

TeamConnect® SOP Manager

5.1.1 Patch 11

Release Notes

TeamConnect® SOP Manager 5.1.1 Patch 11 (PSOP5101011) is a Client Specific Patch and resolves the following issue:

Issue: SOP CSC integration creates duplicate contacts.

Tracking Code: SUPPORTPRI-67100

Case Number: 2023-0223-7690743

Reported Version: TCE 6.3.7

Workaround: N/A

Pre-Requisites:

SOP Manager installed and configured.

Steps to Reproduce

1. Run Sync.
2. Check the SOP Record.

Expected Results of Steps

No new Contacts created.

Actual Results of Steps

New Contacts and duplicate contacts created.

Root Cause Analysis

NA

NOTE I: The contacts related to CSC are not created after applying the patch.

NOTE II: If the client is on 5.1.1, they can directly upgrade to 5.1.1 Patch 11 to get this fix. if the client has any other patches on 5.1.1 already they must upgrade to SOP 7.0 Patch 1.

TeamConnect® SOP Manager 5.1.1 Patch 11 (PSOP5101011) is a Client Specific Patch.

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, locate TeamConnect® **SOP Manager 5.1.1 Patch 11**, click **"Install Now"**, and follow the installation instructions.
6. Stop and start your TeamConnect instance.

UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

LEVEL OF RISK TO UPDATE WITH PATCH

LOW