

Applying Hot Fix 4 for Sage ACT! 2011 SP1 to:

Sage ACT! Pro 2011 SP1

Sage ACT! Premium 2011 SP1

Sage ACT! Premium for Web 2011 SP1

Applying Hot Fix 4 for Sage ACT! 2011 SP1

Released 2011 for Sage ACT! Pro 2011 SP1, Sage ACT! Premium 2011 SP1, and Sage ACT! Premium for Web 2011 SP1.

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Applying Hot Fix 4 for Sage ACT! 2011 SP1

This documentation describes Hot Fix 4 for ACT! 2011 SP1 for the following versions:

- Sage ACT! Pro 2011 SP1
- Sage ACT! Premium 2011 SP1
- Sage ACT!Premium for Web 2011 SP1

Do not apply this hot fix to any other versions or products.

Note: To determine the version of the product you are using, see the version number in the Help About box. After the hot fix has been installed, the version number will read "13.1.111.0 Hot Fix 4" depending on the version you originally had installed.

This hot fix applies to all international English locales.

Who Should Install This Hot Fix?

Sage ACT! hot fixes are cumulative, so hot fix 4 also resolves issues fixed in hot fixes 1 through 3. If you have already installed hot fixes 1, 2, or 3, you can safely install hot fix 4.

Note: Sage ACT! 2011 SP1 contained a modification to the database (breaking schema change) that will affect anyone sharing or syncing a database on 13.1.0. If you are sharing or syncing a database on 13.1.0 and would like to apply this hot fix, ensure you have access to apply the hot fix to all machines that can access your data.

This will not affect you if your version of Sage ACT! is 13.1.1 or 13.1.2, or if you do not synchronize or share a database with others.

Hot Fix 4 for Sage ACT! version 2011 SP1 may resolve your issues if:

- You see that Microsoft Outlook takes a long time to load when the Sage ACT! address book has been added and Exchange Cache mode is disabled.
- You are using a localized version of Sage ACT! and see that umlauts are stripped from the content of any email that also contains a graphic.
- You are using synchronization and see that record information is not being exchanged correctly when changes are entered to the same record at both the parent and the remote sites during a single cycle.
- You see that attachments with names that exceed 15 characters are stripped from email messages received using Sage ACT! email.
- You notice that Keyword search fails to return all appropriate records.
- Your database contains one or more custom entities that include spillover tables and the following error displays when running a query on one of those tables: "Ambiguous column name 'EventsID'".
- You edited a template in Sage ACT! Premium for Web and were unable to save the template to a public location.
- You see that attachments with names that exceed 15 characters are stripped from email messages sent using Sage ACT! email.

- You are using a localized version of Sage ACT!, and see that the Maximize button in the Keysearch window is unavailable.
- You are using a German version of Sage ACT! 2011, and see that the word 'location' is translated incorrectly in the Appointment Activity Send Email invitation.
- You are using Sage ACT! with Microsoft Windows 7 and Microsoft Office 2007, and see performance degrade after sending an email to a contact and then creating or clearing an activity.
- You are using Microsoft Outlook Integration with Sage ACT! and see performance degrade after sending an email to a contact, opening the calendar, and then opening the task list.
- You are using Sage ACT! 2011 Service Pack 1 with Microsoft Word 2007 or 2010 and notice that the Quick Print function in Word 2007/2010 is disabled.
- You have cleared the Allow history creation for email sent from a user of this database to another user option (Tools>Preferences> Admin), but find that email sent to other users incorrectly adds files to the attachments folder.
- You are using Sage ACT! 2011 Service Pack 1 with ACT! Email and see the options to attach a file or a photo are unavailable.
- You are using Sage ACT! Premium for Web and, after using Lookup to find a group of records, you see that the Contact Detail page is blank, you are unable to page through the Contacts returned in the lookup, and returning to the Contact List view causes you to be logged out of the database.
- You are using Sage ACT! Premium for Web and are unable to change Record Creation options in the Web Client.
- You are using an English language version of Sage ACT!, but the new Data Chart properties display French options.
- You are using Sage ACT! with Outlook Integration over Terminal Server and see an error if more than one Sage ACT! user is logged in.
- You are using Sage ACT! Premium for Web with Microsoft Outlook integration enabled and notice that Sage ACT! is not listed as an available address book in Microsoft Outlook.
- You are using Microsoft Office 2007 with a Dutch language version of Sage ACT! and see that, when you create a quote from a new opportunity, the Excel portion of the quote fails to populate.
- You are using Sage ACT! Premium for Web and see a distorted view when attempting to customize columns in the Contact List.
- You have upgraded to Sage ACT! version 13.1, copied the database using File>Save Copy, and see unexpected error messages when attempting to set criteria for duplicate checking in the copy of the database.
- You have upgraded to Sage ACT! version 13.1, copied the database using File>Save Copy, and see unexpected error messages when attempting to delete a user from Sage ACT! when connected to the database copy.
- You are using Sage ACT! version 13.1, and have remote databases, you have set up Outlook Contact Synchronization and see data inconsistency across Publisher, Remote, and Outlook after syncing.
- You are a Sage ACT! user who has upgraded to version 13.1 and is now unable to use your Outlook Add-in for ACT!

The following tables list the areas affected by the hot fixes, the defect number, description, and the effect of the hot fix for each defect.

New in Hot Fix 4

Area	Defect #	Description	What the Fix Does
Microsoft Outlook	94215	Microsoft Outlook takes a long time to load if the Sage ACT! address book has been added and Exchange Cache mode is disabled.	Enables Outlook to load more quickly.
Lookups	95055	After looking up records in Sage ACT! Premium for Web, the Contact Detail page is blank, users are unable to page through the Contacts returned in the lookup, and accessing any List view causes the user to be logged out of the database.	Enables records to display on the Contact Detail page. Users can see the Contacts returned in the lookup and can click on a List view without being logged out of the database.
Email	95078	Localized versions of Sage ACT! strip umlauts from the content of any email that also contains a graphic.	Prevents the umlauts from being stripped from the email.
Synchronization	95100	Changes applied to the same record at both the parent and the remote sites during a single cycle do not synchronize correctly.	Enables the record information to be synchronized correctly.
Email	95102	Attachments with names that exceed 15 characters are stripped from email messages received using Sage ACT! email.	Enables attachments to be received correctly.
Search	95219	Keyword search fails to return all appropriate records.	Enables all records fitting the search criteria to be returned.
	95263	The following error displays when running a query on a customer entity that includes spillover tables. "Ambiguous column name 'EventsID'."	Enables the query to run without error.
Templates	95273	When editing a template in Sage ACT! Premium for Web, the option to save the template anywhere except the local computer is not offered.	Enables the user to choose where to save the edited template.
Email	95330	Attachments with names that exceed 15 characters are stripped from email messages sent using Sage ACT! email.	Enables attachments to be sent correctly.
Search	95410	When using a localized version of Sage ACT!, the Maximize button in the Keysearch window is unavailable.	Activates the Keysearch window Maximize button.

Area	Defect #	Description	What the Fix Does
	95206	In the German version of Sage ACT! 2011, 'location' is translated incorrectly in the Appointment Activity Send Email invitation.	Replaces "Ablageort" with the more appropriate translation "Ort".

Fixed in Hot Fix 3

The following defects were fixed in hot fix 3.

Area	Defect #	Description	What the Fix Does
Outlook Integration	94650	When using Sage ACT! with Microsoft Windows 7 and Microsoft Office 2007, performance degrades after sending an email to a contact and then creating or clearing an activity.	Removes the performance degradation.
Outlook Integration	94653	When using Sage ACT! with Microsoft Outlook Integration, users see performance degrade after sending an email to a contact, opening the calendar, and then opening the task list.	Removes the performance degradation.
Office Add-In	94862	The Sage ACT! Office Add-In in version 2011 Service Pack 1 disables the Quick Print function in Word 2007/2010.	Enables the Quick Print function to work as expected.
Email	94872	When the Allow history creation for email sent from a user of this database to another user option is not selected (Tools>Preferences>Admin), email sent to other users incorrectly adds files to the attachments folder.	Enables the feature to function as expected.
Email	94894	When using Sage ACT! 2011 Service Pack 1 with ACT! Email, the options to attach a file or a photo are unavailable.	Enables the options to attach a file or a photo.
Web Client	94895	When using Sage ACT! Premium for Web, the Change Record Creation options are not available.	Enables the Change Record Creation options.
Lookup	95055	After looking up records in Sage ACT! Premium for Web, the Contact Detail page is blank, users are unable to page through the Contacts returned in the lookup, and accessing any List view causes the user to be logged out of the database.	Enables the user to click on a List view without being logged out of the database.

Area	Defect #	Description	What the Fix Does
Dashboard	95101	When using a non-localized version of Sage ACT!, the new Data Chart properties display French options.	Displays the Data Chart properties in English.
Outlook Integration and Terminal Server	95220	When using Sage ACT! Outlook Integration with Terminal Server, the second and any additional users see an Act.Outlook.Sync.exe error.	Enables multiple users to log in to use Sage ACT! Outlook Integration with Terminal Server without generating errors.

Fixed in Hot Fix 2

Sage ACT! hot fixes are cumulative, so hot fix 4 also contains the following fixes distributed in hot fix 2.

Area	Defect #	Description	What the Fix Does
Outlook Integration	94649	When using Sage ACT! Premium for Web with Microsoft Outlook integration enabled, Sage ACT! is not listed as an available address book in Microsoft Outlook.	Enables the Sage ACT! address book to display.
Opportunity Quotes	94651	When using Microsoft Office 2007 with a Dutch language version of Sage ACT! and creating a quote from a new opportunity, the Excel portion of the quote fails to populate.	Enables the Excel portion of the quote to populate as expected.
Customizing the Contact List View	94794	You are using Sage ACT! Premium for Web and see a distorted view when attempting to customize columns in the Contact List.	Prevents the distortion and enables the Contact List view to display correctly.

Fixed in Hot Fix 1

Sage ACT! hot fixes are cumulative, so hot fix 4 also contains the following fixes distributed in hot fix 1.

Area	Defect #	Description	What the Fix Does
Save Copy	94306	Attempting to set criteria for duplicate checking in a database copied using File>Save Copy causes the following error to display: "The DELETE statement conflicted with the REFERENCE constraint "SYSTABLEKEY_SYSCOLUMN_TABLEID_FK". The conflict occurred in database "(database name)," table "dbo.TBL_SYSTABLEKEY_SYSCOLUMN," column "TABLEKEYID>." The statement has been terminated.	Enables the user to successfully specify criteria for duplicate checking in the copy of the database.
Save Copy	94307	Attempting to delete a user from a database copied using File>Save Copy causes the following error to display: "The DELETE statement conflicted with the REFERENCE constraint "LOGONHISTORY_USERID_FK". The conflict occurred in database "empty_test_SP1", table "dbo.TBL_LOGONHISTORY", column 'USERID'. PRC_DEL_ACCESSOR: ERROR OCCURRED ATTEMPTING TO DELETE USER RECORD TBL_USER. The statement has been terminated.	Enables the user to successfully delete users from Sage ACT! when connected to the copy of the database.
Synchronization - Remote Databases	94337	When using Sage ACT! version 13.1 with Outlook Contact Sync and remote databases, data synchronizes inconsistently. Data inconsistency is visible across Publisher, Remote, and Outlook.	Enables data to sync correctly.
Outlook	94530	32 bit customers who upgrade to Sage ACT! v13.1 are unable to use any Sage ACT! Outlook Add-in after installing an application that puts that puts registry keys into 64 bit mode.	Enables the Sage ACT! Outlook Add-ins to function successfully.

Applying Hot Fix 4 for Sage ACT! 2011 SP1

This hot fix is for version 2011 SP1. Do not apply this hot fix to any other version of Sage ACT! To determine the version of the product you are using, see the version number in the Help About box. After the hot fix has been installed, the version number will read "13.1.111.0 Hot Fix 4".

Apply this hot fix to all machines where Sage ACT! or the Sage ACT! database is installed.

Note: Changes in this hot fix will not take effect until you have restarted your computer.

Applying the Hot Fix

1. Log on as Administrator.
2. Copy the hot fix to your computer.
3. Close Sage ACT!
4. Close all Microsoft® Office® products (Excel®, Word®, Outlook®, and so on).
5. Double-click the hot fix file.
A progress dialog box appears indicating that the hot fix is being unpacked. Then a Disclaimer dialog box appears.
6. Click **OK**.
A progress indicator appears showing that Sage ACT! is applying updates. Then a dialog box appears stating that the hot fix installation is completed.
7. Click **OK**.
8. Start Sage ACT!
9. From the **Help** menu, select **About**.
The version number will read "13.1.111.0 Hot Fix 4".

Changes To Your Installation

Installing the hot fix applies the following files:

- Act9intf.dll
- Act\JavaScript\ContactListView.js
- Act\JavaScript\Act.Application.js
- Act\JavaScript\json2.js
- Act\JavaScript\Rico\prototype.js
- Act\JavaScript\Rico\ricoCommon.js
- Act\JavaScript\Rico\ricoeffects.js
- Act\JavaScript\Rico\ricogridcommon.js
- Act\JavaScript\Rico\ricolivegrid.js
- Act\JavaScript\Rico\ricolivegridajax.js
- Act.Dashboard.DataChart.dll
- Act.Dashboard.DataChart.xml
- Act.Data.Creation.dll

- Act.Framework.dll
- Act.Framework.MailMerge.dll
- Act.Framework.Synchronization.dll
- Act.Office.Addins.dll
- Act.Office2007Addin.dll
- ActOutlookAddin.dll
- Act.Outlook.Addin.Shared.dll
- Act.Outlook.Integration
- Act.Outlook.Message.Reader.dll
- Act.Outlook.Service.Desktop.dll
- Act.Outlook.Sync.Common.dll
- Act.Outlook.Sync.exe
- ActReader.exe
- Act.Shared.Diagnostics.DefectLogger.dll
- Act.Shared.Localization.dll
- Act.Shared.Utilities.dll
- Act.Shared.Win32.dll
- Act.Survey.Plugin.dll
- Act.UI.dll
- Act.UI.Companies.Views.dll
- Act.UI.Contacts.Views.dll
- Act.UI.TabPage.dll
- Act.UI.Widgets.dll
- ACT.Web.dll
- Act.Web.Framework.dll
- Act.Web.ServerControls.dll
- ActDiag.exe
- ActEmail.exe
- Actinet2.ame
- ACTOLEDB2.dll
- ActUpdate.config
- Apfw9AB32.dll
- EmailShared.dll
- Interop.Redemption.dll
- ISSetup.dll
- json2.js

- Redemption.dll
- Sage ACT! Premium (Web) Outlook Integration.msi
- SecurityCmdLnApp.exe
- Setup.ini.