

2023 R1.1 Patch ReadMe

Updated: 07 December 2023

This patch is applicable to Sage CRM 2023 R1.

Addressed issues

Internal issue ID	External issue ID	Area	Description	Status
CRM-1730	CRMS-1368 CRMS-1370	Core product	When using Google Chrome version 113.0.5682.64, every time you selected a clickable user interface element in Sage CRM, a <i>Leave site?</i> pop-up message appeared.	Fixed
CRM-1682	CRMS-1345	Customization	<p>When a user tried to modify an Opportunity record, the following error displayed:</p> <p>“An unexpected event has occurred. Exception error – record not found, you may not have security permissions.”</p> <p>This issue occurred after the system administrator customized Sage CRM to add a field from the Opportunity database table to the Case Details screen.</p>	Fixed
CRM-776	CRMS-742	Customization	<p>The options available under Desktop HTML list contents were different in situations where they should be identical. This issue occurred when you did the following:</p> <ol style="list-style-type: none"> 1. Went to <My profile> Administration Customization Company Lists, selected Inline customization, and then selected the Customize icon beside Company Grid. 2. Observed the options under Desktop 	Fixed

Internal issue ID	External issue ID	Area	Description	Status
			<p>HTML list contents.</p> <ol style="list-style-type: none"> In Quick Find, selected the down arrow, selected Company, selected Find, and then selected Customize List. Observed the options under Desktop HTML list contents. <p>The options displayed in steps 1 and 2 were different, whereas they should be identical.</p>	
CRM-983	CRMS-915	Customization	<p>In some situations, a report provided the wrong ID of a custom entity record. For example, this issue occurred when you completed the following steps:</p> <ol style="list-style-type: none"> Created a custom entity that had Company, Person, Communication, and Library. Made sure that the ID column in the <code>custom_edits</code> table for the custom entity was not marked as system. Changed the caption and name for the field representing the ID of your custom entity. Added a new view containing a view script like the following: <div data-bbox="771 1339 1325 1688" data-label="Code-Block"> <pre>SELECT * FROM SALESANDBOOKING LEFT OUTER JOIN Communication ON SalesAndBooking.SaBo_ SalesAndBookingId = Communication.Comm_SalesAndBookingId WHERE SalesAndBooking.SaBo_Deleted IS NULL AND Communication.Comm_ Deleted IS NULL</pre> </div> Where the fields containing <code>SalesAndBookingId</code> represented your custom entity. Created a new Person record not linked 	Fixed

Internal issue ID	External issue ID	Area	Description	Status
			<p>to a company.</p> <p>7. Created a list report containing the ID field of the custom entity, with auto hyperlinking enabled.</p> <p>As a result, when you ran the report and selected the ID of a custom entity record there, the wrong custom entity record opened.</p>	
CRM-1133	CRMS-1043	Opportunities	<p>When you viewed an Opportunity record, the top section of the record showed the details of a different Opportunity. This issue occurred in the following scenario:</p> <ol style="list-style-type: none"> 1. You opened Opportunity A. 2. You used Quick Find to find and open Opportunity B. 3. You used the back button in your web browser to go back to Opportunity A. 	Fixed
CRM-1509	CRMS-1251	Opportunities	<p>When a user opened the Orders tab of an Opportunity record that had some orders, the tab did not display any records.</p>	Fixed
CRM-1475	CRMS-1233	Opportunities	<p>You encountered “An unexpected event has occurred” error when you did the following:</p> <ol style="list-style-type: none"> 1. From the main menu, selected Team CRM Opportunities, and then opened an Opportunity record. 2. Selected Team CRM Opportunities, and then opened a different Opportunity. 3. Selected Change. 	Fixed
CRM-1723	CRMS-1361	Opportunities	<p>You encountered “An unexpected event has occurred” error when you did the following:</p> <ol style="list-style-type: none"> 1. From the main menu, selected Team CRM Opportunities, and then opened an Opportunity record. 	Fixed

Internal issue ID	External issue ID	Area	Description	Status
			<ol style="list-style-type: none"> 2. On the Summary tab, selected Change, and then made a change and saved it or selected Cancel. 3. Selected Team CRM Opportunities, and then opened a different Opportunity. 4. Selected Change. 	
CRM-1510	CRMS-1260	Opportunities	<p>When you opened the Orders tab of an Opportunity record, and then went back to the Summary tab, the following error occurred:</p> <p>“The record you requested has been deleted or you may not have security permissions to view it.”</p>	Fixed
CRM-884	CRMS-839 CRMS-868	Quick Find Search	A company name containing parentheses was displayed incorrectly in Quick Find. For example, the name part inside the parentheses was displayed as <i>undefined</i> .	Fixed

Steps to apply this patch

1. On your Sage CRM server, run the provided **SageCRM2023R1.1.exe** file.
2. Complete the Setup Wizard.