

Deployment Date: 12/28/2016

Hot Fix: cp711_sys_024.zip

ACCOUNTING/ACCOUNTS RECEIVABLE/ARMCUST/Maintain Customer

[Deltek Defect Tracking Number:](#)

736212

[Issues Resolved:](#)

Description: Web Integration Console (WIC): An error occurred when web services was used which stated that, "The following field is required: [SHIP_ID_ACTIVE_FL]." This is caused by a new required customer field called **SHIP_ID_ACTIVE_FL**.

Customers Impacted: This field affects you if you use Web Services.

Workaround Before Fix: Manually update the XML file to add the **SHIP_ID_ACTIVE_FL** field.

Additional Notes: The **SHIP_ID_ACTIVE_FL** field is found in the Customer Address section of the Manage Customers (ARMCUST) application. This field was not present in Costpoint 7.0.1.

[Files Updated:](#)

cp711_sys_024.zip

[System File Dependencies:](#)

N/A

ACCOUNTING/ACCOUNTS RECEIVABLE/ARMHIST/Maintain A_R History

[Deltek Defect Tracking Number:](#)

739271

[Issues Resolved:](#)

Description: An error occurred when a sales tax was corrected and there was more than one record in AR_SALES_TAX with same Sales Tax Code with different Invoice IDs.

Customers Impacted: This defect affects you if you manage accounts receivable history in Costpoint.

Workaround Before Fix: None.

Additional Notes: None.

[Files Updated:](#)

cp711_sys_024.zip

[System File Dependencies:](#)

N/A

ACCOUNTING/GENERAL LEDGER/GLMBEGIN/Maintain Non-Project Beginning Balances

[Deltek Defect Tracking Number:](#)

733772

[Issues Resolved:](#)

Description: The application did not limit the Lookup in the **Organization** field to organizations that were linked to the user's organizational rights. The Lookup displayed all organizations.

Customers Impacted: This defect affects you if you manage non-project beginning balances in Costpoint.

Workaround Before Fix: None.

Additional Notes: None.

[Files Updated:](#)

cp711_sys_024.zip

System File Dependencies:

N/A

Framework

Deltek Defect Tracking Number:

724314

Issues Resolved:

Description: A critical system error occurred when you clicked the **User Configuration** icon when Costpoint was still loading upon login.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: Wait for Costpoint to load.

Additional Notes: The error appears only if the connection to Costpoint is slow since Costpoint will load longer.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework

Deltek Defect Tracking Number:

728742

Issues Resolved:

Description: Across all Materials modules, in Table View, when you manually entered a value in an open field (**Notes, Part ID, Description**, and so on) and then pasted data within the same field, everything you manually typed was overwritten by the data you pasted. Costpoint should allow both (manual typing and pasting) in the same field.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework

Deltek Defect Tracking Number:

733149

Issues Resolved:

Description: Costpoint allowed you to register the same U2F or FIDO security key multiple times.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

CpWebSecurityProviders.jar 195 KB 12/14/2016 1:51pm

cp711_sys_024.zip

System File Dependencies:

N/A

Framework

Deltek Defect Tracking Number:

737514

Issues Resolved:

Description: Costpoint has been modified to address issues related to the recent extensibility redesign and to add support for new extensibility result sets.

Customers Impacted: This change affects all Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework

Deltek Defect Tracking Number:

740809

Issues Resolved:

Description: You were unable to log in when you used the Active Directory (AD) ID that was set up for **Mobile Application** two-factor authentication (2FA) method.

Customers Impacted: This defect affects users who are using the AD ID set up for **Mobile Application** 2FA method.

Workaround Before Fix: Use your Costpoint user ID, the one connected to the AD ID.

Additional Notes: None.

Files Updated:

CpWebSecurityProviders.jar 195 KB 12/14/2016 1:51pm

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/External Tools/DBWIZARD

Deltek Defect Tracking Number:

738583

Issues Resolved:

Description: There was a performance issue for rebuilding user menus.

Customers Impacted: This defect affects you if you use Costpoint with an Oracle database.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

dbwizard.jar 7658 KB 12/12/2016 1:52pm

csbatools.jar 7658 KB 12/12/2016 1:52pm

cp711_sys_024.zip

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/Runtime/Server

Deltek Defect Tracking Number:

724883

Issues Resolved:

Description: An error occurred when you entered an email address with an apostrophe in Manage Employee Information.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/Runtime/Server

Deltek Defect Tracking Number:

733373

Issues Resolved:

Description: In Manage Cash Receipts, a critical system error occurred when you replaced the organization ID (in the **Organization** column) using **Replace All**.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/Runtime/Server

Deltek Defect Tracking Number:

744456

Issues Resolved:

Description: Extensibility email plug-ins were not working.

Customers Impacted: This defect affects customers who use Extensibility to do emails.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/Runtime/Client

Deltek Defect Tracking Number:

744571

Issues Resolved:

Description: You were unable to create charge branch and code in Maintain Charge Tree due to disabled fields on the Add Charge Branch and Add Charge Code subtasks.

Customers Impacted: This defect affects users of Time & Expense integrated with Costpoint.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/Runtime/Server

Deltek Defect Tracking Number:

745169

Issues Resolved:

Description: On an SQL server, the FileManager API can block select from W_USER_FILE_CATLG, leading to applications to stop responding.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Framework/Runtime/Server

Deltek Defect Tracking Number:

747285

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/BILLS OF MATERIAL/BMMMBOM1/Maintain MBOM

Deltek Defect Tracking Number:

726714

Issues Resolved:

Description: When the BOM setting was set to default the BOM Line number to Find No, the Find No did not have the leading zeroes.

Customers Impacted: This defect affects you if you use the Costpoint Bills of Material module.
Workaround Before Fix: None.
Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/BILLS OF MATERIAL/BMMEBOM1/Maintain EBOM

Deltek Defect Tracking Number:

726717

Issues Resolved:

Description: When the BOM setting was set to default the BOM Line number to Find No, the **Find No** did not have the leading zeroes.
Customers Impacted: This defect affects you if you use the Costpoint Bills of Material module.
Workaround Before Fix: None.
Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/BILLS OF MATERIAL/BMMEBOM1/Maintain EBOM

Deltek Defect Tracking Number:

730709

Issues Resolved:

Description: When you changed the component type in CTW to **Buy With Components** or **Phantom** and the component was a buy part, the **Stop Explosion** flag did not default to **N** if it was initially set to **Y**.
Customers Impacted: This defect affects you if you use the Costpoint Bills of Material module.
Workaround Before Fix: Manually set to **N**, if needed.
Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/INVENTORY/INMPAXFR/Enter Inventory Transfers

Deltek Defect Tracking Number:

731185

Issues Resolved:

Description: The error message during payback transfer when inventory balance in the **From Inv Abbrev** (paying side) became negative was suppressed.
Customers Impacted: This defect affects you if you use the Costpoint Inventory module.
Workaround Before Fix: Do a cost adjustment to bring the inventory cost up to sufficient levels to make the payback transfer without posting a negative.
Additional Notes: None.

Files Updated:

cp711_sys_024.zip

Other Applications Affected:

Aopinrn Inmpaiss Inmpaxfr Inmscdj Inmqtdj Oemissu Pcmmoiss Pcmrelmo Rcmmsrc Rcmrtm

System File Dependencies:

N/A

MATERIALS/MATERIAL REQUIREMENTS PLANNING/MRPFPO/Firm Planned Orders

Deltek Defect Tracking Number:

620131

Issues Resolved:

Description: Costpoint did not round up numbers up to 10 decimal places.

Customers Impacted: This defect affects you if you use the Costpoint Materials Requirement Planning module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/MATERIAL REQUIREMENTS PLANNING/MRPMRP/Update Material Requirements Plan

Deltek Defect Tracking Number:

727785

Issues Resolved:

Description: The logic of this application has been modified to look at **PC Settings Incl Scrap/Yield in MO Requirements** and **Incl Scrap/Yield in Planning Process** when calculating substitute part quantities to be applied.

Customers Impacted: This change affects you if you use the substitute part planning in MRP.

Workaround Before Fix: None.

Additional Notes: This change requires PATCH3100.

Files Updated:

cp711_sys_024.zip

Patch3100.sql

cp711_mrmpmrp_024.zip

cp711_mspmps_009.zip

Other Applications Affected:

MRPMRP MSPMPS

System File Dependencies:

cp711_patch3117_001.zip

MATERIALS/MATERIAL REQUIREMENTS PLANNING/MRPFPO/Firm Planned Orders

Deltek Defect Tracking Number:

730274

Issues Resolved:

Description: Substitute part message for an inventory reservation were not firmed and system error occurred when you tried to firm substitute part message for manufacturing order (MO).

Customers Impacted: This defect affects you if you use the Costpoint Material Requirements Planning module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/ORDER ENTRY/OEMNTSO1/Enter Sales Orders

Deltek Defect Tracking Number:

711427

Issues Resolved:

Description: You received a system error in Costpoint when you set to approve multiple sales order IDs.

Customers Impacted: This defect affects you if you use the Costpoint Sales Order Entry module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/ORDER ENTRY/OEMINVC1/Maintain Invoices

Deltek Defect Tracking Number:

734264

Issues Resolved:

Description: You encountered a build warning issue in Costpoint when a disabled object was saved in the database (DB).

Customers Impacted: This defect affects you if you use the Costpoint Sales Order Entry module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/PRODUCTION CONTROL/PCMMOMNT/Enter Manufacturing Orders

Deltek Defect Tracking Number:

608681

Issues Resolved:

Description: A new **Use Operationalized Bills of Material** check box has been added to the MO header to suppress autoloading of manufacturing order (MO) requirements based on MO routing components and manufacturing bills of material (MBOM).

Customers Impacted: The change affects you if you use operationalized BOMs (Routing settings).

Workaround Before Fix: Modify MO Requirements only after autoloading based on routing.

Additional Notes: This change requires PATCH2993.

Files Updated:

cp711_sys_024.zip

cp711_pcmmomnt_019.zip

System File Dependencies:

cp711_patch2992_001.zip

MATERIALS/PRODUCTION CONTROL/PCPMRR/Process Material Requirements

Deltek Defect Tracking Number:

623079

Issues Resolved:

Description: The logic of this application has been modified to populate new column MO_HDR.OPER_BOM_FL with value from RU_SETTINGS.OPER_BOM_FL when creating a new manufacturing order (MO).

Customers Impacted: This change affects you if you use the Costpoint Production Control module.

Workaround Before Fix: None.

Additional Notes: This change requires PATCH2992.

Files Updated:

cp711_sys_024.zip

Other Applications Affected:

PCPMRR MRPFPPO MSPFPO

System File Dependencies:

N/A

MATERIALS/PRODUCTION CONTROL/PCPMRR/Process Material Requirements

Deltek Defect Tracking Number:

723670

Issues Resolved:

Description: When manufacturing order (MO) was populated from Compute Material Requirements screen and the parts were set for discrete quantity, the initial value of the assembly quantity to issue was not equal to the MO build quantity.

Customers Impacted: This defect affects you if you use the Costpoint Production Control module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/PRODUCTION CONTROL/PCMMOMNT/Enter Manufacturing Orders

Deltek Defect Tracking Number:

728768

Issues Resolved:

Description: New manufacturing orders (MO) did not create reservations. This resulted to failure to backflush required subcomponents.

Customers Impacted: This defect affects you if you use the Costpoint Production Control module.

Workaround Before Fix: Create requirements manually.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/PRODUCT DEFINITION/PDRAVR/Print Assigned Vendor Report

Deltek Defect Tracking Number:

720096

Issues Resolved:

Description: Goods and services cannot be previewed/printed when it was of the same Part ID (from Manage Parts screen) but with a different revision.

Customers Impacted: This defect affects you if you use the Costpoint Product Definition module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

cp711_pdravr_004.zip

System File Dependencies:

N/A

MATERIALS/PURCHASING/POQITEM/Item Purchasing Information Inquiry

Deltek Defect Tracking Number:

608847

Issues Resolved:

Description: When you used a service ID and you drilled down to the Resource Breakpoints subtask, you encountered an error in Costpoint.

Customers Impacted: This defect affects you if you use the Costpoint Procurement Planning module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/PROCUREMENT PLANNING/PPMNTRQ2/Requisition Processing

Deltek Defect Tracking Number:

697350

Issues Resolved:

Description: The name indicated in the title bar was not the same as that of the screen name.

Customers Impacted: This defect affects you if you use the Costpoint Procurement Planning module.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

Other Applications Affected:

Costpoint\MM\PP\PPMNTRQ2\Requisition Processing Costpoint\MM\PP\PPMNTRQ1\Enter Requisitions

System File Dependencies:

N/A

MATERIALS/PROCUREMENT PLANNING/PPMNTRQ1/Enter Requisitions

Deltek Defect Tracking Number:

722813

Issues Resolved:

Description: The **Buyer Assignment Date** field was updated when you entered an internal note on the requisition line.

Customers Impacted: This defect affects you if you use the Costpoint Procurement Planning module.

Workaround Before Fix: Re-enter the correct date manually.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

MATERIALS/PROCUREMENT PLANNING/PPMNTRQ2/Requisition Processing

Deltek Defect Tracking Number:

739254

Issues Resolved:

Description: When a requisition went through the Apply PO Info to Purchase Requisitions, you received an error in Costpoint that ITAR and US citizenship were required.

Customers Impacted: This defect affects you if you use the Costpoint Procurement Planning module.

Workaround Before Fix: Manually input the columns on each line of every requisition in the Apply PO Info to Purchase Requisitions screen.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

OTHERS/PRODUCT INTERFACES/AOPUTLTS/Timesheet Preprocessor

Deltek Defect Tracking Number:

736191

Issues Resolved:

Description: As part of the effort to take applications out of the System JAR builds, action and report script files should be consolidated in one common code between the Import Timesheets screen and Import Timesheets from Deltek Time and Expense screen. They existed separately for each application which was incorrect.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

cp711_ldpupet_004.zip

cp711_aoputlts_008.zip

Other Applications Affected:

aoputlts ldpupet

System File Dependencies:

N/A

PEOPLE/EMPLOYEE/LDMEINFO/Basic Employee Info

Deltek Defect Tracking Number:

730632

Issues Resolved:

Description: The lookup function of the **Project** field on the Timesheet Defaults tab should not filter results based on organization security.

Customers Impacted: This defect affects Costpoint Employee users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

System File Dependencies:

N/A

PEOPLE/ES/ESMBENENROLL/Benefit Enrollment

Deltek Defect Tracking Number:

723480

Issues Resolved:

Description: Unnecessary text temporarily displayed when you clicked the Dependent FSA tab.

Customers Impacted: This defect affects Costpoint Employee Self Service users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PEOPLE/ES/ESMLIFEEVENT/Manage Employee Self-Service Life Event

Deltek Defect Tracking Number:

723484

Issues Resolved:

Description: Unnecessary text temporarily displayed when you clicked the Dependent FSA tab.

Customers Impacted: This defect affects Costpoint Employee Self Service users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PEOPLE/LABOR/LDMTIME/Enter Timesheets

Deltek Defect Tracking Number:

693667

Issues Resolved:

Description: When you enabled the automatic auto-adjust feature for every timesheet of Hourly and Salaried employees, the Manage Timesheets screen did not automatically auto-adjust Correcting timesheets.

Customers Impacted: This defect affects Costpoint Labor users who enable the automatic auto-adjust feature.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PEOPLE/LABOR/LDPUPET/Upload from Time Collection (ET)

Deltek Defect Tracking Number:

725069

Issues Resolved:

Description: The report displayed the following error message: "text not found for the resource id: AOPUTLTS_NEG_MO_UNRELIEVED_TOTAL"

Customers Impacted: This defect affects Costpoint Labor users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PEOPLE/PAYROLL/PRMPTF/Maintain Payroll Edit Table

Deltek Defect Tracking Number:

730634

Issues Resolved:

Description: The lookup function on **Project** field should not filter results based on organization security.

Customers Impacted: This defect affects Costpoint Payroll users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PEOPLE/PAYROLL/PRPAPVCH/Create A_P Vouchers

Deltek Defect Tracking Number:

730638

Issues Resolved:

Description: The lookup function on **Project** field should not filter results based on organization security.

Customers Impacted: This defect affects Costpoint Payroll users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PEOPLE/PAYROLL/PRPCPR/Compute Payroll

Deltek Defect Tracking Number:

734352

Issues Resolved:

Description: The calculation of the withholding amount was incorrect when the withholding state was Puerto Rico and the employee age was 16-26.

Customers Impacted: This defect affects Costpoint Payroll users who compute payroll with Puerto Rico as the withholding state.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PJ/BL/BLPGBILL/Calculate Billings

Deltek Defect Tracking Number:

734826

Issues Resolved:

Description: When you entered a maximum retainage amount for billing currency and the billing currency invoice amount was less than the functional currency invoice amount, Cospoint returned an incorrect retainage calculation.

Customers Impacted: This defect affects you if you use the Costpoint Billing module.

Workaround Before Fix: Remove the billing currency maximum amount.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

PJ/BL/BLPGBILL/Calculate Billings

Deltek Defect Tracking Number:

740978

Issues Resolved:

Description: A new library has been linked for retroactive bills. The following applications have been updated for this change:

- Calculate Standard Bills
- Calculate Retroactive Bills
- Reverse Previous Bills

Customers Impacted: This affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

cp711_blpgbill_009.zip

System File Dependencies:

N/A

PJ/BL/BLPRBIL/Calculate Retroactive Billings

[Deltek Defect Tracking Number:](#)

740979

[Issues Resolved:](#)

Description: A new library has been linked for retroactive bills. The following applications have been updated for this change:

- Calculate Standard Bills
- Calculate Retroactive Bills
- Reverse Previous Bills

Customers Impacted: This affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

[Files Updated:](#)

cp711_sys_024.zip

cp711_blprbil_004.zip

[System File Dependencies:](#)

N/A

PJ/BL/BLPREVB/Reverse Previous Billings

[Deltek Defect Tracking Number:](#)

740980

[Issues Resolved:](#)

Description: A new library has been linked for retroactive bills. The following applications have been updated for this change:

- Calculate Standard Bills
- Calculate Retroactive Bills
- Reverse Previous Bills

Customers Impacted: This affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

[Files Updated:](#)

cp711_sys_024.zip

cp711_blprevb_004.zip

[System File Dependencies:](#)

N/A

PJ/PJ/PJMBASIC/Basic Info

[Deltek Defect Tracking Number:](#)

624890

[Issues Resolved:](#)

Description: When a project record has revenue adjustments and you changed the revenue formula to ETPL, Costpoint did not display a warning message upon save.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

[Files Updated:](#)

cp711_sys_024.zip

System File Dependencies:

N/A

PJ/PJ/PJMCLIN/CLIN Information

Deltek Defect Tracking Number:

733195

Issues Resolved:

Description: There were no default entries under **Sort Conditions** on the Sort tab of the Query dialog box.

Customers Impacted: This defect affects Costpoint users.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_sys_024.zip

System File Dependencies:

N/A

Custom Programs Affected:

Sometimes a hot fix can cause custom programs and reports to stop working as expected. Before applying this hot fix, consider whether you have any custom programs or reports in the application area affected by the hot fix. If so, contact Deltek support at <https://deltek.custhelp.com> before you install the hot fix.

To Download the Hot Fix:

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.
4. In the left pane of the Deltek Software Manager, expand your Deltek product.
5. Expand the Hotfix folder for your product, and select the hotfix to download.
6. Click Download at the bottom of the screen.

More Information:

If you have any questions, please contact Deltek support at <https://deltek.custhelp.com>.