
Sugar Serve 11.0.6 Release Notes

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Overview

This document describes the changes and functionality available in Sugar 11.0.6. Sugar 11.0.6 is only available for customers on the annual upgrade path.

Note: This release is not available for SugarCloud customers.

Administrator and End User

Fixed Issues

Sugar 11.0.6 is a security update released to address certain security vulnerabilities identified during our routine QA checks.

For customers on the annual upgrade path, 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, please refer to the following Security Advisory announcements:

- [Security Advisory sugarcrm-sa-2023-002](#): Authenticated administrators may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-003](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-005](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-006](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-007](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-008](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-009](#): Authenticated administrators may cause arbitrary code to be executed.

These vulnerabilities have been addressed in release 11.0.6, which is available for download from the [Download Manager](#).

Administrators are strongly encouraged to upgrade their on-site Sugar

instances running 11.0.5 or lower to version 11.0.6 to prevent potential exploitation of these weaknesses.

Known Issues

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

- [89535](#): In certain circumstances, the datetime values (e.g., Date Created, Date Modified) in reports may not match the actual datetime values in the record.
- [89170](#): In certain circumstances, changes made to user roles are not respected properly until a Quick Repair & Rebuild is performed in Sugar.
- [88957](#): In certain circumstances, performing a global search in Sugar may result in a 500 error.
- [88532](#): When sending emails using an email template containing an attachment, the attachment does not get included in the email as expected.
- [88261](#): Attempting to download a PDF file may fail if the PDF template contains an image that is hosted on a site using "HTTPS" in the URL. As a workaround, use an image that does not contain "HTTPS" in the URL.
- [88206](#): In certain circumstances, installing packages in Module Loader may not work as expected and the package may get uninstalled with errors.
- [88134](#): In certain circumstances, clicking the "More revenue line items..." link in the Revenue Line Items subpanel may cause the Likely, Worst, and Best amounts to display incorrectly in the related opportunity's record view.
- [88055](#): Users may experience unexpected behaviors when using Sugar via the Firefox browser. As a workaround, access Sugar using Chrome or Microsoft Edge browsers.
- [87972](#): Attempting to integrate an external calendar app with the Sugar calendar using the iCal Subscription URL does not work as expected.
- [87880](#): The default system currency incorrectly displays "US Dollars" as the currency name even though the system currency is changed to a non-USD currency (e.g., AU Dollars) in Admin > Locale.
- [87477](#): Removing the Discount Amount field then re-enabling the field in Admin > Quotes Configuration may cause the Discount Amount field to not display correctly when creating quoted line items on the quote worksheet. As a workaround, navigate back to Admin > Quotes Configuration and click "Restore Defaults" under the Worksheet Columns section and be sure to have the Discount Amount field enabled.
- [87371](#): The email body for imported emails may be blank for emails containing certain characters and/or character sets.
- [87301](#): Attempting to import emails that contain non-traditional formatting in the From field or recipient fields (e.g., To, Cc, Bcc) will cause the import

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- to fail and prevent subsequent emails from being imported to Sugar.
- [87232](#): In certain circumstances, duplicate email campaigns may be sent out multiple times from the system.
 - [87189](#), [87145](#): When linking existing records via the related record subpanel, clicking the "More <module name>" link (e.g. More Contacts) in the Search and Select drawer does not load the next set of records as expected.
 - [87160](#): Attempting to mass delete queued emails from the Email Queue list view or documents from the Documents module may not work as expected and result in an error.
 - [87126](#): When drilling through report charts, the filtered list view may display a different record count than what is shown on the chart depending on the user's timezone.
 - [87124](#): Setting the report's Define Group By list with a date field (e.g. Week: Date Created) may cause the report chart to fail loading in the dashboard and display an error. As a workaround, add two date fields to the Define Group By list in this order for example: "Year: Date Created" and "Week: Date Created", and the report will load as expected.
 - [87024](#): Hidden required dependent fields improperly prevent records from being saved. As a workaround, copy the sugar logic formula from the dependency to the "required if" field for all dependent required fields to allow the record to save as expected.
 - [87018](#): Hard deleting note records via the Data Archiver module does not delete the record's file attachments in the upload directory as expected.
 - [86849](#): In certain circumstances, refreshing the browser may improperly change the order of dashlets on the dashboard.
 - [86715](#): Attachments added to a note on a case may not appear as expected in the Sugar portal.
 - [86696](#): Attempting to edit a report using the "Edit Report" option in the list view's Actions menu may not work as expected as the report fails to load.
 - [86646](#), [86493](#): Note attachments may not display as expected after upgrading to version 10.3 or higher.
 - [86639](#): Clicking the Preview (Eye) icon in the Guests panel for calls and meetings may not work as expected.
 - [86594](#): Users are improperly allowed to view and delete files that are attached to unsaved Note records, resulting in unexpected behavior.
 - [86478](#): The Data Archiver in Sugar cannot be used to properly delete pmse_bpm_flow records from the database.
 - [86462](#): Report charts may display the values incorrectly when using a period as the 1000s Separator in Sugar.
 - [86364](#): In certain circumstances, the report chart in the Saved Reports Chart dashlet may not display using the the same sort order as the original report.
 - [86333](#): Disabling the "Allow users to use this account for outgoing email" option in Admin > System Email Settings may result in unexpected behavior in Email > Email Settings.

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- [86060](#): Adding a Start Event with criteria set to "Assigned to changes" may not trigger the process definition as expected.
 - [85962](#): Dashlets with filters on a shared dashboard may not be accessible to members of the associated team(s) as expected.
 - [85795](#): When editing the existing inbound email account, the User Name field does not display a value and appears blank in the layout. As a workaround, you can copy the user name value from the inbound email account's detail view and paste it in the edit view when configuring the inbound email account.
 - [85673](#): Installing a custom module that was built and exported from Module Builder may fail to install with an error.
 - [85589](#): Saving the SAML settings may fail with an error "Maximum Length should be positive value" when the maximum length is not set for Sugar password requirements.
 - [85550](#): In certain circumstances, the funnel chart in reports may display incorrect values.
 - [85593](#): Multiple entries get added to the Tracker table for SugarBPM and Activity Stream records causing the table to grow very large.
 - [85564](#): In certain circumstances, uploading and installing a package via Admin > Module Loader may result in PHP errors.
 - [85458](#): The body of the email does not display as expected when accessing Sugar via Firefox 80. As a workaround, open the Developer Tools console and refresh the page to view the email body.
 - [85435](#): The subpanel column widths may not behave as expected in certain circumstances to display all the columns without having to use the scrollbar.
 - [85368](#): In certain circumstances, users may run into unexpected errors when trying to access certain modules and/or notice modules missing from the navigation bar.
 - [85342](#): When the Assignment Notification Emails template is customized using new variables (e.g. \$account_name), the email notification does not pull in the relevant information as expected and display the variables in plain text instead.
 - [85246](#): Errors may get logged in the system after upgrading or installing Sugar when certain license data is missing.
 - [84925](#): The Restore Default Layout option does not bring the customized role-view back to the Default role-view's layout in Studio as expected for the Opportunities module.
 - [84692](#): Certain reports may not generate as expected if the last group-by field is a date (e.g. Opportunities > Week: Expected Close Date) and the report contains a chart (e.g. Horizontal Bar).
 - [84684](#): In certain circumstances, saving the Preview View layout for modules (e.g. Accounts) via Admin > Studio may not work as expected and result in an error.
 - [84582](#): In certain circumstances, a blank space may appear in place of any dependent dropdown field(s) that are hidden in the record view layout if

there is a filler next to the field(s). As a workaround, remove the filler next to the dependent dropdown field(s) in Admin > Studio.

- [84551](#): Legacy workflows created in Sugar Enterprise continue to remain active and trigger improperly after the customer migrates to Sugar Sell or Sugar Serve.
- [84426](#): The Meeting Type field in the Meetings module does not reflect new values added to the Meeting Type dropdown list in Admin > Dropdown Editor.
- [83997](#): Adding additional panels/tabs or removing the Show More panel in the Record View Layout in Studio may cause the record view layout to display incorrectly. As a workaround, restore the default layout in Admin > Studio.
- [83880](#): Changes made to role-based view layouts are not applied to users assigned to the role. As a workaround, perform a Quick Repair and Rebuild for the change to take effect.
- [83847](#): For instances that only have Sugar Sell and/or Sugar Serve license types, the "Workflow Management" (legacy workflow) link improperly appears on the Admin page.
- [83796](#): SugarBPM processes always run after module-level logic hooks and it is not possible to configure them to run before logic hooks.
- [83716](#): Attempting to deploy a package via Module Builder or Module Loader may fail with an error.
- [83715](#): User assigned to the Service Console and/or Renewals Console does not have access to configure the console settings.
- [83574](#): Editing contact records containing a duplicate portal name may result in a number of unexpected errors when saving the record.
- [83510](#): In certain circumstances, PHP warning errors may occur for certain SugarCloud instances.
- [83461](#): Sugar licenses that are not revalidated after purchasing additional seats or a renewal may result in unexpected behavior with list view filters. As a workaround, re-validate the license via Admin > License Management.
- [83425](#): Custom Date fields in the PDF template may not respect the user's preferred date format.
- [83335](#): Performance issues may occur for instances that have a number of related calculated fields, legacy workflows, and SugarBPM processes that trigger at the same time.
- [83328](#): Generating reports may result in a database error for Sugar instances using MySQL 5.7 if the ONLY_FULL_GROUP_BY setting is enabled. As a workaround, disable sql_mode=only_full_group_by in the MySQL server configuration.
- [82914](#): Running reports in instances with a large number of team sets may fail to generate for non-admin users and result in performance issues.
- [82899](#): Performing a recipient search using an email address does not return any records as expected for SugarBPM's Send Message events. As a workaround, manually enter in the full email address and press "Enter" or

use the selection option to choose the recipient.

- [82840](#): Date and datetime fields do not respect the user's preferred format when included on PDFs.
- [82813](#): Performing full-text search re-indexes from the command line or via Admin > Search may run out of memory when run on very large data sets.
- [82810](#): Fields based on non-existent or improperly defined custom field types may cause upgrades to fail.
- [82742](#): The Forecast Bar Chart Dashlet may not load as expected in shared dashboards.
- [82559](#): Certain customizations in Sugar may cause the upgrade to fail.
- [82493](#): Users may be unable to send outbound emails if the "Allow users to use this account for outgoing email" option is disabled via Admin > System Email Settings.
- [82454](#): Entering duplicate email addresses with different capitalizations (e.g. test@here.com, Test@here.com) into a record (e.g. Contacts) may result in adverse behaviors.
- [82451](#): Removing the currency field from the Quotes record view layout may cause an unexpected error when viewing a quote and the Unit Price field to display blank for the quoted line items.
- [82437](#): Drilling through report charts from the Saved Reports Chart dashlet may not work as expected and return incorrect results if the report has a run-time filter applied.
- [82384](#): Deleting note records created from email attachments may not work as expected and continue to persist in the upload directory.
- [82361](#): Emails sent from SugarBPM's processes may not include the link to new lead records generated from a Web-to-Lead form even though the process email template contains a link variable.
- [82230](#): Exporting a Summation report may fail with an error if the computed derivative (e.g. Count, SUM) is missing in the Choose Display Summaries step.
- [81929](#): Report chart drill-through may not work as expected and display an error message (No data available) for reports using the Product Catalog module.
- [81722](#): Sorting the fields by the column header (e.g. Name) in Admin > Studio or Module Builder may result in CSRF errors being written to the log file.
- [81382](#): Deleting a target list related to a large number of records may fail with an error.
- [81297](#): If a web-to-lead form gets submitted using an existing email address in Sugar, the email address may not be marked as "Primary" for the generated lead record.
- [81276](#): When there are multiple group-by fields in a Summation With Details report, generating the report with a chart or trying to view a dashboard containing the saved report chart dashlet may result in performance issues.
- [80968](#): Attempting to disable SAML authentication via Admin > Password

Management may not work as expected in certain circumstances.

- [80884](#): Viewing a shared dashboard containing the Forecast Bar Chart dashlet may display a "Loading..." message.
- [80865](#): It is not possible to search by the Record Name column in Process Management.
- [80759](#): In PDF templates that contain more than one href link, only the first link works.
- [80681](#): Making changes to a report's relationship-based filters may result in an error when running the report. As a workaround, re-create the report with the desired filter without making any changes to it.
- [80002](#): Generating PDFs using previously existing PDF templates may not display data as expected after upgrading to Sugar versions 7.9 or higher.
- [80001](#): Email messages sent via SugarBPM may display HTML formatting when records are created using SOAP/REST v4.1. It is recommended to use the latest version of the API.
- [79752](#): When working with SugarBPM process business rules on Internet Explorer 11, you cannot delete columns from rules in the Rules Builder. As a workaround, please use another supported browser.
- [79704](#): When logged into Sugar with certain languages (e.g. Russian), the list view's Record Actions menu may not appear as expected for some modules (e.g. Dashboards).
- [79698](#): When merging records, fields that are required under certain conditions are required even if the conditions have not been met.
- [79640](#): The Home (Sugar cube) icon shifts position in the navigation bar when "Allow users to select modules to appear in the navigation bar" is enabled.
- [79108](#): When editing a record via the list view preview on the intelligence pane, the Resolve Conflict drawer may appear unexpectedly upon save.
- [79009](#): When the targeted module contains a broken field, configuring an Action element in a process definition causes the Process Design canvas to time out.
- [78667](#): Attempting to scroll in Sidecar modules (e.g. Meetings) may not work as expected when logged into Sugar on iPad.
- [78582](#): Process definitions do not enforce the requirement that multiple paths must converge before an End event.
- [78580](#): Saving a record without completing the Salutation field which is marked as required in Admin > Studio may result in unexpected behavior.
- [78334](#): Performing certain actions in records containing calculated fields with rollup functions (e.g. rollupSum) and a large number of related records may cause performance issues in Sugar.
- [78315](#): The same Process ID may be used for multiple processes if a process definition's Start condition is triggered by simultaneous events.
- [77738](#): Attempting to merge two records (e.g. accounts) may fail with an error if the record that is being merged to the primary record contains a large number of related records (e.g. contacts).
- [77719](#): If a process definition contains a Wait event that is relative to a date

field, the process does not adjust for changes that may occur to the date field after the Wait event's initiation.

- [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.
- [77249](#): Guests may not get imported to call or meeting records as expected.
- [77055](#): Attempting to mass update the user's outbound email client via Admin > User Management may not work as expected.
- [76401](#): The data in the report chart may be inconsistent between the report chart dashlet and the Reports module.
- [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. The affected users will then need to edit their profile to configure their default teams again.

```
UPDATE team_sets
SET    deleted = 1
WHERE  id NOT IN ("select team_set_id from team_sets_teams where
    deleted = 0")
    AND deleted = 0
```

- [73566](#): Calculated or dependent fields containing a `related()` function may not get calculated until after save for activity-type modules (e.g. Notes).
- [72581](#): Attempting to merge records in modules containing required dependent fields may not work as expected.
- [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).
- [71848](#): When a large number (e.g. 60) of PDF templates are available in a module, users may not be able to scroll through the full list of templates via the "Download PDF" or "Email PDF" options in the record view. As a workaround, changing the screen resolution or reducing the number of templates may help resolve the issue.
- [68985](#): Custom relationships created between a module and the Activities module via Admin > Studio cannot be deleted as expected.
- [68975](#): Changing the order of subpanels via Admin > Display Modules and Subpanels does not preserve the order upon save.
- [68112](#): Matrix-type reports display incorrectly when exported to PDF.

Supported Platforms

For information on supported platform components, see [Sugar 11.0.x Supported Platforms](#).

Last Modified: 2023-04-05 21:28:56