



# Sage Support

To access our knowledgebase for Simply Accounting by Sage and Simply HR Manager, visit our new [Customer Portal](#) and [Partner Portal](#).  
Pour accéder notre base de connaissance pour Simple Comptable de Sage et Simple Comptable Gestion RH, visiter notre nouveau [Portail des Clients](#) et notre [Portail des Partenaires](#).

### CHAT HOURS/FAQs

General FAQs

Sage Abra -  
Mon-Fri, 9:00 AM to 5:00 PM Eastern

Sage ACT! -  
Mon-Fri, 8:30 AM to 8:30 PM Eastern

Sage BusinessWorks Accounting -  
Mon-Fri, 6:00 AM to 4:00 PM Pacific

Sage FAS -  
Mon-Fri, 9:00 AM to 5:00 PM Eastern

Sage Fund Accounting -  
Mon-Fri, 10:00 AM to 4:00 PM Central

Sage Fundraising 50 -  
Mon-Fri, 10:00 AM to 4:00 PM Central

Sage Peachtree -  
Mon-Fri, 8:30 AM to 8:30 PM Eastern

Sage Timeslips -  
Mon-Fri, 8:30 AM to 7:00 PM Eastern

### ADVANCED FEATURES

(Login required)

ACT! Support Chat and e-Mail Support

Sage Abra e-Mail Support

Peachtree Support Chat and e-Mail Support

Timeslips Support Chat and e-Mail Support

### Advanced Search

Search

Find the answer to your question

## How To Download and Apply Sage ACT! 2012 Service Pack 1

Answer ID 28507 | Published 11/11/2011 01:50 PM |

Updated 12/14/2011 05:47 PM

You would like information on how to download and apply Sage ACT! 2012 Service Pack 1 (SP1), as well as the enhancements and fixes included in the update.

Sage ACT! 2012 Service Pack 1 (SP1) was released 11/29/2011 and is focused primarily on increasing the quality of the Sage ACT! 2012 release with some limited feature enhancements. The following are product improvements, known issues and/or important notes for Sage ACT! Pro 2012 SP1, Sage ACT! Premium 2012 SP1, and Sage ACT! Premium 2012 SP1 (access via web). This list is provided to improve your installation and overall use experience of Sage ACT! 2012 SP1. \*This update applies only to the following versions of Sage ACT! Do not apply this update to any other versions of the software:

- Sage ACT! 2012 Pro (version 14.0.572.0)
- Sage ACT! 2012 Premium (version 14.0.572.0)
- Sage ACT! 2012 Premium (access via web) (server version 14.0.572.0)

\*The Hot Fix number is not applicable in the version number. To verify your version of Sage ACT!, from the main menu in the program click **Help**, then click **About ACT!**.

Click on the link below for the topic you would like information on:

[New Features & Product Improvements](#)  
[Fixed Issues for Sage ACT! Pro and Sage ACT! Premium \(access via](#)



## [Windows®\)](#)

### [Fixed Issues for Sage ACT! Premium \(access via web\)](#)

### [Downloading & Installing Sage ACT! 2012 SP1](#)

---

#### **New Features & Product Improvements**

This release addresses some enhancements to data security, and ease of use in the areas of Import/Export and Microsoft® Outlook® integration.

#### **Data Security**

- Sage ACT! users with Microsoft Outlook and/or Google® integration now have the ability to configure and use those integrations with Sage ACT! over Secure Socket Layer (SSL).
- Sage ACT! users who have accepted to participate in Product Enhancement Program (PEP) now have their information sent over Secure Socket Layer (SSL) to the Sage server.

#### **Outlook Integration**

- Sage ACT! users now have the ability to remove their Outlook activities from Sage ACT! en masse, so that they can revert back to a state prior to Sage ACT! and Outlook activity integration. Users can perform sync again after the process of removal en masse. (See [KB Article 28572](#))
- Sage ACT! users are able to know what duplicate checking criteria Sage ACT! is using for Microsoft Outlook contacts in the Microsoft Outlook integration setup. (See [KB Article 28571](#))

#### **Import**

- Help file has been updated to include best practices for importing data to Sage ACT!.

[Return to top](#)

---

#### **Fixed Issues for Sage ACT! Pro and Sage ACT! Premium**

This list encompasses the high severity and the most frequently encountered issues in Sage ACT! 2012 and prior versions that have been fixed in Service Pack 1.

#### **Installation/ Schema Update**

- Users are receiving a global unique identifier (GUID) error message during Sage ACT! install.
- Users are now able to perform Sage ACT! schema update (database update) with User Account Control (UAC) turned on and without having to run as a local Windows administrator.
- When a user opens Sage ACT!, the system will check to make sure the Microsoft SQL Server® (ACT7) service is running. If it is not running, Sage ACT! will start it for the user.
- Picture fields were causing a view error after updating database.

#### **Google Integration**

- Timeless activities that span for more than one day miss the last day when synced to Google.

#### **Synchronization – Remote Databases**

- Database files synchronized from a remote database always overwriting database files in the Publisher database if both were modified, instead of last modified file winning.
- Synchronizing modifications of supplemental files causes exponential sync file growth, causing remote sync to slow and timeout.
- File sync performance issue with attachments between the remote/subscriber database and the main/publisher database.
- Sage ACT! no longer performs the file processing for access/security on the sync from a remote/subscriber database to a main/publisher database as is done from main/publisher to remote/subscriber database. The remote/subscriber database sends everything up to the main/publisher database. Making this change indirectly improved sync performance on attachments from the remote/subscriber database to the main/publisher database.
- Syntax error occurring when a file has had permissions change and the file having an apostrophe in the file name.
- Error displayed after changing database location on server and remote/subscriber, and manage connection information on remote/subscriber database sync.
- Assigning a different drop down list to a field does not sync to remote databases.
- In previous versions, updates on the parent database do not get synchronized to remote if both sides modify the same contact. Original data on the remote replaces the changes on the parent.
- The changes made in the document attached to a contact in the remote database are not synchronized to the document in the main database. After editing and syncing to parent, a GUID number is added to the file and updated properly in the remote database. In the main database, the document is still linked to the original file name. On remote, the document is linked to the edited attachment.
- Outlook contacts are removed from the remote database after syncing to main database.
- Unable to change settings when creating multiple remote databases.

### Outlook Integration

- Contact and Calendar sync were failing with the following combination of conditions: User Account Control enabled in Windows, Outlook sync is run from the Sage ACT! menu or sync is run from the Sage Integration menu, and both Outlook and Sage Integration are run by a Windows non-administrative user. In a failure occurs under other user permission scenarios, the proper messaging guiding users on how to resolve the issue is displayed.
- Outlook add-in for Sage ACT! displays a runtime error during loading when upgrading from Sage ACT! 2011 SP1.
- Performance degradation when loading task list after sending an email via Outlook. Specific to Windows 7® and Office 2007 environments.
- In Terminal Services environment, Act.Outlook.Sync.exe errors display when logging in with multiple users. Multiple users can now log on to the same machine and sync Sage ACT! and Outlook simultaneously.
- When attempting to send an email to two separate distribution lists in the same email message, the email will not attach to contact history.

### Contacts/Companies

- When creating a new Company record, unable to proceed without saving the Company name.
- Salutation field is deleted when users have set a preference to not auto-fill the Salutation field.
- Error while editing data in Company list view while in customize columns mode.
- In the Company detail view, if a user creates a company with Divisions and then expands the tree view in the left navigation

to show divisions, then switches the layout of the detail view to another layout, the expansion in the left navigation collapses.

- Company name is right-justified in the company name field after performing a lookup.

### **Import/Export**

- If a contact with multiple name parts is not mapped in the multiple contact name dialog, nothing is imported into the database.
- Contacts linked to Opportunities are not exported when exporting from one database to another database.
- Import from Microsoft Excel® showing incorrect date format.

### **Security**

- When admin preference to attach emails to history when sent by database users is unchecked, emails sent to other users are incorrectly to the attachment supplemental files folder.

### **Lookups**

- No response after clicking "Go to Advanced Query" link in the Lookup Opportunities view.
- Record Manager field listed incorrectly listed as "Manager" when doing lookups.

### **Copy Database/Save As/New**

- Unable to delete users in empty copy of database after applying Sage ACT! 2011 SP1 has not been resolved.
- Unable to change default duplicate checking criteria in empty copy of database after applying Sage ACT! 2011 SP1.
- Teams created in original database are not listed in empty copy of database when setting team level access.

### **Reports**

- Sales Analysis by Record Manager report generating incorrect numbers with decimal point.
- Gross Margin by Product report calculates Total Cost incorrectly.
- Opportunity by Product report display incorrect information.
- Group reports coming up blank when all sub-groups are selected in report filters.

### **Smart Tasks**

- Deleting or changing an attachment to a Smart Task step after that Smart Task has been set to auto-run results in no attachments being included in the Smart Task step.

### **Activities/Notes/Histories**

- When adding a Resource to an Activity, the activity is duplicated in the task list if the filter criteria for the Task List is set to "All Users".

### **Restore**

- Restoring database from a backup does not restore custom layouts.

**Workaround:** Use the "Restore As" function instead of Restore.

### **Sage ACT! Email**

- Attaching emails to contact history is not working in Sage ACT! Email client.
- History recording to Groups or Companies not working with emails sent through Sage ACT! Email client.

### **Other**

- Error message displays when users select "Add Permissions" link in Manage Users dialog screen.
- Sage ACT! Office Add-in disables Quick Print function in Microsoft Word 2007 & 2010 after applying Sage ACT! 2011 SP1 update.
- Company Web Info tab links are not refreshed with current

- company data if the Web Site field has never contained data.
  - Information on relationship between two contacts is not saved when using the Relationship hyperlink.
  - When printing calendars using Quick Print, data from days other than those showing on the screen are printing.
  - When using the Facebook® and Google® links in Internet Explorer® 8, information will not display in the Web Info tab due to changes made by these websites to not display in frames.
  - In the OLEDB2 provider, ambiguous Column Name displays when querying a table that has spill-over tables.
  - SDK: CustomSub Entity Record Creation Error. When attempting to create a new row for a custom sub entity, if this entity contains a yes/no or memo field with IsTracked (generative) set to true, then an error will be thrown either when the record is created, or when you attempt to modify the row.
  - SDK: GetHistory(Guid entityID) returns empty collection. When attempting to retrieve a HistoryList using HistoryManager.GetHistory(Guid entityID) you will be returned an empty collection regardless of the entity ID used (Activity, Contact, Company).
  - Snoozing activity alarms causes the error: "Index was outside the bounds of the array".
  - Follow-up activities are not marked "private" even though the preference of "Make new activities public" is unchecked.
  - If a user edits a layout within the first two minutes of opening Sage ACT!, Sage ACT! will switch between views and the layout designer 5 times. This behavior is intentional; therefore there are no plans to disable the background loading at this time.
- Workaround:** Wait for more than two minutes before editing layouts after opening Sage ACT!.
- When performing a mail merge to a Microsoft® Word document using Microsoft Word 2010, no history record is created for the merge.

[Return to top](#)

---

### Fixed Issues for Sage ACT! Premium (access via web)

This list encompasses the high severity and the most frequently encountered issues in Sage ACT! 2012 Premium (access via web) and prior web client versions that have been fixed in Service Pack 1.

#### Installation/Uninstall

- The **Synconfigfile.xml** is not copied during install, resulting in not being able to set up the Internet Sync service.

#### Contacts/Companies

- Contact Detail view is blank after selecting contacts from the contact lookup list, and when users navigate to other views, they are logged out of the database.
- Clicking on an email address in the contact list gives a 404 error.
- When customizing columns in the Contact List view, the dialog box is in a distorted view that displays only the Available Fields

#### Activities

- Unable to sort activities by date or time from the Web client when the activity start time is after 5:00 pm.

#### Outlook Integration

- Outlook displays referencing missing .dll files when loading

### Outlook integration.

- The Sage ACT! address book is not listed as an available address book in Outlook when configuring Outlook integration.
- When updating the time on an ACT! activity and checking the "send invitation email" box in the activity dialog box, the sender will get an updated iCalendar invitation, but the time still shows the original time for the activity.

**Workaround:** The sender must manually change the activity time and/or date inside the email message. The manually updated message does update the receiver's existing Outlook Calendar. Microsoft currently has no plans to refresh the cache more often or provide a mechanism for Sage ACT! to refresh their cache due to performance.

- Act.Outlook.Sync.exe errors when logging in with multiple users in Terminal Services.

### Preferences

- Unable to change record creation options in web client preferences.

### Opportunities

- Custom date ranges in Opportunity List filters do not return any results or data.

### Lookups/Keyword Search

- Sorting on the results in the Contact column after performing a Keyword search does not sort in any logical order.
- Lookup Keyword Search does not find all records, specifically if searching the Current Lookup.

### Mail Merge

- When Microsoft Word is set as the default word processor for Sage ACT! Premium (access via web), and if a user opens the mail merge fields dialog box to add fields to the mail merge template, the fields are not listed in alphabetical order.
- Printing a mail merge generated in Microsoft Word does not record the merge in contact history.

### Mozilla® Firefox® Browser

- Unable to perform Advanced Query when accessing the web database via the Firefox browser.

### Database Login

- User logs in and at varying time intervals from 5 to 20 minutes, the user will start getting a "Continue to stay logged in" pop-up message. The user then receives sequential pop-ups every 1, 2, or 5 minutes asking them to click to continue.

[Return to top](#)

---

### Downloading & Installing Sage ACT! 2012 SP1

#### Important:

Sage ACT! 2012 users who have not applied the SP1 update can share the same database with users who have applied Sage ACT! 2012 SP1. However, it is strongly advised that ALL users (local and remote) in a shared environment apply this update to take advantage of the fixes and enhancements. Best practice would first update the server installation and database, then proceed to the client workstations and

remote computers. The main database **must be updated directly on the server**, not via the network or from a client machine.

### **Important Note for Premium Installs Using Remote Database Synchronization:**

It is strongly recommended that after updating Sage ACT! 2012 to Service Pack 1, that the Network and Internet Synchronization service on the server hosting these services also be updated to SP1. This is to ensure that you are taking full advantage of the synchronization fixes included with the SP1 update. For instructions on how to download and apply the SP1 versions of the Network Sync Service and the Internet Sync Service, please see the following Knowledgebase articles:

How to Obtain Sage ACT! Network Sync Service for Sage ACT! Premium 2012 Service Pack 1  
Answer ID: [28594](#)

How to Obtain Sage ACT! Internet Sync Service for Sage ACT! Premium 2012 Service Pack 1  
Answer ID: [28595](#)

### **Follow the steps below to download and install Sage ACT! 2012 SP1 to your computer:**

1. Click the link below that corresponds to your installed regional version of Sage ACT! 2012 to start the download:

#### **US**

[Sage ACT! 2012 Pro SP1 Update](#)

[Sage ACT 2012 Premium SP1 Update](#)

[Sage ACT! Premium 2012 \(access via web\) SP1 Update](#)

#### **CANADA**

[Sage ACT! 2012 Pro SP1 Update \(CA\)](#)

[Sage ACT 2012 Premium SP1 Update \(CA\)](#)

[Sage ACT! Premium 2012 \(access via web\) SP1 Update \(CA\)](#)

#### **UNITED KINGDOM**

[Sage ACT! 2012 Pro SP1 Update \(UK\)](#)

[Sage ACT 2012 Premium SP1 Update \(UK\)](#)

[Sage ACT! Premium 2012 \(access via web\) SP1 Update \(UK\)](#)

#### **EUROPE**

[Sage ACT! 2012 Pro SP1 Update \(EU\)](#)

[Sage ACT 2012 Premium SP1 Update \(EU\)](#)

[Sage ACT! Premium 2012 \(access via web\) SP1 Update \(EU\)](#)

**AUSTRALIA**

[Sage ACT! 2012 Pro SP1 Update \(AU\)](#)

[Sage ACT 2012 Premium SP1 Update \(AU\)](#)

[Sage ACT! Premium 2012 \(access via web\) SP1 Update \(AU\)](#)

**LATIN AMERICA**

[Sage ACT! 2012 Pro SP1 Update \(LA\)](#)

[Sage ACT 2012 Premium SP1 Update \(LA\)](#)

[Sage ACT! Premium 2012 \(access via web\) SP1 Update \(LA\)](#)

2. When the download screen opens, choose the **Save** option, and save to your Windows Desktop.
3. Ensure that Sage ACT! and Microsoft Office programs (Word, Excel, Outlook) are closed.
4. Go to your Desktop and locate the file you just downloaded.
5. Double-click on the file to begin the installation.
6. Follow the prompts in the installation wizard to install the SP1 update.
7. When the installation completes, click **Finish** to close the installer.
8. Open Sage ACT! 2012 and open your database.
9. When your database opens, you will receive a message that the database needs to be updated, and will be prompted to make a backup of database. It is strongly recommended that you make the backup at this point.
10. After the backup completes, you will then get a message that database will be updated. Click OK to perform the update. Once your database is updated to the Service Pack 1 build, it will open up for you to use.
11. To verify the updated version, click the **Help** menu, then select **About ACT!**. The version number should be **14.1.108.0**.

[Return to top](#)

**Additional Details**

<b>Answer ID</b>	28507
<b>Products</b>	<ul style="list-style-type: none"> <li>• <a href="#">ACT! by Sage Family of Products</a></li> <li>• <a href="#">Sage ACT! 2012 Family of Products</a></li> </ul>
<b>Date Created</b>	11/11/2011 01:50 PM
<b>Date Updated</b>	12/14/2011 05:47 PM
<b>Access Level</b>	ACT!-Basic

[Contact Sage](#) | [Overview](#) | [Training](#)

© 2010 Sage, Inc. All rights reserved. [Copyright/Trademarks](#)