



ACT! by Sage

How to Download and Apply Sage ACT! 2011 SP1 Hot Fix 2

Audience: This article is available to customers.

Answer ID: 27440

[Does this article apply to my products?](#)

Special Considerations or Warnings

None.

Solution: You would like information and instructions regarding Sage ACT! 2011 SP1 Hot Fix 2.

This documentation applies to Hot Fix 2 for Sage ACT! 2011 SP1 for the following versions:

- Sage ACT! Pro 2011 SP1 (version 13.1.111.0)
- Sage ACT! Premium 2011 SP1 (version 13.1.111.0)
- Sage ACT! Premium 2011 (access via web) SP1 (web server version 13.1.111.0)

Do not apply this hot fix to any other versions or builds of the software.

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 **13.1.111.0, Hotfix 2**.

Do not apply this hot fix to any other versions or products. This hot fix applies to the following international English and French locales:

- US (United States)
- AU (Australia)
- CA (Canada)
- EU (Europe)
- LA (Latin America)
- UK (United Kingdom)
- FR (French)

This hotfix (including any software and related documentation) is provided "AS IS."

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Who Should Install This Hot Fix?

Important: If you have not previously applied a hotfix to Act! 2011 SP1 you must apply this hot fix to all machines that employ remote database synchronization. This includes all machines that contain the Main Synchronization Database (Publisher), Main Remote Database (Subscriber), and machines that have the ACT! Network or ACT! Internet Sync Services installed. All machines must have this hotfix applied for synchronization to continue. Check installed version by going to Help and About Act!. Consult with your administrator before applying this in a sync environment.

Sage ACT! 2011 hot fixes are cumulative, so the latest hot fix will include the benefits of all earlier hot fixes for this version.

Hot Fix 2 for Sage ACT! 2011 SP1 is designed to resolve the following issues:

- You are using Sage ACT! Premium 2011 (access via web) with Microsoft® Outlook® integration enabled and notice that Sage ACT! is not listed as an available address book in Outlook.
- You are using Sage ACT! Premium 2011 (access via web) and see a distorted view when attempting to customize columns in the Contact List.
- You are using Microsoft Office® 2007 with a Dutch language version of Sage ACT! and see, that when you create a quote from a new opportunity, the Excel® portion of the quote fails to populate.
- You have applied the SP1 update to Sage ACT! 2011, made a copy of your database via the File > Save Copy option, and see unexpected error messages when attempting to set your duplicate checking options in the copy of the database.
- You have applied the SP1 update to Sage ACT! 2011, made a copy of your database via the File > Save Copy option, and see unexpected error messages when attempting to delete a user account in the copy of the database.
- You have applied the SP1 update to Sage ACT! 2011, have remote databases, have setup Outlook Contact Synchronization, and are seeing data inconsistency between the Publisher database, Remote databases, and Outlook when synchronizing.
- You have applied the SP1 update to Sage ACT! 2011 and are now unable to use the Outlook Add-In for Sage ACT!.

The following table lists the area affected by the hot fix, the description, and the effect of the hot fix for each known issue.

New in Hot Fix 2

Function	Description	What the Hot Fix Does
Outlook Integration	When using Sage ACT! Premium for Web with Microsoft Outlook integration enabled, Sage ACT! is not listed as an available address book in Microsoft Outlook.	Enables the Sage ACT! address book to display.
Customization - Contact List	When using Microsoft Office 2007 with a Dutch language version of Sage ACT! and creating a quote from a new opportunity, the Excel portion of the quote fails to populate.	Enables the Excel portion of the quote to populate as expected.
Opportunities - Quotes	You are using Sage ACT! Premium for Web and see a distorted view when attempting to customize columns in the Contact List.	Prevents the distortion and enables the Contact List view to display correctly.

Previously Fixed in Hot Fix 1

Function	Description	What the Hot Fix Does
Save Copy As	Attempting to set criteria for duplicate checking in a database copied using File>Save Copy As causes the following error to display: "The DELETE statement conflicted with the REFERENCE constraint "SYSTABLEKEY_SYSCOLUMN_TAB LEID_FK". The conflict occurred in database "(database name)," table "dbo.TBL_SYSTABLEKEY_SYSCOL UMN," column "TABLEKEYID>." The statement has been terminated.	Enables the user to successfully specify criteria for duplicate checking in the copy of the database without receiving the error.
	Attempting to delete a user from a database copied using File>Save Copy As causes the following error to display: "The DELETE statement conflicted with the REFERENCE constraint	Enables the user to successfully delete users from Sage


Save Copy As	"LOGONHISTORY_USERID_FK". The conflict occurred in database "empty_test_SP1", table "dbo.TBL_LOGONHISTORY", column 'USERID'. PRC_DEL_ACCESSOR: ERROR OCCURRED ATTEMPTING TO DELETE USER RECORD TBL_USER. The statement has been terminated.	ACT! when connected to the copy of the database without receiving the error.
Synchronization - Remote Databases	After updating Sage ACT! 2011 to SP1, with Outlook Contact Sync and remote databases, data synchronizes inconsistently. Data inconsistency is visible across the Publisher database, Remote databases, and Outlook.	Enables contact data to sync correctly.
Outlook Integration	Customers with 32-bit operating systems who update to Sage ACT! 2011 SP1 are unable to use any Sage ACT! Outlook Add-in functionality after having previously installed another application that puts certain registry keys into 64-bit operating system mode.	Enables the Sage ACT! Outlook Add-in to function successfully.

Applying Hot Fix 2 for Sage ACT! 2011 SP1

This hot fix is for Sage ACT! 2011 SP1. Do not apply this hot fix to any other version of ACT!. To determine the version of the Sage ACT! you are using, click **Help** from the main menu, then click **About ACT!**. After this hot fix has been installed, the version number will read **13.1.111.0, Hotfix 2**.

Apply this hot fix to all client machines.

Applying the Hot Fix

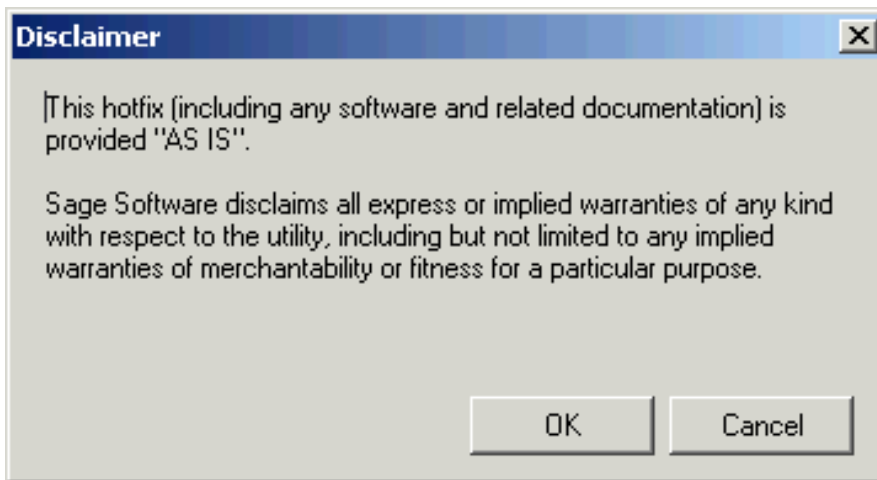
1. Log onto to your computer as an Administrator.
2. If you are running the Network Sync Service on your machine, you must this service before applying the hot fix. To do this, right click on the icon for the sync service  in your system tray (lower right corner of your screen where your computer clock is) and select **Stop Service**.
3. Ensure that Sage ACT! 2011 is closed.
4. Please click on the appropriate link below to download Sage ACT! 2011 SP Hot Fix 2, depending on your regional language:

[Sage ACT! 2011 SP1 Hot Fix 2 \(English\)](#)

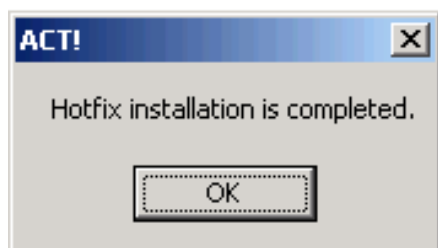
[Sage ACT! 2011 SP1 Hot Fix 2 \(French\)](#)

5. When the download dialog box comes up, choose **Save** and save to your **Desktop**.

6. After the download completes, print out these instructions, close Sage ACT!, close Internet Explorer®, close and all Microsoft® Office applications.
7. Click your Windows® Start button, click **Run** (Windows XP) or go to the **Search** box (Windows Vista®, Windows® 7), and type in **taskmgr.exe**. The Windows® Task Manager opens.
8. Click on the **Processes** tab and locate the **Act.Outlook.Sync.exe** process. Right-click on this process and select **End Process**.
9. Locate the **ACT2011SP1HF.exe**, **ACT2011SP1HF_FR.exe**, or **ACT2011SP1HF_DE.exe** file that you downloaded to your Desktop and double-click it to begin the installation.
10. The **Unpacking ACT!** progress indicator briefly appears followed by the **Disclaimer** dialog box.



11. Review the disclaimer, and then click **Apply**.
12. 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.
13. The **ACT! - Applying Updates** window appears while the hot fix is being installed.
14. When finished the **ACT!** dialog box appears.



15. Click **OK** to complete the installation.
16. For all **Windows Vista®** and **Windows® 7** users with **User Account Control (UAC)** enabled, you will see a **Program Compatibility Assistant** dialog box. Click **This program installed correctly** to complete the installation.
17. If your installation includes remote database synchronization, restart the Network Sync Service now.
18. If you are using the Internet Sync Service, you must reset IIS:
 - a. Click your Windows **Start** button.
 - b. On the Start Menu, either click **Run** (Windows XP, Windows Server 2003) or go to the Search box (Windows Vista, Windows 7, Windows Server 2008).
 - c. Type **IISReset** and press the Enter button on your keyboard.

19. Start Sage ACT!
20. From the **Help** menu, select **About**. The version number should be **13.1.111.0, Hotfix 2**.

Changes To Your Sage ACT! Installation

Installing this hot fix affects the following files and assemblies:

- Act.Dashboard.DataChart.dll
- Act.Data.Creation.dll
- ActDiag.exe
- Act.Framework.dll
- Act.Framework.MailMerge.dll
- Act.Office.Addins.dll
- ActOutlookAddin.dll
- Act.Outlook.Message.Reader.dll
- ActReader.exe
- Act.Shared.Diagnostics.DefectLogger.dll
- Act.Shared.Localization.dll
- Act.Shared.Utilities.dll
- Act.Shared.Win32.dll
- Act.Survey.Plugin.dll
- Act.UI.Companies.Views.dll
- Act.UI.Contacts.Views.dll
- Act.UI.TabPage.dll
- Act.UI.Widgets.dll
- ACT.Web.dll
- Act.Web.ServerControls.dll
- ActUpdate.config
- Apfw9AB32.dll
- ISSetup.dll
- Sage ACT! Premium (Web) Outlook Integration.msi
- SecurityCmdLnApp.exe
- Setup.ini

If you would like to discuss the content of this article with other ACT! users, please visit the [ACT! Online Community](#). The ACT! Online Community is moderated by Sage and provides the opportunity to give and receive feedback from other ACT! users. To find posts on a specific topic, you can use the Community's built-in search feature.

Business Reason

You would like information and instructions regarding Sage ACT! 2011 SP1 Hot Fix 1.

Does this article apply to my products?

Products: Sage ACT! Pro, Sage ACT! Premium, Sage ACT! Premium (Access via Web)

Applications: Administrative Functions, Database, System

Version Applicable: 2011

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