

2022 R2.1 Patch ReadMe

Updated: 07 December 2023

This patch is applicable to Sage CRM 2022 R2.

Addressed issues

| Internal issue ID | External issue ID | Area | Description | Status |
|----------------------|-------------------|----------------------------|---|---|
| CRM-1353 | CRMS-1154 | Import contacts and emails | <p>You could experience any of the following issues.</p> <p>ISSUE 1 An email import operation failed with an error “The resource cannot be processed, Comm_ChannelID – Error – Invalid data”. This issue occurred only if channel ID 4 (primary team) was missing from the database.</p> <p>ISSUE 2 The Comm_Organizer value of an imported email was set to the system administrator (1) and not to the user who performed the email import.</p> <p>ISSUE 3 No territory was assigned to the imported emails.</p> <p>ISSUE 4 The Comm_Type value of imported emails was erroneously set to Task.</p> | <p>Fixed</p> <p>A note regarding ISSUE 3:</p> <p>Now territory is assigned to imported emails using the logic documented in the Adding records to a territory help topic. The user who imports emails must have the Insert right on the territory of the target company or person.</p> |
| CRM-1372 CRM-1274 | N/A | Import contacts and emails | When you imported an email whose To , Cc , or Bcc field | Fixed |

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| | | | contained two or more email addresses, only the first email address was imported from that field. | |
| CRM-1275 CRM-1373 | CRMS-1109 | Import contacts and emails | When you imported an email, the email's territory was unexpectedly set to None . | Fixed |
| CRM-1276 | CRMS-1096 | Cases, Customization, Integration | When you created an order that had custom entity records linked, the create operation failed with an error "Invalid Date Time". | Fixed |
| CRM-1371 | CRMS-1131 | Quick Find, Search | Your search returned no results, even though there were records that satisfied your search criteria. This issue occurred when the format in the region settings in Windows was set to Chinese (Traditional Hong Kong SAR) . | Fixed |
| CRM-1166 | CRMS-1052 | Reports | Thai or Chinese characters appeared as number signs (#) in reports exported to PDF. | Fixed |

Steps to apply this patch

1. On your Sage CRM server, run the provided **SageCRM2022R2.1.exe** file.
2. Complete the Setup Wizard.