MS Outlook Plug-in Release Notes 2.3.0

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Overview

This document describes any feature enhancements, as well as fixed and known issues for the Sugar Plug-in for Microsoft Outlook 2.3.0. For information about supported versions of Outlook, refer to the [Plug-ins Supported Platforms](#).

Feature Enhancements

The following feature enhancements are included in this release of the Sugar Plug-in for Microsoft Outlook:

- [Unarchive emails from Sugar option](#) : Archived emails can now be unarchived from Sugar by selecting "Unarchive from Sugar" in the right-click menu.
- [Sync meeting and call invitee responses](#) : The Outlook plug-in is now able to sync invitee responses for calls and meetings to Sugar.
- **Edit Recurring meetings and calls** : Synced recurring meetings and calls can now be edited in Sugar.
- **Full name search supported** : Users now have the ability to perform searches using the record's full name (e.g. John Smith) in the Archiving Email window.
- [Option to designate a custom path for log files](#) : A custom path for the log file can now be specified via the Logging tab in SugarCRM Plug-in Settings by enabling the "Use a custom path for log file" option.
- **Preserve deleted Outlook activities in Sugar** : The "Unlink instead of delete when syncing to Sugar" option is now available in SugarCRM Plug-in Settings to preserve synced call, meeting, and/or task records in Sugar when the activity is deleted or archived in Outlook.
- [Leads support in side panel](#) : Users are now able to view matching Sugar lead details via the side panel when accessing emails in Outlook.
- **Sync dialog box enhancement** : The record's name or subject is now included in the sync dialog box to help identify records being synced to Sugar.
- **Plug-in connectivity handling improvement** : The Outlook plug-in connectivity handling has been improved to prevent Outlook performance issues.
- [**SugarCRM Plug-in Help option**](#) : The plug-in's user guide can now be accessed by clicking "SugarCRM Plug-in Help" under the Add-ins tab in Outlook.

Fixed Issues

The following issues have been resolved in this release of the Sugar Plug-in for Microsoft Outlook. Case Portal users can use the following links for more details about each issue:

- 43261 : Clicking "Cancel" during the synchronization process may not stop the sync to Sugar as expected.
- 52360 : The salutation value may not sync correctly when Sugar and Outlook are using a non-English language.
- 54590 : Utilizing the Outlook plug-in may result in large memory usage and cause performance issues in Outlook.
- 54633 : Embedded images in Outlook emails may not display as expected when viewing the archived emails in Sugar.
- 60215 : Updating synced meetings in Outlook may cause duplicate meetings to appear improperly in Sugar.
- 69885 : The Mark to Sync and Unmark from Sync options are improperly available to select when the sync direction is set one way (Sugar to Outlook) in Outlook Plug-in Settings.
- 71928 : Recurring meetings that have a category (e.g. green) defined in Outlook may not sync to Sugar as expected.
- 73030 : Attempting to drag and drop an email onto the Sugar record in the Archiving Email window does not work as expected when archiving to Sugar.
- 74995 : Right-clicking on a shared calendar event in Outlook may result in a pop-up error.
- 75374 : Creating new Sugar records in Outlook that have an email address using a top level domain with at least 5 characters may not save as expected and result in an error.
- 75877 : Including a comma in the search term (e.g. Smith, John) may not return search results as expected in the Archiving Email window.
- 76123 : Outlook may unexpectedly become unresponsive while utilizing the Outlook plug-in.
- 76346 : When attempting to archive an email to Sugar, the "Error Loading Metadata" message may appear if there is an empty array detected in a module's list.php file (e.g. Accounts).
- 76404 : The Outlook plug-in options (e.g. Mark to Sync, Send to Leads) in the right-click menu may appear disabled for users assigned a role with Edit set to "None" for the specific module (e.g. Contacts).
- 76902 : The Outlook plug-in may not launch properly if Microsoft Outlook was open during the installation process.
- 77332 : The Archive to Sugar option is not available in Outlook when the Emails module is hidden in Sugar.
- **77567** : Upon launching Outlook, the Side Panel may not load data as expected and display the "Connecting..." message instead.

Known Issues

The following are known issues in this release of the Sugar Plug-in for Microsoft Outlook. Case portal users can use the following links for more details about each issue:

- 77688 : When syncing Outlook activities (e.g. meetings) that have empty files attached, the attachment may not sync to Sugar as expected.
- 77723 : When creating a new contact and archiving the currently selected email via the Side Panel, the side panel may not refresh as expected and display an error. To resolve the issue, click the Try Again button in the side panel or double-click in the side panel's header to reload the data and display the contact's details.