



Enterprise-ready Open Source

# vtiger CRM 5.0.4 Release Notes

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## 1. About vtiger 5.0.4

We are happy to announce the release of vtiger CRM 5.0.4. This release addresses key security and stability related issues, bug-fixes, enhanced UTF-8 support, and some minor feature enhancements.

**Special thanks to our community** for having active participation in identifying several bugs , enhancements and providing patches over 5.0.3.

### Version 5.0.4 – Fact Sheet

#### A. Development Cycle

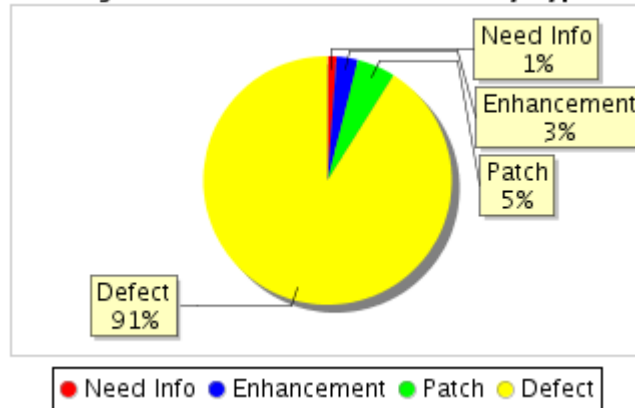
v5.0.3 (May 31, 2007) » v5.0.4 val1 » v5.0.4 val2  
» v5.0.4 RC (Jan 09, 2008) » **v5.0.4** (Mar 10, 2008)

Duration – 9+ months

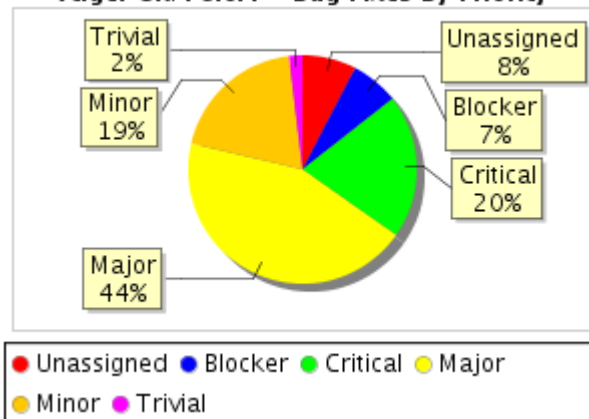
**B. Number of Tickets Closed: 900+**

## 2. Key Statistics

**vtiger CRM 5.0.4 - Tickets Closed by Type**



**vtiger CRM 5.0.4 - Bug Fixes By Priority**



### 3. vtiger CRM 5.0.4 Downloads

#### Main downloads

- [Source .tar.gz](#) | [Installation Manual](#) (Linux) | [Installation Manual](#) (Windows)
- [Windows Installer](#) | [Installation Manual](#)
- [Linux Installer](#) | [Installation Manual](#)

#### Plug-in downloads

- [Outlook Plug in](#) | [User Manual](#)
- [Office Plug in](#) | [User Manual](#)
- [Thunderbird Extension](#) | [User Manual](#)
- [Customer Portal](#) | [User Manual](#)
- [Web Forms](#) | [User Manual](#)
- [Firefox Toolbar](#) | [User Manual](#)

#### Software Requirements

**Apache:** v2.0.40 and above

**MySQL:** v4.1.x – v5.1.x

**PHP:** v5.0.x – v5.2.x

#### **Important Note**

vtiger CRM 5.0.4 does not work with PHP 4.x version. Please click [here](#) for additional information.

Make sure your MySQL parameter **SQL\_MODE** does not have **STRICT\_TRNAS\_TABLES**. Please click [here](#) to know more about SQL\_MODE.

## 4. What is New?

### Default Theme: Softed

vtiger 5.0.4 default login theme is Softed, which was a community contribution.




Here is screenshot showing Listview in softed theme.

<input type="checkbox"/>	Last Name	First Name	Email	Assigned To	Action
<input type="checkbox"/>	Brown	Elizabeth	elizabeth_brown@company.com	admin	edit   del
<input type="checkbox"/>	Davis	Jennifer	jennifer_davis@company.com	admin	edit   del
<input type="checkbox"/>	Johnson	Patricia	patricia_johnson@company.com	admin	edit   del
<input type="checkbox"/>	Jones	Barbara	barbara_jones@company.com	admin	edit   del
<input type="checkbox"/>	Miller	Maria	maria_miller@company.com	admin	edit   del
<input type="checkbox"/>	Moore	Margaret	margaret_moore@company.com	admin	edit   del
<input type="checkbox"/>	Smith	Mary	mary_smith@company.com	admin	edit   del
<input type="checkbox"/>	Taylor	Dorothy	dorothy_taylor@company.com	admin	edit   del

## User Tag Cloud

The tag cloud can now be configured for each user. It is configurable by administrator through **Settings » Users**. User can configure it through **My Preferences** as shown in the figure below:



### My Preferences

Viewing details about the user "Administrator "

[View Audit Trail](#) [Edit](#)

#### 1. User Login & Role

User Name	admin	Admin	on
Password	<a href="#">Change Password</a>	Email	<a href="mailto:prasad@mail.localhost.com">prasad@mail.localhost.com</a>
Status	Active	First Name	
Currency	Dollar : \$	Last Name	Administrator
Default Lead View	Today	Role	<a href="#">CEO</a>
Default Calendar View	This Week		

#### 2. More Information

Title		Fax	
Department		Other Email	
Office Phone		Yahoo id	

#### 4. User Photograph

Upload Photograph

#### 5. Home Page Components

[▼](#)

#### 6. Tag Cloud Display

[▼](#)

Tag Cloud	<input checked="" type="checkbox"/>	Shown
-----------	-------------------------------------	-------

## Export – Import

The export and import feature is now made available for the **Trouble Tickets** and **Vendors** module.



## Selective Export

Exporting module records provides more customization. Shown below is a screenshot when trying to export Leads module record:

**Leads >> Export**

**Export Search Criteria Records:**

Export with search records

Export without search records

**Export Records Types:**

Export all data

Export data in current page

Export selected records

**Export Leads** **Cancel**

### Search Criteria Records:

**Sales > Leads**

**Search** Search for  in  **Search Now** [x]

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

When search is performed with in a module the set of records filtered are termed *Search records*

*Export Search Criteria Records* option will be auto-selected based on whether you make the search. You can change the selection by ignoring the search records by selecting Export without search records.

If you do not perform any search but try to export with search records option, then a warning will be shown like: **You haven't used the search. All the records will be Exported from <module>**

However, the export of records is controlled by record types.

### Records Types:

1. Export all data  
If you are exporting with search records then all those records matching the search criteria are exported otherwise all the module records are exported.
2. Export data in current page  
The records displayed on the page (from where you clicked export button) will be exported.

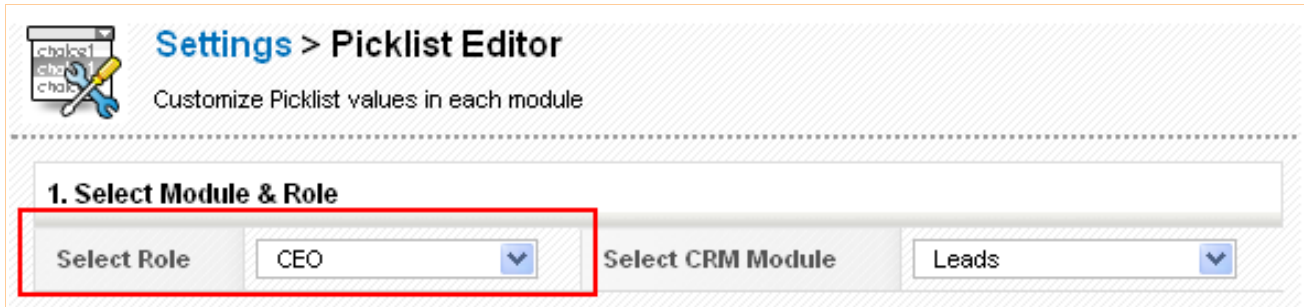
3. Export selected records

The records that are selected will be exported. You can select the records across pages and then perform the export also.

## Role based picklist

Picklist values can be configured for different roles. The access to picklist values follows the role hierarchy i.e., value defined at a particular role is accessible to the higher roles as also.

If picklist value is not defined (or restricted) for a role, then it is displayed as **Not Accessible** when the record is accessed by the user (non-admin) associated with that role.



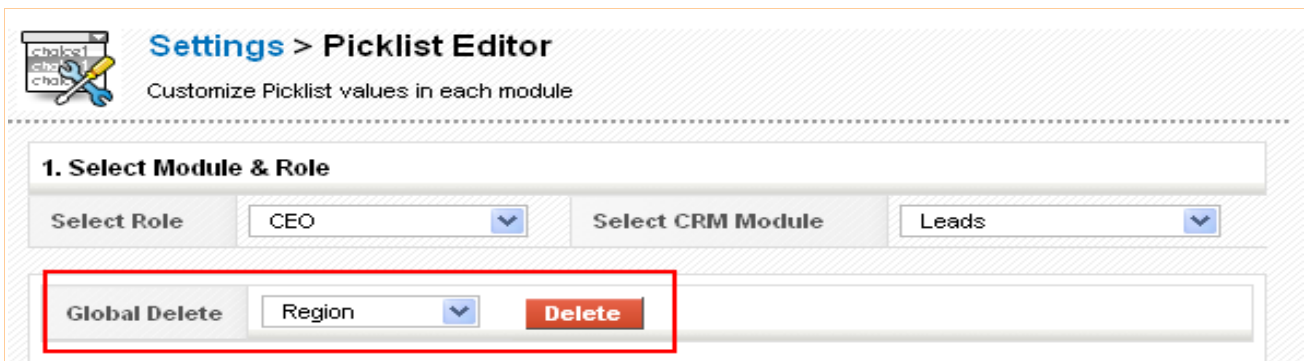
**Settings > Picklist Editor**  
Customize Picklist values in each module

**1. Select Module & Role**

Select Role: CEO  
Select CRM Module: Leads

To modify the picklist values across the roles at once, you should use Global Delete.

1. Select the picklist field for which values need to be changed.
2. Click on Delete button.



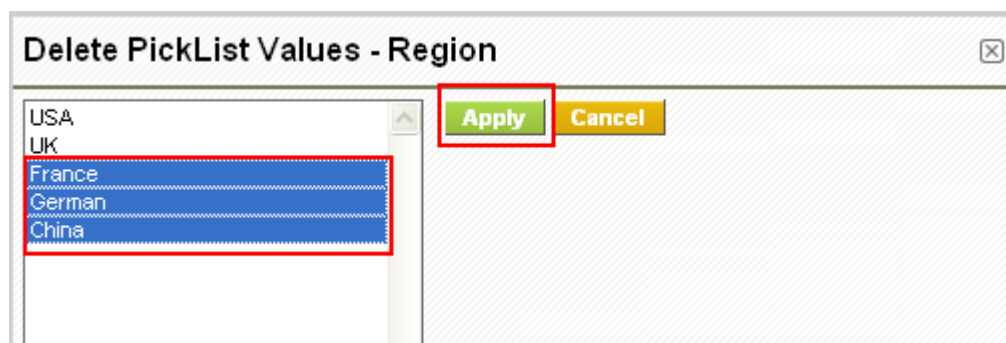
**Settings > Picklist Editor**  
Customize Picklist values in each module

**1. Select Module & Role**

Select Role: CEO  
Select CRM Module: Leads

Global Delete: Region  
Delete

3. Select the values you want to change. Click Apply.

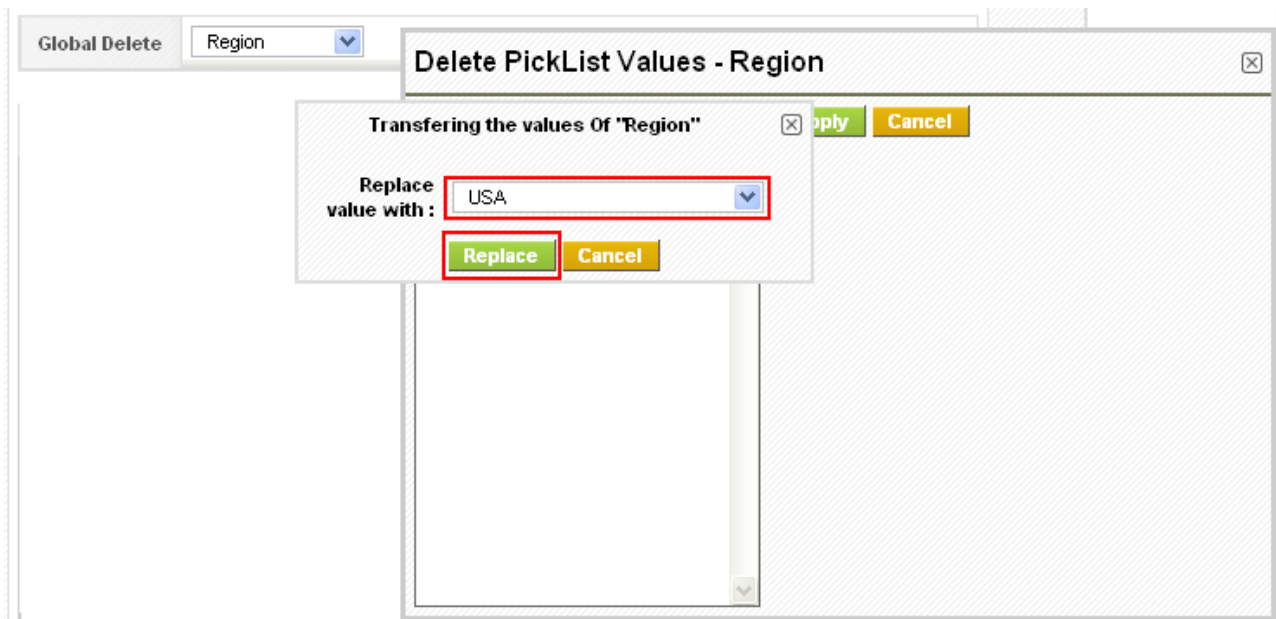


**Delete PickList Values - Region**

USA  
UK  
France  
German  
China

Apply Cancel

4. You will be prompted to replace the values with another value that is present in the picklist but that are not selected. *Limitation: You cannot select all the values to be changed and replaced with a new value.*




**NOTE:**

Custom picklist field can be added using **Settings » Custom Fields** and the default values can be given. But you can only edit the values through **Settings » Picklist Editor**. This change was made due to the role based picklist feature.

## RTE for Email Templates

RTE (Rich Text Editor) is available when creating or editing the Email Templates.



### Settings > Email Templates > New Email Template

Manage email templates used for Campaigns and Mass mailing

---

#### New Email Template

**Save** **Cancel**

*Name	<input type="text" value="RTE For Email Templates"/>
Description	<input type="text" value="Example to show the usage of RTE in creating Email Template"/>
Folder	<input type="text" value="Public"/>

#### Email Template

*Subject	<input type="text" value="RTE - Email Templating !"/>
Select Field Type:	Step1: <input type="text" value="User Fields"/> Step2: <input type="text" value="User: Last Name"/> Step3: <input type="text" value="\$users-last_name\$"/>
Message	<div><p><b>B</b> <i>I</i> <b>U</b> [List Icons] [Align Icons] [TextColor] [Background] [Format] [Font] [Size] [Help]</p><p>Dear <b>\$users-first_name\$ \$users-last_name\$,</b></p><p>We are happy to announce the <b>new feature added</b> for Email Templates in vtiger 5.0.4</p><p>Hope you will enjoy with us.</p><p>Regards, Prasad</p></div>

## Send Mail from Campaign

You can select the contacts or leads related to the campaigns and can send email to them now.

Campaign Information **More Information**

**Contacts** Showing 1 - 2 of 2  
Select: none

**Send Mail** - Select One - Load List Select Contacts

<input checked="" type="checkbox"/>	Last Name ▼	First Name	Title	Account Name	Email	Office Phone	Assigned To
<input checked="" type="checkbox"/>	Brown	Elizabeth	Director Operations	vtigerCRM Inc	elizabeth_brown@company.com	(076) 366-3375	admin
<input checked="" type="checkbox"/>	Davis	Jennifer	President	EDFG Group Limited	jennifer_davis@company.com	(294) 206-9675	admin

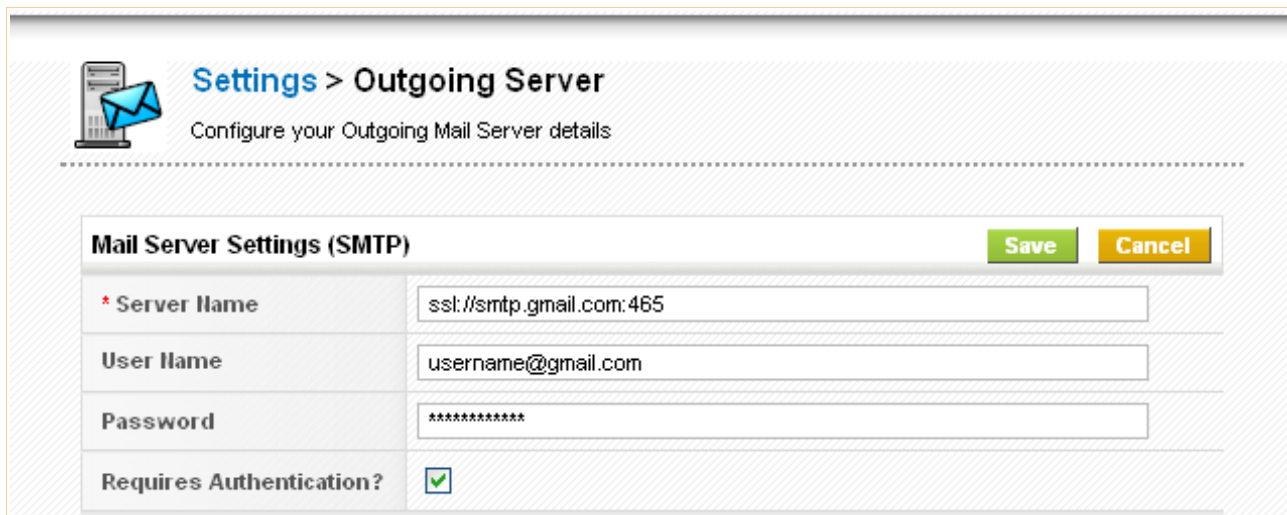
**Leads** Showing 1 - 1 of 1  
Select: none

**Send Mail** - Select One - Load List Select Leads

<input type="checkbox"/>	Last Name ▼	First Name	Company	Phone	Website	Email	Assigned To
<input type="checkbox"/>	Smith	Mary	Vtiger	(769) 775-5719	www.vtiger.com	mary_smith@company.com	admin

## Outgoing Server with SSL SMTP

You can configure outgoing server with ssl enabled smtp server, like GMail.



**Settings > Outgoing Server**  
Configure your Outgoing Mail Server details

**Mail Server Settings (SMTP)** Save Cancel

* Server Name	ssl://smtp.gmail.com:465
User Name	username@gmail.com
Password	*****
Requires Authentication?	<input checked="" type="checkbox"/>

SSL support should be enabled for PHP. The figure below shows the details when openssl extension is enabled, this information can be obtained by using the phpinfo. (*Your version of openssl library might vary*)

openssl	
OpenSSL support	enabled
OpenSSL Version	OpenSSL 0.9.8a 11 Oct 2005

*NOTE: If you are using bundled apache that come with vtigercrm windows installer, this support will be enabled by default.*

If you don't find openssl or equivalent ssl support enabled, then read the following:

(On windows platform)

Enable SSL extension in PHP:

This can be done by uncommenting ;extension=php\_openssl.dll in your php.ini

Make libraries available for Apache:

Copy libeay32.dll and ssleay32.dll library files to Apache\bin folder (or add php folder to windows PATH). Restart the apache server.

Make sure you have PhpIniDir set in your httpd.conf and it is pointing to php folder

(On linux platform)

Make sure your PHP installation is compiled with ssl support and openssl library is installed.

## Incoming Server with SSL IMAP

You can configure incoming server with ssl enabled imap server, like Gmail.

My Incoming Mail Server Details		
<b>Email ID</b>		
Display Name	<input type="text" value="GMail Account"/>	(example : John Fenner)
* Email	<input type="text" value="yourname@gmail.com"/>	(example : johnfenner@xyz.com)
<b>Incoming Server</b>		
*Mail Server Name or IP	<input type="text" value="imap.gmail.com"/>	
*User Name	<input type="text" value="yourname@gmail.com"/>	
*Password	<input type="password" value="*****"/>	
Mail Protocol	<input checked="" type="radio"/> IMAP2 <input type="radio"/> IMAP4	
SSL Options	<input type="radio"/> No TLS <input type="radio"/> TLS <input checked="" type="radio"/> SSL	
Certificate Validations	<input type="radio"/> Validate SSL Cert <input checked="" type="radio"/> Do Not Validate SSL Cert	
Refresh Timeout	<input type="text" value="5 minutes"/>	
Email per Page	<input type="text" value="10"/>	
Items marked with * are required		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

SSL support should be enabled for PHP as described above.

**NOTE:** This will not work if your PHP version is 5.1 (on Windows) even if SSL support is enabled. You will need PHP version 5.2 for Windows to use this feature. However on Linux system it will work with PHP 5.1 also.

## 5. Changes Log

Over 900+ tickets, including bug-fixes and minor enhancements, were closed in 5.0.4 release. Given below are some of the issues summarized by groups. For complete list of issues closed, see: [vtiger Bug Tracker](#)

### Sales Force Automation

- [4280](#): New Account was linked to Old Account which was deleted when the same name was used.
- [4750](#): Lead conversion error
- [4133](#): Customer Details was not copied during lead conversion
- [4340](#): Multi-line address support was missing.
- [3943](#): Multi record selection over list view pages.

### Inventory Management

- [4752](#): Invoice Number made non-editable in Foreign Language
- [4137](#): Product image size scaling – minimum 450 x 300 was not taken care.
- [4303](#): List price was accepting negative values in Price Book
- [4471](#): Probability for potential was accepting more than 100% value.

### Customer Support

- [4275](#): Product Name in Trouble Tickets
  - Creating custom view with the Product Name, wouldn't get displayed in the trouble ticket list view.
- [4479](#): Trouble Ticket's Export problem
- [4457](#): Import & Export check box is not come Vendors & Trouble Tickets

### Calendar

- [4033](#): Monthly Calendar view link was not closed
  - This was causing the link overshoot to other slots.
- [4163](#): Calendar time out was happening due to duplicate joins
- [4625](#): In Homepage Keymetrics record count is not correct(Calendar)

### WebMail & Email

- [3831](#): Charset was not used for decoding contents before sending.

- [2305](#): Webmail refresh rate settings was fixed.
- [4604](#): Support for TLS and Validate SSL Cert for incoming email setup
- [3013](#): Multiple file attachments when sending email

### **Reports & Dashboards**

- [3199](#): Header and Footer for PDF
  - In generated PDF of Quotes, Sales Order, Purchase Order and Invoices the header and footer was not printed. This is now fixed.
- [4085](#), [4086](#): Activity History translation was not handled.

### **Add-ons**

- [4965](#): Problem in file attachment in customer portal
- [4881](#): Problem in logging into customer portal when password is copied and pasted from email.
- [3907](#): Firefox : Small note description
- [4501](#): Thunderbird Plugin :- Special Character mails are not added
- [5052](#): some fields are missing in contacts(Office plugin)

### **Translation Issues**

- [4063](#): Button names were hardcoded for ActivityEditView
- [4145](#): Non-Editable Picklist (uitype=111) values was not getting translated.

### **Other Issues**

- [3009](#): Custom view creation
  - \$HTTP\_POST\_VARS was used which to read in form variables which was becoming blank on some setup. It was changed to \$\_POST now.
- [3014](#): Listview text width made configurable
  - \$listview\_max\_textlength in config.inc.php lets you configure the width of text in list view.
- [3027](#): Tag Cloud can be now shown or hidden through *My Preferences*
- [2607](#): Selective record export for modules.
- [2730](#): Global search includes records from modules that is disabled for non-admin user.
- [4065](#): Special character support in username (. \_ - @)
- [3013](#): Ability to switch between mail client to use when you click on email link.
- [4279](#): Backup happens now only when user (who is administrator) logs out.
- [2107](#): Word templates after mail merge can be downloaded without authentication

## 6. Known Issues

The following issues have been identified in 5.0.4 release and will be addressed in future releases.

### Top 10 known issues

- [4070](#): For some fields the values used in custom view advanced rule are not translated, so the comparison result will be different in the list view.
- [1549](#): Timezone cannot be configured for Created Time and Modified Time
- [4208](#): Some fields like visibility, location, recurrence etc... does not obey the profile level security restrictions.
- [4378](#): The product price conversion is dependent on the conversion factor of the currency in use. But the details of conversion are not stored when quote/sales order/purchase order/invoice is created, which causes the problem.
- [4389](#): Webmail access can be delayed if your inbox has too many mails.
- [5051](#): Field input is not validated against the length, on save the the data gets saved partially if it exceeds the allowed size.
- [5201](#): Webmail body might not show the utf-8 content on some platforms. This issue is inconsistent in the behavior.
- [5210](#): When the start time and end time for event is from today to next day, when date is selected both the start date and end date are set as same.
- [4225](#): Contacts gets duplicated in Outlook.
- [2228](#): Assigning tasks and events to other users is not possible.

**For a complete list of known issues, see: [vtiger Bug Tracker](#)**

## 7. Upgrading Procedure

This section is only **for the existing vtiger CRM users** (v4.2.3 / v5.0.0 / v5.0.1 / v5.0.2 / v5.0.3 / v5.0.4RC). If you are planning to use vtiger CRM first time, please skip this section.

vtiger 5.0.4 does not work with PHP 4.x, make sure to upgrade your PHP before migration.

**Important Note:** We recommend users to take a backup of the existing database and source code before migrating to vtiger CRM 5.0.4. For more information look [here](#).

If you are using v4.2.x please refer the link [here](#). Given below are the steps for applying patch from v5.0.0 and above.

Step 1: Download [vtiger CRM 5.0 – Patch 4](#) file.

Step 2: Backup user\_privileges/CustomInvoiceNo.php in vtiger CRM root directory (*if it exists*)

Step 3: Extract vtigercrm-5.0.0-patch4.zip file into your vtiger CRM root directory.

Step 4: Restore user\_privileges/CustomInvoiceNo.php back into your vtiger CRM root directory and provide write access.

Step 5: If you need UTF-8 support, edit config.inc.php and update \$default\_charset = 'UTF-8';


Step 6: Follow the instructions below to migrate your data to the new version.

**NOTE:** If you did not follow Step 2 and 4. You need to reset appropriate values through **Settings » Customize Invoice Number** after the migration is complete.

To upgrade from **v4.2.3, 5.0.0, 5.0.1, 5.0.2, 5.0.3, 5.0.4RC to the v5.0.4**

1. Select Settings > Other Settings > Migration Wizard
2. Decide on migration of database to enable UTF-8 support.

Settings > Upgrade vtiger CRM Database



### Upgrade vtiger CRM Database

(Upgrade database from vtiger CRM 5.x to next version)

Please read [this migration notes](#) before you proceed further.

- Changes made to database during migration cannot be reverted back. So we highly recommend to take database dump of the current working database before migration.

vtigerCRM Charset (config.inc.php)	Database Charset
UTF-8 ✓	latin1 ✗

✗ Not recommended setting for UTF-8 Support. ✓ Meets recommended setting for UTF-8 Support.

**UTF-8 should be enabled for database to have complete unicode support. This will be handled in data conversion to UTF-8.**

Convert data to UTF-8

De-select the above check box, if you do not need UTF-8 data conversion (Unicode support will be inconsistent).

3. If you are migration from versions below 5.0.3, you have to update your config.inc.php with the required variables.

The \$CALENDAR\_DISPLAY, \$CHAT\_DISPLAY variables are not available in the config.inc.php file .  
Please add the following lines at the end of the file config.inc.php before starting migration.


```
$CALENDAR_DISPLAY = 'true';  
$CHAT_DISPLAY = 'true';
```

**Kindly do the necessary changes in config.inc.php and click on the "Proceed" button to proceed with the Migration.**

**Proceed**

4. In the Migration Wizard, select the options according to your requirements

Settings > Upgrade vtiger CRM Database



### Upgrade vtiger CRM Database

(Upgrade database from vtiger CRM 5.x to next version)

Please read [this migration notes](#) before you proceed further.

**Step 1 : Select Source**  
you must specify the source database version (Patch update or Migration)

Migration from vtiger 4.2.x (4.2Patch2/4.2.3/4.2.4) to Current Version (5.0.4)  
**Note:** Used to migrate 4.2Patch2/4.2.3/4.2.4 to Current (5.0.4) Version. This option will need source ie., 4.2.x database details which will be get in next page

Upgrade my vtiger 5.x version to Current Version (5.0.4)  
**Note:** This option will apply the dbchanges from Source 5.x version to the Current (5.0.4) version

**Step 2 : Select Source Version**  
(Database Changes between this source version to current version will be applied)

**NOTE: Please add the following lines at the end of the file config.inc.php before starting migration**  
// trim descriptions, titles in listviews to this value  
\$listview\_max\_textlength = 40;

Source vtiger Version

**Migrate**

**It will take few minutes to migrate your database. Kindly do not close the browser while migration process is in progress.**

**NOTE: Make sure to rename install.php and install folder after the migration is completed.**

## 8. Help Documentation

- vtiger CRM - Source Installation
  - [Installation Manual](#) (Linux)
  - [Installation Manual](#) (Windows)
- [vtiger CRM - Windows Installation Manual](#)
- [vtiger CRM – Linux Installation Manual](#)
- [vtiger Outlook Plug-in - User Manual](#)
- [vtiger Office Plug-in - User Manual](#)
- [Thunderbird Extension User Manual](#)
- [Customer Portal - User Manual](#)
- [Web Forms User Manual](#)
- [Firefox Toolbar User Manual](#)
- [vtiger CRM – User Manual](#)

## 9. Reporting Issues

1. Check the Release version for which you are reporting an issue. It is highly recommended to upgrade to the latest release (**v5.0.4**) before reporting issues.
2. Please refer [Changes Log](#) to check if the particular issue you are reporting is already fixed in the latest release.
3. Check if the **System Requirements** mentioned in the [Installation Manual](#) have been complied with before reporting an issue.
4. Be specific about your issues with respect to the version number, OS and Browser details.
5. Cross check if the issue is mentioned under the [Known Issues](#).
6. Take a chance to discuss the issue with others in the community over the [Forums](#) or [Developer Mailing List](#). This may help you find solutions from their user experiences.
7. If you are sure about the issue, please report it in our [Bug Tracker](#)

## 10. Frequently Asked Questions

We have compiled the following frequent asked questions in our [Wiki](#) site:

- [End-user FAQ](#)
- [Developer FAQ](#)

## 11. Past Releases

- [vtiger CRM 5.0.4 RC – Release Notes](#)
- [vtiger CRM 5.0.3 – Release Notes](#)
- [vtiger CRM 5.0.2 – Release Notes](#)
- [vtiger CRM 5.0.1 – Release Notes](#)
- [vtiger CRM 5.0.0 – Release Notes](#)
- [vtiger CRM 5.0 RC – Release Notes](#)
- [vtiger CRM 4.2 GA – Release Notes](#)
- [vtiger CRM 4.2 Alpha – Release Notes](#)
- [vtiger CRM 4.0.1 – Release Notes](#)
- [vtiger CRM 4.0 – Release Notes](#)
- [vtiger CRM 4.0 Beta – Release Notes](#)
- [vtiger CRM 3.2.1 – Release Notes](#)
- [vtiger CRM 3.2 – Release Notes](#)
- [vtiger CRM 3.0 – Release Notes](#)
- [vtiger CRM 2.0 – Release Notes](#)
- [vtiger CRM 1.0 – Release Notes](#)

## 12. Developer Notes

The following notes are for developers looking to develop customer solutions on vtiger or migrating existing solutions to the new version. This section highlights the important changes made in 5.0.4 that should be taken into consideration when developing your custom solution.

### PearDatabase

This is the wrapper class around adodb to connect to backend database (mysql).

*File: include/database/Peardatabase.php, Depends on: include/utils/utils.php*

#### **::pquery**

This function will execute the given Prepared SQL Statement as opposed to function query which executes the Direct SQL Statement. We recommend you to use this new API to overcome the possibilities of SQL Injection attacks.

Examples to describe conversion of query to pquery calls is given below:

```
global $adb;  
$incomingval = 'INPUT VALUE';
```

```
$adb->query("select * from vtiger_tablename");  
$adb->pquery("select * from vtiger_tablename", array() );
```

```
$adb->query("select columnname from vtiger_tablename where fieldname like '%" .  
$incomingval . "%'");  
$adb->pquery("select columnname from vtiger_tablename where fieldname like ?",  
array("%$incomingval%"));
```

```
$adb->query("insert into vtiger_tablename values('a','b','c','d');");  
$adb->pquery("insert into vtiger_tablename values(?,?,?,?)", array('a','b','c','d'));
```

```
$adb->query("update vtiger_tablename set fieldname = '$incomingval' where fieldid=23");  
$adb->pquery("update vtiger_tablename set fieldname = ? where fieldid=23",  
array($incomingval));
```

#### ***\$continueInstallOnError***

This variable controls the behavior of installation. If it is set to false the query execution stops during the installation if one of the query fails to execute. By default it is set to true.

**NOTE:** If you are setting this variable true proceeding with installation, you can see the installation log information in logs/vtigercrm.log.

## ***\$avoidPreparedSql***

If this variable is set to true, the prepared sql statement sent to pquery function will be converted to direct sql statement taking care of sql injection attacks. The default value is false. However, if no parameters are sent to pquery method, the statement is executed as direct sql.

NOTE: Prepared SQL Statement usage is known to be little slower in execution compared to Direct SQL Statement, especially when the query is done over network. In this case you can try setting the value of this variable to true.

## ***::query\_result***

You can retrieve value of a column from the sql result using this function. The value returned is the output of to\_html function (described below), hence the UTF-8 characters gets converted to HTML Entity. To get back the actual value for further comparison you have to use decode\_html.

Given below is the brief example:

[Assuming \$default\_charset='UTF-8' and database is enabled with UTF-8 support]

Action	Observation
<pre>\$adb-&gt;pquery("create table example_table (name varchar(255))", array());</pre>	example_table created if it does not exists already.
<pre>\$input = 'German: ä'; \$adb-&gt;pquery("insert into example_table values(?)", array(\$input));</pre>	» Inserts input value <b>German: ä</b> into example_table(name)
<pre>\$result = \$adb-&gt;pquery("select name from example_table", array()); \$output = \$adb-&gt;query_result( \$result, 0, "name"); \$valuecheck = \$adb-&gt;pquery( "select name from example_table where name = ?", array(\$output) );</pre>	» \$output = <b>German: &amp;auml;</b> <i>Because to_html was applied.</i> » \$valuecheck result row will be 0, since <i>German: &amp;auml;</i> does not match with <i>German: ä</i> in SQL Comparison.
<pre>\$result = \$adb-&gt;pquery("select name from example_table", array()); \$output = \$adb-&gt;query_result( \$result, 0, "name"); \$output = decode_html(\$output); \$valuecheck = \$adb-&gt;pquery( "select name from example_table where name = ?", array(\$output) );</pre>	» \$output = <b>German: &amp;auml;</b> » \$output = <b>German: ä</b> » \$valuecheck result row will be 1, since <i>German: ä</i> matches one row in table.

## ***::fetch\_array***

This function is similar to query\_result discussed above, expect that this function returns values of all the columns in the required row of the sql result passed. However all the values is applied with to\_html function.

## Utility functions

Few of the important utility function are describe here:

### ***to\_html***

File: *include/utls/utls.php*

If `$default_charset = 'UTF-8'` the input value is applied with `htmlentities` PHP API.

```
$string = htmlentities($string, ENT_QUOTES, $default_charset);
```

```
Else (<, >, “) characters in the input are replaced with (&lt;, &gt;, &quot;)
```

No conversion happens if the request action is Ajax type or search is being performed or action is related to certain specific cases where conversion should not happen.

Please go through the function for more understanding.

### ***decode\_html***

File: *include/utls/ListViewUtils.php*, Available if: *include/utls/utls.php* is included.

Converts all the HTML Entities in the input to the applicable characters using the `html_entity_decode` PHP API.

## Configuration

### ***\$default\_charset***

This variable is set during the vtiger installation and is available in *config.inc.php*

`$default_charset` is set to *UTF-8* if database used during installation supports UTF-8

`$default_charset` is set to *ISO-8859-1* if database used during installation does not have UTF-8 support.

## 13. Contact Information

### Important Emails

- Information: [info@vtiger.com](mailto:info@vtiger.com)
- Sales: [sales@vtiger.com](mailto:sales@vtiger.com)
- Services: [services@vtiger.com](mailto:services@vtiger.com)
- Partnership: [partnership@vtiger.com](mailto:partnership@vtiger.com)
- Webmaster: [webmaster@vtiger.com](mailto:webmaster@vtiger.com)

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