Sugar Serve 11.1.0 (Q3 2021) Release Notes

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Overview

This document describes the changes and functionality available in Sugar Serve 11.1.0 (Q3 2021). Sugar 11.1.0 is only available for SugarCloud (Sugar-hosted SaaS) deployments.

For information about this release's changes to existing functionality, please refer to the [What to Expect When Upgrading to 11.1](#) article.

Administrator and End User

Feature Enhancements

The following feature enhancements are included in Sugar Serve 11.1.0 (Q3 2021):

Dashboard and User Interface Enhancements

- **New SugarCRM branding and icons**: The Sugar UI has been updated to reflect the new SugarCRM brand with an updated Sugar logo and modernized icons (e.g., preview, import, create) throughout the application.
- [Timeline dashlet (formerly "Interactions")](#): The Interactions dashlet has been revamped and renamed "Timeline". The Timeline dashlet shows a chronological list of a record's related activities along with selected updates made to the current record. Context-aware actions can also be accessed from directly within the dashlet, such as replying to or forwarding an email, unlinking activities, and drilling down via Focus drawers.
- [Documents module converted to Sidecar](#): The Documents module has been converted from the legacy user interface to the Sidecar user interface.
- [Contracts module enabled for Sugar Serve](#): Serve users can now access the Contracts module in Sugar, which can be displayed by dragging and dropping the module to the Displayed Modules column in Admin > Display Modules and Subpanels.
- [Console search](#): Users now have the ability to search and filter the Cases list in the Service Console.
- **[Primary case contact added to Contacts subpanel](#)**: The contact related via a case's Primary Contact field will automatically be added to the case's Contacts subpanel.
- **[Record View dashlet updates](#)**

- ◦ **Switch to full record view**: Users can now navigate to the full-page record view by clicking the arrow icon that appears when hovering over the record's name.
  - ◦ **Edit a record's name**: Users can now edit the record's name directly from the Record View dashlet.
- Relate people records to messages via Guests panel: Message records can now be related to one or more contacts, leads, and users via a Guests panel.
- **Dropdown display labels included in exports**: Data exported from modules with dropdown and multiselect fields will now include columns for the display labels in the .csv export file.
- **Custom currency fields display preferred currency**: Custom currency fields will now display your preferred currency if the "Show Preferred Currency" setting is enabled in your user profile.
- **Enhanced accessibility**: Sugar has improved the accessibility experience when using screen readers, text-to-speech, and keyboard navigation.

Portal Enhancements

- Enhanced portal customization: Theme Portal has been expanded to let you change more aspects of the portal for your customers and shows you a live preview of your changes while you make them.

  - ◦ Choose a background color or image for the banner of the portal Home page.
  - ◦ Show a New Case button on the Home page, and rename it if desired, so customers can quickly submit new cases.
  - ◦ Show or hide the search bar and update its lead-in text.
  - ◦ Select a custom color for link text and buttons throughout the portal separately.
- Configurable portal dashboard: The bottom half of the portal Home page is now a fully-configurable dashboard where admins can choose, configure, and organize dashlets for their customers to see when using the portal.
- List View dashlet filters: Admins can create custom filters for List View dashlets shown in the portal so that their customers see more relevant data.
- Portal list view filters: Portal users can now create custom filters on their portal list views.
- Disable portal self-service signup: A setting has been added to let you disable the link on the portal login page that allows customers to create their own portal account.
- Disable notes on the Knowledge Base: You can now configure the portal so that the Notes subpanel and the Add Note button are not displayed to portal users.
- **Read-only case status**: When portal users are creating a new case, the

status defaults to "New" and is read-only to prevent the user from choosing a different value.

- [Improved case access control](): It is now possible to restrict portal case visibility to only the portal-enabled contacts that are related to the case.
- [Show the primary contact on cases](): You can now add the Primary Contact field as a read-only and not clickable field to portal layouts for the Cases module.

SugarPredict and SugarLive Enhancements

- [SugarPredict sentiment analysis](): For instances with call transcripts set up for SugarLive conversations, sentiment analysis can now be performed on SugarLive calls. Add the Agent Sentiment and Customer Sentiment fields to the Calls module layouts in Studio to see SugarPredict icons that represent the agent's and customer's positive, neutral, or negative sentiment.
  Note: A new assets package v1.2 is available from your SugarCRM.com account's [Downloads]() page containing [the updated Lambda files]() needed to perform sentiment analysis on SugarLive calls.
- [Account tab added to SugarLive](): SugarLive users can now view account records in more detail in the Account tab.
- [Dynamic views in SugarLive](): You can now interact with SugarLive and your Sugar records in SugarLive's full view, compact view, or while minimized and easily toggle between the three.
- [Additional ways to link records](): SugarLive users can now link additional record types (e.g., account, bug, or purchased line item records) in both record views and Record View dashlets.
- [Automatically open and link related records](): When SugarLive sessions begin, related records are automatically populated in the respective module tabs and linked to the call record.

Studio and Administration Enhancements

- [Action Buttons](): Admins can now add custom buttons to records so that users can perform quick actions like sending an email, creating or editing a related record, or opening an external web page right from a given record view layout. Implemented through a new field type in Studio (ActionButton) and configurable with Sugar Logic, Action Buttons will save users time and clicks by serving up common actions right where they need them.
- [**More Studio options for relationship-based relate fields**](): The following settings have been made available for relationship-based relate fields in Studio: Mass Update, Dependent, Required Field, Allow Imports, and Duplicate Merge.
- [New Sugar Logic function](): A new Sugar Logic function, currentUserField, can evaluate fields in the Users module to drive field visibility, writability,

or value according to the person currently viewing or editing a record.

- Improved Module Loader error handling: If you install a package that causes the Sugar instance to become unusable, the package installation is automatically rolled back.

SugarBPM Enhancements

- Trigger on relationship changes: Start and Receive Message events can now be influenced by the addition or removal of a related record.
- **Portal Contact fields in SugarBPM**: The portal fields on contact records are now available for use in process definitions (Portal Active) and process email templates (Portal Active, Portal Application).

Fixed Issues

The following issues are resolved in this release. Case portal users can use the following links for more details about each issue:

- 87529: In certain circumstances, the Prediction dashlets (e.g. Leads Conversion Prediction dashlet) and Discover dashlets may fail to load in Sugar and display a CAT-404 error.
- 87375: In certain circumstances, there may be unexpected issues when performing certain actions in Sugar such as editing dropdown lists via Admin > Dropdown Editor.
- 87331: When more than one quote is generated from a single revenue line item, the quoted line items may incorrectly be related to the first quote that was generated instead of the parent quote.
- 87225: Creating coterminous add-ons for a closed opportunity improperly creates multiple revenue line items causing renewals to be off.
- 87189, 87145: When linking existing records via the related record subpanel, clicking the "More <module name>" link (e.g. More Contacts) in the Search and Select drawer does not load the next set of records as expected.
- 87127: Attempting to download a plug-in file (e.g. Sugar Plug-in for Outlook) in Sugar may result in an error.
- 87093: In certain circumstances, entering a single character (e.g. a) into the Global Search box may result in a 500 error for Sugar instances using Elasticsearch 7.x.
- 87024: Hidden required dependent fields improperly prevent records from being saved.
- 86980: Record names may not be truncated properly in the record pill when linking existing records or creating filters in the list view.

- [86831](): Certain inbound email errors may cause the Check Inbound Mailboxes scheduler to stop working as expected.
- [86827](): In certain circumstances, deleting a dashlet may not work as expected for a modified dashboard.
- [86794](): Reporting on currency fields in the Purchases module may not generate the report as expected and result in a database failure.
- [86726](): Renewal generation does not link the original revenue line item with its renewal when the original revenue line item is an add-on.
- **[86691]()**, **[86686]()**, **[86382]()**: In certain circumstances, inbound emails may fail to import to Sugar.
- [86639](): Clicking the Preview (Eye) icon in the Guests panel for calls and meetings may not work as expected.
- [86505](): In certain circumstances, custom relationships that have the module label changed may incorrectly revert to the original label if another relationship using the same modules get created in Admin > Studio.
- [86470](): Updating the currency rate in Sugar may improperly cause the sum of the closed won revenue line items to be calculated incorrectly in the Summation With Details report.
- [86443](): Downloading email attachments with long file names may incorrectly display the file name as "filename" or may not download as expected.
- [86385](): The email body for imported emails may be blank for emails where the character set fails to convert from gb2312 to utf-8.
- [86227](): The Grand Total column in the Quotes subpanel may not display the correct converted amount for quotes that are created using a currency that differs from the system-defined default currency.
- [86060](): Adding a Start Event with criteria set to "Assigned to changes" may not trigger the process definition as expected.
- [86001](): The "Request to Close" button is not available in the Sugar portal for customers with Sugar Sell and Sugar Serve licenses.
- **[85783]()**, [79698](): When merging records, fields that are required under certain conditions are required even if the conditions have not been met.
- [85572](): The Body field in the Knowledge Base module does not display in the intelligence pane when previewing the record.
- [85550](): In certain circumstances, the funnel chart in reports may display incorrect values.
- [84670](): Performing global search may not work as expected and result in a 500 error for instances containing a large number of team sets.
- [84582](): In certain circumstances, a blank space may appear in place of any dependent dropdown field(s) that are hidden in the record view layout if there is a filler next to the field(s).
- [82914](): Running reports in instances with a large number of team sets may fail to generate for non-admin users and result in performance issues.
- [82601](): Sorting the Knowledge Base list view may not work as expected if there is a knowledge base article with multiple revisions.
- [82493](): Users may be unable to send outbound emails if the "Allow users to

use this account for outgoing email" option is disabled via Admin > System Email Settings.

- [81735](#): When required Date fields get validated, the error tooltip does not appear in the field as expected.
- [81547](#): In certain circumstances, installing a package via module loader may not work as expected and cause Sugar to become inaccesible with a 500 error.
- [81392](#): Resetting the Forecasts module improperly reverts the custom formula applied to the opportunity's Likely field back to the out-of-the-box formula.
- [81341](#): The currency name and symbol cannot be edited in Sugar when the "ISO 4217 Code" is populated.
- [79970](#): Iframe fields may not render as expected for records created via the API as the ampersand (&) in the URL incorrectly gets translated to "&" for the iframe field.
- [79125](#): Cases that are automatically created from inbound emails do not get assigned to the group user as expected.
- [78541](#): Setting a dropdown field to be read-only does not work as expected if the field is a dependent dropdown.
- [77506](#): Attempting to filter reports by Tags ID may not work as expected.
- [77351](#): Inserting a field variable (e.g. {::Leads::id::}) in the URL for a process email template may cause the URL link in the email to not work as expected.

Known Issues

The following known issues are present in version 11.1.0 (Q3 2021). [Case Portal users](#) can use the following links for more details about each issue:

- [87960](#): For instances that use SugarIdentity, having the Administration page open in Sugar when initiating the impersonation session in SugarCloud Settings may cause the impersonation to fail with an error. As a workaround, navigate away from the Admin page before initiating the impersonation session.
- [87908](#): For instances that use SugarIdentity, the Reset Multi-Factor Auth option improperly appears during a user impersonation session.
- [87729](#): For instances that use SugarIdentity, if an admin impersonates a user assigned a role with Access Type set to "Admin & Developer", the Admin page in the impersonation session incorrectly displays the full view that the admin user has access to instead of the limited view the regular user sees.
- [87698](#): For instances that use SugarIdentity, if an admin impersonates a user and the access token expires, the admin user improperly begins to impersonate their own user account once the user's impersonation session

ends.

- 87603: The Customer Sentiment field does not appear on the Call card in the Timeline dashlet for the call's related account and contact records.
- 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.
- 87600: Replying to or forwarding an email via the Timeline dashlet on a case does not link the new email record to the case.
- 86849: In certain circumstances, refreshing the browser may improperly change the order of dashlets on the dashboard.
- 86836: When making changes in the Configure Summary Panel drawer of the SugarLive configuration view, opening a module in the navigation bar does not warn you before discarding your changes.
- 86715: Attachments added to a note on a case may not appear as expected in the Sugar portal.
- 86702: Resetting a user's password may not work as expected and display an error for instances that have the System-Generated Passwords feature enabled in Admin > Password Management. As a workaround, disable the System-Generated Passwords feature and manually reset the user's password.
- 86696: Attempting to edit a report using the "Edit Report" option in the list view's Actions menu may not work as expected as the report fails to load.
- 86646, 86493: Note attachments may not display as expected after upgrading to version 10.3 or higher.
- 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.
- 86335: SugarLive does not become available when you populate the Contact Control Panel URL field unless a value is also entered in the Instance Name field. As a workaround, enter a dummy value in the Instance Name field.
- 86333: Disabling the "Allow users to use this account for outgoing email" option in Admin > System Email Settings may result in unexpected behavior in Email > Email Settings.
- 86256: Portal users may be unable to drag and drop files as attachments for Notes in the Sugar Portal.
- 86255: When SugarLive is open, navigating to the Admin page in Sugar may not work as expected. As a workaround, navigate to a modules list view while SugarLive is open then open SugarLive again and navigate to the Admin page.
- 86010: Auditing relate fields connected to 1:1 relationships only audits changes on one side.

- [85962](): Dashlets with filters on a shared dashboard may not be accessible to members of the associated team(s) as expected.
- [85795](): When editing the existing inbound email account, the User Name field does not display a value and appears blank in the layout. As a workaround, you can copy the user name value from the inbound email account's detail view and paste it in the edit view when configuring the inbound email account.
- [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.
- [85593](): Multiple entries get added to the Tracker table for SugarBPM and Activity Stream records causing the table to grow very large.
- [85533](): If you have multiple tabs open when a call or chat ends in SugarLive, the Create drawer for the call or message record opens in every tab, resulting in duplicate records being created.
- [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.
- [85410](): In certain circumstances, the Related Case field in the Knowledge Base record view may not display the linked record as expected after upgrade.
- [85409](): After refreshing the browser, the SugarLive icon in the footer indicates that the user is logged out of SugarLive when they are not.
- [85396](): In certain circumstances, administrators are improperly allowed to edit read-only fields in the Users module for SugarIdentity-enabled instances resulting in unexpected behaviors and errors.
- [85368](): In certain circumstances, users may run into unexpected errors when trying to access certain modules and/or notice modules missing from the navigation bar.
- [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.
- [85267](): Upgrading to 10.1.0 may fail for instances that have upgrade_history packages installed in a directory other than upload/upgrades.
- [85246](): Errors may get logged in the system after upgrading or installing Sugar when certain license data is missing.
- [85047](): Moving fields between the Columns and Available Fields sections of Console Settings may not work on Internet Explorer 11.
- [85046](): SugarBPM's Round Robin "Set 'Assigned To' by availability" option

is not available in Internet Explorer 11.

- [84987](): User assigned to the Service Console and/or Renewals Console cannot configure the module tab drawer as expected to add or remove dashlets.
- [84925](): The Restore Default Layout option does not bring the customized role-view back to the Default role-view's layout in Studio as expected for the Opportunities module.
- [84909](): Hyperlinks are not clickable in text area fields for Legacy modules (e.g. Documents). As a workaround, add"https://" in the URL (e.g. https://www.example.com) for Legacy modules and the hyperlink will then be clickable.
- [84884](): For SugarIdentity-enabled instances, employee records that are tied to a user record in the Cloud Settings console cannot be duplicated in Sugar.
- [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.
- [84551](): Legacy workflows created in Sugar Enterprise continue to remain active and trigger improperly after the customer migrates to Sugar Sell or Sugar Serve.
- [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.
- [83985](): When the "Field Name Placement" user preference is set to "Beside Field Value", some labels will remain above the field value for the Calls and Meetings modules.
- [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.
- [83847](): For instances that only have Sugar Sell and/or Sugar Serve license types, the "Workflow Management" (legacy workflow) link improperly appears on the Admin page.
- [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.
- [83510](): In certain circumstances, PHP warning errors may occur for certain SugarCloud instances.
- [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.
- [82813](): Performing full-text search re-indexes from the command line or via Admin > Search may run out of memory when run on very large data sets.
- [82810](): Fields based on non-existent or improperly defined custom field types may cause upgrades to fail.
- [82756](): Upgrades fail when a filter exists for a module that has been removed.
- [82742](): The Forecast Bar Chart Dashlet may not load as expected in shared dashboards.
- [82559](): Certain customizations in Sugar may cause the upgrade to fail.
- [82486](): Upgrades may fail when a custom field has conflicting field types defined.
- [82468](): Custom decimal fields may prevent upgrades from completing and result in invalid alter queries being generated. As a workaround, use the queries described in the defect's description on the bug portal to convert the decimal fields.
- [82454](): Entering duplicate email addresses with different capitalizations (e.g. test@here.com, Test@here.com) into a record (e.g. Contacts) may result in adverse behaviors.
- [82451](): Removing the currency field from the Quotes record view layout may cause an unexpected error when viewing a quote and the Unit Price field to display blank for the quoted line items.
- [82437](): Drilling through report charts from the Saved Reports Chart dashlet may not work as expected and return incorrect results if the report has a run-time filter applied.
- [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.
- 82050: Web logic hooks may not trigger as expected after save when new records are created.
- 82038: Clicking on a Home page tab (e.g. Sales) or attempting to sort by a field column on the Legacy dashboard may not work as expected and result in an error.
- 81929: Report chart drill-through may not work as expected and display an error message (No data available) for reports using the Product Catalog module.
- 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.
- 81339: Generating a report (e.g. Summation with Details) grouped by "Fiscal Quarter" for a custom date field (e.g. Fiscal Quarter: Booking Date) may result in a database failure 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.
- 81276: When there are multiple group-by fields in a Summation With Details report, generating the report with a chart or trying to view a dashboard containing the saved report chart dashlet may result in performance issues.
- 81152: Event-based gateways improperly consider activity elements to be complete if the activity gets reassigned to another user via "Select New Process User".
- 81151: Report chart drill-through may not work as expected when the report is filtered by a checkbox field.
- 80968: It may not be possible to disable SAML authentication via the user interface after certain actions have been performed on your Sugar instance.
- 80884: Viewing a shared dashboard containing the Forecast Bar Chart dashlet may display a "Loading..." message.
- 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.
- 80730: Reports without charts are improperly available to select in the Saved Reports Chart dashlet.
- 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.

- [80583](#): Attempting to erase fields (e.g. Description) marked as "Personal Information" from the Opportunities module do not work as expected and result in a 500 error.
- [80091](#): Creating a dashboard may not work as expected and result in an error for users without private teams. Navigating to Admin > Repair and running "Repair Teams" will help resolve the issue.
- [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.
- [79752](#): When working with SugarBPM process business rules on Internet Explorer 11, you cannot delete columns from rules in the Rules Builder. As a workaround, please use another supported browser.
- [79715](#): The Follow button does not appear in the Contracts record view as expected.
- [79712](#): The "Sign" and "Get latest" links do not appear as expected in the Documents subpanel of the Contracts module.
- [79704](#): When logged into Sugar with certain languages (e.g. Russian), the list view's Record Actions menu may not appear as expected for some modules (e.g. Dashboards).
- [79686](#): The List Order field in the Contract Types, Manufacturers, Tax Rates, and Shipping Providers modules does not control the order in which the options are listed in the corresponding fields (Type Name, Manufacturer Name, Shipping Provider, Tax Rate) for the Contracts, Quotes, and Product Catalog modules.
- [79640](#): The Home (Sugar cube) icon shifts position in the navigation bar when "Allow users to select modules to appear in the navigation bar" is enabled.
- [79510](#): Email addresses are not shown on the import summary screen even though they were properly imported.
- [79173](#): When attempting to navigate away from the module or save the record, the Unsaved changes warning message may unexpectedly appear for modules containing custom dependent fields.
- [79131](#): When the "Listview items per page" setting in Admin > System Settings contains a large value (e.g. 50 or greater), it may cause an issue with rendering the "Download PDF" and "Email PDF" options in the record view's actions menu. Changing the "Listview items per page" setting to "20" may help resolve the issue.
- [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.
- [78890](#): Updating composer in instances with custom modules deployed from module builder may cause unexpected errors.

- [78885](): A SugarBPM process may be prematurely considered complete when part of the process remains unexecuted in job queue.
- [78709](): Users assigned a role with Delete, Edit, or Export permission set to "Owner" may improperly be restricted from downloading and emailing PDFs.
- [78667](): Attempting to scroll in Sidecar modules (e.g. Meetings) may not work as expected when logged into Sugar on iPad.
- [78600](): Special characters are improperly allowed to be entered in dropdown lists' item names.
- [78582](): Process definitions do not enforce the requirement that multiple paths must converge before an End event.
- [78580](): Saving a record without completing the Salutation field which is marked as required in Admin > Studio may result in unexpected behavior.
- [78527](): Inline editing a TextArea field via the subpanel may not work as expected. Reloading the web browser will resolve the issue and allow the user to inline edit the field properly.
- [78334](): Performing certain actions in records containing calculated fields with rollup functions (e.g. rollupSum) and a large number of related records may cause performance issues in Sugar.
- [78315](): The same Process ID may be used for multiple processes if a process definition's Start condition is triggered by simultaneous events.
- [78128](): For dropdown list values, a value's Display Label will improperly revert to a blank value if its Item Name is 0 (zero).
- [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.
- [77609](): Generating reports with empty relate fields may not include the associated record in the report result as expected if the related record has been deleted.
- [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.
- [77087](): When a record is assigned to the user's default private team, changing the Teams field from the private team to another team (e.g. Global) may incorrectly display the team name with the user's last name appended to the end (e.g. Global Smith).
- [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.
- [76014](): Mass-updating a large number of records that trigger the start event on one or more process definitions will result in a PHP timeout error. Additionally, any processes created before PHP timed out may be corrupt.
- [75254](): Printing reports (e.g. Summation With Details report) to PDF may not work as expected when logged into Sugar via a mobile browser.
- [74919](): Performing certain actions (e.g. Quick Repair and Rebuild) in Sugar that rebuild the cache files may cause unexpected issues in the system if there are multiple users logged in and utilizing Sugar. As a workaround, perform such actions during off-hours where users are not utilizing the system.
- [74628](): Certain workflows using a Relate-type field in the condition may fail to load as expected and result in errors after upgrading to 7.6.x.x. As a workaround, run the following query in the instance's expressions table:

```
UPDATE  expressions
SET     exp_type = "id"
WHERE   exp_type = "relate"
        AND lhs_field = "assigned_user_id"
```

- [74382](): The Case Summary dashlet may not work as expected and cause an internal server error if the account record has a large number of related cases.
- [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).
- [73468](): Time-elapse workflow may not trigger as expected when a date field (e.g. Expected Close Date) in the condition is set to a date in the future.
- [72810](): Filtering the list view search using custom checkbox fields may not work as expected.
- [72581](): Attempting to merge records in modules containing required dependent fields may not work as expected.
- [71950](): Adding TinyMCE to a TextArea-type field (e.g. Description) may

cause the field to not display properly in record view when accessing Sugar via certain browsers (e.g. Firefox).

- [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.
- [71733](#): Printing archived emails via the browser's print option may not display correctly.
- [70940](#): Attempting to disable the SAML authentication via Admin > Password Management may not work as expected if the authenticationClass property in config.php has been set to SAMLAuthenticate.
- [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.

Developer

Please refer to the [Developer Blog in the SugarClub community](#) for a summary of the changes in version 11.1.0 (Q3 2021) that may affect developers.

Supported Platforms

For information on supported platform components, see [Sugar 11.1.x Supported Platforms](#).

Upgrade Paths

Sugar Serve and Sugar Sell Upgrade Paths

Package	From Version(s)	MySQL
New Installs		☐
11.0.0-to-11.1.0	11.0.0	☐

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