3383586
Installation	Sometimes Salesforce for Outlook installed Microsoft® Visual Studio® 2010 Tools for Office as a prerequisite, even when a sales rep's system didn't need it.	W-3385685

## Salesforce for Outlook v3.2.1

Check out the bug fix we're rolling out with our latest version.



And don't forget: Make sure sales reps working on versions 2.9.3 and earlier upgrade soon to avoid service interruptions. All reps have to upgrade to Salesforce for Outlook v3.0.0 or later before July 2017 to continue using Salesforce for Outlook.

Learn more about why upgrading is required by reviewing the article, "[Prepare Your Users to Continue Using Salesforce for Outlook After TLS 1.0 Is Disabled.](#)"

Now here's the bug included in our latest version.

## Bug Fix

For	We resolved this issue	Identification Number
Installation	Sometimes Salesforce for Outlook installed prerequisite software on sales reps' computers even if reps already had the software.	W-3302797

## Salesforce for Outlook v3.2.0

As always, we're investing in new features and making continuous improvements to our most established Microsoft integration product. Example? Make your sales reps' day by telling them that they can work with recurring events directly from the Salesforce Side Panel. Go on, check it out. You can manage Salesforce for Outlook from both Lightning Experience and Salesforce Classic.

To have access to this feature and our latest bug fixes, make sure your reps upgrade to our latest version, Salesforce for Outlook v3.2.0.

## Critical Upgrade Required for Salesforce for Outlook Users

Prepare your computing systems to continue using Salesforce for Outlook after Salesforce disables TLS 1.0 encryption protocol. Salesforce is disabling TLS 1.0 on a rolling schedule, ending in July 2017. In addition to the precautions required to prepare for Salesforce-wide disablement, customers using Salesforce for Outlook v2.9.3 and earlier must upgrade to the latest version to avoid service disruptions.

In addition to upgrading your users, follow the requirements described in the article "[Prepare Your Org to Continue Using Salesforce for Outlook After TLS 1.0 Disablement](#)" in the Salesforce Help to make sure you've covered your bases.

If you enable the Critical Update Console (CRUC) setting to test whether your computing systems are ready for TLS 1.0 disablement, Salesforce for Outlook doesn't work for users on Salesforce for Outlook v2.9.3 and earlier. The product does work for users on Salesforce for Outlook v3.0.0 or later.

See Also

[Knowledge Article: Prepare Your Org to Continue Using Salesforce for Outlook After TLS 1.0 Disablement](#)

[Knowledge Article: TLS 1.0 Disablement Critical Update Console \(CRUC\) Setting](#)

[Knowledge Article: Salesforce Disabling TLS 1.0](#)

[Lightning Experience: A Modern and Intelligent User Experience](#)

## Say Hello to Recurring Events in the Salesforce Side Panel

Sales reps can view recurring events and relate them to Salesforce records from the Salesforce side panel.

When reps select a recurring event from their Outlook calendar, the side panel shows Salesforce records already related to the recurring event. Reps can also relate the Outlook recurring event to Salesforce records directly from the side panel.

See Also

[Lightning Experience: A Modern and Intelligent User Experience](#)

## Retiring Support for Microsoft® Outlook® 2007 and Microsoft Exchange 2007

When Microsoft retires support for Outlook 2007 and Exchange 2007 (scheduled for April 2017), Salesforce is ending support as well. To continue using Salesforce for Outlook, start migrating your sales reps to supported versions of Outlook and Exchange.

See Also

[Salesforce Help: Salesforce for Outlook System Requirements](#)

[Lightning Experience: A Modern and Intelligent User Experience](#)

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	When reps deleted Outlook contacts that were created in Salesforce by another rep, reps continued to see an error message about that deletion in subsequent sync cycles.	W-2927522
	In the rare instance when a rep accepted an event while Salesforce for Outlook simultaneously synced it, sync failed. The error log showed the message: "Unable to find the record in Outlook."	W-3249201
Installation	Sometimes installation failed and reps saw an error message that said the installation type was not compatible.	W-3039583

Side Panel	When reps tried to compose an email, Outlook did not open the compose email window. Reps saw the error message: “Error found in custom UI XML of Salesforce for Outlook Side Panel.”	W-2556633
	Sometimes the Side Panel showed the error message: “You are not connected to Salesforce” to reps in Salesforce orgs with Single Sign-On and Security Assertion Markup Language (SAML) settings enabled.	W-3236666

## Salesforce for Outlook v3.1.2

Salesforce for Outlook v3.1.2 provides fixes for the following bugs.

### Bug Fixes

For	We resolved this issue	Identification Number
Sync	When admins removed ReminderSet from event and task field mappings, changes to event or task ReminderTime wouldn't sync from Outlook to Salesforce.	W-3167964
	In rare instances, when an invitee accepted an Outlook event, and then the organizer updated the event during the same sync cycle, the event was duplicated in Outlook.	W-3193905
	When reps syncing from Salesforce to Outlook dismissed event or task reminders in Salesforce, the Outlook updates on those events or tasks did not sync in Salesforce.	W-3193897
	Removing the sync category on a recurring event in Outlook did not persist in subsequent sync cycles.	W-3102402

## Salesforce for Outlook v3.1.1

Salesforce for Outlook v3.1.1 provides fixes for the following bugs.

In addition to getting up-to-speed on Salesforce for Outlook v3.1.1, make sure you've prepared yourself to [continue working with Salesforce for Outlook when Salesforce disables TLS 1.0](#) security protocol in the coming year.

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	Sometimes event series wouldn't sync for sales reps who were added as attendees; those series would sync only for the event creator.	W-2987740
	Sometimes task sync failed. The error log showed the message "System.ArgumentOutOfRangeException: id Length is not of valid length Parameter name: id."	W-2924318
	When reps clicked "Edit" and "Save" on an event series in Salesforce without actually making any changes, then updated the same event in Outlook, the changes weren't saved to Outlook, and didn't sync to Salesforce.	W-2801500
	When reps created an Outlook event series with no end dates, future updates reps made to that series didn't sync to Salesforce.	W-2784245
	Contacts and events wouldn't sync for sales reps who were assigned to both a Salesforce for Outlook configuration and a Lightning Sync (formerly Exchange Sync) configuration, even after Lightning Sync was disabled.	W-2722599
	Sometimes when reps updated the location of an event in Salesforce, the changes didn't sync to Outlook.	W-2041673
	After reps requested Advanced Calendaring to be disabled by Salesforce Customer Support, the error log showed the message "INVALID_FIELD," and the error log claimed that event sync failed, even though events synced as expected.	W-3013946
Installation	Sometimes installation failed because Salesforce for Outlook wasn't able to automatically download the correct .NET Framework prerequisite the user required.	W-3013709
Side Panel Publisher	When reps attempted to create a Salesforce event related to an Outlook event, reps saw an error message and the Salesforce event wasn't created.	W-2950072
	On the create event screen, date and time fields overlap.	W-2847174
	When reps created contacts from Outlook items with names displaying in the "last name, first name" format, the publisher populated the first name field with the last name field content, and the last name field with the first name content.	W-2993593
Side Panel	Sometimes when reps related an email with attachments to Salesforce, attachment uploads failed.	W-3028974

Outlook	When reps closed or minimized an email that they were composing, Outlook froze when reps reopened the email.	W-3048724
	Sometimes reps weren't able to send emails. Emails were saved to reps' Outlook outboxes instead.	W-2999158

## Salesforce for Outlook v3.0.2

Salesforce for Outlook v3.0.2 provides fixes for recurring event sync, the "Add Email" button in the Outlook ribbon, and several fixes for the Salesforce Side Panel.

### Bug Fixes

For	We resolved this issue	Identification Number
Sync	Sometimes when sales reps deleted a recurring event series in Salesforce with a start date in the past, events that occurred before the delete date were not removed from Outlook. The error log showed the message "Object reference not set to an instance of an object."	W-2935952
Add Email	Reps who add emails to Salesforce using the "Add Email" button in the Outlook ribbon noticed the button wasn't available.	W-2957763
Side Panel	When reps tried to email a contact by clicking on the contact's email address, the link didn't open a compose new mail window.	W-2941026
	When reps tried to create a Salesforce record from the side panel and relate the record to an existing Salesforce record, the new record form disappeared before reps could save the new record.	W-2944838
	Sometimes when reps tried to create a Salesforce record from the side panel and potential duplicate records were found, the new record form disappeared before reps could save the new record.	W-2947075
	When reps tried to collapse the side panel from the compose new mail window, the side panel content disappeared, but the panel didn't collapse to give reps more space on their screens. Instead, the side panel displayed a blue panel.	W-2946100

# Salesforce for Outlook v3.0.1

Salesforce for Outlook v3.0.1 supports an additional version of Microsoft .NET Framework, and fixes some other pesky bugs.

## Salesforce for Outlook v3.0.1 Supports Microsoft® .NET Framework 4.5.2

In addition to supporting .NET 4.6.1 and .NET 4.6, Salesforce for Outlook now supports .NET 4.5.2. Sales reps running these Microsoft .NET versions can get the latest improvements with Salesforce for Outlook v3.0.1.

If your company's computing systems aren't running .NET 4.6.1, 4.6, or 4.5.2:

- Sales reps downloading and installing Salesforce for Outlook v3.0.1 themselves are prompted to install .NET 4.5.2 automatically.
- IT administrators managing Salesforce for Outlook v3.0.1 installation using the .msi installer must install a supported .NET version on sales reps' systems before rolling out Salesforce for Outlook v3.0.1.

## Bug Fixes

For	We resolved this issue	Identification Number
Upgrading	Sales reps upgrading from some earlier versions of Salesforce for Outlook to v3.0.0 experienced errors with Outlook. The error log showed the message "Outlook is not running." Reps could only fix the issue by repairing Outlook from their Microsoft Windows® Control Panels.	W-2934063
Sync	Some sales reps couldn't sync tasks between Salesforce and Outlook. The error log showed the message "SQLite error no such column: PastExceptionsCreated."	W-2942503

# Salesforce for Outlook v3.0.0

Salesforce for Outlook v3.0.0 delivers the features your reps have come to know and love, plus an added bonus: It's compatible with the latest security encryption protocols. That means that your reps can continue using Salesforce for Outlook after Salesforce discontinues support for TLS 1.0 over the next year.

Read on to learn more about how to prepare Salesforce for Outlook users for these changes, and for details on the other pesky bugs we've squashed this release.

## Salesforce for Outlook and Platform Encryption Play Well Together

For companies using Platform Encryption, Salesforce for Outlook is now available if you enable [View Encrypted Data](#) for users in profiles. Previously, we prevented companies using Platform Encryption from running Salesforce for Outlook.

Keep in mind that if you encrypt the same fields that you filter in Salesforce for Outlook data sets, Salesforce for Outlook won't sync at all. But it's easy to get Salesforce for Outlook to sync again. Just remove the encrypted fields from your filters in your data sets.

## Upgrade Soon to Avoid Service Interruptions

When Salesforce disables TLS 1.0 encryption protocol, your reps are required to upgrade to Salesforce for Outlook 3.0.0 to continue syncing or accessing the Salesforce Side Panel. Salesforce for Outlook 3.0.0 will be available to customers shortly after the beginning of the Spring '16 release.

Check out our article on how to prepare your reps' computing environments so that they can continue using Salesforce for Outlook after TLS 1.0 disablement.

For a disablement timeline, check out our article on general Salesforce TLS 1.0 disablement.

See Also

[Knowledge Article: Prepare Your Org to Continue Using Salesforce for Outlook After TLS 1.0 is Disabled](#)

[Knowledge Article: Salesforce Disabling TLS 1.0](#)

## Salesforce for Outlook Retiring Support for Microsoft® Windows Vista®

When Salesforce disables TLS 1.0, Salesforce for Outlook is retiring support for Microsoft Windows Vista.

We recommend that you start moving your sales reps off Windows Vista soon. Then reps can continue syncing between Salesforce and Microsoft Outlook® after TLS 1.0 disablement.

Visit our Salesforce disabling TLS 1.0 article for the most up-to-date timeline.

See Also

[Knowledge Article: Salesforce Disabling TLS 1.0](#)

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	When reps deleted a large number of Outlook items, the error log showed the message, "Last Sync warnings:0," rather than showing the correct number of files deleted.	W-2781632
	When reps deleted a large number of Outlook items, Salesforce for Outlook didn't delete the Salesforce counterparts if other sync errors occurred during the same sync cycle. The error log did not show a message about the large number of deleted items. In some cases, reps couldn't dismiss messages about the other sync errors, nor could reps manually sync from the Windows system tray.	W-2799172

	Contact sync failed when reps created Outlook contacts for their email distribution lists (contact groups). The error log showed the message, “Unable to communicate with Microsoft® Outlook®. Restart Outlook and try again.”	W-2767968
	Sometimes events from a recurring series synced with events from other recurring series on a rep’s calendar.	W-2749542
	Sometimes the error log showed the message “An item with the same key has already been added.” However, Salesforce for Outlook had already managed the error, and no action from the user was necessary.	W-2744463
	Sometimes when reps updated recurring events in Outlook, it took multiple sync cycles for all changes to sync to Salesforce.	W-2650418
	In rare instances, reps’ events were duplicated or related to the wrong Salesforce records.	W-2871571
Outlook	When reps cleared the “Send immediately when connected” setting in Outlook Send/Receive options, Salesforce for Outlook caused emails to be retained in the Outbox, but never sent.	W-2593869
	Sometimes when reps updated records in Salesforce, the changes synced, but weren’t visible in Outlook, or took a long time to appear. Microsoft released an Outlook 2013 patch to fix this issue on October 13, 2015 (KB3085579). Reps can download and install the update from <a href="http://support.microsoft.com">support.microsoft.com</a> by searching for that reference number.	W-2410666
Salesforce for Outlook	Reps using 32-bit Microsoft Windows® couldn’t start Salesforce for Outlook when the Windows system locale was set to French.	W-2899694

## Salesforce for Outlook v2.9.3

Salesforce for Outlook v2.9.3 includes improvements to the sync process for recurring events and to the installer.

For	We resolved this issue	Identification Number
Sync	When users edited and saved a recurring event in Salesforce without actually making any changes, then updated the same event in Outlook, Salesforce for Outlook didn’t save the updates made in Outlook.	W-2725195
	When users created identical recurring events in Outlook, Salesforce for Outlook mapped these events to the same Salesforce record. Later, when users updated one of the recurring events in Outlook,	W-2745524



	sync to Salesforce failed. The error log showed the message, ‘You cannot modify the start date of a recurrence series that has already started.: Start Date.’	
	Sometimes when users updated a recurring event series in Outlook from which one (or more) single events were deleted, Salesforce for Outlook didn’t save the update.	W-2752964
Installer	Sometimes when users upgraded to the latest version of Salesforce for Outlook, the installer couldn’t interpret the users’ current version of Salesforce for Outlook, and installation failed.	W-2803908

## Salesforce for Outlook v2.9.2

Salesforce for Outlook v2.9.2 includes support for the latest version of Microsoft® Outlook, as well as fixes to the sync process.

### Salesforce for Outlook v2.9.2 Supports Microsoft Outlook 2016

If your company upgraded to Microsoft Outlook 2016, get your Salesforce for Outlook users back in the game by making sure they upgrade to Salesforce for Outlook v2.9.2, which supports Outlook 2016.

Before your sales reps upgrade to v2.9.2, make sure their systems meet [Salesforce for Outlook System Requirements](#).

### Bug Fixes

For	We resolved this issue	Identification Number
Sync	Sometimes when sales reps created a recurring event series in Outlook with a start date in the past and no assigned end date, Salesforce for Outlook imposed an end date in the past when it synced the series to Salesforce.	W-2670733
	When reps created a recurring event series in Salesforce and deleted all event occurrences (but not the series) before the recurring event synced, all events synced to Outlook anyway.	W-2698312
	Sometimes when reps updated a single event in a recurring series, the first update would sync, but subsequent updates to that single event wouldn’t sync until reps updated the single event in the opposite system.	W-2726515
	Reps create sync conflicts when they update a single event in a recurring event series in one system, and update the whole event	W-2744463

	series in the other system. When this happened, sometimes Salesforce for Outlook reverted both updates, rather than syncing the update that affected the whole series.	
	When a rep extended the end date of a recurring event series in Outlook, future updates to that series didn't sync. The error log sometimes showed the message "The end date of a recurring series cannot be set to a date in the past.:End Date."	W-2732845
	Sometimes when reps marked an Outlook event to sync that was identical to an Outlook event that was already syncing, the second Outlook event didn't sync to Salesforce. The error log showed the messages "An item with the same key has already been added" or "An entry with the same key already exists."	W-2744463
Adding Outlook emails to Salesforce	When reps using 64-bit Microsoft Windows® installed Salesforce for Outlook for all users logging into that computer, the Add Email button wasn't available on the Outlook Ribbon and the Send and Add toolbar wasn't available in Outlook Add-Ins.	W-2741760

## Salesforce for Outlook v2.9.1

We've broadened our support to include Microsoft® Windows® 10 and added features that give your sales reps even more ways to get their Salesforce work done quickly and easily from within Microsoft Outlook®. You and your sales reps can manage this feature from both Lightning Experience and Salesforce Classic.

Let's get down to the nitty gritty on Salesforce for Outlook v2.9.1.

### Salesforce for Outlook Supports Microsoft® Windows® 10

Now sales reps running Windows 10 can take advantage of Salesforce for Outlook—our most advanced email integration feature. Make sure that your reps' computing environments meet all Salesforce for Outlook system requirements before getting started.

### Sync Outlook Home Addresses to Your Salesforce Contacts

Now your users can maintain their contacts' home addresses in both Outlook and Salesforce by updating addresses in just one system. Salesforce for Outlook syncs these Outlook contact home address fields with Salesforce:

- Street
- City
- State
- Postal Code
- Country

To begin syncing, you or your reps choose which Salesforce contact field to map to each Outlook contact home address field. If you're choosing the fields for your reps, you can define contact field mappings in Outlook configurations in [Setup](#).

If you've indicated that your reps can modify their own field mappings in Outlook configurations, they can define or edit the contact home address field mappings from their Salesforce for Outlook configurations in [Personal Settings](#).

Whether set by you or your reps, home address field mappings begin syncing the next time reps update those contact records in either system.

## View Salesforce Records Related to Recurring Events From Outlook

Experience more of Salesforce right from Outlook. Sales reps can now view Salesforce records related to recurring events from the side panel.

After reps relate records to a recurring event series in Salesforce, they can see those related records from the side panel.

To see the related records, select an event from the series in Outlook. If that event is syncing with Salesforce, the side panel shows all Salesforce records related to that event.

## Salesforce App for Outlook Disconnects the Salesforce Side Panel Automatically

Sales reps don't need to juggle multiple Outlook integration products at one time. When reps connect to our latest email integration product, Salesforce App for Outlook, it automatically disconnects the side panel, so your reps encounter one streamlined experience between Salesforce and Outlook.

If your reps connect to Salesforce App for Outlook, they can still download and install Salesforce for Outlook, but only Salesforce App for Outlook can run in Outlook. Reps can, however, take advantage of the Salesforce for Outlook sync feature while still using Salesforce App for Outlook.

Your reps can access the side panel again when you first disconnect the Salesforce App for Outlook for those users in [Setup](#) and then enable the side panel for those users in Outlook configurations.

You can keep Salesforce App for Outlook enabled for other users at your organization, even if some users prefer to work with the side panel.

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	Group and Contact Manager Edition users' items synced according to the settings defined in the default Outlook configuration, even when administrators assigned those users to a customized Outlook configuration.	W-2649086
	Sometimes when many items were scheduled to sync in the same sync cycle, some items stopped syncing or never synced. The error log showed the error message "Record mapping missing: No mapping	W-2711731

	record found for update.” The log also showed a message describing the kind of record that didn’t sync. For example, if an event didn’t sync, the error log showed: “The Outlook event can’t find the Salesforce event it was syncing with. Delete and recreate the event to continue syncing it.”	
Side Panel	Group and Contact Manager Edition users couldn’t add attachments to Salesforce records.	W-2658481
	When users viewed cases they located using side panel search, the Case Number field wasn’t shown.	W-2617320
	Sometimes when users expanded or collapsed the side panel, it wouldn’t display correctly, and users couldn’t access its features.	W-2690909
Outlook Compatibility	Sometimes when users created a new email or replied to an email in Outlook while Salesforce for Outlook was open, users couldn’t send the email and the compose window wouldn’t close.	W-2458980
Send and Add	After users added an Outlook email to Salesforce with the Send and Add button, the “Added to Salesforce” category wasn’t added to the sent email in Outlook.	W-2656368

## Salesforce for Outlook v2.8.1

For Salesforce for Outlook v2.8.1, we’ve improved syncing and fixed issues with the side panel and error log.

### Bug Fixes

For	We resolved this issue	Identification Number
Sync	Sometimes some items didn’t sync between Salesforce and Outlook. The error log showed the message “Salesforce change count does not match Outlook change count.”	W-2659429
	Sometimes when users converted an event to an event series in Outlook, sync to Salesforce failed. The error log showed the message, “Single events cannot have detail commands.”	W-2648305
	When users converted a task series to a task in Outlook, sync to Salesforce failed. The error log showed the message, “DML operations cannot be performed on recurrent tasks.”	W-2645356
	Sometimes when users created or updated an Outlook event series that was marked to end after a certain number of occurrences, sync to Salesforce failed.	W-2609108

	Sometimes when users updated an Outlook event series with a start date in the past and an end date in the future, sync to Salesforce failed.	W-2608933
	Sometimes when users marked tasks as completed in Outlook, Salesforce for Outlook deleted the task in Salesforce.	W-2456435
Side Panel	Sometimes users were asked to upgrade to a supported version of Microsoft® Internet Explorer®, even when users were already working from a supported version.	W-2646207
	When users added emails to person accounts from the side panel, the side panel activity history didn't show the addition.	W-2619605
	Sometimes when users attempted to selectively add an Outlook attachment to Salesforce, it wasn't added. The error log showed the message "Failed to process attachment click event: Object doesn't support property or method 'substring.'".	W-2543481
Error Log	Sometimes the error log showed the message "An entry with the same key already exists." However, Salesforce for Outlook had already managed the error, and no action from the user was necessary.	W-2642572

## Salesforce for Outlook v2.8.0

Give your sales professionals a streamlined Salesforce for Outlook experience with features that give you more control with setup, so users can be more focused on selling. Manage how you'd like to install Salesforce for Outlook on your users' workstations and decide how users sync their Microsoft® Outlook® items to Salesforce.

Before we share the latest enhancements, we urge you to upgrade any team members still working with Connect for Outlook to Salesforce for Outlook or Email Connect (Beta). That way, you'll avoid the rush of migrating your teams before Connect for Outlook's retirement in Winter '16. At that time, Salesforce ends support for the feature, and Connect for Outlook will no longer sync contacts, events, and tasks with Salesforce.

Now let's take a look at the latest enhancements to Salesforce for Outlook.

## Install for Either One User or All Users Sharing a Computer

When users install Salesforce for Outlook v2.8, they're prompted to install it for just themselves or everyone who can log in to their computer.

If your users are already working with earlier versions of Salesforce for Outlook, learn whether they need to uninstall those versions before installing v2.8.

## Specify the Installation Type for Using the .msi Installer



**Important:** Before you upgrade users, you may need to uninstall their earlier versions based on our upgrade specifications. Otherwise, you risk some users having two installations on their systems.

By default, the .msi installer installs v2.8 for everyone who can log in to that computer. But if you want to change that default so that v2.8 installs for just individual users, you need to install using this command line.

```
msiexec /i SalesforceForOutlook.msi /log SalesforceForOutlook.log /quiet  
MSIINSTALLPERUSER=1
```

## We've Made Sync Settings Easier for Users to Understand

In users' Salesforce for Outlook settings, we've renamed two key settings to help your users sync their Outlook items with less support from you. `Automatic` is now `Sync All Outlook Items` and `Manual` is now `Sync Only the Outlook Items I Select`.

Users are prompted to review their sync settings when they install, upgrade, or check their settings from their Microsoft® Windows® system tray by right-clicking the Salesforce for Outlook logo, and then clicking **Settings**. These sync settings let users choose how their Microsoft® Outlook® items sync to Salesforce.

`Sync All Outlook Items` creates the category `Don't Sync with Salesforce` for the user in Outlook. Users can add the category to individual Outlook items to prevent items from syncing to Salesforce. Otherwise, Salesforce for Outlook automatically syncs all Outlook items that fall within the sync settings you set up in Outlook configurations.

`Sync Only the Outlook Items I Select` creates the category `Sync with Salesforce` for the user in Outlook. Users can add the category to individual Outlook items to sync those items to Salesforce.

Both users who upgrade to Salesforce for Outlook v2.8. and users working in earlier versions of Salesforce for Outlook will see these new setting names.

## Choose the Default Sync Setting and Prevent Users from Changing It

We've added two preferences that give you greater control over how users sync their Microsoft® Outlook® items to Salesforce.

When users install or upgrade, Sync Only the Outlook Items I Select is selected by default in their Salesforce for Outlook settings.

Now you can change the default sync setting to Sync All Outlook Items and prevent users from changing this sync setting later. You set these preferences from users' Outlook configurations.

1. In Salesforce Setup, enter Outlook Configurations in the Quick Find box, then select **Outlook Configurations**.
2. Edit the Outlook configuration for which you want users to change the default setting.
3. Select Set default sync setting to Sync All Outlook Items.
4. Select Don't let users change their sync setting to prevent users from changing their default setting. Note that even when Overwrite configuration changes made by users is selected, users still can change their default sync setting.
5. Click Save.

Note that users' Salesforce for Outlook sync setting reverts to the default every time users upgrade. If you continue letting users change their sync setting, alert upgrading users that they must set their preferred sync setting after every upgrade.

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	If organizations enabled person accounts, Salesforce for Outlook couldn't sync contacts that had a populated Company field.	W-2453824
	If users created an Outlook event by copying an existing Outlook event that was already syncing to Salesforce, both Outlook events would sync to the original Salesforce event.	W-2487059
	The recurring tasks setting would clear and recurring tasks would stop syncing when administrators edited Outlook configurations.	W-2399213
	Contacts sync would time out for organizations with a large number of contacts.	W-2450695
	If events were set to sync bidirectionally, users couldn't update the End Date of their recurring events in Salesforce.	W-2474847
Side Panel	When users attempted to save attachments that exceeded the maximum file size limit to Salesforce, the error message did not explain why.	W-2455577
	When users added emails to Salesforce between 8 and 11:59 PM EDT/EST, Salesforce for Outlook recorded the task Due Date in Salesforce as a day later than the actual task due date.	W-2397404
	Sometimes the Salesforce Side Panel Publisher menu dropdown did not appear when users clicked on it.	W-2493520

	The ENTER key didn't work in Salesforce Side Panel Search.	2498025
	When users saved an email with attachments to Salesforce and then created a new record from the Side Panel Publisher, the attachment view remained in the Side Panel.	W-2513064
	Sometimes after users added an event to a Salesforce record, the link to that record was broken in the Side Panel.	W-2515293
	When users added attachments with a comma in the file name, the attachments couldn't be added to Salesforce.	W-2534592
Error Log	When a sync error occurred for a recurring event, the Salesforce for Outlook error log displayed the error's Outlook record ID instead of the error's event subject.	W-2523150
Delete	Users couldn't delete Outlook events that were opened from the Salesforce for Outlook error log.	W-2492039
Performance	For some users, the Salesforce Side Panel would cause Outlook to freeze when connectivity to Microsoft Exchange was limited.	W-2497739
Outlook Configurations	Group and Contact Manager users couldn't see changes that administrators made to users' Outlook configurations.	W-2498025

## Salesforce for Outlook v2.7.1

Learn about the bug fixes we've included in this version of Salesforce for Outlook

### Bug Fixes

For	We resolved this issue	Identification Number
Sync	Sometimes sync timed out before a user's contacts finished syncing.	W-2499508
Installer	First-time users couldn't install Salesforce for Outlook without a renewed signing certificate.	W-2500841

## Salesforce for Outlook v2.7.0

Get your sales teams on the path to higher productivity with features that help sales professionals better manage tasks and track the emails they add to Salesforce records.



## Sync Recurring Salesforce Tasks to Microsoft® Outlook®

Get your sales teams tracking their recurring Salesforce tasks in Outlook. That way, if your sales teams spend lots of time in Outlook, they won't forget about the Salesforce tasks they need to complete on a regular basis.

Salesforce for Outlook can now sync recurring Salesforce tasks one way from Salesforce to Outlook. When you set up data sets in your Outlook configurations to sync recurring tasks, your users see only the current open task in the series, as well as any modified tasks. After your users complete the current open task, the next task in the series appears.

Get your sales teams syncing their Salesforce tasks to Outlook now.

1. In Salesforce Setup, enter `Outlook Configurations` in the `Quick Find` box, then select **Outlook Configurations**.
2. Select the Outlook configuration for which you want to set recurring Salesforce tasks to sync.
3. For the data set on the Outlook configuration detail page, click **Edit**.
4. Select the option `Sync recurring Salesforce tasks to Outlook`. New Outlook configurations and data sets, by default, are set to sync recurring Salesforce tasks to Outlook.

## Increase Your Teams' Chances of Seeing Relevant Contacts and Leads in the Side Panel

Sales teams get better email address matching between the email addresses in their Outlook emails and the ones in all email fields for their Salesforce contacts and leads.

Now, the side panel matches email addresses in Outlook emails to all email address fields for contacts and leads in Salesforce—even custom ones, which means the side panel has better chances of finding relevant contacts and leads related to the emails that matter to your sales teams.

## Sales Teams Can Add Emails to Person Accounts Based on the Teams' Preferences

Ensure your sales teams add emails to person accounts the way your teams want—as either contacts or accounts, which helps sales teams track emails added to person accounts the way these folks expect.

By default, the side panel adds emails to person accounts as contacts. But it's easy to set your Outlook configurations so that the side panel adds emails to person accounts as accounts instead.

1. In Salesforce Setup, enter `Outlook Configurations` in the `Quick Find` box, then select **Outlook Configurations**.
2. Edit the Outlook configuration for which you want your teams to add emails to person accounts as accounts.
3. Select the option `Add emails to person accounts as accounts`.

## Bug Fixes

For	We resolved this issue	Identification Number
Installer	The installer sometimes displayed an error "Could not write value to key...", which prevented users from running Salesforce for Outlook.	W-2410418

# Salesforce for Outlook v2.6.2

Learn about the bug fixes we've included in this version of Salesforce for Outlook.

## Bug Fixes

For	We resolved this issue	Identification Number
Side Panel	The side panel searched for contacts and leads using fewer email addresses than normal, which sometimes caused the side panel to not display as many contacts and leads as possible.	W-2403604
Installer	In some cases when installing Salesforce for Outlook using the .exe installer, users didn't receive a prompt for installing Primary Interop Assemblies, which is a requirement for Outlook 2013.	W-2428546
	Salesforce incorrectly identified a Remote Desktop Connection protocol as a Terminal Services connection.	W-2400489

# Salesforce for Outlook v2.6.2

You'll discover new Salesforce Side Panel features to help your users get more Salesforce work done directly from Microsoft® Outlook®. We've also improved setup so you can help new users hit the ground running quickly, and added helpful customizations in Outlook configurations to keep you in control.

## It's Easier to Set up Side Panel Users to Add Outlook Items to Salesforce Records

We've enabled **Add Email** by default in Outlook configurations, and removed the need for side panel users to set up **My Email to Salesforce** to add Outlook emails and attachments to Salesforce records.

These changes mean your side panel users can start adding emails, attachments, events, and tasks to their Salesforce records as soon as you add them to an Outlook configuration, and users aren't required to take additional setup steps.

Users you haven't set up to use the side panel are still required to set up **My Email to Salesforce** to add Outlook emails and attachments to Salesforce records from the **Add Emails** button in the Salesforce section of the Outlook ribbon.

You can disable these features for users. From Setup, enter *Outlook Configurations* in the Quick Find box, then select **Outlook Configurations**. Click **New Outlook Configuration**, and then deselect **Add Email**.

## Let Users Select Specific Email Attachments to Add to Salesforce

Reduce your company's data usage in the cloud by letting users add only the attachments that matter to them to Salesforce records. In Outlook configurations, `Add Email` lets side panel users add emails to Salesforce records, and automatically includes email attachments. Now you can let users add only specific attachments when you enable `Side Panel`, `Add Email`, and `Allow users to select attachments`.

When you enable `Allow users to select attachments` for your users, attachments aren't included automatically when users add an email to a Salesforce record. Instead, users can select specific attachments they want to include when they click the add attachments button in the side panel next to each attachment.

## Specify Your Users' Outlook Sync Folders

Now you can control where your users sync their records by specifying common Outlook sync folders in Outlook configurations. When you specify sync folders, it simplifies users' Salesforce for Outlook setup and keeps sync folders consistent across your company.

The new setting, `Outlook folder for syncing contacts`, is enabled in new and existing Outlook configurations. This means that by default, users can change their Outlook sync folders. To prevent users from changing their sync folders, open your Outlook configurations and, in the `Allow users to modify` area, disable the `Outlook folder for syncing contacts` setting for contacts, events, and tasks. Then, in the text boxes that appear, type the name of the Outlook folders where you want your users' contacts, events, and tasks to sync.

If the folders you specify don't exist in your users' Outlook directories, Salesforce for Outlook creates the folders for them. Your users can then move the contacts, events, and tasks they want to sync to the folders you specified.

## Side Panel Users Can Do More with Outlook Tasks

Now users can see the side panel from Outlook Tasks, and add their Outlook tasks to Salesforce records, helping users get more Salesforce work done directly from Microsoft® Outlook®.

Users can add Outlook tasks to multiple Salesforce contacts and to one other record that accepts tasks, like an account, a lead, or an opportunity. To do this from the side panel in Outlook Tasks, users select the task they want to add to a Salesforce record, search in the side panel for the record they'd like to add the task, and click `next` to the records in the search results.

The task is then added to the Salesforce record as an activity, which users can see on the record's Activity History or Open Activities related lists.

If you're using Professional, Enterprise, Performance, Unlimited, or Developer Edition, make sure your Outlook configurations include `Add Email` and `Side Panel` to set up users for this feature. If you're using Contact Manager or Group Editions, you don't need to do anything.

## Bug Fixes

For	We resolved this issue	Identification Number
Sync	When users created events that synced from Outlook to Salesforce, and then later added other attendees, the events for the new attendees didn't appear in their systems.	W-2369247
Side Panel	When users created Microsoft® Outlook® emails and used the Send and Add feature to add the emails to custom object records, the side panel displayed the error "We couldn't add this item. Please try adding this item again." This problem persisted even when users subsequently tried adding the emails to standard object records.	W-2384788

## Looking for Earlier Release Notes?

For release notes for Salesforce for Outlook v2.5.0 and earlier, check out the Past Releases section of [What's New in Salesforce?](#) in Help and Training.