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# **What to Expect When Upgrading to 11.3 (Q1 2022)**

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# What to Expect When Upgrading to 11.3 (Q1 2022)

## Overview

Upgrades to Sugar 11.3 are available or required for instances according to the following guidelines:

- All instances hosted on Sugar's cloud service will be upgraded to 11.3 (Q1 2022).

For the upgrade, please keep in mind that there are some features of 11.2 (Q4 2021) that have changed or are not available in Sugar 11.3.x. Some of the items that are unavailable in Sugar 11.3.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 11.2.x to 11.3.x.

For information regarding new functionality available in 11.3.x, please refer to the release notes specific to your Sugar product:

- [Sugar Sell 11.3 Release Notes](#)
- [Sugar Serve 11.3 Release Notes](#)
- [Sugar Ultimate 11.3 Release Notes](#)
- [Sugar Enterprise 11.3 Release Notes](#)
- [Sugar Professional 11.3 Release Notes](#)

## Feature Disparity Between 11.2.x and 11.3.x

11.2.x (Q4 2021) features in the following categories have changed or are no longer available in 11.3.x (Q1 2022):

- [Administration](#)
- [Calendar](#)
- [Convert Lead](#)
- [Dashboards and Dashlets](#)
- [Doc Merge](#)
- [Escalations](#)
- [Knowledge Base](#)
- [Record View](#)
- [Studio](#)
- [User Profile Settings](#)

Please refer to the sections below for further information on the changes.

## Administration

The following 11.2.x Administration behaviors have changed in 11.3.x:

Feature	Sugar 11.2 Behavior	Sugar 11.3 Behavior
Admin page	The Admin page uses legacy styling with an outdated UI and icons, help text on the screen, and no search bar.	The Admin page uses modern styling with a clean and uncluttered UI, help text in tooltips, refreshed icons, and a search bar to help you find specific pages.
	Admins can access the Admin page via the user menu in the top right corner of Sugar or by directly accessing the following URL: */#bwc/index.php?module=Administration.	Admins can access the newly modernized Admin page via the user menu in the top right corner of Sugar or by directly accessing the following URL: */#Administration. It is still possible to access the legacy-styled page by navigating to the legacy URL directly.
Content Security Policy Settings	The 'frame-ancestors' directive can only be modified in the database to add new domains or source values.	The 'frame-ancestors' directive can be configured via Admin > Content Security Policy Settings.  Upon upgrade, any existing values defined for the 'frame-ancestors' directive will display in the Trusted Parent Domains ('frame-ancestors') field on the CSP Settings page.
Dropdown Conditional Layouts	When configuring record view layouts in Studio, administrators have the ability to define role-based	The record view layout page in Studio has been redesigned to accommodate the added functionality of

	views.	configuring dropdown-based views.
LDAP Encryption	When configuring the LDAP authentication in Admin > Password Management, the available options in the Encryption field are "TLS", "SSL", and "none".	The LDAP Encryption options have been renamed as follows: <ul style="list-style-type: none"> <li>• <b>TLS</b>: Renamed to "StartTLS".</li> <li>• <b>SSL</b>: Renamed to "LDAPS".</li> </ul>
Sugar Logic date/time calculations	Sugar Logic calculations resulting in a DateTime value are rounded up to the next 15-minute mark.	Sugar Logic calculations resulting in DateTime values are rounded down to the previous 15-minute mark.
Developer mode	Administrators can enable or disable Developer Mode via Admin > System Settings.	Administrators for instances running Sugar on-site can enable or disable Developer Mode via Admin > System Settings, but the setting is hidden for SugarCloud-hosted instances.
Proxy settings	Administrators can access the Proxy Settings section in Admin > System Settings.	Administrators for instances running Sugar on-site can access the Proxy Settings section in Admin > System Settings, but the section is hidden for SugarCloud-hosted instances.

## Calendar

The following 11.2.x Calendar behaviors have changed in 11.3.x:

Feature	Sugar 11.2 Behavior	Sugar 11.3 Behavior
Calendar Date jumper	When selecting a date from the Date jumper, the view changes to day-view for the selected date.	When the calendar is in day or month-view and a date is selected from the Date jumper, the selected

		date is shown in day-view. When the calendar is in week, work week, agenda, timeline, or scheduler-view and a date is selected from the Date jumper, the selected date is shown in the corresponding view.
Moving calendar events	Moving meeting and call events on the calendar updates the record but does not send a system-generated email to meeting or call invitees.	Moving meeting or call events on the calendar gives you the option to either only save the updates to the record, or save the updates and send system-generated emails to meeting or call invitees.
My Calendars panel	The My Calendars panel includes every calendar.	The My Calendars panel includes calendars that are assigned to the user's teams.
"My Calendars" and "Users and Team Calendars" panels	Show all calendars in the "My Calendars" and "User and Team Calendars" panels by checking the box next to each calendar. Deselect all checkboxes by clicking "Clear".	Show all calendars in the "My Calendars" and "User and Team Calendars" panels by checking the Select All checkbox. Deselect all checkboxes by checking Select All and then deselecting the checkbox.

## Convert Lead

The following 11.2.x Convert Lead behavior has changed in 11.3.x:

Feature	Sugar 11.2 Behavior	Sugar 11.3 Behavior
Create multiple revenue line items during lead conversion	Users can create one revenue line item record during lead conversion.	Users can create multiple revenue line item records during lead conversion.

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## Dashboards and Dashlets

The following 11.2.x Dashboards and Dashlets behaviors have changed in 11.3.x:

<b>Feature</b>	<b>Sugar 11.2 Behavior</b>	<b>Sugar 11.3 Behavior</b>
Dashlet Actions	A dashlet's Actions menu is persistently shown in the corner of the dashlet.	A dashlet's Actions menu is hidden from view until the user hovers their mouse over any part of the dashlet.
Product Catalog Quick Picks dashlet	In the Product Catalog Quick Picks dashlet, click the card icon to view the product catalog record's details prior to adding the product as a line item. Click the product's name from the dashlet to add it as a line item.	Hover over the product's name in the dashlet then click the preview icon to view the product catalog record's details. Click the card icon or the product's name from the Product Catalog Quick Picks dashlet to add the product as a line item.
Timeline Dashlet	When looking at the Timeline dashlet, the Date Created value displays to the left of the record card for the related calls, meetings, or messages.	When looking at the Timeline dashlet, the Start Date value displays to the left of the record card for the related calls, meetings, or messages.

## Doc Merge

The following 11.2.x Doc Merge behaviors have changed in 11.3.x:

<b>Feature</b>	<b>Sugar 11.2 Behavior</b>	<b>Sugar 11.3 Behavior</b>
Doc Merge labels	The Doc Merge actions are labeled "Merge to Doc" and "Merge to PDF", and the Template Assistant tabs are "Fields", "Directives", and "Formula Builder".	The Doc Merge actions are labeled "Doc Merge" and "Doc Merge to PDF", and the Template Assistant tabs are "Fields", "Dynamic Elements", and "Sugar Logic".
Document Template Search and Select drawer	The Document Template Search and Select drawer	The Document Template Search and Select drawer

	displays all file types when a Doc Merge is initiated from the Mass Actions menu.	is filtered to display only compatible file types when a Doc Merge is initiated from the Mass Actions menu.
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## Escalations

The following 11.2.x Email behavior has changed in 11.3.x:

Feature	Sugar 11.2 Behavior	Sugar 11.3 Behavior
Escalated badge in the consoles	If the Escalated field is displayed as a list view column in one of the module tabs in the Service Console or Renewals Console, it is shown as a checkbox.	If the Escalated field is displayed as a list view column in one of the module tabs in the Service Console or Renewals Console, it is shown as a red badge for escalated records and blank for records that are not escalated. This is similar to how it is displayed in other parts of the application (e.g., list view).
Related account	When escalating a record with a related account, the account is not automatically added to the Accounts subpanel of the escalation and must be manually added.	When escalating a record with a related account, the account is automatically added to the Accounts subpanel of the escalation. Examples of related accounts include an account's Member Of field and a case or opportunity's Account Name field.

## Knowledge Base

The following 11.2.x Knowledge Base behavior has changed in 11.3.x:



<b>Feature</b>	<b>Sugar 11.2 Behavior</b>	<b>Sugar 11.3 Behavior</b>
Knowledge Base record view layout	In the Knowledge Base module, the Templates button is above the Body field on the right side, the Attachments field is located below the Body field, and the Body field height does not adapt to the screen size in the Create drawer.	In the Knowledge Base module, the Templates button is on the Body field TinyMCE editor bar, the Attachments field is located under "Show More" in the record view, and the Body field height in the Create drawer adapts to the screen size to provide a better authoring experience.

## Record View

The following 11.2.x Record View behavior has changed in 11.3.x:

<b>Feature</b>	<b>Sugar 11.2 Behavior</b>	<b>Sugar 11.3 Behavior</b>
Dropdown Conditional Layouts	While fields can be configured as dependent, the entire record view is not dependent upon them and you will not receive an alert.	When dropdown field-based layouts are configured, the record view may change dependent upon the value selected and you will receive an alert regarding the layout change.

## Studio

The following 11.2.x Studio behaviors have changed in 11.3.x:

<b>Feature</b>	<b>Sugar 11.2 Behavior</b>	<b>Sugar 11.3 Behavior</b>
Convert Lead Layout	You can add Revenue Line Items as a module in the Convert Lead layout in Studio.	When you add the Opportunities module in the Convert Lead layout in Studio, you can choose to enable Revenue Line Items, set them as

		required, and copy lead data.
Mobile layouts for escalations	The default layouts for Mobile DetailView, EditView, and ListView contain only a few fields and provide minimal insight into the state of the escalation.	The default layouts for Mobile DetailView, EditView, and ListView contain fields that provide helpful insight into the state of the escalation, including the Reason, Status, and Description fields.

## User Profile Settings

The following 11.2.x User Profile Settings behavior has changed in 11.3.x:

Feature	Sugar 11.2 Behavior	Sugar 11.3 Behavior
Calendar First Day of Week setting	The First Day of Week setting in Profile > Advanced > Calendar Options is observed for legacy calendar only.	The First Day of Week setting in Profile > Advanced > Calendar Options is observed for legacy and Sidecar calendar.

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