Deployment Date: 8/12/2015

Hot Fix: cp711_patch2692_001.zip

OTHERS/SYSTEM ADMINISTRATION/SYMCASE/Manage Support Cases

Deltek Defect Tracking Number:

526326

Issues Resolved:

Description: Enhancements were made to the Support Issues application.

Customers Impacted: This enhancement affects you if you send Support Issues within Costpoint.

Workaround Before Fix: None.

Additional Notes: None.

Files Updated:

Patch2692.sql

cp711_symcase_004.jar

cp711_symsetng_003.jar

Other Applications Affected:

OT/SY/SYMCASE/MANAGE SUPPORT CASES
OT/SY/SYMSETNG/SYSTEM SETTINGS

System File Dependencies:

cp711_sys_004.zip

OTHERS/SYSTEM ADMINISTRATION/SYMCASE/Manage Support Cases

Deltek Defect Tracking Number:

532074

Issues Resolved:

Description: The **Discussion Thread** field should have displayed the latest messages from Deltek Customer Care when the **Get Case Info** button was clicked.**Customers Impacted:** This defect affects Costpoint users.**Workaround Before Fix:** None.**Additional Notes:** If the case was reported to Deltek Customer Care, the **Discussion Thread** field initially has the message, "*** Use Get Case Info to fetch the latest information from Deltek Customer Care ***." When the **Get Case Info** button is clicked, the complete message thread from Deltek Customer Care is retrieved.

Files Updated:

cp711_symcase_004.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.