

Allied Financial Software Knowledgebase

How to Download and Apply the ACT! by Sage 2010 SP1 Hot Fix 3

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Question

You would like to know how to download and apply the ACT!
2010 SP1 Hot Fix 3.

Answer

This documentation describes Hot Fix 3 for ACT! 2010 SP1 for the following versions: ACT! by Sage 2010 SP1 (version 12.1.181.0) ACT! by Sage Premium 2010 SP1 (version 12.1.181.0) ACT! by Sage Premium for Web 2010 SP1 (version 12.1.181.0) Do not apply this hot fix to any other versions or builds of the software. Note: To determine the version of the product you are using, select Help, then About ACT! from the ACT! main menu. After the hot fix has been installed, the version number should read "12.1.181.0, Hot Fix 3".

This hot fix applies to all international English locales. Do not apply this hot fix to any other versions or products.

Note for UK (United Kingdom) Locale Users Only: This hot fix does not apply to the ACT! by Sage 2010 SP2 localized version.

This hotfix (including any software and related documentation) is provided "AS IS." Sage Software, Inc. disclaims all express or implied warranties of any kind with respect to the utility, including but not limited to, any implied warranties of merchantability or fitness for a particular purpose.

Who Should Install This Hot Fix?

Note: 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.

ACT! hot fixes are cumulative, so Hot Fix 3 also resolves issues fixed in Hot Fixes 1 and 2. If you have not already installed Hot Fixes 1 and 2, you can still safely install Hot Fix 3 and get the benefit of all earlier hot fixes for this version.

Hot Fix 3 for ACT! 2010 SP1 may resolve your issues if: Your ACT! installation contains a file added to the Contacts Documents tab through the SDK, the naming convention for that file contains non-alphanumeric characters, and you are now unable to add additional documents through the ACT! interface. You have filtered your opportunity list or performed a lookup of opportunities, you click on an opportunity from the Contact, Company, or Group Details that is not one of the records returned in the filtered or lookup list, but the first opportunity in the filtered or lookup list opens instead. You are seeing unexpected results when a Lookup by Example is performed using a Read-only field. You are an ACT! Premium for Web user who is experiencing performance problems and sees the following error

message when adding notes to a contact: "A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive." You are an ACT! Premium for Web user who sees performance problems when ACT! attempts to connect to Outlook®. You are an ACT! Premium for Web user and are unable to create a new letter or e-mail template from the web. You want to add the Product Name field to the Opportunity list and see that it is not one of the options available. You are an ACT! user who shares an ACT! 2010 database, have upgraded your client to ACT! 2010 SP1, and now see the following error message: "Cannot find database supplemental files folder Shared-database files in this location UNUPDATED. This could be problem with the share, or the folder may not exist. Please contact the administrator of your database." You have upgraded to ACT! 2010 SP1, and notice that several Web Info tab links are no longer functioning. These links may include Google® Driving Directions, Google Maps", Google News" Search, Google Search, LinkedIn®, and Plaxo. You have multiple or heavily-formatted notes and notice a decrease in performance and/or ACT! stops responding for several minutes. You are unable to add folders to the Documents tab by adding shortcuts to the folder and opening the entire directory. You have upgraded to ACT! 2010 SP1 and are now unable to save items to drop-down lists.

Note: If you are an ACT! by Sage Premium for Web user, and find that you are unable to access to your third party add-ons after having upgraded to ACT! 2010 SP1, you can resolve this issue by referring to the following Knowledgebase Answer:

Third Party ACT! by Sage Premium for Web Add-ons No Longer Available After Updating to ACT! by Sage 2010 SP1

Answer ID: 25998The following tables list the area affected by the hot fix, the description, and the effect of the hot fix for each known issue.

New in Hot Fix 3

Area	Description	What the Fix Does
SDK	When a file name contains non-alphanumeric characters, adding it through the SDK prevents users from adding additional documents through the documents tab.	Enables additional documents to be attached.
Opportunities	You have filtered your opportunity list or performed a lookup of opportunities, you click on an opportunity from the Contact, Company, or Group Details that is not one of the records returned in the filtered or lookup list, but the first opportunity in the filtered or lookup list opens instead.	Enables the selected opportunity to open.
Lookups	Read-only fields are not being used in Lookup by Example.	Enables Lookup by Example to user read-only fields.

Area	Description	What the Fix Does
Contacts	In ACT! Premium for Web, heavily formatted notes cause script errors when creating new notes on the same contact.	Enables new notes to be added to a contact without generating script errors.
Microsoft® Outlook	Processing unhandled e-mail messages out of queue causes performance issues.	Enables the Outlook service to stop trying to attach the e-mail after 10 failed attempts.
Microsoft Word	ACT! Premium for Web users are unable to create new letter or e-mail templates from the Web Client when using Microsoft Word 2003\2007.	Enables users to create new letter or e-mail templates from the Web Client when using Microsoft Word 2003\2007.
Opportunities	Product Name field is not an available option when customizing columns in the Opportunity list.	Adds the Product Name field as a customization option.

Area	Description	What the Fix Does
Database Schema	ACT! users who share a database with others and upgrade to ACT! 2010 SP1 before the server is upgraded see error messages.	Replaces the error message with one that prompts to install ACT! 2010 SP1 on the server.
Web Info Tab	Several Web Info tab links become non-functional after upgrading to ACT! 2010 SP1.	Enables the Web Info tab links.
Performance	Users who have multiple or heavily-formatted notes notice a decrease in performance and/or ACT! stops responding for several minutes.	Improves performance.

Documents tab	Users are unable to add folders to the Documents tab after adding shortcuts to the folder.	Enables opening linked folders from the Documents tab.
Drop-down lists	After upgrading to ACT! 2010 SP1, users are unable to save items to drop-down lists.	Enables the drop-down list to accept edits.

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Fixed in Hot Fix 2

Fixed in Hot Fix 1

Applying Hot Fix 3 for ACT! 2010 SP1This hot fix is for 2010 SP1. 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 "12.1.181.0, Hot Fix 3". Apply this hot fix to all client machines.

Applying the Hot Fix Log onto to your computer as an Administrator. Please click on the link below to download Hot Fix 3, depending on your locale.

Note: The ACT! 2010 SP1 Hot Fix 3 applies to ACT! 2010, ACT! Premium 2010 and ACT! Premium for Web 2010 . ACT! by Sage 2010 SP1 Hot Fix 3 - (US) United States ACT! by Sage 2010 SP1 Hot Fix 3 - (AU) Australia ACT! by Sage 2010 SP1 Hot Fix 3 - (CA) Canada ACT! by Sage 2010 SP1 Hot Fix 3 - (EU) Europe ACT! by Sage 2010 SP1 Hot Fix 3 - (LA) Latin America ACT! by Sage 2010 SP1 Hot Fix 3 - (UK) United Kingdom 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 ACT2010SP1HF file 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. If you are using the Internet Sync Service, you must reset IIS: Click Start. In the Run box, type IISReset. Click OK. Start ACT! From the Help menu, select About. The version number will "12.1.181.0, Hot Fix 3".

Changes To Your InstallationInstalling the hot fix applies the following files:

Act.Data.Resources.dll Act.Framework.dll Act.UI.Designer.Controls.dll Act.UI.TabPage.dl
Act.Update.config.dll Act.Outlook.Service.Shared.dll Act.Data.Creation.dll Act.UI.Opportunities Act.UI Web
Act.MailMerger.dll Act.Web.Controls.dll Act.Web.dll

<http://kb.actforadvisors.com/questions.php?questionid=211>