



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

# Sugar Open Source Release Notes

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Version 4.5.1j

*Sugar Open Source Release Notes*  
Version 4.5.1j, 2008

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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 critical bug fixes pertaining to this release, 4.5.1j, are included. For a complete list of bugs fixed in this release, visit the SugarCRM Bug Portal at <http://bugs.sugarcrm.com>.

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**Note:** It is highly recommended that you make a copy of your production system and use it to test 4.5.1j.

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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 Bug Portal. Use 4.5.1j 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.

You can upgrade from Sugar versions 4.2.1 or 4.5.0 to 4.5.1j. However, you cannot directly upgrade from Sugar 4.5.0 GA to 4.5.1j. You must upgrade to a 4.5.0 patch release first and then upgrade to 4.5.1j.

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## 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.

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## 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.

## 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 - 4.4.7	
	5.0.1 - 5.0.5	
	5.1.0 - 5.1.2, 5.1.4, 5.1.6, 5.2.0 - 5.2.5	
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	
<b>Recommended Stacks</b>		
<b>Linux Stack</b>		
• PHP version	5.1.4	
• Apache	2.2.3	
• RedHat Enterprise	Workstation 4	
<b>Preferred Databases</b>		
MySQL	5.0.24a	
SQL Server	2005	
<b>Windows Stack</b>		
• PHP version	5.1.4	
• IIS	6.0	
• Microsoft Windows	2003	
<b>Preferred Databases</b>		
MySQL	5.0.24a	
SQL Server	2005	

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## Known Limitations

- The “Install from Sugar” option in the Module Loader has been removed.
- 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 4.5.1j

### Modules

#### Bug 1431

A non-admin user can view restricted modules after changing the user name, and logging back with the new user name.

#### Bug 9208

International characters, such as Kanji, do not display correctly in archived inbound email.

#### Bug 12971

In the Campaigns module, when you attempt to perform a mail merge, the resulting document is blank instead of displaying a list of targets.

#### Bug 15464

GMT time zones for Indiana, USA and Perth, Australia do not compensate for daylight savings time (DST).

#### Bug 16724

When you edit a related record from a sub-panel on a record's detail page, the system displays an error message.

#### Bug 17753

In the process of creating a mail campaign, when you attempt to mail merge multiple contacts, the mail merge template displays only one contact.

#### Bug 19020

A user's My Pipeline chart still displays on the Home page after the user has been restricted from accessing the Opportunities module.

#### Bug 19031

In the Projects module, you can save a project without entering any value for a required field.

#### Bug 19044

Adding a custom field to a campaign's Edit view results in a Javascript error.

#### Bug 19124

When you create a Targets list in the Campaigns module, the List view does not display any values for the Users column

#### Bug 19989

When you perform a mail merge in the Campaigns module, the mail merge file is empty instead of displaying a list of targets.

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**Bug 20522**

In the RSS module, when you enter a path in the form to save RSS feeds, the system saves the information in a cache file, which can be accessed through the *.cache/feeds/* directory even when you are not logged into Sugar.

**Administration****Bug 18578**

Special characters in the password break Active Directory LDAP password authentication

**Bug 20043**

Sugar allows you to save custom fields with names that start with a number even though field names must begin with an alphabet.

**Sugar Plug-ins****Bug 15339**

In the Sugar Plug-in for Microsoft Word, when you attempt a mail merge between Accounts and Contacts, the number of contacts displayed in the 3rd step of the process is incorrect.

**Bug 15354**

In the Sugar Plug-in for Microsoft Word, an apostrophe is displayed as “&#039;”.

**Bug 19127**

Because the Sugar Plug-in for Microsoft Word does not allow text formatting, an attempt to merge fields results in an error message.

**Bug 19949**

In the Sugar Plug-in for Microsoft Word, mail merge fails if a field contains conditions in the mail merge document.

**Fixed Bugs in 4.5.1i****Modules****Bug 12105**

Campaign Email bounce handling may not be processed correctly if your Email server is Windows-based, for instance, an Exchange server. As a result, bounced emails may not display in the Group inbox.

**Bug 13265**

In a project's detail view, the amount column in the Opportunities sub-panel does not reflect the currency and amount for each opportunity. Instead, it shows the user's default currency and the opportunity amount.

**Bug 13652**

An opportunity's detail page does not display related archived emails.

**Bug 15652**

Campaign Emails that are deleted from the Email queue are still sent out.

**Bug 16533**

From a sub-panel of a record's detail view, when you attempt to view a list of related records that is several pages long, clicking Next to move to the next page works the first time but not after that. As a result, you cannot view the entire list of related records.

**Bug 17665**

In the Forums module, when you open the detail view of a thread, the system displays a fatal error.

**Bug 17997**

When you export Contacts data, the exported file contains the header but not the data.

**Bug 18041**

You cannot remove attachments to notes.

**Bug 18637**

When you attempt to delete one record in the List view, the system deletes all records instead.

**Bug 18640**

An attempt to use a contact name to search for records results in a SQL error message.

**Bug 18783**

Archived emails do not display in the History sub-panel of the Opportunities module.

**Administration****Bug 13361**

When a module is disabled, its dashlet, if one exists, still displays on the Home page of users who had the role permissions to view the module.

**Bug 13604**

A MySQL error occurs when a user attempt to open a record from a List view that was sorted using a field that is listed in the Additional column of the List View editor in Studio.

**Bug 13928**

When you duplicate a user record, some fields such as time zone and Email address are not duplicated.

**Bug 15788**

The default value for unchecked custom check boxes in Studio is set to Null instead of zero.

**Bug 17132**

Language packs do not display under modules after they are installed. As a result, you cannot uninstall a language pack.

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**Bug 17739**

A user without Edit or Delete privileges can still use the Merge Duplicate function to delete another user's record.

**Bug 19013**

Users can view a Group Email folder even after they have been removed from the team that is assigned to the folder.

**Bug 19094**

If the file to be uploaded is greater than the `upload_max_filesize` and/or `post_max_size` settings in *php.ini*, then a message is prompted to the user to increase the settings in *php.ini* and restart the Web server. At the same time, because the Upload button becomes read-only the user cannot upload the file.

## Fixed Bugs in 4.5.1h

### Modules

**Bug 17767**

A vulnerability in the Document module allows a malicious authenticated user to upload files with arbitrary names. These files, depending on the server's configuration, may then be callable remotely.

### Administration

**Bug 16702**

Non-admin users can edit information on Admin user in the Employees module.

## Fixed Bugs in 4.5.1g

### Modules

**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.

### Administration

**Bug 16658**

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

## 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.

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**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.

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**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 "&amp;".

**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**

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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.

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**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](http://www.sugarcrm.com/wiki/index.php?title=Sugar_Developer_Wiki)

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## 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.

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## **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.