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# **MS Outlook Plug-in Release Notes 2.1.0**

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## Overview

This document describes any feature enhancements, as well as known and fixed issues for the Sugar Plug-in for Microsoft Outlook 2.1.0. 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:

- **Ability to archive emails to Sugar via Right-click menu** : Users can now archive emails to Sugar via the Archive to Sugar option in the email's Right-click menu.
- **Additional record data displays in Archiving Email window** : Additional record information (e.g. title, office phone, etc.) now displays to the right of the matching record's name in the Results panel of the Archiving Email window.
- **Contacts Side Panel** : Users are now able to view matching Sugar contact details via the side panel when viewing emails in Outlook.
- **Create new Account option** : The Outlook plug-in now allows users to create accounts in Sugar via the Create new Account option in the Select Account window.
- **SugarCRM Plug-in Options** : The SugarCRM Plug-in Settings option and About SugarCRM Plug-in option now appear under the ADD-INS tab of Outlook.
- **User interface improvements** : The following are some additional changes made to the user interface:
  - Sugar option icons (e.g. Archive to Sugar, Sync to Sugar, etc.), as well as module-specific icons (e.g. Accounts, Contacts, etc.), have been enhanced for better user experience.
  - The Results panel in the Archiving Email window now display checkboxes next to each record for better usability.

## 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:

- [73043](#) : Syncing contacts between Outlook and Sugar may not work as expected when possible duplicate contacts exist.

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- [73852](#) : Archiving an existing email does not populate the search box in the Archiving Email window as expected with the email address(es) in the To field.
  - [74120](#) : The Outlook Plug-in may not archive emails to Sugar as expected.
  - [74671](#) : Syncing Outlook meetings to Sugar may not work as expected if the user is assigned a role in Sugar where access is disabled for a module (e.g. Leads).
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- [74676](#) : Syncing meetings to Sugar may fail and result in an error.

## 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:

- [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.
  - [73113](#) : Installing the Sugar Plug-in for Microsoft Outlook 2.x does not override the previously installed version (1.x) of the Outlook plug-in if the selected installation option (Everyone, Just me) is different between the two installed versions. To resolve the issue, please uninstall both versions of the Outlook plug-in, then re-install the Sugar Plug-in for Microsoft Outlook 2.x.
  - [75196](#), [75198](#) : Making certain changes to a synced recurring meeting occurrence may result in an error or unexpected behavior when syncing to Sugar again.
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