CONSEQUENCES OF USING THE WRONG
CUSTOMER CODE TO INSTALL SYSPRO 8

HOTFIXES

The customer is not notified of any **Mandatory Hotfixes** and does not know to subsequently install them. This could have serious consequences in terms of errors on the site.

When the customer logs an event with support, they are not notified of the subsequent **Optional Hotfix** released (either inside the Installer App, via a notification email or within the SYSPRO desktop).

The customer is not notified of any **Withdrawn Hotfixes** and does not know to subsequently uninstall them. This could have serious consequences in terms of continued errors on the site.

The customer is not notified of any **Restricted Hotfixes** and does not know to subsequently install them.

VISIBILITY

SYSPRO **loses visibility** into the customer's installed products & the regional offices' statistics are negatively affected. The customer also **loses traceability** of software installed. The **customer would be excluded** from the SYSPRO Improvement program them.

Customers could end up with **pre released software** (i.e. early adopter) without being aware, which could also result in even more problems if that software requires mandatory hotfixes before being released. Regional offices and partners have access to the early adopter software before customers who might also be on the early adopter program, specifically to **reduce the chances** of customers being the ones to find more serious bugs earlier on in the release schedule.

SUPPORT

Support personnel are **unable to duplicate the customer's environment** for debugging purposes as they would not be able to find a record of the installed software for the customer.

The customer would not be able to **take advantage of future software releases** that entitle escalated service levels (i.e. early adopter clients) as support personnel would not be aware that this is a customer install.

QUALITY

Future product enhancements will be negatively impacted, particularly when it comes to **enhancements** regarding licensing, as the customer's deployment group would not be correctly linked to their license.