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## What to Expect When Upgrading to 7.10

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# What to Expect When Upgrading to 7.10

## Overview

Upgrades to Sugar 7.10 are available or required for instances according to the following guidelines:

- All instances hosted on Sugar's cloud service will be upgraded to 7.10.

For the upgrade, please keep in mind that there are some key features of 7.9.x which have been changed or are not available in Sugar 7.10.x. Some of the items that are unavailable in Sugar 7.10.x may be made available in a future release. To help provide you with the necessary information, this article covers what to expect when your instance is upgraded from 7.9.x to 7.10.x. For information regarding changes and functionality available in 7.10.x, please refer to the 7.10 Release Notes specific to your Sugar edition.

## Feature Disparity Between 7.9.x and 7.10.x

Sugar 7.9.x features that have been changed or are no longer available in 7.10.x are as follows:

Category	Feature	Sugar 7.9.x	Sugar 7.10.x
Administration	Email Settings	The administrator has the option to "Delete related notes & attachments with deleted emails" via Admin > Email Settings.	The admin option to "Delete related notes & attachments with deleted emails" has been removed. Deleting an email that contains attachments will always delete the attachments' notes records with the email.
	Admin Panel	The admin panel contains a link to Email Settings where the administrator can	The Email Settings option is now labeled "System Email Settings."

		configure the system email settings.	
Advanced Workflow	Process Business Rules	The administrator cannot move rows or perform mass actions on rows in a business rule.	The Business Rules user interface has been redesigned. The UI changes allow the administrator to reorder rows via drag-and-drop and to move or delete multiple rows at a time.
	Add Related Record	When a process creates a new record, the record's assigned user does not receive a notification.	The Advanced Workflow engine respects the assignment notification settings in Sugar's System settings and in the user's profile.  Note: Administrators should remove any assignment notifications that they may have built into process definitions (via Send Message events) to prevent duplicate notifications.
Dashboards	Existing Dashboards Availability	Users had access to out-of-the-box dashlets called "My Dashboard" as well as dashboards they created.	After upgrading, users will retain access to all of their dashboards. The dashboards will be assigned to the user, the user's private team, and will have the Default Dashboard

			box unchecked.
Emails	User Interface	The Emails module uses the Legacy user interface and has a traditional email client look and feel.	The Emails module uses the Sidecar interface and no longer resembles an email client.
	Basic Functionality	The Emails module can be used as an email client for users to send and receive email messages and manage email in folders.	The Emails module cannot be used as an email client. Instead, the Emails module contains copies of email messages sent from Sugar or archived via one of the various email archiving options. Users can view and work with email records much like they view and work with records in other Sidecar modules.
	Composing Emails	The email composer contains an Options button that opens a side panel where users can select a signature, template, or attachment(s).	The email composer toolbar has been redesigned and contains individual buttons for inserting an email signature, template, or attachment(s).
	Creating Records from Emails	When viewing an email record, there is an option to create a Sugar record from the email. Doing so will automatically relate the record to the email and, for some records (e.g. bugs), copy data from the	When viewing an email record, you can create related Sugar records from the subpanels. Creating records (e.g. bugs) from emails will not copy data from the email into the new record's

	email's content into the new record's description.	description.
Draft Emails	Draft emails are visible to members of the email's team(s) with the proper role permissions.	Draft emails are only visible to the created-by user and the administrator.
Email Folders	The Emails module contains a folder structure where users can organize messages, including those from Inbound Email accounts.	Emails are presented in typical list-view format; users can create and save filters to organize their messages.
Email Status	Email records may have a status of Read, Unread, Sent, etc.	Email records have a status of Draft or Archived.
Forwarding Emails	Users have the option to reply, reply all, and forward email messages.	Users have the option to reply and reply all to email senders but cannot forward email messages.
Group Inbound Mail	If a group inbound mailbox has been configured with "Create Case from Email" disabled, the group's incoming messages will default to Admin as the assigned user.	If a group inbound mailbox has been configured with "Create Case from Email" disabled, the "Assigned To" field will be empty for the group's incoming messages.
Settings (user)	The user can set email preferences (e.g. "Signatures Above Reply", "Send Plain Text Emails Only") in the Emails module by clicking the "Settings" button.	The settings for the user's email preferences have been removed.

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User Interface	Teams filter	One team may be selected at a time when filtering based on the Teams field in Sidecar modules.	Multiple team selection is supported when filtering based on the Teams field in Sidecar modules.
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