Deployment Date: 6/21/2015

Hot Fix: cp711_symcase_003.zip

OTHERS/SYSTEM ADMINISTRATION/SYMCASE/Manage Support Cases

Deltek Defect Tracking Number:

485456

Issues Resolved:

Description: New functionality has been added to this application. If the **Status** is changed to **Rejected** or **Closed** upon **Save**, the **Close Date/Time** must be updated and changes cannot be permitted. Additionally, the **Diagnostic Image Request Status** can be changed to **Request New**, but not if the value is already **Requested** or **Generation Pending**. Any updates to this record must trigger updates to **Change Date/Time**.

Customers Impacted: All Costpoint users.

Workaround Before Fix: None.

Additional Notes: With this enhancement, the application name is also changed to "Support Issues."

Files Updated:

cp711_symcase_003.jar

System File Dependencies:

cp711_sys_004.zip

OTHERS/SYSTEM ADMINISTRATION/SYMCASE/Manage Support Cases

Deltek Defect Tracking Number:

489883

Issues Resolved:

Description: An error message occurred on the **Diagnostic Image Request Status** dropdown field when trying to save a new record.

Customers Impacted: This affects all Costpoint 7.1.1. users - with both ORA and MSS databases.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

cp711_symcase_003.jar

System File Dependencies:

cp711_sys_004.zip

OTHERS/SYSTEM ADMINISTRATION/SYMCASE/Manage Support Cases

Deltek Defect Tracking Number:

502179

Issues Resolved:

Description: When clients attempted to launch the Support Issues application a system error occurred - "ORA-22992: cannot use LOB locators selected from remote tables."

Customers Impacted: CP 7.1.1 clients using Oracle.

Workaround Before Fix: None.

Additional Notes: This appears to be an Oracle limitation.

Files Updated:

cp711_symcase_003.jar

System File Dependencies:

cp711_sys_004.zip

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.