Allied Financial Software Knowledgebase

How to Download and Apply the ACT! by Sage 2010 Hot Fix 4

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Area	Description	What the Fix Does
Contacts	Record Manager is unavailable as an option in the Edit > Replace field function.	Enables the Edit >Replace field function for Record Manager.
	Users see slow response time when opening a database or performing a lookup on a database that contains a large number of fields.	Repairs memory issue so performance does not suffer during this operation.
Database Upgrade	Customers who have sync sets built on Opportunity and who upgrade to ACT! 2010 see ProductException error messages occur when attempting to update their database	Updates the SQL statement to correct the syntax which can cause the update not complete successfully.
Outlook Integration Database Upgrade	ACT! users who have advanced queries or dynamic group/company membership based on contact access (where contact is private) and who upgrade to ACT! 2010 from ACT! 2008 or ACT! 2009 see an error message when attempting to access Contacts, Groups, or Companies.	Modifies the schema to find and correct any syncset, group, or company queries where Contact Access is part of the criteria.

Area	Description	What the Fix Does
Performance	Users see slow response time when opening a database or performing a lookup on a database that contains a large number of fields.	Enables layouts to refresh more quickly.

Area	Description	What

Groups/Company/Opportunities	This issue impacts ACT! Premium 2008 or ACT! Premium 2009 installations where fields residing in the Contact Spillover Table (spillover tables are created with customized databases) are set to "No Access". Upon upgrading the database to ACT! Premium 2010, the schema update fails and corrupts the upgraded database. The user experiences generic application crash errors when viewing Group, Company, Opportunity views in ACT! Premium 2010. ACT! Premium 2010 users who have spillover tables and set fields to "No Access" will not be able to create and restore remote databases.	Enabl be cre upgra
Faxing	Users will not be able to mail merge directly to fax.	Enabl metho trigge from /

0. New in Hot Fix 3

   Fixed in Hot Fix 2
   ACT! hot fixes are cumulative, so hot fix 3 also contains the following fixes distributed in hot fix 2.
   Fixed in Hot Fix 1
   ACT! hot fixes are cumulative, so hot fix 3 also contains the following fixes distributed in hot fix 1.
   Applying Hot Fix 3 for ACT! 2010 This hot fix is for version 2010. 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 "12.0.409.0, Hotfix 3". 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.
   Applying the Hot Fix Log onto to your computer as an Administrator. Stop the Network Sync Service. Please click on the link below to download Hot Fix 4, depending on your locale.
   Note: The ACT! 2010 Hot Fix 4applies to ACT! 2010 Standard, ACT! 2010 Premium and ACT! 2010 Premium for Web.
   º ACT! by Sage 2010 Hot Fix 4- (US) United States ACT! by Sage 2010 Hot Fix 4- (AU) Australia ACT! by Sage 2010 Hot Fix 4- (CA) Canada ACT! by Sage 2010 Hot Fix 4- (EU) Europe ACT! by Sage 2010 Hot Fix 4- (LA) Latin America ACT! by Sage 2010 Hot Fix 4- (UK) United Kingdom
1. 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 ACT12HotFix.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.

1. Note: In Microsoft® Windows 7, if attempting to reset IIS from the command prompt and the User Account Control (UAC) is enabled, you may receive an "Access Denied" error message. To workaround this issue, click the Windows Start button > "All Programs" > "Accessories" and right-click on Command Prompt and select "Run as Administrator". This will allow you to run the command prompt with elevated permissions and perform the IIS reset successfully.

   Start ACT! From the Help menu, select About. The version number will "12.0.409.0, Hotfix 4".

- **Changes To Your Installation** Installing the hot fix applies the following files: ActFramework.MailMerge.dll Act.UI.Wordprocessor.dll Act.DataCreation.dll Act.UI.Picklist.dll

http://kb.actforadvisors.com/questions.php?questionid=175