

May 10, 2023

Applicability of this patch

This patch applies to Sage CRM version 2023 R1.

Addressed issues

Internal issue ID	External issue ID	Area	Description	Status
CRM-1730	CRMS-1368 CRMS-1370	Core product	When using Google Chrome version 113.0.5682.64, every time you selected a clickable user interface element in Sage CRM, a <i>Leave site?</i> pop-up message appeared.	This issue is fixed.
CRM-1682	CRMS-1345	Customization	When a user tried to modify an Opportunity record, the following error displayed: “An unexpected event has occurred. Exception error – record not found, you may not have security permissions.” This issue occurred after the system administrator customized Sage CRM to add a field from the Opportunity database table to the Case Details screen.	This issue is fixed.
CRM-776	CRMS-742	Customization	The options available under Desktop HTML list contents were different in situations where they should be identical. This issue occurred when you did the following: <ol style="list-style-type: none">Went to <My profile> Administration Customization Company Lists, selected Inline customization, and then selected the Customize icon beside Company Grid.Observed the options under Desktop HTML list contents.In Quick Find, selected the down arrow, selected Company, selected Find, and then selected Customize List.Observed the options under Desktop HTML list contents. The options displayed in steps 1 and 2 were different, whereas they should be identical.	This issue is fixed.

CRM-983	CRMS-915	Customization	<p>In some situations, a report provided the wrong ID of a custom entity record.</p> <p>For example, this issue occurred when you completed the following steps:</p> <ol style="list-style-type: none"> 1. Created a custom entity that had Company, Person, Communication, and Library. 2. Made sure that the ID column in the custom_edits table for the custom entity was not marked as system. 3. Changed the caption and name for the field representing the ID of your custom entity. 4. Added a new view containing a view script like the following: <pre>SELECT * FROM SALESANDBOOKING LEFT OUTER JOIN Communication ON SalesAndBooking.SaBo_ SalesAndBookingId = Communication.Comm_ SalesAndBookingId WHERE SalesAndBooking.SaBo_ Deleted IS NULL AND Communication.Comm_ Deleted IS NULL</pre> 5. Where the fields containing SalesAndBookingId represented your custom entity. 6. Created a new Person record not linked to a company. 7. Created a list report containing the ID field of the custom entity, with auto hyperlinking enabled. <p>As a result, when you ran the report and selected the ID of a custom entity record there, the wrong custom entity record opened.</p>	This issue is fixed.
CRM-1133	CRMS-1043	Opportunities	<p>When you viewed an Opportunity record, the top section of the record showed the details of a different Opportunity.</p> <p>This issue occurred in the following scenario:</p> <ol style="list-style-type: none"> 1. You opened Opportunity A. 2. You used Quick Find to find and open Opportunity B. 3. You used the back button in your web browser to go back to Opportunity A. 	This issue is fixed.
CRM-1509	CRMS-1251	Opportunities	<p>When a user opened the Orders tab of an Opportunity record that had some orders, the tab did not display any records.</p>	This issue is fixed.

CRM-1475	CRMS-1233	Opportunities	You encountered “An unexpected event has occurred” error when you did the following: <ol style="list-style-type: none"> 1. From the main menu, selected Team CRM Opportunities, and then opened an Opportunity record. 2. Selected Team CRM Opportunities, and then opened a different Opportunity. 3. Selected Change. 	This issue is fixed.
CRM-1723	CRMS-1361	Opportunities	You encountered “An unexpected event has occurred” error when you did the following: <ol style="list-style-type: none"> 1. From the main menu, selected Team CRM Opportunities, and then opened an Opportunity record. 2. On the Summary tab, selected Change, and then made a change and saved it or selected Cancel. 3. Selected Team CRM Opportunities, and then opened a different Opportunity. Selected Change. 	This issue is fixed.
CRM-1510	CRMS-1260	Opportunities	When you opened the Orders tab of an Opportunity record, and then went back to the Summary tab, the following error occurred: “The record you requested has been deleted or you may not have security permissions to view it.”	This issue is fixed.
CRM-884	CRMS-839 CRMS-868	Quick Find Search	A company name containing parentheses was displayed incorrectly in Quick Find. For example, the name part inside the parentheses was displayed as <i>undefined</i> .	This issue is fixed.

Steps to apply this patch

1. On your Sage CRM server, run the provided **SageCRM2023R1.1.exe** file.
2. Complete the Setup Wizard.