

# Introduction

This document describes the requirements, new features, enhancements, and known limitations in Sugar Community Edition 5.0.

You can upgrade from Sugar version 4.5.1x to 5.0.

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**CAUTION:** It is recommended that you make a copy of your production systems and use it to test 5.0. Do not install in a production environment.

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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 SugarCRM Bug Portal, accessible through <http://bugs.sugarcrm.com>. Use “5.0” to designate new bugs found in this release. Otherwise, please update existing bugs with additional information.

Check the Bug Portal for known issues prior to submitting bugs.

Topics include:

- [“Requirements for 5.0” on page 1](#)
- [“New and Enhanced Features” on page 2](#)
- [“Known Bugs” on page 4](#)
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## Requirements for 5.0

Requirements for 5.0 is as follows:

- To install Sugar 5.0 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 5.0.
- For Microsoft Exchange, Sugar supports only versions 2000 and higher.
- Before upgrading to 5.0, navigate to the *php.ini* file on your system and change the *post\_max\_size* and *upload\_max\_filesize* settings to more than 20MB. Restart Apache and then begin the upgrade process.
- The process of upgrading to 5.0 can take up to an hour. If you are using the IIS Web server, you need to ensure that the CGI application does not time out. To do this, on IIS, set the CGI script timeout to more than 300 seconds, which is the default value.
- In order to better support multi-byte character storage with Microsoft SQL Server, You can configure Sugar to use FreeTDS driver. For more information, see *Installation Prerequisites and Guidelines* in the Installation Guide. The supporting files are in a zip file, *sugarcrm-MB-mssql.zip* at [http://www.sugarforge.org/frs/?group\\_id=6](http://www.sugarforge.org/frs/?group_id=6).

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## New and Enhanced Features

Sugar 5.0 offers the following new and enhanced features, many of which are still being refined at this time.

### Redesigned Emails Module

You can use the new Emails module as an email client to manage your inbound and outbound emails. You can send the emails that you compose in Sugar through any of your external mail accounts.

In addition, the Emails module offers the following features:

- Ability to create Group folders to route emails for distribution.
- A default personal folder named My Emails. You can create additional personal folders.
- Ability to create records such as bugs and leads from inbound emails.
- Ability to create an address book with entries from your list of users, contacts, and leads.

### Redesigned Studio

The Studio User Interface has been redesigned to enhance user experience. The Studio editor enables you to customize modules by creating new fields and editing existing fields, layouts, field labels, and sub-panels and quick-create forms.

### Module Builder

The Module Builder is a new feature that enables you to create custom modules.

## Compatibility Matrix

SUGAR BUILDING BLOCKS	SUPPORTED VERSIONS	COMMENTS
PLATFORM		Sugar runs on all OS that run PHP
<ul style="list-style-type: none"> <li>Linux</li> </ul>	Red Hat 4.x, 5.x (Advanced Server, Enterprise Server) CentOS 4.x, 5.x	
<ul style="list-style-type: none"> <li>Windows</li> </ul>	XP, 2003, Vista	
<ul style="list-style-type: none"> <li>Mac OS X</li> </ul>	All	
PHP (MYSQL, SQL Server)	4.4.1-4.4.2, 4.4.4, 4.4.5, 4.4.6 5.1.0-5.1.2, 5.1.4, 5.1.6 5.2.1-5.2.4	
DATABASE		
<ul style="list-style-type: none"> <li>MYSQL</li> </ul>	4.1.x, 5.0.x, 5.1.x	
<ul style="list-style-type: none"> <li>MS SQL Server</li> </ul>	2005	
WEB SERVER		
<ul style="list-style-type: none"> <li>Apache</li> </ul>	1.3.x, 2.0.x, 2.2.x	Supports any version that runs PHP
<ul style="list-style-type: none"> <li>IIS</li> </ul>	5.1, 6.0, 7.0	Supports any version that runs PHP
SUGAR PLUG-INS		
<ul style="list-style-type: none"> <li>Sugar Plug-In for Microsoft Outlook</li> </ul>	Outlook 2002(XP) Outlook 2003 Thunderbird 1.5, 2.0	
<ul style="list-style-type: none"> <li>Sugar Plug-in for Microsoft Word</li> </ul>	Office 2003, Office XP	
<ul style="list-style-type: none"> <li>Client (Browser)</li> </ul>	latest Mozilla	
	latest Firefox	
	IE 6.0, IE 7.0	
MULTIMEDIA		
<ul style="list-style-type: none"> <li>Adobe Flash</li> </ul>	7 and above	
<b>Recommended Stacks</b>		
<b>Linux Stack</b>		
<ul style="list-style-type: none"> <li>PHP version</li> </ul>	5.2.4	
<ul style="list-style-type: none"> <li>Apache</li> </ul>	2.0.59, 2.2.3	
<ul style="list-style-type: none"> <li>RedHat Enterprise</li> </ul>	Workstation 4	
<b>Preferred Databases</b>		
MySQL	5.0.41	
SQL Server	2005	
<b>Windows Stack</b>		
<ul style="list-style-type: none"> <li>Windows</li> </ul>	2003	
<ul style="list-style-type: none"> <li>PHP version</li> </ul>	5.2.4	
<ul style="list-style-type: none"> <li>IIS</li> </ul>	6.0	
<b>Preferred Databases</b>		
MySQL	5.0.41	
SQL Server	2005	

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## Known Bugs

### Installation and Upgrade

#### Bug 18450

Upgrade does not clean up unused files from 4.5.x and/or 4.2.x versions.

### Modules

#### Bug 12718

Non-email based Campaigns for existing Contacts instead of Targets fail to automatically log the Campaign activity.

#### Bug 13479

Embedded images are displayed twice in Campaign email.

#### Bug 14718

View Change Log no longer tracks a change of email address in version 5.0, however it still works correctly in 4.5.1.x.

#### Bug 15271

When using MySQL, the port for the MySQL server must be added into the MysqliManager.php or php.ini file, or the MySQLi-functions fail.

#### Bug 15868

The list in an email account's INBOX only shows 10 records, even when using default email Visual Settings should show 20 records.

#### Bug 16405

Once an item or multiple items in a multi-select field are selected, deselecting all and selecting the "blank" value fails - at least one item is still saved.

#### Bug 16890

The navigation buttons, such as "Next" or "End," for search results fail to display the webpage in Internet Explorer.

#### Bug 17278

When "Campaign: Send Emails" has multiple campaigns that generate more than one page, pagination does not work on subsequent pages.

#### Bug 17279

Using the "Delete" button on email marketing in the "Campaign: Send Emails" view does not delete the email marketing.

#### Bug 17440

Replying to or forwarding email from a group folder does not display the original email during composition.

#### Bug 17584

The advanced search results displayed on the Lead detail search page are wiped upon hitting the “next” or “end” buttons, returning all leads in the system.

**Bug 17736**

Multiple copies of the same server are displayed in the “Outgoing Mail Server” window.

**Bug 17819**

Using the “Clear” button on search pages does not clear a previously selected Saved Search.

**Bug 17905**

Using a MultipleSelect custom field as search condition fails to return expected records.

**Bug 17906**

Mass Update fails to correctly apply single values selected in a MultipleSelect custom field.

**Bug 18027**

The format <a@a.com> is not supported in email address when sending email.

**Bug 18028**

In the Email Module's Search tab, the "Date From" and "Date Until" search fields are not applied to search results when using the IMAP protocol.

**Bug 18132**

Non-admin users cannot create accounts from the detail view of Bug Tracker's Cases sub-panel.

**Bug 18135**

Email that is checked “Delete from server” on import does not confirm the email was imported before deleting the email from the server.

**Bug 18160**

Related records disappear from corresponding sub-panel in archived email detail view after editing archived email.

**Bug 18183**

When adding Related fields in the Document module, the field values are not saved.

**Bug 18194**

On the "Campaign: Send Emails" page, clicking “Select” displays the correct list of email marketings, but the incorrect count of them.

**Bug 18210**

Mapping Parent ID when importing Account causes the import to fail.

**Bug 18216**

Sitemap.tpl supports only out-of-the-box modules.

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**Bug 18222**

URLs listed in the Description field of any page cannot be clicked.

**Bug 18223**

In the Accounts Module, canceling the duplication of an account results in an “Error retrieving record” message.

**Bug 18228**

No matching result is displayed when searching by "Account Name" field in the in-line create cases sub-panel for a contact in Case module.

**Bug 18271**

Warning messages are displayed incorrectly when clicking “Save” button with all required fields blank in in-line creating opportunity view in “Opportunities” sub-panel of “Account” detail view.

**Bug 18275**

The signature content saved in HTML is switched to Plain Text style on signature edit.

**Bug 18291**

If a min and max value is set, integers containing commas will break the validation check.

**Bug 18303**

All date/time fields in mail merge are shown in GMT, not local time in WPI.

**Bug 18311**

The Campaign ID and Lead ID fields do not display values in mail merge.

**Bug 18314**

When trying to create a duplicate contact, user will see a popup window that opens a new SugarCRM instance.

**Bug 18357**

“Campaign Associations” is not filled in for created Leads and Contacts.

**Bug 18376**

Notice is displayed on "Convert Lead" page when converting lead from contact.

**Bug 18378**

A user whose role does not have delete function in a module can still click “Delete” button in records list view in that module. However, the records do not get deleted.

**Bug 18398**

The email disclosure setting has been removed from the user interface.

**Bug 18466**

An email previously selected as "Mark -> Mark As Unread," changes its status to "Unread" automatically although it is in the "Read" status.

**Bug 18471**

Custom module items are not available in the drop-down list when archiving email from the module detail view.

**Bug 18501**

Several fields are displayed in advanced search panel after setting all the non-mandatory fields as "None".

**Bug 18507**

Creating a Project Task in a custom module results in "Notice: Undefined index" message.

**Bug 18591**

Email received in a group folder is not displayed until the page is refreshed.

**Sugar Administration****Bug 16515**

Deploying from Module Builder does not clear the module case, resulting in the module name failing to appear in the tab list.

**Bug 18505**

QuickCreate does not work for modules built with Module Builder.

**Internationalization and Localization****Bug 11498**

The PDF engine currently used by Sugar cannot support multibyte character sets and is unable to render content in certain languages, such as Chinese.

**Bug 18498**

Processing multibyte characters breaks QuickSearch, resulting in an "unterminated parenthesis" error.

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## Known Limitations

- The Sugar Installer for this release only supports the English language pack.
- After upgrading to Sugar 5.0, the module tab of any module that you select is blank. You will need to refresh the page to see the module name on the tab.
- Many features of the Emails module, such as the Address book and email import, are still being refined.
- When you send an email message using POP3 protocol, it takes time to load the email contents into the recipient's inbox.

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**Note:** When you upgrade to Sugar 5.0, emails that you received in Sugar 4.5.1x. will be imported into My Emails inbox.

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- If you had selected the Sugar theme in 4.5.1x, after upgrading to Sugar 5.0, the Home tab appears to be empty because both the tab and the text are colored white. Refresh the screen a few times to view the tab name in a new color.
- Searchform files in Sugar 4.5.1x are not preserved during the upgrade to Sugar 5.0.
- The performance of the email module varies accordingly with the performance of the associated email server.