

Allied Financial Software Knowledgebase

How to Download and Apply the ACT! by Sage 2009 (11.1) Hot Fix 4

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Question
You would like to know how to download and apply the ACT! 2009 (11.1) Hot Fix 4.

Area	Description	What the Fix Does
Security	In installations where an ACT! 2010 database is installed on the same SQL Server as a ACT! 2009 database, ACT! 2010 users will see error messages referencing "invalid login or account". Users logged into the 2010 database are unable to create remote databases, create new databases or view dashboards.	Prevents ACT! 2009 Framework from deleting two new ACT! 2010 SQL Server login accounts: ACTOLEDB and ACTQUERY, as "rogues". Allows different versions of the database to reside on the same SQL Server without loss of functionality.
Attachments	Users who synchronize Microsoft Excel files see the message "Error opening attachment. It may have been moved or deleted" if they try to open and edit the Excel file directly from the application.	Prevents an extra GUID from being added to the end of the file name. Allows users to open Microsoft Excel files directly from ACT!.

Area	Description	What the Fix Does
Attachments	ACT! Premium for Web users operating in an environment that uses SSL (Secure Sockets Layer) are unable to open an attachment it is has a Microsoft Office extension such as .doc or .xls.	Enables users to open Microsoft Office documents in a SSL environment.

Performance

ACT! for Web users find that List View information updates slowly after ACT! 2009 (11.1) Hot Fix 1 has been installed.		Removes the performance degradation.
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Area	Description	What the Fix Does
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Contact Records	In databases upgraded from version 3.x, 4.x, 5.x (2000) or 6.x (2004), the create date on Contact records changes to the current date instead of retaining the original create date.	Prevents the create date from being changed if the hot fix is applied before the database is converted.
Column and spillover tables	Error message "No records found" displays when the user sorts on a field	When the user sorts on a field, the sort displays the correct data.
Synchronization	File synchronization is adding a date/time stamp to file names, even when there is no conflict.	Layouts, queries, and reports will not be renamed after synchronization.
ACT! Premium for Web list views	If the user has more than 10 activities, all may not appear in the task list. Also, the loading icon remains on the screen.	Allows the correct number of records to be shown in the list views.
SDK	ACT! 2009 (11.1) SDK exceptions resulted in third party programs encountering errors.	Ensures compatibility with eGrabber and other 3rd party products.

0. Fixed in Hot Fix 3

ACT! hot fixes are cumulative, so hot fix 4 also contains the following fixes distributed in hot fix 3.

Fixed in Hot Fix 2

ACT! hot fixes are cumulative, so hot fix 4 also contains the following fixes distributed in hot fix 2.

Fixed in Hot Fix 1

ACT! hot fixes are cumulative, so hot fix 4 also contains the following fixes distributed in hot fix 1.

Applying Hot Fix 4 for ACT! 2009 (11.1) This hot fix is for version ACT! 2009 (11.1). Do not apply this hot fix to any other version of ACT!. To determine the version of the product you are using, see the version number in the Help > About box. After the hot fix has been installed, the version number will read "11.1.183.0 Hot Fix 4".

Apply this hot fix to all machines that are involved in database synchronization to avoid issues surrounding renaming layouts, queries, and reports. This includes all machines that contain the Main Synchronization Database, Main Remote Database, and machines that have the ACT! Network or ACT! Internet Sync Services applied. Note: If your installation contains an ACT! 2010 database and an ACT! 2009 database installed on the same SQL Server, you must install the hot fix on every client machine that accesses the ACT! 2009 (11.1) database.

Caution: If you are upgrading from any version of ACT! between 3.x, 4.x, 5.x (2000) or 6.x (2004), you must apply this hot fix before converting your database.

Note: You must reinstall Microsoft Outlook Integration for ACT! from each computer that will access ACT! Premium for Web after applying hot fix 4.

Applying the Hot Fix Log onto to your computer as an Administrator. Stop the Network Sync

Service. Click the [HERE](#) to download the ACT1110HotFix.exe file. Close ACT!. When the download dialog box comes up, choose Save and save to your Desktop. After the download completes, close ACT!, Internet Explorer® and all Microsoft Office applications. Locate the ACT1110HotFix4.exe that you downloaded to your desktop and double-click it to begin the installation. The Unpacking ACT! progress indicator briefly appears followed by the Disclaimer dialog box.

Review the disclaimer, and then click Apply. The installer verifies your Windows rights and ensures that no open programs will conflict with the hot fix installation. If any of these conditions exist, the appropriate message will appear. Please follow the on screen instructions. The ACT! - Applying Updates window appears while the hot fix is being installed. When finished the ACT! dialog box appears.

Click Ok to complete the installation. For all Windows Vista® users with UAC enabled, you will see a Program Compatibility Assistant dialog box. Click This program installed correctly to complete the installation. Restart the Network Sync Service. If you are using the Internet Sync Service, you must reset IIS:

?. Click Start. In the Run box, type IISReset. Click OK.

0. Start ACT! From the Help menu, select About. The version number will read "11.1.183.0 Hot Fix 4". For each machine that will access ACT! Premium for Web, reinstall Microsoft Outlook Integration for ACT!
0. Reinstalling and configuring Microsoft Outlook for ACT! Premium for Web On each machine that will access ACT! Premium for Web, uninstall Microsoft Outlook Integration for ACT!
 - ° You can uninstall Microsoft Outlook Integration for ACT! using Microsoft Windows® Add\Remove Programs.
1. Log on to ACT! Premium for Web. Click the Tools menu, and then select the Preferences option. The Preferences - Web Page dialog box appears. Select the E-mail option. Click Download and follow the steps in the wizard. Repeat steps 1 through 4 on each machine that will be accessing ACT! Premium for Web.

For complete instructions for installing and configuring Microsoft Outlook as Your Email Client in ACT! by Sage Premium for Web, please refer to the following Knowledgebase Answer:

 - ° Title: Error: How to Install and Configure Microsoft® Outlook® as Your E-mail Client in ACT! by Sage Premium for Web
Answer ID: 19465

• **Changes To Your Installation** Installing the hot fix applies the following files:

ACT! Premium for Web The following assemblies are updated:

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Act.Web.Framework.dllAct.Web.dllAct.Web.Controls.dllAct.Outlook.Service.Web.dllAPFWOutlookSvc.dllAP

- Network Sync Server The following assemblies are updated:
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Act.Data.Resources.dllAct.Framework.dllAct.Framework.Synchronization.Service.UIAct.Framework.Synchro

- 3.x, 4.x, 5.x (2000) or 6.x (2004) Conversion Act.UI.Designer.Conversion.dll

- Internet Sync Server The following assemblies are updated:
 - Act.Data.Resources.dllAct.Framework.dll

<http://kb.actforadvisors.com/questions.php?questionid=173>