What to Expect When Upgrading to 9.3

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Overview

Upgrades to Sugar 9.3 are available or required for instances according to the following guidelines:

- All instances hosted on Sugar's cloud service will be upgraded to 9.3.

For the upgrade, please keep in mind that there are some key features of 9.2.x which have changed or are not available in Sugar 9.3.x. Some of the items that are unavailable in Sugar 9.3.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 9.2.x to 9.3.x.

For information regarding new functionality available in 9.3.x, please refer to the [9.3 Release Notes](#) specific to your Sugar product.

Feature Disparity Between Fall '19 (9.2.x) and Winter '20 (9.3.x)

9.2.x features in the following categories have changed or are no longer available in 9.3.x:

- [Cases](#)
- [SugarBPM](#)
- [User Interface](#)
- [Administration](#)

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

Cases

The following 9.2.x Cases module behavior has changed in 9.3.x:

Feature	Sugar 9.2 Behavior	Sugar 9.3 Behavior
Resolved Date field	The value in the Resolved Date field remains and does not automatically clear if a case is re-opened.	The Resolved Date field automatically clears if a case is re-opened.

| Time to Resolution field | The Time to Resolution field exists on the Cases module. | The Time to Resolution has been removed. During the upgrade to Sugar Serve 9.3.x, its value is converted from minutes to hours and stored in the newly added Hours to Resolution field. In 9.3.x, the Hours to Resolution and Business Hours to Resolution fields are calculated based on the dates the case was created and closed. |

SugarBPM

The following 9.2.x SugarBPM behavior has changed in 9.3.x:

Feature	Sugar 9.2 Behavior	Sugar 9.3 Behavior
Case Follow-Up Date Management SugarBPM template	One version of the Case Follow-Up Date Management SugarBPM template is available in Sugar Serve.	A V2 version of the template has been added, titled "Case Follow-Up Date Management V2", in addition to the original. This new version of the process definition contains new functionality. V2 versions of the related process business rules and email templates have also been added, but are not different from the original versions.

User Interface

The following 9.2.x User Interface features and behavior have changed in 9.3.x:

Feature	Sugar 9.2 Behavior	Sugar 9.3 Behavior

Feedback link	The Feedback link is available in Sugar's footer and allows customers to communicate their overall satisfaction with Sugar.	The Feedback link has been removed from the footer of the Sugar user interface.
Interactions dashlets	The "Interactions" and "Case Interactions" dashlets are filtered to only display past calls and meetings related to the current record being viewed.	The "Interactions" and "Case Interactions" dashlets display all (i.e. scheduled, held, canceled) calls and meetings related to the record being viewed.

Administration

The following 9.2.x Administration features have changed in 9.3.x:

Feature	Sugar 9.2 Behavior	Sugar 9.3 Behavior
Licensing	If the administrator adds more active users than is allowed by their Sugar license, regular users will not be able to log in and a warning will display. Admin users can log in but will be redirected to the Users module.	Administrators will not be able to add more users of a particular license type than is allowed by their Sugar license.

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