




**Deltek**

# Deltek Costpoint® 8.1.11

Release Notes

**October 20, 2022**



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This edition published October 2022.

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## Overview

Welcome to Deltek Costpoint 8.1.11 Release Notes. These release notes contain a summary of the following:

- Enhancements
- Software Issues Resolved
- Security Enhancements
- Known Issues

These release notes address all of the modules associated with Deltek Costpoint 8.1.11, some of which your firm may not use. Skip the sections that do not apply to your implementation of Deltek Costpoint.

## New Release Notes Format

Costpoint Release Notes are now delivered in HTML format and can be viewed at this link: <https://help.deltek.com/product/Costpoint/8.1/ReleaseNotes>. This web page contains links to the Release Notes for each release version as well as links to the Costpoint online help, Costpoint Information Center (CIC), and Costpoint Cloud Information Center (CCIC).

We will continue to provide PDFs for the next few releases as we transition to the new format.

If you have feedback or questions, please send an email to [DeltekDocumentationFeedback@deltek.com](mailto:DeltekDocumentationFeedback@deltek.com).

## Enhancements

This section includes summaries of the enhancements made to existing features in this release.

### Regulatory

#### State

##### Oregon 2022 SUTA Electronic Filing

Beginning with the third quarter filing in 2022, Frances Online will replace the Oregon Payroll Reporting System (OPRS) and the Employer Account Access (EAA) portal. The new system will support combined payroll reporting, including Unemployment Insurance Tax, Workers' Benefit Fund (WBF), State Withholding Tax, Lane and TriMet Transit Taxes, and beginning in the first quarter of 2023, Statewide Transit Tax (STT), and Paid Family and Medical Leave Insurance (PFMLI) Contributions.

With these changes, the State of Oregon Employment Department (OED) developed a new schema to reflect the updates in the file upload to include the new PFMLI program and STT.

**Note:** The new program columns will not take effect until the programs are available in Frances Online beginning first quarter 2023.

**Attention:** For more information, refer to:

- Frances Online: <https://www.oregon.gov/employ/modernization/Pages/Frances-Online.aspx>
- File Specifications: <https://www.oregon.gov/employ/modernization/Pages/Frances-Online-Resources.aspx>
- EFW2 File Specifications: <https://www.oregon.gov/employ/Businesses/Tax/SiteAssets/Pages/Frances-Online-forms-and-resources/EFW2%20132%20Specs%20Final.xlsx>

##### Create Quarterly SUTA Tax File (PRPSMM)

The file layout of RE and RS records shall be updated to comply with the EFW2 file layout for the new Frances Online system.

A warning validation shall be added if at least one employee has no middle name on the Manage Employee Information screen.

##### Manage SUTA Tax File Data (PRMSMM)

The Pay Types Excluded in Hours Worked subtask, where you can exclude certain pay types from the **Hours Worked** field (RS 338-340), was enabled for Oregon. Previously, the **Total Hours** value from the Manage Employee Earnings History screen was used for the **Hours Worked** field.

## Installation

### MR Installer

The 8.1 and 8.1.11 MR installers are updated with the latest quarterly patch release for WebLogic 12.2.1.4.

- July 2022 SPB - p34373563\_122140\_Generic.zip
- Opatch p28186730\_1394210\_Generic.zip

Also, the Java Development Kit (JDK) has been upgraded to version 1.8.0\_311 and is installed with the Costpoint 8.1 and 8.1.11 MR installers.

## People

### Support Printing of W-2c on Actual Form

Costpoint provides you with following new capabilities, which further expand the existing W-2c functionality in the system:

- Print W-2c on actual forms.
- Print W-2c summary report.
- Load previously reported information on the Manage W-2Cs screen.

**Note:** This enhancement requires patch dbc\_810\_10923.

### Print W-2s (PRRW2)

The Print W-2s screen allows you to print W-2c information on actual forms. The following fields were added/updated as part of this new functionality:

Field	Description
<b>Report Type</b>	Select the type of report that you are processing. <ul style="list-style-type: none"><li>▪ <b>W-2:</b> Select this option if you want to print Form W-2</li><li>▪ <b>W-2c:</b> Select this option if you want to print Form W-2c.</li></ul> You can view and edit W-2c records on the Manage W-2Cs screen.
<b>W-2 Form Type</b>	From this drop-down list, select the W-2 form type for which you would like to print W-2s. Valid options are: <ul style="list-style-type: none"><li>▪ <b>2-Up Laser:</b> Select this option to print W-2s on 2-part laser forms.</li><li>▪ <b>4-Up Laser:</b> Select this option to print W-2s on 4-part laser forms.</li><li>▪ <b>Self Mailer:</b> Select this option to print W-2s on self-mailer forms.</li><li>▪ <b>Test 2-UP:</b> Select this option to ensure that the 2-part laser form is properly aligned before you print W-2s.</li></ul>



Field	Description
	<ul style="list-style-type: none"> <li>▪ <b>Test 4-UP:</b> Select this option to ensure that the 4-part laser form is properly aligned before you print W-2s.</li> <li>▪ <b>Test Mailer:</b> Select this option to ensure that the self-mailer form is properly aligned before you print W-2s.</li> </ul> <p><b>Note:</b> Before you print W-2s, ensure that the W-2 form type you selected is properly aligned. Use the appropriate test form types (Test 2-UP, Test 4-UP, or Test Mailer) for checking the form alignment.</p>
<b>W-2c Form Type</b>	<p>From this drop-down list, select the W-2c form type for which you would like to print W-2s. Valid options are:</p> <ul style="list-style-type: none"> <li>▪ <b>One Copy per Page:</b> Select this option to print W-2Cs, one copy per page.</li> <li>▪ <b>Test 2-UP:</b> Select this option to ensure that the form is properly aligned before you print W-2Cs.</li> </ul>

### Manage W-2Cs (PRMW2C)

The Manage W-2Cs screen allows you to autoload previously reported W-2 or W-2c information. To support the new functionality, the screen provides you with the following new button and check box:

Field	Description
<b>Autoload Previously Reported Information</b>	<p>Click this button to retrieve the employee's latest previously reported information from either the W-2 or W-2c for the specified Employee/Payroll Year/Taxable Entity Tax Service Group ID combination.</p> <p>This will be enabled only if the following fields have been entered:</p> <ul style="list-style-type: none"> <li>▪ Payroll Year</li> <li>▪ Employee</li> <li>▪ Taxable Entity</li> <li>▪ Tax Service Group ID (if applicable)</li> </ul> <p>When you click this button, the screen displays a message to provide you with an option to clear fields with no correction when the record is saved. When you opt to clear the fields, the screen automatically enables and selects the <b>Clear uncorrected fields upon saving</b> check box.</p>
<b>Clear uncorrected fields upon saving</b>	<p>Select this check box to clear the fields that have not been corrected when you save the record. If you opt not to select this check box, the screen will not clear any field and validations will apply to ensure both previous and corrected amounts are numeric if a field is being corrected.</p> <p>The screen automatically enables and selects this check box if you click <b>Autoload Previously Reported Information</b> and opt to clear uncorrected fields upon saving.</p>

## Print W-2 Summary Report (PRRW2R)

The Print W-2 Summary Report screen allows you to print a W-2c Summary Report. You can select the new report type option from the following field:

Field	Description
<b>Report Type</b>	<p>Select the type of report that you are processing. Valid options are:</p> <ul style="list-style-type: none"> <li>▪ <b>W-2 Summary Report:</b> Select this option if you want a report that displays the total amounts for each box of the W-2 form by taxable entity and payroll year. You can access this information on the Manage W-2s screen.</li> <li>▪ <b>W-2c Summary Report:</b> Select this option if you want a report that displays the total amounts for each box of the W-2c form by taxable entity and payroll year. You can access this information on the Manage W-2Cs screen.</li> </ul>

## Time & Expense

### Update to Project Long Name

Time & Expense was updated to ensure that the Project Long Name description displays after a charge is selected using the Charge Lookup auto-complete function. This occurs only if **Project Name** on the Integrations Settings tab (**Configuration » General Controls » General Settings**) is selected as **Project Long Name**.

## Software Issues Resolved

### Descriptions of Software Issues

You will notice that the descriptions of some software defects contain extra information, including ways to work around the defects. For the most part, these issues were addressed before this release through hot fixes, and the additional information was developed to help you decide whether or not you needed to install the hot fixes.

When you install this release, you must install all fixes in the release; you cannot choose to install some and not others. Nevertheless, this additional information has been included in case you instituted some of the workarounds and can now stop using them, or you simply want more background information about the defect repairs.

### Accounting

#### [Accounts Payable » Create PO Vouchers from POs/Receipts](#)

**Defect 1719929:** When you created purchase order (PO) vouchers, Costpoint calculated the voucher due date based on the invoice date even when the **Calculate Days Based on Date of** setting in Manage Vendor Terms was set to **Receipt**. As a workaround, manually update the voucher due date in Manage Purchase Order Vouchers.

#### [Accounts Payable » Print/Void Checks](#)

**Defect 1697704:** You encountered an error when you ran a void process and clicked **Cancel**. This occurred when you clicked **Cancel** during or after step 8 (VOID TE PAY INFO) of the void process.

#### [Accounts Receivable » Import Cash Receipts](#)

**Defect 1733008:** You randomly encountered an error when you imported EDI 823 files containing at least three cash receipt records.

#### [General Ledger » Manage Journal Entries](#)

**Defect 1705048:** When you copied journal entry detail lines that have amounts containing multiple decimal places from Excel and pasted them in the JE Details table window, you were able to save an out-of-balance adjusting journal entry without entering the non-balancing JE password. This occurred when you used Costpoint with a database that has the Multicurrency feature turned off.

### CRM & Contracts

#### [Opportunities » Manage Opportunities](#)

**Defect 1708479:** The **Our Value** field on the Status tab now allows negative values to be entered.

## Framework

### External Tools » INTGR

**Defect 1715535:** Integration Console produced an error when you tried to create a new function on the IC - Add/Edit Data Integration Methods screen.

### Framework

**Defect 1671614:** On an iOS device with iOS 15.4 and above, the voice software did not respond to the "Hey Delttek" command. You had to tap the microphone icon to enable voice software.

**Defect 1684228:** A blank MasterServlet.csp screen displayed while you ran the Compute Revenue process when the **Local Printer** check box was selected in Print Options. The process completed without errors but the blank screen displayed, regardless of the period/sub period selected.

**Defect 1705155:** In the View Part Inventory (INQPINV) application, you might have encountered a critical error when you clicked the Serial/Lot Information subtask.

**Defect 1713195:** When you selected a value from a field Lookup, you received the following error: "The following field does not allow more than eight characters."

**Defect 1714530:** Some columns in dynamic result sets with a hierarchical structure did not populate with data in BNP (BNP\_XXXXX) applications. However, you could see the data if it was exported to Excel.

**Defect 1718932:** Costpoint needed to provide a clearer error message when an invalid email was used.

**Defect 1728331:** You could not log in to the Timesheet application when Favorites was turned off.

### Runtime

**Defect 1718921:** Under certain conditions, the Report download thread on WebLogic would get stuck for 24 hours when a single-user action did not invoke a report.

**Defect 1721051:** The **BCC** email field was included in system-configured email redirection.

### Runtime » Server

**Defect 1718129:** The status retrieval code for single-user actions that were running in the background needed to optimize SELECT from JOB\_SCHEDULE\_LOG.

## Materials

### Bills of Material » Import Bills of Material

**Defect 1719041:** The File Format and File Delimiter parameters saved values were automatically changed when you selected a different file type.

### Engineering Change Notices » Manage Engineering Change Notices

**Defect 1697728:** When you generated an engineering change notice with a released component and a greater revision pre-release component, Costpoint generated an error stating that the component cannot be added in pre-release status even though the revision was in released status.

## Inventory » Enter Quantity Adjustments

**Defect 1715560:** Costpoint autopopulated the Unique Identifier (UID) in the Quantity Adjustment and location transfer screens for lot-controlled parts, which caused duplicate errors.

## Inventory » Manage Inventory Reservations

**Defect 1718261:** When a duplicate reservation number was in two different warehouses, the released substitute messages caused the reservation to duplicate the substitutes.

## Inventory » Manage Serial/Lot Information

**Defect 1705349:** When you changed the serial numbers for multiple records that contained the same lot number, you encountered the following error: "This lot number has been assigned to another row."

## Inventory » View Part Inventory

**Defect 1704583:** When you selected a part with a Part/Project Selection Criteria of **Begins With**, your selection did not reflect on the screen, and the **Make/Buy** field should have remained as **None**.

## Material Requirements Planning » Update Material Requirements Plan

**Defect 1720551:** You encountered a system error when the quantity was greater than 9,999.

**Defect 1724159:** Materials Requirements Planning (MRP) processed requirements scheduled for a later date prior to earlier dates, which caused planned orders to generate outside of the need date, resulting to a negative supply.

## Procurement Planning » Manage Request for Quotes By Vendor

**Defect 1719941:** When you ran the Web Integration Console (WIC) for Manage Request for Quotes By Vendor, you encountered the following error: "Row not found in the result set."

**Defect 1730584:** When you tried to run a query on the screen, you encountered a critical system error: "Error: MasterBean: the number of connections requested by this application exceeded the maximum allowed number of 20."

## Production Control » Enter Manufacturing Order Issues

**Defect 1685090:** When you removed a part in Manufacturing Execution System (MES), Costpoint decremented the wrong part required quantity in Costpoint Manufacturing Order (MO) requirements. The correct part was sent to Costpoint and put into inventory.

## Production Control » Print Manufacturing Order Component Shortage Report

**Defect 1718222:** When you ran Print Manufacturing Order Component Shortage Report, Costpoint did not include the on-hand quantities for components.

## Purchasing » Compute/Print Purchasing Commitments

**Defect 1710607:** You encountered a performance issue on the Compute/Print Purchasing Commitments screen.

## Purchasing » Import Purchase Orders

**Defect 1709069:** When you created new purchase orders (POs) via the preprocessor, the **Freeze Rate** field automatically defaulted to **Y**.

**Defect 1709164:** When you processed an input file that contained successive purchase order (PO) header types and with a change order set to **N** for the last PO header record, Costpoint did not insert the PO line change record.

## Purchasing » Print Purchase Order Change Orders

**Defect 1718925:** You were unable to use the Print Purchase Order Change Orders screen unless you start from the beginning and select the purchase order (PO) and then the release from the drop-down list when blankets and releases are used.

## Sales Order Entry » Create Purchase Requisitions from Sales Orders

**Defect 1702760:** When you used the Create Purchase Requisitions from Sales Orders screen and you ran a process with a non-contiguous line, the system stopped processing at 10%.

## Sales Order Entry » Import Sales Orders

**Defect 1709058:** When you imported a file and the Production Control Settings were set to **Planner Assignment by Inventory Project**, the planner was not auto-assigned when entered through sales order (SO) import or direct entry.

# People

## Employee » Import Employee Data

**Defect 1673726:** When you imported a file, Costpoint cleared or updated the values in the following fields even if the values should not be cleared or updated:

- Manager
- Supervisor
- Personnel Action Codes 1, 2, and 3
- Rate Group
- Currency Variable Hours Employee
- GovWin IQ ID controls

**Defect 1704515:** When you imported employee data, Costpoint removed the supervisor information that you manually entered in previously imported employee data.

## Employee Self Service » Life Events/New Hires

**Defect 1672179:** An error displayed when you entered a future-dated life event that was within the change period days range.

## Employee Self Service » State Withholding

**Defect 1699068:** A system error occurred when the withholding state was set to Guam or Virgin Islands.

## Employee Self Service » Total Comp/Benefits Statement

**Defect 1699229:** The Total Comp/Benefits Statement screen did not display **Annual Employee Cost** for voluntary child life insurance. As a workaround, you can enter the employee amount, instead of employee percent, on the Coverage Options subtask on the Manage Benefit Plans screen.

## Labor » Export Data To Deltek Time and Expense

**Defect 1696041:** The table changes as a result of Costpoint 8 upgrade included new flags on the Costpoint Project table. Costpoint populates these flags when you run the Export Data to Deltek Time and Expense process for the first time after a PLC was linked to a project. When the export process updated the new flags, it also populated the **Modified By** field with the user ID of the person who ran the export interactively or the person who scheduled the export as a batch job.

## Labor » Import Timesheets

**Defect 1697525:** A duplicate record displayed in the error report when you processed multiple timesheet records and there was no exchange rate available for the selected currency code combination, date, and rate group ID.

## Payroll » Print Employee Earnings Report

**Defect 1704596:** The report printed two rows for the same local tax code when the tax was set up to be paid as employer-only. One row was for the taxes paid by employer, and the other for the taxes paid by employee.

## Planning

### Administration » Manage Users

**Defect 1718339:** Result set overrides did not always take effect.

### New Business Budgeting » Import New Business Budgets from Excel

**Defect 1723709:** There was no validation of allowable file types when uploading from Alternate File Location.

### Organization Budgeting » Organization Budgets / Outlooks

**Defect 1714504:** The Profit & Loss Details subtask displayed high variances for closed periods.

**Defect 1724973:** Labor lines were removed from the incorrect version of the budget and/or outlook after an employee's home org ID was changed.

**Defect 1728482:** When you clicked **Save** after modifying a Budget or Outlook, the selection moved to another row instead of staying on the Budget or Outlook row that you saved.

### Project Budgeting » Hours Breakdown

**Defect 1714047:** Committed and Pending labor hours did not display in the Hours Breakdown report.

## Project Budgeting » Import Budget/EACs from Excel

**Defect 1715536:** There was no validation of allowable file types when uploading from Alternate File Location.

## Project Budgeting » Labor Cost Analysis

**Defect 1714032:** Committed and Pending labor hours did not display in the Labor Cost Analysis report.

## Project Budgeting » Labor Hours Analysis

**Defect 1714089:** Committed and Pending labor hours did not display in the Labor Hours Analysis report.

## Project Budgeting » Project Budgets / EACs

**Defect 1708623:** When you modified the period end date of the current fiscal year, the budget forecast values moved one period to the right.

**Defect 1708625:** When you created a budget or EAC, the POP end date moved one month forward.

**Defect 1718884:** Fixed revenue adjustments were not reflected in the Budget Revenue totals.

## Project Budgeting » Project Labor Analysis

**Defect 1695149:** When you selected a Labor Line item of a project, and then opened the Labor Detail subtask, the + and - buttons did not work.

**Defect 1719924:** PLC descriptions did not populate correctly in the labor analysis and revenue breakdown reports.

## Resource Planning » Budget by Resource

**Defect 1680985:** Bill days did not recalculate correctly after adding holidays.

# Projects

## Billing » Calculate Standard Bills

**Defect 1675576:** Costpoint did not print the Non-Labor Supporting Schedule when the **Suppress (1035 Format Only)** check box was selected in the **Show Labor** group box of the Manage Supporting Schedule Formats screen.

**Defect 1717702:** When retainage was not set up, Costpoint did not create the Over Ceiling Line even if the **Create Zero Retainage and Over-Ceiling Rows** check box was selected in Calculate Standard Bills at the detail levels below the billing level.

## Billing » Create Unbilled Analysis Report Tables

**Defect 1710290:** The application was taking too long to finish processing.



## Billing » Print Milestone Percent Complete Bills

**Defect 1699295:** The **Subcontract Number** and **Task Order Number** values were in Courier New font when previewed or printed, overriding the selected font in Page Setup (both in Preview and all Print Options).

## Cost and Revenue Processing » Compute Revenue

**Defect 1690473:** When you used the ITD Fee on Cost (ITDCPFC) revenue formula, Costpoint allowed you to go over the ceiling when the fee was changed and the ceilings were below the revenue level.

## Cost and Revenue Processing » Reverse Posted Pool and Revenue Journals

**Defect 1708417:** When you reversed posted revenue journal for one or a range of projects, Costpoint reversed it for all projects instead.

As a workaround, click the **Print** icon (not **Preview**). After Costpoint displayed the report, click the **Process** (gear) icon to run the reverse posted pool and revenue journal process.

## Inter-Company Work Orders » Create IWO Allocations

**Defect 1708559:** When you ran this application and there was a setup problem (for example, a missing organization/account link), the error report did not print and the process got stuck in a loop.

As a workaround, click the **Process** (gear) icon drop-down menu and select **Print/Create IWO Allocations**. This automatically gives the error report if Costpoint found errors during processing. And then, click the **Preview** icon before running the Create IWO Allocations process.

Another workaround is selecting the error table using SQL to see the errors found: "SELECT \* FROM DELTEK.IWO\_CREATION\_ERROR".

## Project Setup » Manage Modifications

**Defect 1691654:** The values saved by Costpoint were incorrect when the entered **Cost** and **Fee** had decimals. This occurred in web services and when saving on the Manage Modifications screen.

As a workaround, you can enter the total **Value** and total **Cost**, leaving the **Fee%** and **Fee** fields blank, and then save the record.

## Project Setup » Manage Project User Flow

**Defect 1698841:** A critical system error occurred when you performed the following procedure:

1. Created a new project in Manage Project User Flow.
2. Linked the project to a new sales group abbreviation in Manage Sales Group Abbreviations.
3. Deleted the project in Manage Project User Flow.
4. Went back to Manage Sales Group Abbreviations and searched for the newly created sales group abbreviation.

**Defect 1711770:** Costpoint displayed the following system error when you performed the steps listed below: "The number of connections requested by this application exceeded the maximum allowed number of 20."

1. Opened a project with multiple levels and where the **Allow Edit** check box was selected for **Project Manager**.
2. Cleared the **Allow Edit** check box for all levels at the same time in Table view.
3. Saved the record.

## Project Setup » Mass Add Project Master Data

**Defect 1687257:** The **CTM Contract ID** field in Manage Project User Flow was not updated when you used Mass Add Project Master Data.

As a workaround, toggle the **Allow Edit** check box for **CTM Contract ID** (clear/select the check box and then return to its original selection) to refresh the field for new projects or updated projects at the lower level.

## Time & Expense

### Expense » Expense Authorization

**Defect 1709959:** When you submitted an expense authorization, two emails were sent for approval instead of just one.

**Defect 1711651:** The lodging and ceiling amounts were not adjusted to reflect the Percentage Adjustment value (for example, 15%) that was configured for the selected expense type. This occurred even if the **Conference** check box was selected on the Expense Details screen of the expense authorization.

**Defect 1719904:** When you attached a file to an expense authorization, you received the following error message: "Column TASK\_\_TASK\_ID not found in row set."

### Expense » Expense Report

**Defect 1710314:** When you entered a lodging expense in Wizard mode and then went back to change the expense type, you received errors related to incomplete data for the previous expense type.

**Defect 1725366:** When you saved an expense report, there was an extra space between the ER signature text box and the **I Agree** check box.

### Time » Daily Floor Check

**Defect 1719898:** A duplicate email notification was delivered to the system email address.

### Time » Export Timesheets

**Defect 1679194:** After a timesheet was corrected and then re-exported, the automatically calculated overtime was exported as regular hours.

**Defect 1694194:** Timesheets that were rejected during direct export to Costpoint remained in an unavailable state.

### Time » Manage/Approve Timesheets

**Defect 1718795:** When you approved timesheets as a delegate, you were able to view timesheets for employees who were not part of the delegated group when the delegation task was set for a future date.

## Time » Resource Schedules/Leave

**Defect 1718313:** When you launched pending leave requests, the results did not include inactive employees.

## Time » Timesheet

**Defect 1530633:** In MSS systems, billing and labor amounts did not calculate on the timesheet even though UDT02 and UDT07 were linked (Link 27).

**Defect 1701324:** When UDT02 was configured to display abbreviations, they displayed consistently on only the first 12 lines of prior timesheets.

**Defect 1713294:** When the start time and stop time overlapped, you did not receive an error message.

**Defect 1713296:** Hours entered under Timesheet Lines did not match the hours under **Start Time** and **Stop Time**.

**Defect 1722303:** The hours you charged as compensatory leave were not reflected in the Leave Details table.

**Defect 1725930:** When you rejected a timesheet as a delegate, you received a NullPointerException error.

**Defect 1725980:** When you selected a work assignment where the PO Line Description exceeded 60 bytes of information, you received an error message.

## Security Enhancements

**Issue 1714687:** Add the **Enable SAML sign-out** setting to the Costpoint Configuration Utility to allow greater control of sending a SAML log-out request to the SAML Identity provider.

**Severity:** High

**Status:** Fixed

## Known Issues

The following are known issues in this release.

### **Unable to Set BI Reports as Homepage in Costpoint BI**

You might not be able to set a Costpoint BI report as homepage when its Interactivity Mode is set to Yes. As a workaround, turn off the Interactivity Mode.

This issue has been reported to IBM.

## Appendix: For Additional Information

### Deltek Support Center

The Deltek Support Center is a support website for Deltek customers who purchase an Ongoing Support Plan (OSP).

The following are some of the many options that the Deltek Support Center provides:

- Search for product documentation, such as release notes, install guides, technical information, online help topics, and white papers
- Ask questions, exchange ideas, and share knowledge with other Deltek customers through the Deltek Support Center Community
- Access Cloud-specific documents and forums
- Download the latest versions of your Deltek products
- Search Deltek's knowledge base
- Submit a support case and check on its progress
- Transfer requested files to a Customer Care analyst
- Subscribe to Deltek communications about your products and services
- Receive alerts of new Deltek releases and hot fixes
- Initiate a Chat to submit a question to a Customer Care analyst online

**Attention:** For more information regarding Deltek Support Center, refer to the online help available from the website.

### Access Deltek Support Center

**To access the Deltek Support Center:**

1. Go to <https://deltek.custhelp.com>.
2. Enter your Deltek Support Center **Username** and **Password**.
3. Click **Login**.

**Note:** If you forget your username or password, you can click the **Need Help?** button on the login screen for help.



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