

Deltek Time & Expense™

10.0.0

Deploying Hot Fixes

March 28, 2016

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Deploying Hot Fixes Checklist

The following is a checklist of the overall steps needed to deploy Time And Expense 10.0.0 hot fixes. Details for each step are provided on subsequent pages.

Print this checklist and use it as needed during this process.

| ✓ | Step | Notes |
|---|--|-------|
| | 1. Download the latest Cumulative Update installer. | |
| | 2. Copy the Cumulative Update installer to the application server. | |
| | 3. Copy the Cumulative Update installer to the web server. | |
| | 4. Stop WebLogic. | |
| | 5. Run the Cumulative Update installer on the application server. | |
| | 6. Run Link-Views. | |
| | 7. Run the Cumulative Update installer on the web server. | |
| | 8. Start WebLogic. | |

Installation Overview

This document provides instructions for downloading and deploying the Deltek Time And Expense 10.0.0 hot fixes.

Internet Information

Software corrections and enhancements, also referred to as Hot Fix or Cumulative Updates, are available for download from the Deltek Software Manager (DSM). DSM is the only location where hot fix files can be downloaded. Deltek Knowledge Base articles that explain the fixes still exist, but they will contain links to DSM for retrieval of the actual files.

Deltek Software Manager Requirements

DSM can be run from any desktop. In other words, it does not have to be run on Deltek application servers. In order to run DSM, your system must meet the following requirements:

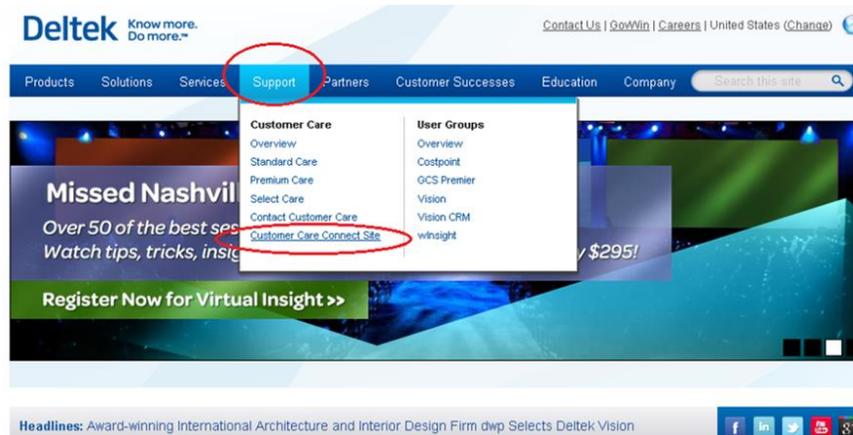
- Windows XP or later
- Microsoft .NET Framework 3.5 (SP1)
 - The Deltek Knowledge Base article below contains a download link for the framework. It also contains some examples of what you may see if you do not have the framework installed:
https://deltek.custhelp.com/app/answers/detail/a_id/52469
 - Refer to the **DeltekSoftwareManager.pdf** to learn more about DSM and how it works.

To connect to the Deltek Software Manager, complete the following steps:

1. From Internet Explorer, go to <https://dsm.deltek.com>.
2. Click **Run Deltek Software Manager**.
3. Log in using your Deltek Customer Care Connect credentials.

To view Knowledge Base articles, complete the following steps:

1. From Internet Explorer, go to <http://www.deltek.com>.
2. Click **Support** on the navigation bar at the top of the screen, and click **Customer Care Connect Site**.



3. On the Deltek Customer Care Connect screen, perform the following actions:

| Field | Action |
|-----------------|-------------------------------------|
| Username | Enter your Support user name. |
| Password | Enter your Support user's password. |

4. Click **Login**.



If you have forgotten your username or password, in the **Account Information** section click **Click Here** under **Account Assistance**.

- If you have forgotten your username, enter your email address and click **Email My Username**.
- If you have forgotten your password, enter your username and click **Reset My Password**.

5. On the Customer Care Connect Home Page screen, under **Support Resources**, click the **Knowledge Center** link, and perform the following actions:

| Field | Action |
|-----------------------------------|--|
| Refine by Product | Select Time & Expense from the drop-down list. |
| Refine by Category/Version | Expand Service Pack / Hot Fix from the drop-down list, and select 10.0.0 . |
| Search Type | Leave as Phrases or select your preferred search option from the drop-down list. |
| Search by Keyword | Enter the specific text you are looking for or leave blank to return all records for this version. |

6. Click **Search**.
7. When the search results display, perform the following actions:
- a. In the Summary column, click the link for the desired correction.
 - b. When the desired correction loads, scroll down to the bottom of the article and click the **here** link under the **Download** section to download the files.

Downloading Hot Fixes

This step provides instructions for downloading the Time And Expense 10.0.0 hot fixes using the Deltek Software Manager.



Refer to the [Deltek Software Manager Requirements](#) section for more information on DSM.

To download hot fixes to your Time And Expense 10.0.0 system, complete the following steps:

1. From Internet Explorer, go to <https://dsm.deltek.com>.
2. Click **Run Deltek Software Manager**.
3. Log in using your Deltek Customer Care Connect credentials. The Deltek Software Manager screen displays.
4. On the left pane of the DSM screen, click **Time and Expense » Time and Expense 10.0.0 (GA) » Hot Fixes**.
5. Select the check box to the left of the word **Release** to select all the hot fixes.
6. Click **Download** at the bottom of the screen.
7. If the "Overwrite All Files?" prompt message displays, click **Yes**.

The Download Progress screen displays and the hot fixes are downloaded to your default download folder. This is the same location where your installation programs were downloaded.

After the download is complete, you will see a confirmation message indicating that all downloads were successfully completed.

8. Select whether you want to open the download folder or not.
9. On the Download Progress screen, click **Close**.
10. Exit Deltek Software Manager.
11. Close the <https://dsm.deltek.com> Web page.

Copying the Cumulative Update Installer to Your Application Server

This step provides instructions for copying the Time And Expense 10.0.0 Cumulative Update installer to your Time And Expense 10.0.0 WebLogic application server. You must perform this step on any machine that can access your DSM download folder and your Time And Expense 10.0.0 WebLogic application server, database server, and web server.

To copy the Cumulative Update installer to your Time And Expense 10.0.0 application server, complete the following steps:

1. Using Windows Explorer, navigate to the ...**Time and Expense\1000\GA\HotFixes** folder under your DSM download folder.
2. Copy the latest Cumulative Update installer in the \HotFixes folder to your Time And Expense 10.0.0 WebLogic application server.

Copying the Cumulative Update Installer to Your Web Server

This step provides instructions for copying the Time And Expense 10.0.0 Cumulative Update installer to your Time And Expense 10.0.0 Web server. You must perform this step on any machine that can access your DSM download folder and your Time And Expense 10.0.0 Web server.



You can skip this step if you are not running Time And Expense 10.0.0 on Microsoft IIS or if you are running Microsoft IIS on your application server.

To copy the Cumulative Update installer to your Time And Expense 10.0.0 Web server, complete the following steps:

1. Using Windows Explorer, navigate to the ...**Time and Expense\1000\GA\HotFixes** folder under your DSM download folder.
2. Copy the latest Cumulative Update installer in the \HotFixes folder to your Time And Expense 10.0.0 Web server.

Stopping Costpoint 7.1.1 WebLogic Server

This step provides instructions for stopping your Costpoint 7.1.1 WebLogic Server. You must perform this step on your Costpoint 7.1.1 WebLogic application server.

To stop your Costpoint 7.1.1 WebLogic Server, complete the following steps:

1. Click **Start » All Programs » Administrative Tools » Services**.
2. On the Services screen, scroll down the **Services** list and **Stop** the **Costpoint 7.1.1** service.
3. Close the Services window.

Application Tier Installation

This step provides instructions for running the Time And Expense 10.0.0 Cumulative Update installer on your Time And Expense 10.0.0 WebLogic application server. You must perform this step on your Time And Expense 10.0.0 WebLogic application server.

To apply the hot fixes to your Application Tier, complete the following steps:

1. Run the **DeltekTimeAndExpense1000CumulativeUpdateXXX.exe** file to launch the Time And Expense 10.0.0 Cumulative Hotfix installation program.
2. On the Welcome to the Deltek Time And Expense 10.0.0 Cumulative Hotfix wizard installation screen, click **Next >**.



Due to enhanced security in Microsoft Windows Server 2012/2008, Deltek recommends that you use the **Run as Administrator** option when launching installation files, even if you are logged in as a user with local administrative rights.

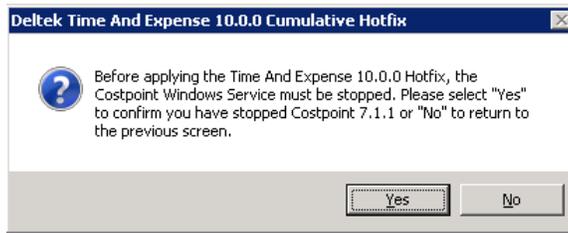
3. Review the license agreement, select the **I accept the terms of the license agreement** check box, and click **Next >**.
4. On the Select the Tier screen, perform the following:
 - **Time And Expense Application Tier** — Select this option.
 - **Time And Expense Web Tier** — Select this option if your WebLogic application server is also being used as your Web Tier. If IIS is not installed on this server, this option will not display.
5. Click **Next >**.
6. On the Choose Deltek Costpoint 7.1.1 Installation Directory screen, navigate to the location of your Costpoint 7.1.1 software.
The default directory is **C:\Deltek** (recommended).
7. Click **Next >**.
8. On the Select Deltek Time And Expense System Name screen, select the Time And Expense 10.0.0 systems to which you want to apply this cumulative update. You can click **Select All** to have them all selected.



Once you apply the cumulative update to a system, you will not be able to use any system that was not updated until it is also updated.

9. Click **Next >**.
10. On the Pre-Installation Summary screen, review the installation parameters you selected.
 - If you want to change any settings, click **< Back** to go back and make the necessary changes.
 - If you are satisfied with these settings, click **Apply >** to begin the installation.

11. The following message displays:



Make sure your **Costpoint 7.1.1** service has been stopped. After it has, click **Yes**.

12. The following message displays:



13. If any files are locked, a screen like this displays:



The installer will not continue until all locks are cleared. After clearing the locks, click **OK**, and return to step 10 of this procedure.

14. On the InstallShield Wizard Complete screen, click **Finish** to exit the installation.

The InstallShield Wizard completion screen displays to indicate that Time And Expense 10.0.0 cumulative hotfix was successfully applied to your system.

15. Open C:\Deltek\Costpoint\71\logs\DeltekTimeAndExpense1000HotFix_<date>_<time>.txt file, and search for the following keyword:
- **“Error”** — Report any search results to Deltek Costpoint Technical Support.

Running Link-Views

This step provides instructions for running the Link-Views. Link-Views grant your Costpoint database schemas (DELTEK, CPSYSTEM, and CPADMIN) the ability to view specific database objects owned by each of the other Costpoint database schemas. You must perform this step on your Time And Expense 10.0.0 WebLogic application server.

To run link-views, complete the following steps:

1. Click **Start » All Programs » Costpoint 7.1.1 » Start Costpoint 7.1.1 DBWizard**.



Due to enhanced security in Windows Server 2008, Deltek recommends that you use the **Run as administrator** option when launching this command even when you are logged in as a user with local administrative rights. It may take several minutes for the Time And Expense 10.0.0 WebLogic Server to start.

2. On the Costpoint DB Wizard screen, select **Link-View**, and click **Next**.
3. On the System screen, select your Costpoint system name, **DELTEKCP**, from the drop-down list, and click **Next**.
4. On the Enter Passwords screen, complete the following:

| Field Name | Action |
|-----------------|---|
| DBA User | Accept the default value, SA (MSS) or system (ORA). |
| Password | Enter your SA/system user password. |

5. Click **Next**.
6. On the Create Link-View screen, perform one of the following options:

- Locate the **Log file** field and accept the default value, (C:\Costpoint\Deltek\71\logs\linkView.log).

Or

- Click the ellipsis (...) button, and complete the following:

| Field Name | Action |
|----------------------|--|
| File Name | Enter a log file name. |
| Files of Type | Accept the default of Select LOG file or folder (*.log). |

7. Click **Select**, and click **Run**.
8. Click **Yes** if the following message displays: "Link User "CPLINK_USER" does not exist on <Server_Name>. Do you want the Database Wizard to create "CPLINK_USER" now?"
9. If the Creation Link User screen displays, complete the following, depending on your database platform:

Microsoft SQL Server

| Field Name | Action |
|---|---|
| User Name | Accept the default value, CPLINK_USER . |
| TEMPDB | Accept the default value of your Admin schema, CPADMIN . |
| Enforce SQL Server Password Complexity | Clear this check box. |

Oracle

| Field Name | Action |
|-----------------------------|---|
| User Name | Accept the default value, CPLINK_USER . |
| Default Tablespace | Select a tablespace from the drop-down list. The default is COSTPOINT_DATA . |
| Temporary Tablespace | Select a temporary tablespace from the drop-down list. The default is TEMP . |

10. Click **OK**.

After the process is complete, the following message displays: "Process completed without errors."

11. Click **OK**, and click **Cancel**.

12. On the Costpoint DBWizard screen, click **Exit**.

Web Tier Installation

This step provides instructions for running the Time And Expense 10.0.0 Cumulative Update installer on your Time And Expense 10.0.0 Web server. You must perform this step on your Time And Expense 10.0.0 Web server.



You can skip this step if you are not running Time And Expense 10.0.0 on Microsoft IIS or if you are running Microsoft IIS on your application server and selected both App Tier and Web Tier in the hotfix installer during the Application Tier Installation section.

To apply the hot fixes to your Web Tier, complete the following steps:

1. Run the **DeltekTimeAndExpense1000CumulativeUpdateXXX.exe** file to launch the Time And Expense 10.0.0 Cumulative Hotfix installation program.
2. On the Welcome to the Deltek Time And Expense 10.0.0 Cumulative Hotfix wizard installation screen, click **Next >**.



Due to enhanced security in Microsoft Windows Server 2012/2008, Deltek recommends that you use the **Run as Administrator** option when launching installation files, even if you are logged in as a user with local administrative rights.

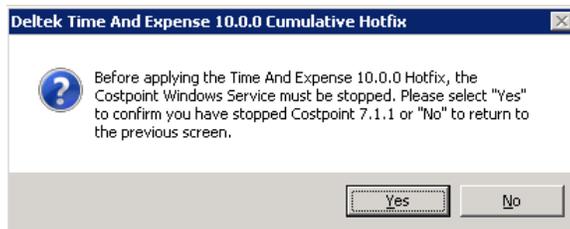
3. Review the license agreement, select the **I accept the terms of the license agreement** check box, and click **Next >**.
4. On the Select the Tier screen, select the **Time And Expense Web Tier** option, and click **Next**.
5. On the Choose Deltek Costpoint Web Installation Directory screen, click **Browse** to navigate to an installation location for the Deltek Time And Expense 10.0.0 IIS software.

The default location (folder containing your **\DEWebApp** folder) will be one of these:

- **C:\Deltek\Costpoint\71\applications**
- **C:\Deltek\Costpoint\70\applications**
- **C:\Deltek\Costpoint**

If the default folder is not your correct location, you need to **Browse** to the actual folder containing your **\DEWebApp** folder.

6. Click **Next >**.
7. On the Pre-Installation Summary screen, review the installation parameters you selected:
 - If you want to change any settings, click **< Back** to go back and make the necessary changes.
 - If you are satisfied with these settings, click **Apply >** to begin the installation.
8. The following message displays:

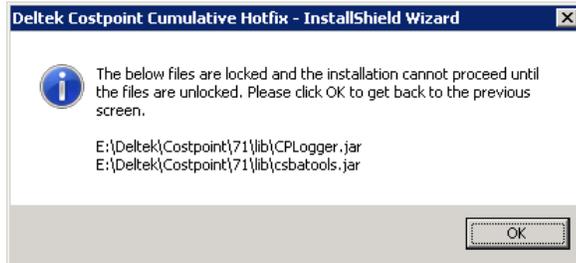


Make sure your **Costpoint 7.1.1** service has been stopped. After it has, click **Yes**.

9. The following message displays:



10. If any files are locked, a screen similar to the following displays:



The installer will not continue until all locks are cleared. After clearing the locks, click **OK**, and return to step 7 of this procedure.

11. On the InstallShield Wizard Complete screen, click **Finish** to exit the installation.

The InstallShield Wizard completion screen displays to indicate that Time And Expense 10.0.0 cumulative hotfix was successfully applied to your system.

12. Open

C:\Deltek\Costpoint\71\applications\DEWebApp\DeltekTimeAndExpense1000HotFix_
<date><time>.txt file, and search for the following keyword:

- **“Error”** — Report any search results to Deltek Costpoint Technical Support.

Starting Costpoint 7.1.1 WebLogic Server

This step provides instructions for starting your Costpoint 7.1.1 WebLogic Server. You must perform this step on your Costpoint 7.1.1 WebLogic application server.

To start your Costpoint 7.1.1 WebLogic Server, complete the following steps:

1. Click **Start » All Programs » Administrative Tools » Services**.
2. On the Services screen, scroll down the **Services** list and **Start** the **Costpoint 7.1.1** service.



The service will immediately indicate that it has started. However, please note that it takes several minutes for the Costpoint 7.1.1 service to fully initialize.

After starting the service, wait several minutes before attempting to connect to the software.

If you encounter problems with the Costpoint 7.1.1 service, check the **C:\Deltek\Costpoint\71\logs\DEServer.log** file and report any errors to Deltek Costpoint 7.1.1 Technical Support.

3. Close the **Services** window.



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