SYSPRO Hotfixes

SYSPRO 8

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SYSPRO™

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Exploring

Where it fits in?

A hotfix is the minimum software required to provide a solution for a specific problem experienced by one or more customers. These can also include any relevant dependencies.

SYSPRO provides hotfixes as a way of deploying software updates during the release of **SYSPRO 8**.

Types of hotfixes available include:

- **Mandatory Hotfix**
- **Optional/Customer-specific Hotfix**
- **Consolidated Hotfix**
- **Diagnostic Hotfix**
- **Restricted Hotfix**
- **Withdrawn Hotfix**

Hotfixes are available from the **SYSPRO Installer** application.

Mandatory Hotfix

Occasionally, a **Mandatory Hotfix** is made available. This could be because of one of the following:

- A serious error that we believe most customers will want corrected.
- An architectural change to improve areas such as: security, performance, scalability, reliability, or the introduction of new foundation for several other hotfixes.

Who is notified?

Anyone who is using the current release of the software. Notification is via email.

> If you install the software and previously-published **Mandatory Hotfixes** exist for that release, then they are automatically applied at the time of the install, without notification.

Who can install the hotfix?

All customers who are using the current release of the software and have not yet installed the mandatory hotfix.

Can the hotfix be uninstalled?

No, you cannot uninstall a mandatory hotfix.

Optional/Customer-specific Hotfix

Most hotfixes are optional. An **Optional/Customer-specific Hotfix** is targeted at a specific customer who has reported a bug and a specific hotfix exists to resolve the issue.

Other customers can also elect to install an **Optional/Customer-specific Hotfix** if they believe that the issue is relevant to them.

Who is notified?

The customer who reported the bug is notified when the **Optional/Customer-specific Hotfix** to resolve this is available. Notification is via email.

Who can install the hotfix?

The customer who raised the bug is notified about the hotfix availability. However, all customers may use the **SYSPRO Installer** app to select and install the hotfix, if deemed relevant.

Can the hotfix be uninstalled?

Yes, if required you can uninstall an **Optional/Customer-specific Hotfix**

Consolidated Hotfix

Occasionally, the development team may produce a **Consolidated Hotfix** that contains a roll-up of all prior hotfixes.

The descriptive synopsis will explain the hotfixes that have been included and summarize how this roll-up and install works.

> 💡 Please refer to the **Consolidated Hotfixes** guide for more information.

Who is notified?

No notifications are sent out, however anyone using the current release of the software can view any available **Consolidated Hotfix** from the **SYSPRO Installer** application.

Who can install the hotfix?

Anyone using the current release of the software can install a **Consolidated Hotfix**.

Can the hotfix be uninstalled?

Yes, if required you can uninstall a **Consolidated Hotfix**. The software will then revert to just the previously installed hotfixes.

Diagnostic Hotfix

Occasionally, the development team may produce a **Diagnostic Hotfix**. These are aimed at specific customers to provide additional diagnostic output and/or other diagnostic features.

A **Diagnostic Hotfix** is only intended to be used for a limited period of time (while diagnosing any problems) and is typically uninstalled once the diagnostic phase has completed. Often this is followed by an **Optional/Customer-specific Hotfix/Mandatory Hotfix** to resolve the identified issue(s).

Who is notified?

No notifications are sent as the development and/or support team will contact the customer directly.

Who can install the hotfix?

Only the customer who has a problem requiring a **Diagnostic Hotfix**.

Can the hotfix be uninstalled?

Yes, upon completion of the diagnostic phase, the hotfix should be uninstalled.

Restricted Hotfix

Occasionally, the development team may issue a **Restricted Hotfix** that only a specific customer can install.

This could be of a very *customer-specific* nature, or may be a *high-risk* change where close customer support is required during hotfix implementation.

Who is notified?

The specific customer is notified. Notification is via email.

Who can install the hotfix?

Only the specific customer who requires the **Restricted Hotfix**.

Can the hotfix be uninstalled?

Yes, if required, you can uninstall a **Restricted Hotfix**.

Withdrawn Hotfix

Occasionally, a published hotfix may contain an error, in which case the hotfix will be flagged as withdrawn.

Who is notified?

All customers who have previously installed the **Withdrawn Hotfix**.

Who can uninstall the hotfix?

Only customers who had installed the **Withdrawn Hotfix**.

Can the hotfix be uninstalled?

The hotfix must be uninstalled, regardless of whether there is a subsequent replacement hotfix.

If required, a replacement hotfix is published and the list of customers who were notified about the **Withdrawn Hotfix** are notified about the replacement hotfix.

Navigation

- Hotfixes are available from the **SYSPRO Installer** application.

  If there is a **Mandatory Hotfix** or **Optional/Customer-specific Hotfix** available for your customer code then once you login, a notification is displayed against the applicable deployment group.

  Selecting the **HOTFIXES** button displays a list of all available hotfixes.

Starting

Warnings

When installing hotfixes, the app stops the following services to prevent any problems arising:

- SYSPRO 8 e.net Communications Load Balancer

  This includes any additional SYSPRO 8 e.net Communications Load Balancer services installed.

- SYSPRO 8 Communications Service
- SYSPRO 8 Avanti Initialization Service

Once the hotfixes are installed, the app will try to start the services again.

Restrictions and Limits

- Hotfixes are only displayed when running the **SYSPRO Installer Application** on the server to which the **SYSPRO 8 Server** component has been installed.

- A maximum of 127 hotfixes can be installed per release (Microsoft limitation). Therefore, ensure that you only install hotfixes that you require. Alternatively, install a consolidated hotfix.

Solving

Error messages

Hotfix Limit Exceeded
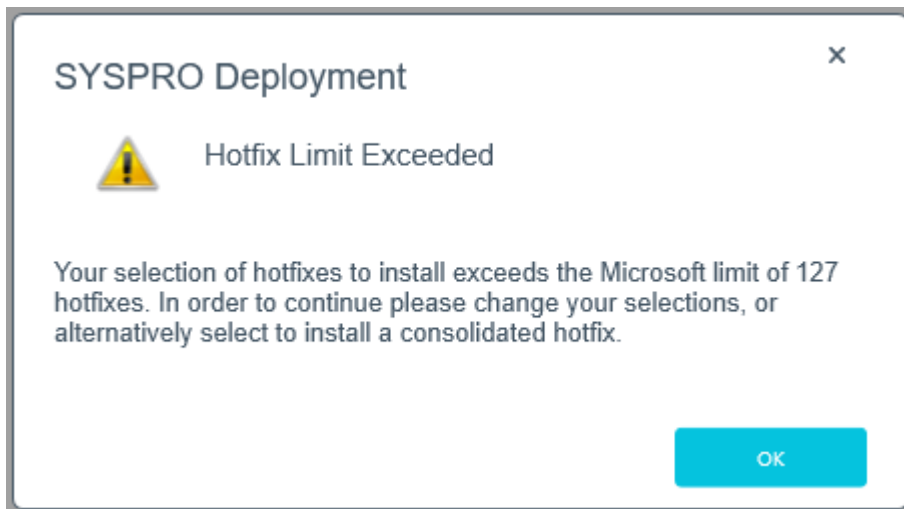
Synopsis

This error is displayed when your selection of hotfixes to install exceeds the Microsoft limit.

Cause

A maximum of 127 hotfixes can be installed per release (Microsoft limitation).

Solution

Either deselect hotfixes which you may not need, or alternatively select to install a consolidated hotfix which only counts as 1 hotfix but includes a roll-up of previously released hotfixes.

If you select to install a consolidated hotfix, the previously installed hotfixes are uninstalled and your number of hotfixes installed then decreases accordingly.

FAQs

How do I search for Hotfixes?

Within the **Hotfix Selection** screen of the **SYSPRO Installer**, you can search for a specific hotfix by any of the following:

- Enter the full KB number (e.g. KB8000006)

- Enter the last digits (e.g. 06) into the search box

- Enter any full text related to the hotfix (e.g. Ledger Query)

This displays the **Mandatory Hotfixes** and **Optional/Customer-specific Hotfixes**.

There could be a large number of hotfixes available - many of which are not relevant to your site or how you use the software. Therefore, only use this function if you have received an **Optional/Customer-specific Hotfix** to install, or if you suspect a problem with your current SYSPRO software and want to establish whether an applicable hotfix is available.

What are Hotfix Knowledge Base Articles?

A hotfix KB article contains information about the software included in the hotfix, as well as a summary of the problems addressed.

You can access these by selecting the **More** button against the hotfix on the **Hotfix selection** screen of the **SYSPRO Installer** application.

How do I install all hotfixes by default?

When adding or editing a deployment group in the **SYSPRO Installer** application, the **Install all Hotfixes by default** option is enabled by default.

This ensures that *all* available hotfixes are installed when installing *SYSPRO 8* for the first time, or when upgrading to a new release.

> Disable the **Install all Hotfixes by default** option if you don't want to install all hotfixes by default. However, if you disable this option, **Mandatory Hotfixes** are still installed when installing *SYSPRO 8* for the first time, or when updating to a new release.

How many hotfixes can be installed per release?

A maximum of 127 hotfixes can be installed per release (Microsoft limitation). Therefore, ensure that you only install hotfixes that you require. Alternatively, install a consolidated hotfix.

Why is the HOTFIXES button displayed without any Mandatory or Optional Hotfixes?

If there is no **Mandatory Hotfix**/**Optional/Customer-specific Hotfix** available for your customer code, but the **HOTFIXES** button is still displayed on the deployment group home page, then the application has detected that there are additional **Optional/Customer-specific Hotfixes** available for you to view and optionally select.

Who can access the hotfix notification button on the SYSPRO Ribbon bar?

Although the hotfix notification button is visible to all users, it is only enabled for operators belonging to a group with system administrator privileges.

What does the hotfix notification button on the SYSPRO Ribbon bar do?

This button shows the **Mandatory Hotfixes** or **Optional/Customer-specific Hotfixes** recorded against your customer code, which have not yet been installed.

> This button only provides *visibility*. You cannot install a hotfix from inside SYSPRO.
>
> To install hotfixes, you must run the **SYSPRO Installer** application.

How can I identify a Consolidated Hotfix?

When using the **SYSPRO 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 install works.

What happens when I have multiple application servers for one site?

If you need to update software or deploy hotfixes, but have multiple application servers for the same site, you have to run the **SYSPRO Installer Application** on each machine that has the Application Server installed. This is because hotfixes must be applied directly to the Application Server.

How do I install a hotfix that is linked to a service update?

A hotfix that is marked with an asterisk in the synopsis indicates that it is associated with a service update. Therefore, we recommend that you install the services before the hotfixes that are linked to them.

- If you regularly install *all* hotfixes:

  We recommend that you first check for any service updates and install those (if applicable) before proceeding with installing the hotfixes.

- If you generally only install *specific* hotfixes:

  We recommend that you first check if any of your selected hotfixes contain an asterisk within the synopsis. If applicable, take note of which service is affected and install that service before proceeding with installing the hotfix.

What are Hotfix linked events?

The linked events of a hotfix can be one of the following types:

1. Directly Linked Events:

   These events are linked to the hotfix event directly due to their dependance on each other.

   The reasons for these kinds of directly linked events include:

   - The fix relates to two or more programs that were spread over multiple events. Therefore only a single hotfix is released, instead of creating multiple hotfixes.

   - Multiple events were fixed on a single version of a hotfix. We link events in this case to indicate the specifics of what was fixed in the particular hotfix.

2. Indirectly Linked Events:

   These events are linked for historical reasons.

FOR EXAMPLE:

In hotfix 005, both the **Inventory Query** and **Customer Query** programs were joined together on an event due to the nature of the fix.

Now, let say on hotfix 020 there is only a fix for the **Customer Query** program. Then, the initial event from hotfix 005 will be linked to this hotfix 020 event. This ensures that **Inventory Query** is also included in hotfix 020 so that nothing breaks.

Using

Installing SYSPRO Hotfixes

> ⚠️ When installing hotfixes, the app stops the following services to prevent any problems arising:
>
> - SYSPRO 8 e.net Communications Load Balancer
>
>   This includes any additional SYSPRO 8 e.net Communications Load Balancer services installed.
>
> - SYSPRO 8 Communications Service
> - SYSPRO 8 Avanti Initialization Service
>
> Once the hotfixes are installed, the app will try to start the services again.

> Run the **SYSPRO Installer Application** on the SYSPRO application server before attempting to install hotfixes.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

> Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

> If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

Partners and Super-users

Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your
> **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO
> account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your
SYSPRO 8 license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of
the license XML file.

2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO ERP Software** option.

> 💡 You can navigate back to this home page from any point in the app by selecting the home icon from the toolbar at the top of each screen.

3. Deployment Groups

From the **Deployment Groups** page, establish whether any hotfixes are available for your deployment group.

Select the **Hotfixes** button against the relevant deployment group.

> You can refresh the **Deployment Groups** screen by pressing F5 and you can refresh the **SYSPRO Deployment Service** by pressing ALT+F6.
>
> You can also use the **Search** function to search for a specific deployment group if more than 4 groups exist.

4. Hotfix Selection

From the **Hotfix Selection** screen you can select the hotfixes that you want to deploy.

> 💡 Use the **More** button to view additional information on each hotfix before selecting it for installation.

Additional options available:

- Use the **Show Consolidated Hotfixes** button to filter the list to only display consolidated hotfixes.

  > 📝 If there are no consolidated hotfixes available, then this button is not available.

  When selecting to filter on consolidated hotfixes, the **Search** box is disabled. If you wish to return to the complete hotfix list, simply select the **Show All Hotfixes** button.

- Use the **Show Installed Hotfixes** button to view all hotfixes installed for the deployment group.

Once you have indicated the hotfixes that you require deployed, select the **Continue** button.

5. Hotfixes Ready to Install
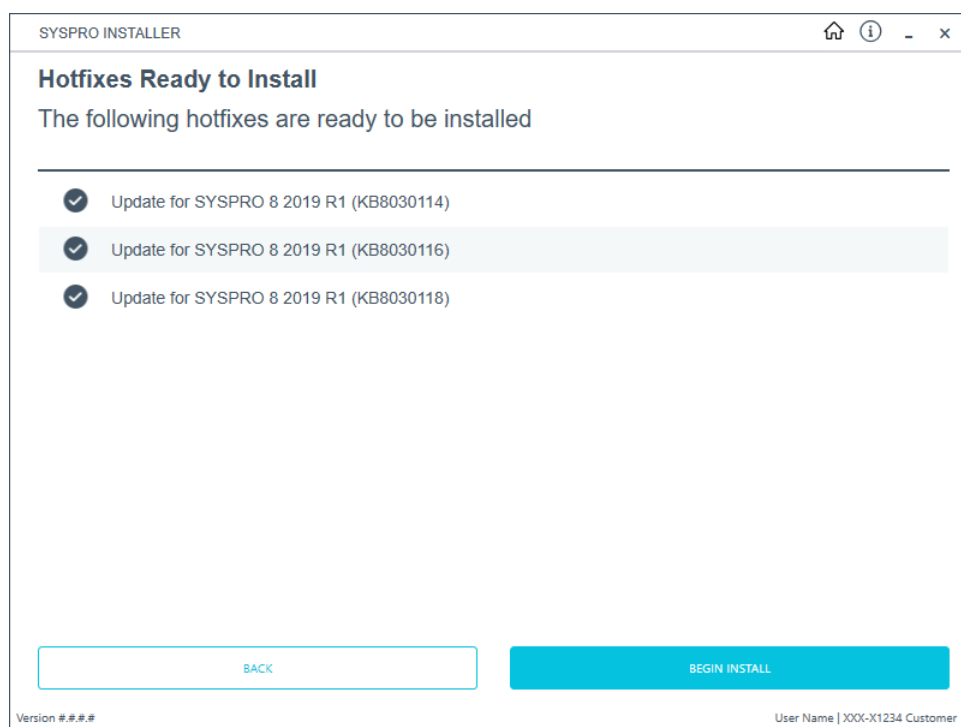
Once you have confirmed your hotfix selection, the **Hotfixes Ready to Install** screen is displayed.

Select **Begin Install** to deploy the chosen hotfixes.

6. Hotfix Install Complete
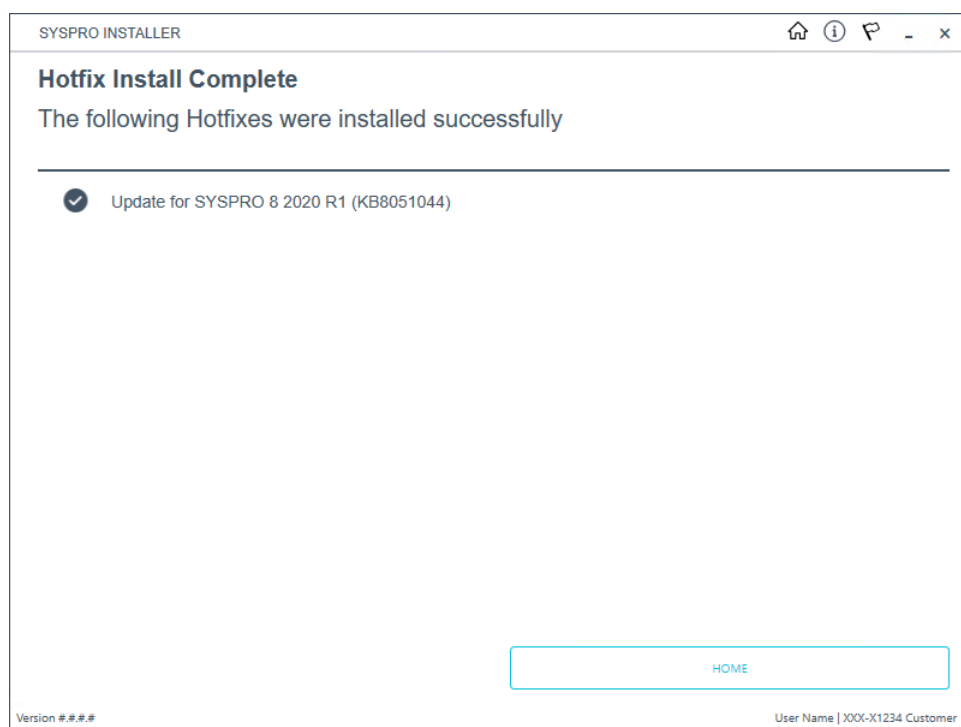
The **Hotfix Install Complete** screen is displayed with a summary of all hotfixes installed.

Uninstalling SYSPRO Hotfixes

When uninstalling hotfixes, you can either do this through the **SYSPRO Installer Application**, or **Microsoft Windows**.
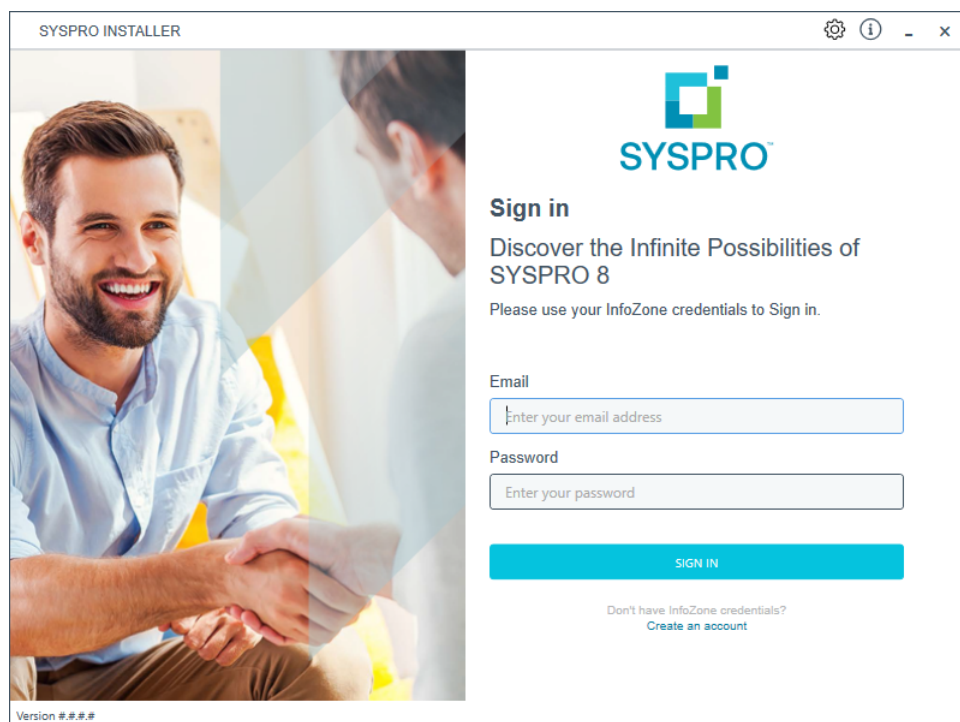
> ⚠️ If you uninstall a **Consolidated Hotfix**, ensure that you immediately install any outstanding **Mandatory Hotfixes** to avoid possible problems in SYSPRO.

Uninstalling hotfixes through the app
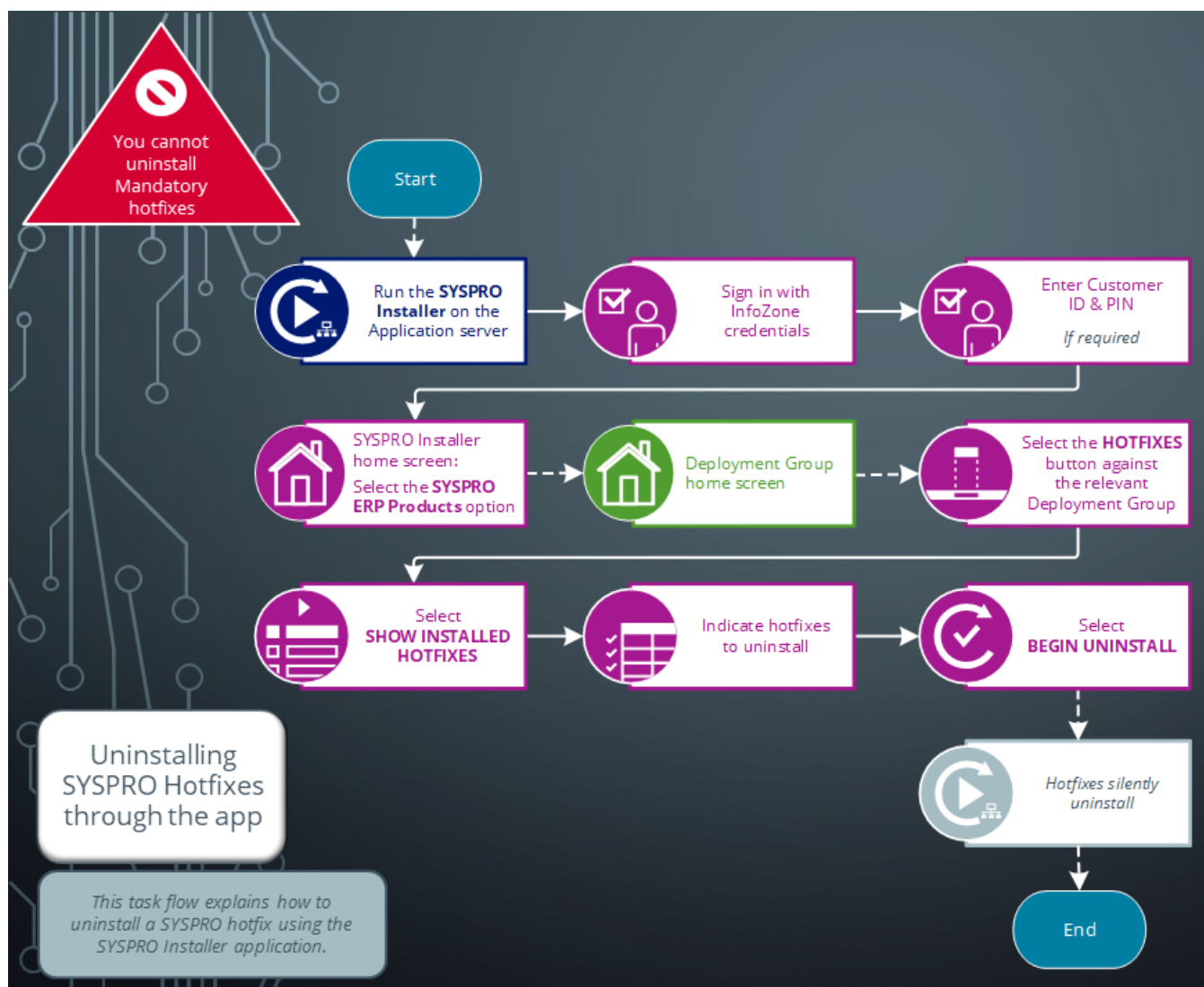
> 📝 Ensure to run the **SYSPRO Installer Application** on the SYSPRO application server before attempting to uninstall a hotfix.

1. Login

Once a connection is made to the **SYSPRO Deployment Service**, you need to login using your **InfoZone** credentials.

A valid **InfoZone** account is required to continue.

> 💡 Enable the **Save Customer Details** checkbox option if you want the app to save your **Customer Code** and **Customer PIN** when logging in.

> 📋 If you are not listed as a customer on the **InfoZone** (i.e. you are a Partner or Super-user) an additional screen is displayed for you to enter the relevant customer code for the customer you want to install.

Partners and Super-users

Ensure that you enter the **Customer ID** for the customer being installed.

> The **Customer ID** defaults to the customer code defined within your **InfoZone** profile, therefore you *must* ensure that it matches the SYSPRO account that you are installing.

The **Customer PIN** is the 6-digit code included in the email you received that contained your *SYSPRO 8* license.

You can verify your customer ID and PIN against the `CustomerId` and `CustomerPin` elements of the license XML file.

2. Home screen

From the **SYSPRO Installer** home screen, select the **SYSPRO ERP Software** option.

> You can navigate back to this home page from any point in the app by selecting the home icon from the toolbar at the top of each screen.

3. Deployment Groups

From the **Deployment Groups** page, select the **Hotfixes** button against the relevant deployment group.

> You can also refresh the **Deployment Groups** screen by pressing **F5** inside the application.

4. Hotfix Selection

From the **Hotfix Selection** screen, select the **Show Installed Hotfixes** button to view all hotfixes installed for the deployment group.

5. Installed Hotfixes
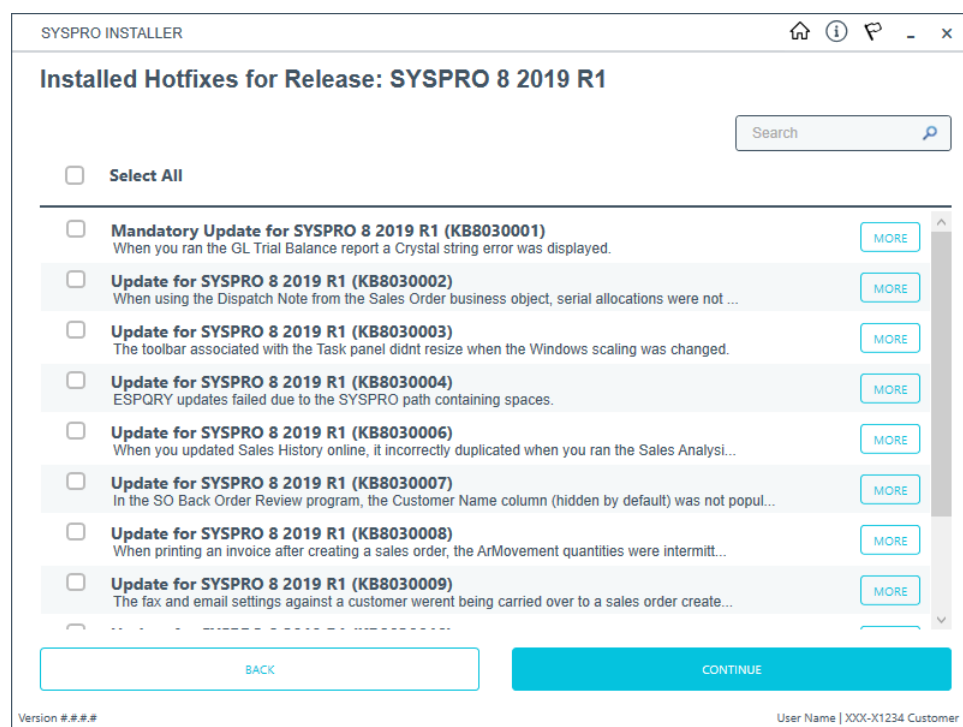
The **Installed Hotfixes** screen displays a list of all hotfixes installed for the deployment group. Alternatively use the **Search** box to search for a specific hotfix.

> 💡 To find out more information about each hotfix that is installed, read the synopsis or select the **More** button to view additional information.
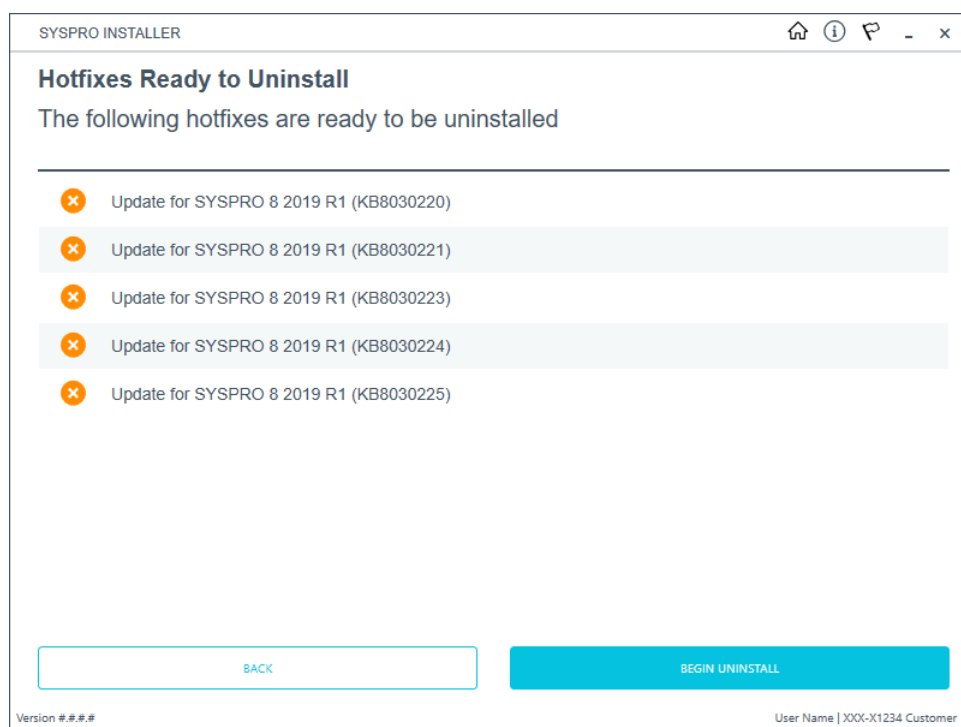
Identify which hotfix you want to uninstall and select the checkbox next to that hotfix.

Once you have indicated the hotfixes that you want to uninstall, select the **Continue** button.

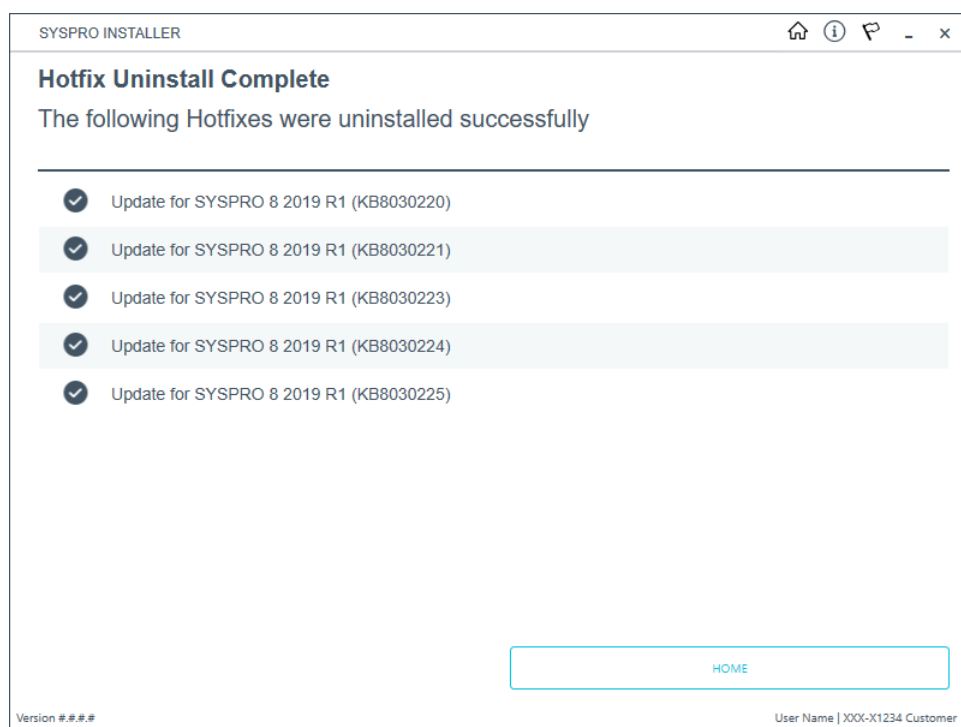> ⚠️ You cannot uninstall a Mandatory Hotfix.

6. Hotfixes Ready to Uninstall

Once you have confirmed your hotfix selection, the **Hotfixes Ready to Uninstall** screen is displayed.
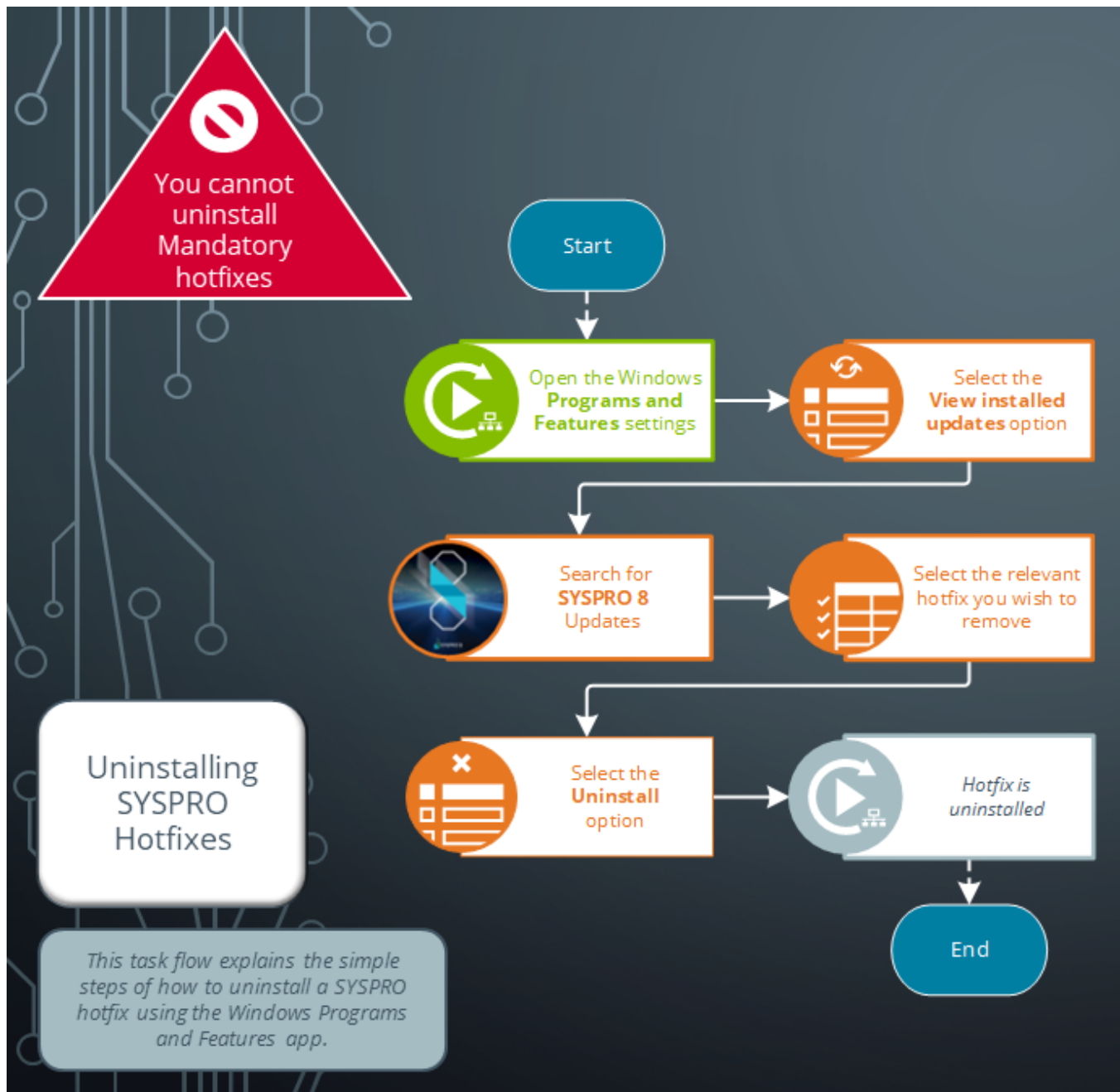
Select the **Begin Uninstall** option to uninstall the selected hotfixes.

7. Hotfix Uninstall Complete

Once the hotfixes have uninstalled successfully, the **Hotfix Uninstall Complete** screen is displayed.

Uninstalling hotfixes through Microsoft Windows

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