

Collaborati Spend Management 7.0 Patch 4 Release Notes

Collaborati Spend Management® 7.0 Patch 4 (PCSM7000004) resolves the following issues:

Issue: CSM Synchronization breaks with Optimistic Lock Exceptions after upgrading to CSM v7.0.

Tracking Code: COLL-25243

Case Number: 2024-0306-8169682

Reported Version: CSM 7.0

Workaround

None.

Pre-Requisites

- TC v7.0 & CSM v7.0
- Active CSM connections with 500+ offices

Steps to Reproduce

1. CSM Sync has been started.
2. Users try to navigate to the CSM Homepage.

Expected Results of Steps

CSM Sync runs successfully.

Actual Results of Steps

Optimistic Lock Exception is encountered and Sync breaks.

Root Cause Analysis

When both CSM sync / CTimekeeperPortlet is about to make an update to the vendor sync record, it will check the version of the record, before commit and meanwhile if the record is updated for vendor sync, then it's causing an optimistic lock exception.

This fix will be merged into the CSM 7.2 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 7.0 Patch 4.
 - 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