Sugar Sell 12.0.3 Release Notes

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Overview

This document describes the changes and functionality available in Sugar® 12.0.3. Sugar 12.0.3 is only available for customers on the annual upgrade path.

Note: This release is not available for SugarCloud customers.

Administrator and End User

Fixed Issues

Sugar 12.0.3 is a security update released to address certain security vulnerabilities identified during our routine QA checks.

For customers on the annual upgrade path, we strongly recommend that you install this update at the earliest opportunity. While we have not experienced any reported incidents relating to these vulnerabilities to date, failure to install this update could leave you exposed to malicious third-party attacks. For more information, please refer to the following Security Advisory announcements:

- [Security Advisory sugarcrm-sa-2023-002](#): Authenticated administrators may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-003](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-004](#): Any users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-005](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-006](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-007](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-008](#): Authenticated users may cause arbitrary code to be executed.
- [Security Advisory sugarcrm-sa-2023-009](#): Authenticated administrators may cause arbitrary code to be executed.

These vulnerabilities have been addressed in release 12.0.3, which is available for download from the [Download Manager](#).

Administrators are strongly encouraged to upgrade their on-site Sugar instances running 12.0.2 or lower to version 12.0.3 to prevent potential exploitation of these weaknesses.

The following issues have been resolved in this release. [Case portal users](#) can use the following links for more details about each issue:

- [91833](#): Certain modules (e.g., Cases) may be missing in Sugar due to some unexpected issues in the database.
- **[91430](#)**: Calendar events (e.g., Calls, Meetings) in the Calendar module may incorrectly display HTML tags around the Subject line.
- [91052](#): When using Sugar version 12.0 and higher with PHP 8.0, a PHP fatal error may occur when a SugarBPM process is triggered.
- [90715](#): Selecting a record when defining the report filters may not work as expected and display a blank value in the filter field instead of the selected record's name.

Known Issues

Click the link below to expand or collapse the 12.0.3 known issues list.

[12.0.3 Known Issues](#)

The following known issues are present in this release. [Case Portal users](#) can use the following links for more details about each issue:

- [91146](#): Doc merging records using a template containing custom fields may fail to generate with an error.
- [91023](#): The Search and Select Users drawer may not display the correct count of user records if there is an inactive user in the instance.
- [91003](#): When a report fails to run due to a 500 error, the error message that appears should be more meaninful and informative.
- [90847](#): Unexpected email issues may occur in Sugar when using the Microsoft Exchange mail account as the authorized system email account.
- [90615](#): When logged into Sugar using a non-English language (e.g., French), changing the classification value for the sales_stage_dom list in Admin > Dropdown Editor may improperly change the classification values for the other list items. As a workaround, log in to Sugar with the English

(US) language and manually update the classification of the list items to the correct values.

- [90322](): Certain languages (e.g., Chinese, Japanese) with special characters display incorrectly in reports exported as a PDF or CSV file.
- [90059](): In certain circumstances, sorting a related-record subpanel (e.g., Leads) using the Account Name field column may result in an unexpected error. Sort the subpanel using a different field column to stop the error and allow the subpanel to load.
- [89831](): Exported reports do not respect the locale settings in Sugar and incorrectly displays the date using the YYYY-MM-DD format.
- [89641](): Hint-related error messages are logged for some recently upgraded Sugar 12.0 instances that do not have Sugar Hint.
- [89542](): For instances wth a very large number of SugarBPM processes, trying to view the list of processes in the Process Management's list view may result in performance issues and fail to load.
- [89525](): Selecting "All" from a record's related subpanel filter does not get preserved and reverts back to the last option chosen when logging out of Sugar.
- **[89457]()**: The search bar in SugarLive does not work in instances that include Hint (e.g., Sugar Premier instances).
- [89147](): When a Summation With Details report is grouped using more than one field, invalid characters may display in the report results.
- [89114](): Funnel charts may not display properly when viewed in reports and dashlets.
- [89078](): In certain circumstances, the navigation bar may not display correctly after upgrading to version 11.3. For information on the workaround, refer to the defect's description on the bug portal.
- [88957](): In certain circumstances, performing a global search in Sugar may result in a 500 error.
- [88587](): The titles used for left-hand Calendar panels may not properly set users' expectations for the calendars that are available.
- [88532](): When sending emails using an email template containing an attachment, the attachment does not get included in the email as expected.
- [88436](): When a user does not have access to the calendar due to teams permissions, the calendar still appears as an option in the Calendar UI under "My Calendars".
- [88374](): Attempting to reorder the columns in the Worksheet Columns Preview list view in Admin > Quotes Configuration does not work as expected. As a workaround, remove all the fields from the Worksheet Columns section then add the fields again to the section.
- [88358](): Installing packages via Module Loader may fail with a PHP fatal error.
- [88261](): Attempting to download a PDF file may fail if the PDF template contains an image that is hosted on a site using "HTTPS" in the URL. As a workaround, use an image that does not contain "HTTPS" in the URL.
- [88206](): In certain circumstances, installing packages in Module Loader may

not work as expected and the package may get uninstalled with errors.

- [88188](): Drilling through report charts may not work as expected for Summation-type reports filtered or grouped a certain way.
- [88098](): Sorting certain module list views (e.g., Contacts) by the Account Name column may not display the records in the correct alphabetical order as expected.
- [88055](): Users may experience unexpected behaviors when using Sugar via the Firefox browser. As a workaround, access Sugar using Chrome or Microsoft Edge browsers.
- [87908](): For instances that use SugarIdentity, the Reset Multi-Factor Auth option improperly appears during a user impersonation session.
- [87880](): The default system currency incorrectly displays "US Dollars" as the currency name even though the system currency is changed to a non-USD currency (e.g., AU Dollars) in Admin > Locale.
- [87701](): Naming a custom field "processed" causes web logic hooks to fail to fire because it conflicts with Sugar's internal logic hook handling. As a workaround, use a different, un-reserved string as the field name.
- [87602](): In Sugar Enterprise, portal customization settings for the following features in Admin > Sugar Portal > Theme Portal are available but not applicable to the portal: the search bar, the banner, and the dashboard.
- **[87601]()**: In Sugar Sell, portal customization settings for the following features in Admin > Sugar Portal > Theme Portal are available but not applicable to the portal: the search bar, the banner, the New Case button, and the dashboard.
- [87477](): Removing the Discount Amount field then re-enabling the field in Admin > Quotes Configuration may cause the Discount Amount field to not display correctly when creating quoted line items on the quote worksheet. As a workaround, navigate to Admin > Quotes Configuration and click "Restore Defaults" under the Worksheet Columns section and be sure to have the Discount Amount field enabled.
- [87100](): Creating an email template with an attachment does not save the attachment as expected.
- [87018](): Hard deleting note records via the Data Archiver module does not delete the record's file attachments in the upload directory as expected.
- [86849](): In certain circumstances, refreshing the browser may improperly change the order of dashlets on the dashboard.
- [86493](): Modifying the Preview layout for the Notes module prior to upgrading to version 10.3 may cause the Attachments field in the layout to not display multiple note attachments as expected. For information on the workaround, refer to the defect's description on the bug portal.
- [86364](): In certain circumstances, the report chart in the Saved Reports Chart dashlet may not display using the same sort order as the original report.
- [86285](): In certain circumstances, users may experience unexpected behaviors when attempting to expland a subpanel or edit an empty Subpanel layout in Admin > Studio. For information on the workaround,

refer to the defect's description on the bug portal.

- [85962](#): Dashlets with filters on a shared dashboard may not be accessible to members of the associated team(s) as expected.
- [85673](#): Installng a custom module that was built and exported from Module Builder may fail to install with an error.
- [85589](#): Saving the SAML settings may fail with an error "Maximum Length should be positive value" when the maximum length is not set for Sugar password requirements.
- [85458](#): The body of the email does not display as expected when accessing Sugar via Firefox 80. As a workaround, open the Developer Tools console and refresh the page to view the email body.
- [85435](#): The subpanel column widths may not behave as expected in certain circumstances to display all the columns without having to use the scrollbar.
- [85342](#): When the Assignment Notification Emails template is customized using new variables (e.g. $account_name), the email notification does not pull in the relevant information as expected and display the variables in plain text instead.
- [85246](#): Errors may get logged in the system after upgrading or installing Sugar when certain license data is missing.
- [84692](#): Certain reports may not generate as expected if the last group-by field is a date (e.g. Opportunities > Week: Expected Close Date) and the report contains a chart (e.g. Horizontal Bar).
- [84684](#): In certain circumstances, saving the Preview View layout for modules (e.g. Accounts) via Admin > Studio may not work as expected and result in an error.
- [84426](#): The Meeting Type field in the Meetings module does not reflect new values added to the Meeting Type dropdown list in Admin > Dropdown Editor.
- [83997](#): Adding additional panels/tabs or removing the Show More panel in the Record View Layout in Studio may cause the record view layout to display incorrectly. As a workaround, restore the default layout in Admin > Studio.
- [83880](#): Changes made to role-based view layouts are not applied to users assigned to the role. As a workaround, perform a Quick Repair and Rebuild for the change to take effect.
- [83796](#): SugarBPM processes always run after module-level logic hooks and it is not possible to configure them to run before logic hooks.
- [83716](#): Attempting to deploy a package via Module Builder or Module Loader may fail with an error.
- [83715](#): User assigned to the Service Console and/or Renewals Console does not have access to configure the console settings.
- [83574](#): Editing contact records containing a duplicate portal name may result in a number of unexpected errors when saving the record.
- [83461](#): Sugar licenses that are not revalidated after purchasing additional seats or a renewal may result in unexpected behavior with list view filters.

As a workaround, re-validate the license via Admin > License Management.

- [83425](): Custom Date fields in the PDF template may not respect the user's preferred date format.
- [83335](): Performance issues may occur for instances that have a number of related calculated fields, legacy workflows, and SugarBPM processes that trigger at the same time.
- [83328](): Generating reports may result in a database error for Sugar instances using MySQL 5.7 if the ONLY_FULL_GROUP_BY setting is enabled. As a workaround, disable sql_mode=only_full_group_by in the MySQL server configuration.
- [82840](): Date and datetime fields do not respect the user's preferred format when included on PDFs.
- [82810](): Fields based on non-existent or improperly defined custom field types may cause upgrades to fail.
- [82742](): The Forecast Bar Chart Dashlet may not load as expected in shared dashboards.
- [82384](): Deleting note records created from email attachments may not work as expected and continue to persist in the upload directory.
- [82361](): Emails sent from SugarBPM's processes may not include the link to new lead records generated from a Web-to-Lead form even though the process email template contains a link variable.
- [82230](): Exporting a Summation report may fail with an error if the computed derivative (e.g. Count, SUM) is missing in the Choose Display Summaries step.
- [81722](): Sorting the fields by the column header (e.g. Name) in Admin > Studio or Module Builder may result in CSRF errors being written to the log file.
- [81382](): Deleting a target list related to a large number of records may fail with an error.
- [81297](): If a web-to-lead form gets submitted using an existing email address in Sugar, the email address may not be marked as "Primary" for the generated lead record.
- [80968](): Attempting to disable SAML authentication via Admin > Password Management may not work as expected in certain circumstances.
- [80865](): It is not possible to search by the Record Name column in Process Management.
- [80759](): In PDF templates that contain more than one href link, only the first link works.
- [80681](): Making changes to a report's relationship-based filters may result in an error when running the report. As a workaround, re-create the report with the desired filter without making any changes to it.
- [80002](): Generating PDFs using previously existing PDF templates may not display data as expected after upgrading to Sugar versions 7.9 or higher.
- [80001](): Email messages sent via SugarBPM may display HTML formatting when records are created using SOAP/REST v4.1. It is recommended to use

the latest version of the API.

- [79108](): When editing a record via the list view preview on the intelligence pane, the Resolve Conflict drawer may appear unexpectedly upon save.
- [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.
- [78582](): Process definitions do not enforce the requirement that multiple paths must converge before an End event.
- [78315](): The same Process ID may be used for multiple processes if a process definition's Start condition is triggered by simultaneous events.
- [77738](): Attempting to merge two records (e.g. accounts) may fail with an error if the record that is being merged to the primary record contains a large number of related records (e.g. contacts).
- [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.
- [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.
- [77249](): Guests may not get imported to call or meeting records as expected.
- [77055](): Attempting to mass update the user's outbound email client via Admin > User Management may not work as expected.
- [76401](): The data in the report chart may be inconsistent between the report chart dashlet and the Reports module.
- [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. The affected users will then need to edit their profile to configure their default teams again.

```
UPDATE team_sets
SET    deleted = 1
WHERE  id NOT IN ("select team_set_id from team_sets_teams where
 deleted = 0")
       AND deleted = 0
```

- [73566](): Calculated or dependent fields containing a related() function may not get calculated until after save for activity-type modules (e.g. Notes).
- [72581](): Attempting to merge records in modules containing required dependent fields may not work as expected.
- [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.

- [68985](): Custom relationships created between a module and the Activities module via Admin > Studio cannot be deleted as expected.
- [68975](): Changing the order of subpanels via Admin > Display Modules and Subpanels does not preserve the order upon save.
- [68112](): Matrix-type reports display incorrectly when exported to PDF.

Supported Platforms

For information on supported platform components, see [Sugar 12.0.x Supported Platforms]().

known_issues_panel