

Consolidated Hotfixes

SYSPRO 8 Technical Article

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SYSPRO Help and Reference

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Hotfix background

Until now, we have published hotfixes for SYSPRO 8 which contain just the software required to correct the reported problem, plus any dependencies.

This provides the benefit of not having to install additional software when you just want a specific issue to be resolved.

During the SYSPRO 8 six-monthly release cycle it is possible that there are many hotfixes and by-design, once a customer has initially installed SYSPRO 8 and performed their User Acceptance Testing (UAT), they will only be expected to install a small number of hotfixes to correct any problems that they report specifically.

In addition, there might be a small number of mandatory hotfixes to install to correct more important issues.

IS THERE A PROBLEM WITH THIS METHODOLOGY?

We have observed that when a customer elects to install the SYSPRO 8 release many months into the current release cycle, most system installers have been selecting to install all available hotfixes.

The logic is that UAT is based on the most up-to-date version of the software. This is a reasonable approach and works effectively.

However, the Microsoft technology that we use to install hotfixes has a limit of 127 unique hotfixes per software release. This means that once we have created over 127 hotfixes, you would not be able to install additional ones without first uninstalling prior hotfixes.

WHAT IS THE SOLUTION TO THE 127-HOTFIX LIMIT?

The SYSPRO deployment team will start to issue consolidated hotfixes from time-to-time that contain a roll-up of all prior hotfixes. The first one will be issued mid-May 2019 – and additional ones will be rolled out when necessary.

The first one will be named:

UPDATE FOR SYSPRO 8 2019 R1 (KB8030120) ** CONSOLIDATED **

In effect, this is hotfix number 120 for this release and includes all prior hotfixes from 1 thru 119 (excluding any withdrawn hotfixes).



How does the consolidated hotfix work?

This is easiest explained with a few examples:

A NEW CUSTOMER INSTALLS SYSPRO WHEN WE HAVE 130 HOTFIXES

Simply select the consolidate hotfix (hotfix 120) and any later hotfixes that you require.

You will be using software that contains all the prior hotfixes (1 thru 119) and the selected later ones.

Note: The consolidated hotfix only counts as '1' hotfix, leaving you plenty of space to select future ones if required.

AN EXISTING CUSTOMER WITH PRIOR HOTFIXES WANTS THE LATEST SOFTWARE

For the example, let's suppose that you have installed several hotfixes (say, hotfix 1 thru 20 and hotfixes 25, 30 and 37).

You can now select to install the consolidated hotfix (hotfix 120) – this will automatically install hotfixes 1 thru 119.

In addition, you can select to install any subsequent hotfixes beyond hotfix 120.

Note: The consolidated hotfix only counts as '1' hotfix, leaving you plenty of space to select future ones if required.

FAQs

WHAT HAPPENS IF I UNINSTALL A CONSOLIDATED HOTFIX?

One of the best things about the hotfix technology in SYSPRO 8 is that if, for any reason, you wish to uninstall a hotfix, the software is restored back to what it was prior to the hotfix being installed.

The same happens if you were to uninstall a consolidated hotfix. The software will revert to just the previously installed hotfixes.

HOW DO I KNOW A HOTFIX IS A CONSOLIDATED ONE?

When using the SYSPRO 8 installer application, a consolidated hotfix is clearly indicated with the following phrase appended to its name: **** Consolidated ****

The synopsis will explain the hotfixes that have been included and summarizes how this roll-up and uninstall works.

The SYSPRO 8 installer application has been updated to handle consolidated hotfixes.

Remember that the installer application only shows hotfixes that have not yet been installed. Therefore, if you have installed a consolidated hotfix, that hotfix number (120 in my example) and all prior hotfixes will be assumed to have been installed and will not be displayed.

WHAT IF I DO NOT WANT A CONSOLIDATED HOTFIX?

You do not have to install the consolidated hotfix.

In the previous example you could simply install later hotfixes (such as hotfixes 125, 140 and 150).

The only thing you should be aware of is that there is a limit of 127 hotfixes in total.



Consolidated hotfix summary

We have created the concept of consolidated hotfixes to make it simpler to install many hotfixes with virtually a single click. While at the same time helping to avoid the limitation in the installer technology.

In addition, we retain all the benefits of selecting just the hotfixes you require and still being able to uninstall hotfixes if required.



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