
Sugar Professional 7.9.2.0 Release Notes

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Sugar Professional 7.9.2.0 Release Notes

Overview

This document describes the changes and functionality available in Sugar Professional 7.9.2.0. For more information on the changes in this release, please refer to the [What to Expect When Upgrading to 7.9](#) article.

Sugar 7.9.2.0 is available for both On-Demand (Sugar-hosted SaaS) and On-Site deployments.

Administrator and End User

Fixed Issues

Sugar 7.9.2.0 is a security update released to address certain security vulnerabilities identified during our routine QA checks.

We strongly recommend that you install this update at the earliest opportunity. While we have not experienced any reported incidents relating to these vulnerabilities to date, failure to install this update could leave you exposed to malicious third-party attacks. For more information regarding this, please refer to the following Security Advisory announcements:

- [Security Advisory sugarcrm-sa-2017-006](#): Authenticated users may cause arbitrary SQL to be executed.
- [Security Advisory sugarcrm-sa-2017-007](#): Authenticated users may access system files.
- [Security Advisory sugarcrm-sa-2017-008](#): Unauthenticated users may cause arbitrary code to be executed.

These vulnerabilities have been addressed in release 7.9.2.0 which is available for download from the [Download Manager](#).

Administrators are strongly encouraged to upgrade their Sugar instances running 7.9.1.0 and prior to version 7.9.2.0 to prevent potential exploitation of these weaknesses.

The following issues have been resolved in this release. [Support Portal users](#) can use the following links for more details about each issue:

- [75304](#) : Report filters based on fiscal quarters do not respect the fiscal year start date configured via the Forecasts module.

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- [77730](#) : The SOAP API call `get_document_revision()` fails to return documents as expected.
 - [78080](#) : Users assigned a role with Edit permission set to "Owner" may be improperly restricted from duplicating reports.
 - [79000](#) : Dependent dropdown fields may incorrectly display when the selected parent dropdown value has no child values enabled.
 - [79177](#) : The Adobe EchoSign e-Signatures for SugarCRM integration version 1.78 and higher may not pass the health check as expected for upgrade.

Known Issues

The following are known issues in this release. [Support Portal users](#) can use the following links for more details about each issue:

- [53969](#) : The Projects module does not have the option (star icon) to designate records as favorites. As a workaround, the Favorites option can be enabled by changing favorites from "false" to "true" in the `./modules/Projects/vardefs.php` file.
- [61338](#) : When test entries are deleted from the campaign, the related campaign emails that are sent to targets may not be viewable and display an error (Error retrieving record. This record may be deleted or you may not be authorized to view it).
- [64880](#) : Certain fields (e.g. email address, phone) in the Users module may not be available to add as field variables in PDF templates.
- [65527](#) : The SugarCRM cube icon is used as the system-wide favicon even when "Display module icon as favicon" is enabled in Admin > System Settings.
- [65647](#) : Users will not see updates to their avatar images without first logging out and back into Sugar.
- [65674](#) : Selecting an item from the Recently Viewed list under the module tab does not correctly update the list to include the selected record.
- [66209](#) : Help text is not being displayed.
- [66520](#) : Notes may not be edited directly from the Contracts module's Notes subpanel.
- [66573](#) : More than one user attempting to merge records simultaneously results in errors.
- [66580](#) : List view loads may experience performance issues as quantity of records loaded increases.
- [66826](#) : Numerical fields such as Bug Number may not be used with type-ahead functionality to generate a list of potential matches when relating records.
- [66842](#) : Relate fields cannot be sorted as expected in the list view.

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- [66900,67294](#) : Resetting the forecast time period does not set the current time period correctly and causes various issues in the application.
 - [66910](#) : The notification for Cases module does not include the case number as expected when triggered via the workflow.
 - [66995](#) : The Display server response times option is improperly available to select via Admin > System Settings.
 - [68024](#) : The Case Number, Date Created, and Created By field values for the Cases module may not get populated in workflow alerts that are triggered on first save.
 - [68095](#) : Text provided for Campaign Tracker URLs is unexpectedly shortened after the first 30 characters.
 - [68112](#) : Matrix-type reports display incorrectly when exported to PDF.
 - [68245](#) : Calendar dashlet may be missing from Legacy dashboard after upgrading to 7.2.0.
 - [68426](#) : New panels added to the Record View layout in Studio do not display the panel options (Display Type, Collapse?) until the layout is saved in Studio.
 - [68440](#) : Quick creating (e.g. Leads, Contacts) via the Emails dashlet on the Legacy dashboard opens up the legacy create view instead of the sidecar record view.
 - [68461](#) : Searching by non-primary email addresses in the module's list view (e.g. Accounts) does not pull up results as expected.
 - [68464](#) : Changes made to record view layouts via studio are not reflected when quick creating records until after the full creation view is used.
 - [68975](#) : Changing the order of subpanels via Admin > Display Modules and Subpanels does not preserve the order upon save.
 - [68979](#) : Changing the currency of a quote multiple times may introduce rounding errors to the line item price fields.
 - [68985](#) : Custom relationships created between a module and the Activities module via Admin > Studio cannot be deleted as expected.
 - [69184](#) : Creating a custom field may not work as expected if there are numerous custom fields and large amounts of data existing in the module.
 - [69391](#) : Changes made to module names via Admin > Rename Modules are not reflected on list views columns for modules which relate to the affected module. The column names may be corrected individually by modifying each listview's column labels via Studio.
 - [69508](#) : Relating a new record via the Legacy module subpanel (e.g. Calls) in a module's record view (e.g. Leads) causes the Next and Previous buttons to no longer appear in the record view. Navigating back to the list view and selecting a record will correct the issue by restoring the buttons again in the record view.
 - [69801,69918](#) : Changing the style attributes for table tags, image tags, etc. on email templates via HTML may result in parts of the code getting removed upon save.
 - [69957](#) : Large number of activity stream records may cause performance issues.

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- [69982](#) : Old Value variables (e.g. `::past::Opportunities::sales_stage::`) inserted in workflow alert templates may not display the correct value in the email as expected.
 - [69985](#) : If a custom module has a relationship with an individual Activity-type module (e.g. Tasks), this related module may not be available to select when creating a workflow action to create a record in a module (Tasks) associated with the target module (e.g. custom module). As a workaround, create a one-to-many relationship between the custom module and the Activities module, and the appropriate Activity-type module (e.g. Tasks) will be available to select when creating the workflow action
 - [70024](#) : Scheduled reports may have incorrect or missing charts in the emailed PDF. Select "Print as PDF" from the report's Actions menu to see the updated chart.
 - [70106](#) : The Skype icon does not appear next to the phone number as expected when the SkypeOut integration is enabled.
 - [70124](#) : Studio's formula builder displays several undesired functions (`getListWhere`, `isForecastClosed`, `isForecastClosedWon`, and `isForecastClosedLost`).
 - [70389](#) : Tabbing while inline editing the address block in the record view does not work as expected as it does not tab through all the fields (e.g. state, postal code) within the address block.
 - [70542](#) : The "Show Completed Meetings, Calls, and Tasks" option is not available in Calendar > Settings, which can cause performance issues in the Calendar module for users who have a large number of activity records. Setting Admin > System Settings > vCal Updates Time Period to "-1" will relieve the performance delay, however, this will prevent user availability information from appearing when scheduling a call or meeting.
 - [70553](#) : Disabling export via Admin > Locale does not remove the Export option as expected from the list view.
 - [70601](#) : Custom HTML files including javascript may not render correctly after upgrade to 7.5.0.0.
 - [71446](#) : For opportunities, changes made to labels via Studio > Opportunities > Labels do not affect list view labels. Make changes to labels via Studio > Opportunities > Layouts > List View to modify list view layouts.
 - [71733](#) : Printing archived emails via the browser's print option may not display correctly.
 - [71807](#) : Studio layouts appear in reverse order when right-to-left themes are enabled.
 - [71950](#) : Adding TinyMCE to a TextArea-type field (e.g. Description) may cause the field to not display properly in record view when accessing Sugar via certain browsers (e.g. Firefox).
 - [72022](#) : The Projects module is incorrectly available to select via Admin > Mobile.
 - [72098](#) : Clicking the "Restore Default" button in Admin > Studio automatically saves and displays the out-of-the-box default layout despite

not saving the change in Studio.

- [72264](#) : Clicking on the opportunity's name in the Quotes detail view after downloading the quote to PDF improperly redirects to the home page instead of the opportunity's record view. As a workaround, right-click on the opportunity name after downloading the quote to PDF and the opportunity's record view will open accordingly.
- [72286](#) : The Opportunity module's amount fields cannot accept negative values.
- [72409](#) : When generating a report, labels may improperly overlap in the chart (e.g. Vertical Bar chart) causing the labels to be unreadable.
- [72581](#) : Attempting to merge records in modules containing required dependent fields may not work as expected.
- [72588](#) : Synchronizing the Google Calendar with the Sugar calendar may not sync the tasks as expected.
- [72590](#) : The Due Date field may not be available to select when mass updating in the Tasks module. To resolve the issue, navigate to Admin > Studio > Tasks > Fields and disable the Mass Update option for the Due Date field then enable it again.
- [72810](#) : Filtering the list view search using custom checkbox fields may not work as expected.
- [72882](#) : When accessing Sugar using Internet Explorer, the date picker does not display properly and disappears when using the scroll bar on the page. As a workaround, scrolling with your mouse or trackpad will display the calendar picker properly.
- [72887](#) : Customizing a role-list while creating a custom DropDown field in Studio causes the new field to not be saved. As a workaround, create and save the new field before making changes to any role-lists.
- [72956,73729](#) : Populating a target list by selecting a report for a module (e.g. Accounts) may not add all records as expected if the report contains a large amount of data.
- [72962](#) : Dependent fields containing a related() function may cause the data to not display as expected in the module's list view.
- [73187](#) : Tabbing while inline editing the address block for account and contact record's may not work as expected as it does not tab through all the fields (e.g. state, postal code) within the address block.
- [73301](#) : Attempting to edit Sugar Logic formulas with too many lines in the formula may cause an error ("Formula Builder: Error Loading Content") in Studio's formula builder. As a workaround, edit the formula to remove any line breaks.
- [73434](#) : Custom entrypoints which require authentication may not work as expected when using session tokens.
- [73468](#) : Time-elapse workflow may not trigger as expected when a date field (e.g. Expected Close Date) in the condition is set to a date in the future.
- [73485](#) : Parent modules incorrectly appear in related module dropdown lists.

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- [73488](#) : Re-ordering list view columns does not work as expected for iPad and mobile devices.
 - [73492](#) : Sorting the Forecasts module by Likely, Best, or Worst fields may not sort by the base currency amount as expected.
 - [73566](#) : Calculated or dependent fields containing a related() function may not get calculated until after save for activity-type modules (e.g. Notes).
 - [73569](#) : Attempting to add a row to an existing quote record may not work as expected when accessing Sugar via certain browsers (e.g. Chrome, Safari) on iPad.
 - [73689](#): When users adjust the list view or subpanel column widths, the user's preferred column size may not be preserved if the browser window is resized.
 - [73891](#) : Attempting to reorder subpanels in the module's record view may not work as expected when logged into Sugar using Chrome on Windows. As a workaround, disable the "Enable Touch Events" option for Chrome and users should be able to drag and drop subpanels accordingly.
 - [73929](#) : Cases created from inbound emails may improperly display the case's description as HTML.
 - [74349](#) : Creating and saving a record assigned to a team that the current user is not associated to may display an error even though the record gets created successfully.
 - [74350](#) : An unexpected error may occur when saving a record if there is an issue with the user's default team in the database. As a workaround, run the following query in the instance's team sets table: UPDATE team_sets SET deleted = 1 WHERE id NOT IN ("SELECT team_set_id FROM team_sets_teams WHERE deleted = 0") AND deleted = 0. The affected users will then need to edit their profile to configure their default teams again.
 - [74354](#) : Pie charts may not display properly in report results if there are labels with a large number of characters.
 - [74382](#) : The Case Summary dashlet may not work as expected and cause an internal server error if the account record has a large number of related cases.
 - [74421](#) : Passing text including an ampersand (&) into an API call may cause the call to fail.
 - [74475](#) : Clicking a button (e.g. Plus button) in the subpanel (e.g. Emails) before the module's record view completes loading may result in unexpected errors.
 - [74539](#) : Custom fields may not display as expected when previewing call and meeting records via the intelligence pane.
 - [74628](#) : Certain workflows using a Relate-type field in the condition may fail to load as expected and result in errors after upgrading to 7.6.x.x. As a workaround, run the following query in the instance's expressions table: UPDATE expressions SET exp_type = "id" WHERE exp_type = "relate" AND lhs_field = "assigned_user_id"
 - [74687](#) : Avatar field marked as required in Admin > Studio may cause

Sidecar modules to not save as expected and result in an error.

- [74818](#) : List view column widths for custom modules may appear collapsed after upgrading from Sugar 7.5.x.x to 7.7.x.x. To resolve the issue, administrators can navigate to Admin > Studio to change the module's list view column width or users can manually resize the column widths via the module's list view.
- [74893](#) : Opportunity's with expected closed dates prior to a certain time period (e.g. 1/1/1970) may cause the Forecast Bar Chart dashlet to not display as expected.
- [74919](#) : Performing certain actions (e.g. Quick Repair and Rebuild) in Sugar that rebuild the cache files may cause unexpected issues in the system if there are multiple users logged in and utilizing Sugar. As a workaround, perform such actions during off-hours where users are not utilizing the system.
- [75254](#) : Printing reports (e.g. Summation With Details report) to PDF may not work as expected when logged into Sugar via a mobile browser.
- [75258](#) : Mass updating or importing records (e.g. cases) that are related to records (e.g. accounts) with large datasets may result in PHP memory errors.
- [75302](#) : Activities (e.g. calls and meetings) created via the Calendar module tab's actions menu may not appear in the calendar grid as expected. Reloading the web browser will display the newly created activity (e.g. call) in the calendar grid.
- [75471](#) : Sugar may not behave as expected and result in an error if the Sugar license is either expired or due to expire.
- [75481](#) : When duplicating a PDF template via Admin > PDF Manager, the template's body is not visible. Save then edit the duplicate record to view and modify the template.
- [75482](#) : Editing all recurrences of a call or meeting with invalid recurrence rules may result in unexpected behavior.
- [75916](#) : Customizing JS and other core files may cause customizations to not work as expected after upgrading to 7.7.x.
- [75937](#) : Users assigned a role where access to the Project Tasks module is disabled are improperly able to create project tasks via the Project Tasks subpanel.
- [75939](#) : Importing a large number of records (e.g. 8,000) in Sugar may fail to import as expected. As a workaround, break up the import file into smaller batches with less than 5,000 records.
- [75940](#) : Mass deleting more than 20 Account records with numerous related records may fail to delete as expected and result in an error.
- [76007](#) : Inline editing the User field for records in the module's list view (e.g. Accounts) may display an error upon save for users assigned a role with View and Edit permissions set to "Owner". Reloading the web browser will resolve the issue and display the updated assigned user's name for the record in the list view.
- [76040](#) : Certain modules may be marked as customized in Admin > Studio

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- > Export Customizations after installing or upgrading to 7.7.0.0.
- [76107](#) : Generating Calls, Meetings, or Tasks reports grouped by "Day" for Date or Datetime fields (e.g. Day: Start Date, Day: Date Created) may result in a database failure error for certain database stacks.
 - [76113](#): When accessing Sugar using Chrome or Firefox, clicking the "i" icon for Call, Meeting, or Task record cells on the calendar view may cause the calendar grid to appear blank and improperly display the more information pop-up window at the bottom of the screen.
 - [76124](#): Users assigned a role with View permission set to "None" for a module (e.g. Contacts) may be able to preview the module record via the Search and Add drawer for Sidecar modules.
 - [76126](#) : When entering a dependency formula for a DropDown-type field, clicking the Cancel button on Studio's formula builder may not close the window as expected and result in an error.
 - [76130](#): Printing reports with charts (e.g. Summation-type reports) to PDF may not display correctly when logged in with languages using right-to-left script (e.g. Arabic, Hebrew).
 - [76151](#) : When viewing Sidecar module records in list view, Firefox users cannot click the "x" to cancel an applied saved filter as expected. As a workaround, apply the All {Records} filter to reset the list view.
 - [76166,76167](#) : Users are improperly allowed to set the lead's status to "Converted" via the Leads subpanel and Mass Update panel.
 - [76494](#) : For some On-Demand instances, the Forecasts list view may not display as expected after upgrading to 7.7.0.0.
 - [76524](#) : Dependent fields may not appear in the layout (e.g. Record View) as expected if the parent field (e.g. parent dropdown) is not present.
 - [76574](#) : Disabling and enabling modules via Admin > Search then scheduling a system index prior to saving may cause a 500 error to occur when performing a global search.
 - [76698](#) : Previously existing reports may not display the Primary Team Name field values (e.g. East) as hyperlinks after upgrading to 7.7.1.0. Creating a new report including the Primary Team Name field will display the field values as hyperlinks as expected.
 - [76699](#) : When logged into Sugar using certain browsers (e.g. Internet Explorer 11), multiselect-type fields may not display properly when inline editing or mass updating the field via the module's list view.
 - [76730](#) : Field-level validations may not work as expected to trigger field validation messages upon saving the record.
 - [76985](#) : When performing a global search, filtering by a module then hitting the Enter key after entering the search term may cause a 500 error to occur.
 - [77015](#) : When using the SetRequired dependency, any required fields that are not completed do not get highlighted when in-line editing and saving the record.
 - [77162](#) : When Sugar is deployed on a Linux OS, uploading packages in Module Loader may fail with an error when .PNG files are detected by the

package scanner.

- [77205](#) : Viewing a page (e.g. list view) in Sugar without performing any actions for a period of time (e.g. 3 minutes) may cause an error message (Request Timeout: The server is not responding. Check your internet connection.) to appear unexpectedly.
- [77287](#) : Performing certain actions (e.g. import, mass update) in Sugar may result in performance issues if there are numerous calculated fields to be updated in related records. As a workaround, add the following line to the `config_override.php` file to disable the related calculation field updates: `$sugar_config['disable_related_calc_fields'] = true;`. But keep in mind that the affected calculated values will not be updated and running Recalculate Values on related records.
- [77302](#) : Upgrades may fail due to queries posted by the upgrade exceeding the `max_allowed_packet` database setting.
- [77340](#) : Removing the Expected Close Date column via Admin > Forecasts Settings may cause the forecast worksheet and the Forecast Bar Chart dashlet to display incorrectly.
- [77362](#) : When creating or editing an alert email template for workflows, certain related modules may not be available to select as expected in the Related Module dropdown field.
- [77372](#), [77612](#) : When logged into Sugar using the Chrome browser, highlighting/selecting text in certain fields (e.g. Description, Name) may cause issues loading the browser and display an error. As a workaround, edit the field without highlighting any text to make the necessary changes.
- [77539](#) : Changing the boost value for a field (e.g. Name) may not affect the relevancy of the field for full text search, resulting in unexpected behavior.
- [77549](#), [77932](#) : Users may be logged out unexpectedly or experience performance degradation when user records are modified.
- [77563](#) : The Converted field is incorrectly available to add for the Leads module in Studio which when added to the layout may result in unexpected errors for converted lead records after upgrading from 7.6.x to 7.7.1.1.
- [77673](#) : When logged into Sugar using Safari 9, clicking the team name (e.g. East) in reports may improperly open Sugar's home page instead of navigating to the team's detail view.
- [77764](#) : Attempting to scroll in Legacy modules (e.g. Campaigns) may not work as expected when logged into Sugar on iPad.
- [77792](#) : Enabling Full Text Search for the Date Created field in a module (e.g. Leads) may cause unexpected errors when performing a global search filtered by the module.
- [77820](#) : The Visibility Editor window may not load as expected and display an error if there is a large number of dropdown dependencies defined in the visibility editor.
- [78031](#) : Setting a default value for a field during the import process may not preserve the value in the field as expected.
- [78065](#) : Moving a stock field between the columns (e.g. Hidden, Available) for the List View and Subpanel layouts in Studio may result in unexpected

behavior.

- [78128](#) : For dropdown list values, a value's Display Label will improperly revert to a blank value if its Item Name is 0 (zero).
- [78153](#) : Changing the default value for the Popup Reminder Time field for calls or meetings may not work as expected and continue to display the old value.
- [78364](#) : Sugar improperly attempts to establish an SSL/TLS connection when "Use SMTP Authentication" is unchecked. Administrators who wish to permit users to send insecure emails should both uncheck the option and set "Enable SMTP over SSL or TLS?" to "none" in Admin > Email Settings.
- [78471](#) : Setting the default date format in the user's profile to "mm/dd/yyyy" may cause the time periods on the Forecasts Settings page to incorrectly display "Invalid date".
- [78507](#) : When accessing Sugar using Internet Explorer, attempting to clear filter values in a Sidecar module's list view may not work as expected.
- [78527](#) : Inline editing a TextArea field via the subpanel may not work as expected. Reloading the web browser will resolve the issue and allow the user to inline edit the field properly.
- [78537](#) : Editing the run-time filter in reports may not auto-complete to pull up matches as expected.
- [78600](#) : Special characters are improperly allowed to be entered in dropdown lists' item names.
- [78736](#) : The "My Dashboard" may incorrectly be recreated after deleting it from the home page or intelligence pane.
- [78790](#) : Performing certain actions that rebuild the cache files (e.g. clearing the cache directory) may cause unexpected errors in the system.
- [79172](#) : Manually clearing the cache directory may cause unexpected errors in the system if the Users module contains a custom field. As a workaround, perform a Quick Repair and Rebuild via Admin > Repairs instead of manually clearing the cache.
- [79204](#) : Creating multiple quotes from a related module's Quotes subpanel (e.g. from an account record) incorrectly duplicates the original quote's line items as line items in each subsequent quote.
- [79238](#) : Sugar Connector for Marketo is not supported for instances running on PHP version 7.1.
- [79244](#) : Certain stock modules may be improperly hidden after converting from Sugar Professional 7.9.1.0 to Sugar Ultimate 7.9.1.0.
- [79463](#) : The Accounts field on quoted line items cannot be populated.

Windows Server on PHP 7.1

The following are known issues in this release for Windows server environments on PHP 7.1. [Support Portal users](#) can use the following links for more details about each issue:

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- [79254](#) : An unexpected error may display while installing Sugar on a Windows server on PHP 7.1.
 - [79255](#) : The Report wizard may not work as expected for instances running on PHP version 7.1.

Additional Product Information

Sugar 7.9.2.0 does not include support for the following pieces of functionality:

- Sugar Mobile Plus

Supported Platforms

For information on supported platform components, see [Sugar 7.9.x Supported Platforms](#).

Upgrade Paths

Package	From Version(s)	MySQL	SQLServer
New Installs		☐	☐
7.8.2.2-to-7.9.2.0	7.8.2.2	☐	☐
7.9.x-to-7.9.2.0	7.9.0.0 - 7.9.1.0	☐	☐

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