

Collaborati Spend Management

6.3.5 Patch 7

Release Notes

Collaborati Spend Management® 6.3.5 Patch 7 (PCSM6350007) resolves the following issue:

NOTE: This patch should be applied on CSM 6.3.5 Patch 6 only.

Issue: Duplicate Rate Requests are being created after a CSM Sync.

Tracking Code: SUPPORTPRI-68346

Case Number: 2022-1207-6365147

Reported Version: TCE 6.3.3

Workaround

Delete the duplicate rate request (that does not have any workflow) by disabling the security rule “Deny Delete if not final” on the Rate Request object.

Pre-Requisites

- TCE 633, LMM 501, FMR- 632 and CSM -635
- Active Vendor
- Active Timekeepers.

Steps to Reproduce

1. Submit a rate request from Collaborati (A timekeeper rate. NO need to select a matter).
2. Run the CSM sync.

Expected Results of Steps

Only 1 Rate request must be available in TeamConnect post CSM Sync.

Actual Results of Steps

Two Rate requests come to TeamConnect. One is pushed to workflow. Another does not have a workflow, ‘Approve’ or ‘Reject’ buttons.

Root Cause Analysis

Retrying syncing rate request when optimistic lock exception is encountered.

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 6.3.5 Patch 7.
 - 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