Maconomy FAQ

Updating to Maconomy 2.4.5 in Enterprise Cloud

Update Process

1. **How will Deltek communicate about the update?** You will be receiving emails to communicate the status of your update. Each communication will include Expected Dates, actions to be taken by your organization, and next steps.

2. **Will our system be down during the update? Will we be able to continue production activities?** Individual systems will be unavailable as the update is applied to them. For example Production will be unavailable only when the Production update is being applied. Note that the update to your Production system will typically fall on a weekend day.

3. **What do I need to do to prepare for the update?** You should reach out to your Account Manager if you would like to engage Deltek Global Consulting to assist you during the update. You should plan to test the new Maconomy update during the window between Development and Test environment updates and the Production environment update.

4. **What is made available during the update?** Deltek will update your Development and Test environments to Maconomy 2.4.5. You can request that the data in your Development or Test environments is refreshed with Production data prior to the update by raising the Service Request "Environment Data Refresh". This will not be done by default.

5. **What is the scope of the update?** The traditional update is simply a technical maintenance update, which results in your environment being updated to the latest cloud environment version. You will be provided with links to the Maconomy 2.4.5 Release Notes and Enhancements Guide to help you navigate new features. Post update you may just decide to continue working as-you-do-today for a period of time until you decide to turn on new features. If you decide to activate new features and receive face to face, bespoke training, then it is recommended you contact your Account Manager.

6. **What do I need to do to complete the update?** The customer will be expected to perform testing of the new update in Development and Test which will be on the new version of Maconomy. This is a maintenance update and as such testing is not as extensive as expected during an update.

7. **Is there a way I do not have to download and circulate a new version of the Workspace Client to my users with each update?** Yes, it is possible to request that Update Sites are enabled in your Production environments for all future updates and upgrades. This will ensure that end user Workspace Clients will automatically update to the new version without having to download and reinstall. Please raise a Support Case if you would like to request that Update Sites are enabled. More details on Update Sites can be found in the SaaS Administrators Guide in the Deltek Support Center.

8. **How long will the update take to complete?** The update will be conducted in 3 Phases.

   a. Phase I: Development and Test environments updated. Your Development and Test environments will be updated during a business day. The environment will be down for a full business day while the environment is updated. You will receive an email when the updated environments are available. This email will contain a download link for the Workspace Client and connection details for the Workspace Client, iAccess and Touch.

b. Phase II: Validation and Familiarization. You will have approximately 4 weeks (please see your specific dates in the email communications) to review the update and validate.

c. Phase III: Production update. The Production update will take approximately 4-6 hours to complete. You will receive an email when the Production environment is available. This email will contain a download link for the Workspace Client and connection details for the Workspace Client, iAccess and Touch. This update will be performed over a weekend so as not to disrupt normal business.

9. **What testing with Deltek undertake before releasing the environment updates?** Deltek will perform smoke testing on the environments. This testing confirms successful access to key areas of the system and that the standard, non-custom, integrations are functioning.

10. **Will my search favorites and column selections be affected?** Yes, you will need to re-create your previously saved searches (favorites) and column selections within the Workspace client. To re-create Favorites click the favorite star button at top right of screen to add search favorite. To re-create column selections right click on tables in the Workspace Client and choose the columns you want to add or remove. These will then be saved for your next login.

11. **How are reports and print layouts handled during the update?** We will validate that the standard reports, window layouts and print layouts are working, but it will be your responsibility to test and correct any issues with your customer-specific custom reports, and/or custom print layouts. If issues exist in custom developed reports or custom print layouts, or custom UI configurations that are not part of the standard product, you will be required to either resolve these issues yourself, with the assistance of a partner or through a paid engagement with Deltek Global Consulting.

12. **What safeguards are in place for backup and recovery, in case of an unforeseen issue with the update process?** It is standard practice for Deltek to take an initial backup when we interact with any of our clients' environments. As part of the update process a full backup is taken before any update tasks are undertaken. Additional backups occur at various points of the update process. In addition to the above Deltek also has the ability to roll the affected environment back to the start of the process should an issue be identified that cannot be resolved in a timely manner.

13. **How do I notify Deltek that I have completed testing on the updated version?** Please raise a Support Case to notify Deltek that you have successfully completed testing of the 2.4.5 update. If a case has not been raised, your Account Manager will contact you for verbal confirmation and the Production update will proceed.

Functionality Changes

1. **What new functionality will now be available?** Included in the standard Deltek update communications is a link to the Maconomy 2.4.5 Release Notes and Enhancements Guide, which should assist you in becoming familiar with the new functionality introduced with your update. Again, in most cases, in order to utilize new features we recommend you work with your Account Manager to schedule Deltek Professional Services to activate those features.

2. **What are the new BPM capabilities?** Included in the Deltek update communications is the Deltek Maconomy Essentials BPM Descriptions guide that accompanies the version of the software that you are upgrading to. This guide will explain what reports and universes exist for you to leverage.

3. **What are the advantages of upgrading to 2.4.5?** This update will introduce many new features including, but not limited to, additional iAccess functionality to support the Project Manager role; further extensibility options available in iAccess.

Documentation & Training

1. **Where can I find guides and documentation?** The latest documentation and guides will be included in the [Deltek Support Center](#) and can be found on the Maconomy Enterprise Cloud page.

2. **How do I report any issues I discover during the update period?** You can submit Support Cases in the [Deltek Support Center](#). When entering a case please begin the Summary field with "Enterprise 2.4.5 Update", this will allow the team to prioritize and action the case as required.