
Sugar Ultimate 7.11.0.0 Release Notes

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Overview

This document describes the changes and functionality available in Sugar Ultimate 7.11.0.0. For more information on the changes in this release, please refer to the article.

Sugar 7.11.0.0 is only available for On-Demand (Sugar-hosted SaaS) deployments.

Administrator and End User

Feature Enhancements

The following feature enhancements are included in this release:

- New look and feel : Updated colors and shapes appear throughout Sugar's Sidecar user interface.
- Preview user interface : Record previews in the intelligence pane have a more usable layout and updated look and feel.
- Advanced Workflow field changes to/from functionality : Receive Message events can detect that a particular field has changed and, optionally, react according to the value it changes to or from. This functionality was previously exclusive to Start events.
- Copying quote records : Users can create quote records via duplication. The original quote's line items, groups, comments, and related account and opportunity data will carry over to the new quote.
- Forwarding emails : Users who have configured an outgoing email account in Emails > Email Settings can use Sugar to forward archived email messages to recipients.
- Unlink emails : Explicitly related emails can be unlinked from the Emails subpanel of related records.
- Product Catalog dashlet for building quotes: Easily find and add products directly from the Product Catalog dashlet as you create and edit quote records.
- Actionable drill-through report charts :The following operations are now available when drilling through a report chart: Record Actions menu, Mass Actions menu, Favorite designation, Checkbox selection, and Refresh option.
- Saved Reports Chart dashlet enhancement: The View Report option has been added to the Saved Reports Chart dashlet allowing users to access the originating report's detail view.

Fixed Issues

The following issues have been resolved in this release. Support portal users can use the following links for more details about each issue:

- 80124 : Attempting to log into Sugar may fail with an error for instances using LDAP if the LDAP configuration (e.g. password) contains any HTML special characters (e.g. <>, &).
- 80116 : An error in the language file may cause MySQL errors.
- 80099 : The RT GSync integration version 3.7 and higher may not pass the health check as expected.
- 80056 : When creating a workflow action to create a record in a module associated with the target module (Leads), "Calls" may not be available to select from the modules dropdown list.
- 79972 : Comments added to a group on the quote worksheet may improperly sort to the bottom of the worksheet after save.
- 79969 : Changes made to a comment may not preserve as expected when adding another comment in edit mode.
- 79943 : SAML authentication may not work as expected after upgrade for instances configured with an ADFS server.
- 79914 : When logged into Sugar with the Spanish (Latin) language, the Accounts, Contacts, Notes, Reports, and Tasks module names display with lowercase characters (e.g. cuentas) on the navigation bar after upgrading to 7.10.0.0.
- 79906, 79859 : Summation with Details-type reports containing an ampersand character (&) in the name may not render the report charts or results as expected.
- 79816 : Accessing quote records via the REST API may not work as expected.
- 79801 : The RT SalesMap integration version 4.3 and higher may not pass the health check as expected.
- 79734 : Drill through is not supported for report charts which are grouped by a relate field.
- 79729 : When Sugar records are created via API, Advanced Workflow processes may not trigger as expected.
- 79728 : Process business rules always evaluate conditions based on currency fields as true.
- 79707 : Clicking a URL link from an archived email's record view may cause the email body to improperly render blank. Navigating back to the email's record view will display the email body again.
- 79450 : Creating a call with a start date time (e.g. 9:10 am, 10:35 am) that is not available in the dropdown list may not block out the time period in the user's schedule as expected.
- 79302 : Filtering on Decimal fields in list view search may not return search results as expected and result in a 500 error.

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- 79222 : If two modules contain calculated fields containing a related() function that point to each other, deleting one record may cause a new blank record to get created improperly.
 - 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.
 - 79076 : The quoted line item's Unit Price field in the Quotes module is uneditable.
 - 78860 : Sugar SSO fails to connect to SAML login URL's containing an ampersand (&).
 - 78620 : The related record (e.g. Account Name field) links in a module's record view (e.g. Contacts) may incorrectly be disabled for users assigned a role with View permission set to "Owner".
 - 78537 : Editing the run-time filter in reports may not auto-complete to pull up matches as expected.
 - 78306 : When importing calls or meetings, the current user performing the import is improperly added as a guest to the call/meeting.
 - 77736 : User records may not be clickable from the Organization Chart dashlet to access the Employees detail view.
 - 77410 : After upgrading to Sugar version 7.7.1.0+, performing an import using the pre-set import settings may not map the Email Address field to the corresponding field (Email) as expected.
 - 77291 : Downloading PDF templates containing bold and/or italic text may not display the text in the correct font format.
 - 77255 : When resetting a password via the Reset Password email, including an ampersand character (&) in the new password may cause login issues for subsequent login attempts.
 - 77012 : When creating a custom module in module builder, adding a many-to-one relationship may incorrectly create a duplicate relationship field to the module after saving/deploying the package.
 - 76620 : Users assigned a role with "Access Type" set to "Admin & Developer" for "Users, Teams, and Roles" may not be able to reset passwords for other users as expected.
 - 76428 : Sugar may improperly truncate the attachment name from inbound emails if it contains special characters in the name.
 - 76183 : Sugar improperly attempts to send auto-reply emails using the Admin user's (id=1) email address instead of the system email address defined in Admin > Email Settings.
 - 75471 : Sugar may not behave as expected and result in an error if the Sugar license is either expired or due to expire.

Known Issues

The following are known issues in this release. Support portal users can use the following links for more details about each issue:

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- 80250 : Receive Message events configured for a record related to the process definition's target module may not behave as expected.
 - 80246,78121 : In certain circumstances, having calculated fields that are marked as required may cause unexpected behavior in the record.
 - 80002 : Generating PDFs using previously existing PDF templates may not display data as expected after upgrading to Sugar versions 7.9 or higher.
 - 79888 : Email accounts configured as a group inbound mailbox may not be used to send emails even though the "Allow users to send emails using the "From" Name and Address as the reply to address" option is enabled.
 - 79752 : When using Internet Explorer 11 with Advanced Workflows, columns cannot be deleted from process business rules in the Rules Builder. As a workaround, please use another supported browser.
 - 79725 : When a quote is downloaded as a PDF file, the quoted line items and groups may not display in the same order as it appears in the quote record.
 - 79717 : The View Change Log option is not available to select in the Contracts record view actions menu.
 - 79716 : The Contracts list view, record view, and subpanel do not have the option (star icon) to designate records as favorites.
 - 79715 : The Follow button does not appear in the Contracts record view as expected.
 - 79712 : The "Sign" and "Get latest" links do not appear as expected in the Documents subpanel of the Contracts module.
 - 79709 : Single sign-on authentication may fail when attempting to log into Sugar using Internet Explorer.
 - 79705 : Report charts do not respect user preferences for number formatting, currency symbol, or date and time formatting.
 - 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).
 - 79686 : The List Order field in the Contract Types, Manufacturers, Tax Rates, and Shipping Providers modules does not control the order in which the options are listed in the corresponding fields (Type Name, Manufacturer Name, Shipping Provider, Tax Rate) for the Contracts, Quotes, and Product Catalog modules.
 - 79492 : Setting the log level to "Error" may result in multiple relationship errors being written to the log file.
 - 79486 : Attempting to edit the Shipping field for existing quote records may not work as expected if the record contains a calculated or dependent field. As a workaround, add the Shipping field to the Quotes list view layout to edit the field via list view.
 - 79469 : When a web-to-lead form is created without including a redirect URL, the visitor may improperly get directed to an error page upon submitting the form.
 - 79463 : The Accounts field on quoted line items cannot be populated.
 - 79453 : Emails that were previously archived to contact records, as well as

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- newly archived emails to contacts, may not appear in the related account's Emails subpanel after upgrade to 7.9.x. As a workaround, select the related account when archiving an email to a contact using the Outlook plug-in.
- 79368 : Values cannot be set for custom relate fields or custom relationship fields when configuring the Add Related Record action for a process definition in Advanced Workflow.
 - 79344 : The quoted line item total may not respect the user's preferred currency as expected.
 - 79318 : When a user has team-based permissions enabled for their default team (i.e. "Additional Permissions Enabled"), the setting may not be respected when creating a new record.
 - 79268 : Modules (e.g. Task) that have a custom relationship with the Activities module may not display email records as expected when emails are sent via the Emails subpanel.
 - 79251 : Performing a list view search may return incorrect results for instances with a large amount of data in the database.
 - 79244 : Certain stock modules may be improperly hidden after converting from Sugar Professional 7.9.1.0 to Sugar Ultimate 7.9.1.0.
 - 79173 : When attempting to navigate away from the module or save the record, the Unsaved changes warning message may unexpectedly appear for modules containing custom dependent fields.
 - 79166 : Session locking may cause performance issues in Sugar.
 - 79156 : When a Summation Report with Details is printed to PDF, there may be missing display columns (e.g. Name) on the PDF file.
 - 79131 : When the "Listview items per page" setting in Admin > System Settings contains a large value (e.g. 50 or greater), it may cause an issue with rendering the "Download PDF" and "Email PDF" options in the record view's actions menu. Changing the "Listview items per page" setting to "20" may help resolve the issue.
 - 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.
 - 78976 : The Process Management list view for Advanced Workflow may time out if the number of total processes exceeds one million records. To help prevent this issue, periodically prune the database table to remove closed, canceled, and/or terminated processes.
 - 78890 : Updating composer in instances with custom modules deployed from module builder may cause unexpected errors.
 - 78885 : An Advanced Workflow process may be prematurely considered complete when part of the process remains unexecuted in job queue.
 - 78845 : Attempting to add a code library to Sugar may cause the composer update process to fail and not update as expected.
 - 78790 : Performing certain actions that rebuild the cache files (e.g. clearing the cache directory) may cause unexpected errors in the system.
 - 78736 : Out-of-the-box dashboards may incorrectly be recreated after deleting it from the home page or intelligence pane.

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- 78719 : Users may encounter an unexpected behavior when accessing Sugar if the Date Modified field in the user account contains the same value as another user.
 - 78709 : Users assigned a role with Delete, Edit, or Export permission set to "Owner" may improperly be restricted from downloading and emailing PDFs.
 - 78600 : Special characters are improperly allowed to be entered in dropdown lists' item names.
 - 78582 : Process definitions do not enforce the requirement that multiple paths must converge before an End event.
 - 78570, 78509, 78507, 76151 : When accessing Sugar using Internet Explorer or Firefox, attempting to clear a saved filter from the list view or subpanel search may not work as expected. As a workaround, select the All "Module Name" option from the Filter options list to clear the applied filter.
 - 78568 : Calculated fields containing the countConditional(), rollupConditionalSum(), or rollupSum() functions may improperly update and display incorrect values each time additional records are loaded in the related module subpanels.
 - 78547 : When creating a meeting or call assigned to another user, removing the current user from the Guests panel may not remove the user as expected upon saving the record.
 - 78541 : Dropdown fields set with ReadOnly dependencies may improperly be allowed to be edited if the field contains a dependent visibility formula.
 - 78532 : In certain circumstances, the record's creation date may improperly default to 01/01/1970.
 - 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.
 - 78487 : When renaming modules via Admin > Rename Modules, only the most recent changes will remain and any previous updates to module names will be incorrectly removed after save.
 - 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".
 - 78397 : The global search results may not display matching records in the proper order based on the boost level set for the record's fields.
 - 78315 : The same Process ID may be used for multiple processes if a process definition's Start condition is triggered by simultaneous events.
 - 78272 : Populating an amount field during record creation via the REST version 10 API causes the record to fail to appear in listview as expected when filtering on the amount field's value. As a workaround, update the currency_id field to "-99" via the REST API, trigger a save event via the user interface, or update the field directly via the database.
 - 78198 : Activity stream posts may incorrectly display system labels for instances where the system default language is set to a non-English language. As a workaround, navigate to Admin > Locale and change the language to "English (US)", perform a "Quick Repair and Rebuild", then switch the default

language back to your desired language.

- 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.
- 78128 : For dropdown list values, a value's Display Label will improperly revert to a blank value if its Item Name is 0 (zero).
- 78093 : Reports filtered by date/time fields (e.g. End Date) may generate incorrect results if the user's timezone has changed.
- 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.
- 78031 : Setting a default value for a field during the import process may not preserve the value in the field as expected.
- 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.
- 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.
- 77780 : Instances using MS SQL may see unexpected behavior due to a lack of ORDER BY clause in the list view query.
- 77764, 78667: Attempting to scroll in modules (e.g. Campaigns, Meetings) may not work as expected when logged into Sugar on iPad.
- 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.
- 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.
- 77648 : Removing the Name field from layouts in Studio may cause the hyperlink attribute ('link' => true,) to get removed from the field. To resolve the issue, add 'link' => true, to the Name field array in the relevant layout file within your custom directory, then perform a quick repair and rebuild.
- 77609 : Generating reports with empty relate fields may not include the associated record in the report result as expected if the related record has been deleted.
- 77601 : Advanced Workflow cannot add related records when the target module is on the "one" side of a one-to-many relationship.
- 77596 : The Emails subpanel may not display more than five email records for Sugar instances running on MSSQL databases.
- 77549 : Users may be logged out unexpectedly or experience performance degradation when user records are modified.
- 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.
- 77516 : The My Processes dashlet may display processes that have already completed.

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- 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.
 - 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.
 - 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.
 - 77302 : Upgrades may fail due to queries posted by the upgrade exceeding the max_allowed_packet database setting.
 - 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.
 - 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.
 - 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.
 - 77087 : When a record is assigned to the user's default private team, changing the Teams field from the private team to another team (e.g. Global) may incorrectly display the team name with the user's last name appended to the end (e.g. Global Smith).
 - 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.
 - 76783 : When a record view panel with a Sugar Logic dependency formula contains a required Date field, the field may improperly default to 01/01/1970 when the panel appears.
 - 76730 : Field-level validations may not work as expected to trigger field validation messages upon saving the record.
 - 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.
 - 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.
 - 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.
 - 76401 : The data in the report chart may be inconsistent between the report

chart dashlet and the Reports module.

- 76167,76166 : Users are improperly allowed to set the lead's status to "Converted" via the Leads subpanel and Mass Update panel.
- 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).
- 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.
- 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.
- 76114 : When importing products, the defined currency on the import file may not be respected properly and cause the currency values to be calculated incorrectly.
- 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.
- 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.
- 76014 : Mass-updating a large number of records that trigger the start event on one or more process definitions will result in a PHP timeout error. Additionally, any processes created before PHP timed out may be corrupt.
- 76007 : Inline editing the Assigned to 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.
- 76000 : Setting the Collation option to "utf8mb4_general_ci" via Admin > Locale may cause unexpected errors.
- 75940 : Mass deleting more than 20 Account records with numerous related records may fail to delete as expected and result in an error.
- 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.
- 75916: Customizing JS and other core files may cause customizations to not work as expected after upgrading to 7.7.x.
- 75482 : Editing all recurrences of a call or meeting with invalid recurrence rules may result in unexpected behavior.
- 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.
- 75398 : Workflow alert may not trigger as expected if the processing order for the workflow is set to "Actions then Alerts". As a workaround, changing the

workflow's processing order to "Alerts then Actions" may help resolve the issue.

- 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.
- 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.
- 75254 : Printing reports (e.g. Summation With Details report) to PDF may not work as expected when logged into Sugar via a mobile browser.
- 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.
- 74912 : In the Process Business Rules module, it is possible to create a business rule that exceeds the maximum SQL query length, resulting in a Javascript error and blank screen on save.
- 74893 : Opportunities 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.
- 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.
- 74713 : Designating an email address as the "Reply to" address in the user's profile may not save as expected to preserve the settings.
- 74687 : Avatar field marked as required in Admin > Studio may cause Sidecar modules to not save as expected and result in an error.
- 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"
- 74539 : Custom fields may not display as expected when previewing call and meeting records via the intelligence pane.
- 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.
- 74421 : Passing text including an ampersand (&) into an API call may cause the call to fail.
- 74416: Creating a Summation-type report that is grouped and sorted by a certain field (e.g. Month: Expected Close Date, Quarter: Expected Close Date) in a related module (e.g. Opportunities) may cause the run-time filter to not work as expected.

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- 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.
 - 74354 : Pie charts may not display properly in report results if there are labels with a large number of characters.
 - 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.
 - 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.
 - 74097 : Changing the instance's opportunity model from "Opportunities and Revenue Line Items" to "Opportunities" may cause data to not display correctly when viewing the campaign's ROI.
 - 73929 : Cases created from inbound emails may improperly display the case's description as HTML.
 - 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.
 - 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.
 - 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.
 - 73566 : Calculated or dependent fields containing a related() function may not get calculated until after save for activity-type modules (e.g. Notes).
 - 73492 : Sorting the Forecasts module by Likely, Best, or Worst fields may not sort by the base currency amount as expected.
 - 73488 : Re-ordering list view columns does not work as expected for iPad and mobile devices.
 - 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.
 - 73434 : Custom entrypoints which require authentication may not work as expected when using session tokens.
 - 73346 : URLs generated for iFrame or URL fields may improperly include special character encoding when the record was created via an API call.
 - 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.
 - 72962 : Dependent fields containing a related() function may cause the data to not display as expected in the module's list view.

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- 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.
 - 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.
 - 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.
 - 72810 : Filtering the list view search using custom checkbox fields may not work 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.
 - 72588 : Synchronizing the Google Calendar with the Sugar calendar may not sync the tasks as expected.
 - 72581 : Attempting to merge records in modules containing required dependent fields may not work as expected.
 - 72409 : When generating a report, labels may improperly overlap in the chart (e.g. Vertical Bar chart) causing the labels to be unreadable.
 - 72286 : The Opportunity module's amount fields cannot accept negative values.
 - 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.
 - 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.
 - 72022 : The Projects module is incorrectly available to select via Admin > Mobile.
 - 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.
 - 71835 : The Reset Password option in Admin > User Management may not work as expected and fail to send the system-generated password message to users with an email address from a domain consisting of 5 or more characters.

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- 71807 : Studio layouts appear in reverse order when right-to-left themes are enabled.
 - 71733 : Printing archived emails via the browser's print option may not display correctly.
 - 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.
 - 70940 : Attempting to disable the SAML authentication via Admin > Password Management may not work as expected if the authenticationClass property in config.php has been set to SAMLAuthenticate.
 - 70935 : When text is highlighted to change the font size in the compose email window, selecting the same font size (e.g. 12pt) twice in consecutive order may incorrectly reset the font back to the default size (8pt).
 - 70601 : Custom HTML files including javascript may not render correctly after upgrade.
 - 70553 : Disabling export via Admin > Locale does not remove the Export option as expected from the list view.
 - 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.
 - 70389,73187: 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.
 - 70124 : Studio's formula builder displays several undesired functions (getListWhere, isForecastClosed, isForecastClosedWon, and isForecastClosedLost).
 - 70106 : The Skype icon does not appear next to the phone number as expected when the SkypeOut integration is enabled.
 - 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.
 - 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
 - 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.
 - 69957 : Large number of activity stream records may cause performance issues.

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- 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.
 - 69508 : Relating a new record via the Legacy module subpanel (e.g. Documents) in a module's record view (e.g. Contracts) 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.
 - 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.
 - 68985 : Custom relationships created between a module and the Activities module via Admin > Studio cannot be deleted as expected.
 - 68979 : Changing the currency of a quote multiple times may introduce rounding errors to the line item price fields.
 - 68975 : Changing the order of subpanels via Admin > Display Modules and Subpanels does not preserve the order upon save.
 - 68464 : Changes made to record view layouts via Studio are not reflected when quick creating records until after the full creation view is used.
 - 68461 : Searching by non-primary email addresses in the module's list view (e.g. Accounts) does not pull up results as expected.
 - 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.
 - 68245 : Calendar dashlet may be missing from Legacy dashboard after upgrade.
 - 68112 : Matrix-type reports display incorrectly when exported to PDF.
 - 68095 : Text provided for Campaign Tracker URLs is unexpectedly shortened after the first 30 characters.
 - 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.
 - 67875 : Attempting to insert old value variables for related modules in workflow alert templates may not work as expected.
 - 67186 : The View Change Log in module records (e.g. Quotes, Opportunities) may incorrectly reflect the original system currency (US Dollar) for currency fields even though the default system currency has been changed (e.g. Euro) in Admin > Locale.
 - 66995 : The Display server response times option is improperly available to select via Admin > System Settings.
 - 66910 : The notification for Cases module does not include the case number as expected when triggered via the workflow.
 - 66900,67294 : Resetting the forecast time period does not set the current time period correctly and causes various issues in the application.
 - 66842 : Relate fields cannot be sorted as expected in the list view.
 - 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.

- 66580 : List view loads may experience performance issues as quantity of records loaded increases.
- 66573 : More than one user attempting to merge records simultaneously results in errors.
- 66209 : Help text is not being displayed.
- 66086 : Embedded images may not display properly in archived emails.
- 65674 : Selecting an item from the Recently Viewed list under the module tab does not correctly update the list to include the selected record.
- 65647 : Users will not see updates to their avatar images without first logging out and back into Sugar.
- 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.
- 64880 : Certain fields (e.g. email address, phone) in the Users module may not be available to add as field variables in PDF templates.
- 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).

Developer

Development Changes

The following changes in this release may affect developers:

- As of Sugar 7.11, we are restricting API access using unregistered custom platforms by default. This means that API integrations that use custom platforms will need to make sure Sugar instances are configured to allow your integration. Please review this [Developer Blog post](#) for more details. Developers can easily create a module loadable package that customer administrators can install to allow their integration. Please feel free to use this example package as a basis.
- Sugar's Input Validation Framework is now enabled by default. The default value for validation.soft_fail is set to false starting with this Sugar release. Input validation violations are reported as FATAL errors in the sugarcrm.log and PHP exceptions are thrown which will result in HTTP 500 responses to these invalid requests.
- This Sugar release introduces significant changes to Sugar's CSS. This can affect UI customizations that inherit or override the default styling used by Sugar. Developers should test their customizations in the new UI prior to upgrade. See the [developer blog](#) for more details.

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- Many duplicate, self-overriding, and unused CSS selectors were removed in this Sugar release.
 - Sugar's legacy (BWC) modules did not receive any CSS or font changes as part of this Sugar release. For example, BWC modules continue to use Helvetica Neue as the default font.
 - We have updated the default web server access rules in this Sugar release. JavaScript and CSS files installed under `./custom/vendor/` directories are now web accessible via `https://<instance>/vendor/`.
 - In order to address an issue with ambiguous queries causing 500 errors, we have changed the signature for the following method:
`SugarFieldBase#fixForFilter(&$value, $columnName, SugarBean $bean, SugarQuery $q, SugarQuery_Builder_Where $where, $op)`
You should specify the unambiguous database column name as the second parameter instead of the field name. Please update custom code that uses this PHP method.
 - `Administration::retrieveSettings()` could previously return JSON encoded objects instead of native PHP objects. This function has been updated to return only PHP variables such as array, int, string, boolean, etc. This change makes it consistent with behavior of other `Administration` class methods. The following Sugar Config setting has been added to enable or disable Team Security denormalization feature. This feature is disabled by default.
`$sugar_config['perfProfile']['TeamSecurity']['default']['use_denorm'] = true;`
Team Security denormalization can significantly improve SQL query performance when there are a large number of teams in a Sugar instance. The cost is that this feature relies on a separate team security denormalization table that needs to be updated as records change to ensure Sugar's team security visibility rules are applied properly. This additional Sugar Config setting will allow the denormalization table to be updated in real time as records are updated in the system.
`$sugar_config['perfProfile']['TeamSecurity']['inline_update'] = true;`
When denormalization is in use and inline updates are disabled then the denormalization table will need to be updated by Sugar Administrator. A new "Rebuild Denormalized Team Security Data" job has been added to the Admin Scheduler.
 - This Sugar release introduces a new `CanvasDataRenderer` Sidecar plug-in based on `Phaser CE v2.9.1`. This plug-in is used by the new Product Catalog dashlet also introduced in this release.
 - We have added `ultra-lite/container 6.1.0` as a dependency. This library is a PSR-11 compliant dependency injection container.
 - Sugar `auto_increment` field values are now automatically populated on saved `SugarBean` objects. This will mean that updated auto incremented values will be available without having to run additional queries.
 - This release introduces the following new Sugar REST API endpoint:
`GET /rest/ProductTemplates/tree`
-

For more information on this endpoint, refer to the Developer Guide.

- The PMSEEmailHandler class will now lazy load member objects such as the Mailer object via getters and setters. The Mailer object used with PMSEEmailHandler will also now use system default system Mail object. These changes have been made to improve performance, testability, and future platform enhancement work.

It is recommended that Sugar Developers use getters and setters to access member objects on PMSE classes.

As part of these changes, the following methods have been removed from PMSEEmailHandler.

```
PMSEEmailHandler#retrieveSugarPHPMailer()
```

```
PMSEEmailHandler#setupMailObject()
```

The following methods have been deprecated and will be removed in a future Sugar release.

```
PMSEEmailHandler#__construct()
```

```
PMSEEmailHandler#getLocale()
```

```
PMSEEmailHandler#setLocale()
```

More lazy loading implementations will follow, so when extending Advanced Workflow classes, it is a best practice to use getter/setter methods where needed instead of using direct object access.

- New Emails subpanel metadata is used throughout Sugar modules to allow unlinking of Email records except where e-mails are implicitly related via a matching e-mail address or automated import email process. Custom Emails subpanels will need to be tested and updated.
- Sugar now includes and uses the Open Sans font across the user interface.
- In this Sugar release, we have removed references to the generic Twitter Bootstrap v2.2.2 CSS library. This library was heavily overridden by Sugar core code and altered over the years. It has been refactored to better consolidate Sugar CSS. Customizations that referenced the styleguide/less/twitter-bootstrap library directly will be affected by this change.
- The following LESS files have been removed in this Sugar release. Customizations that reference these files directly will be affected by this change.

```
./styleguide/less/clients/portal/bootstrap.less
```

```
./styleguide/less/clients/base/bootstrap.less
```

```
./styleguide/less/twitter-bootstrap => ./styleguide/less/lib
```

Supported Platforms

For information on supported platform components, see Sugar 7.11.x Supported Platforms.

Upgrade Paths

Package	From Version(s)	MySQL
New Installs		<input type="checkbox"/>
7.9.3.0-to-7.11.0.0	7.9.3.0	<input type="checkbox"/>
7.10.x-to-7.11.0.0	7.10.0.0 - 7.10.2.0	<input type="checkbox"/>

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