

## Collaborati Spend Management

### 6.1.1 Patch 8

#### Release Notes

**Collaborati Spend Management® 6.1.1 Patch 8 (PCSM6110008) resolves the following issue:**

**Issue:** "Connection refused. Unrecognized CSM identifier" error encountered frequently

**Tracking Code:** SUPPORTPRI-64491

**Case Number:** 2022-0428-923055

**Reported Version:** CSM 6.3.1

#### **Workaround**

None

#### **Pre-Requisites**

On-Premise Clients are reporting the issue frequently

#### **Steps to Reproduce**

Trying to test the Connection to CSM Sync

#### **Expected Results of Steps**

Connection should be established successfully.

#### **Actual Results of Steps**

Connection failing with error - "Connection refused. Unrecognized CSM identifier."

#### **Root Cause Analysis**

"Connection refused. Unrecognized CSM identifier" error encountered frequently while trying to test the connection for CSM because the CSM Id was out of sync. When CSM sync fails instead of sending the new CSM ID we keep the old one, if the error occurs while communicating with Collaborati.

***This fix will be merged into the CSM 7.0 Update.***

## INSTALLATION

The following list is a summary of the procedures necessary to install this patch.

1. Log into TeamConnect® as an administrator.
2. Click the Admin tab.
3. Click Admin Settings under the tab bar if it is not already selected.
4. In the left pane, click the About link.
5. In the Available Updates section, follow the instructions below to install the patch.
  - a. Click on the Show updates available for installed products button.
  - b. Locate CSM 6.1.1 Patch 8.
  - c. Click Install Now and follow the installation instructions.
6. After successfully installing this patch, stop and start your TeamConnect® instance.

## UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

## LEVEL OF RISK TO UPDATE WITH PATCH

**LOW**