

TeamConnect® Enterprise

6.2.7 Patch 9

Release Notes

TeamConnect® Enterprise 6.2.7 Patch 9 (PTC6270009) resolves the following issue:

Issue: Error 404 Page loaded when the user works on the page with expired session.

Tracking Code: SUPPORTPRI-67819

Case Number: 2022-1028-1001900

Reported Version: SAML 2.0.1

Workaround

None.

Pre-Requisites

- TeamConnect v6.2.7
- SAML 2.0.1 [Azure AD]

Steps to Reproduce

1. Open TeamConnect in 3 different tabs of Chrome browser.
2. Logout of TeamConnect from the first tab.
3. Select another module (Contacts/Finance) from 2nd tab - TeamConnect will log out and login the user back with SSO.
4. Select another module (Contacts/Finance) in 3rd tab - System is throwing 404 error and unable to login again.

Expected Results of Steps

Third tab should also be redirected to SSO and logged in.

Actual Results of Steps

"Error 404 - Not Found" page is loaded.

Root Cause Analysis

Weblogic error has a rerouting issue with the "404" error page. Updated it to "404.jsp"

The fixes in this patch will be merged into TCE 7.2

OVERVIEW

The following list summarizes the procedures to install this patch.

1. Update the JAR files.
2. Update the database and version information.

Refer to PTC6270009_Instructions.pdf, in the same folder as these release notes, for more details about installing this patch.