

# Deltek Touch CRM 1.7.6

Release Notes for Ajera CRM, GovWin Capture  
Management, and Vision

**September 2017**

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This edition published September 2017.

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## Overview

Welcome to Deltek Touch CRM Release Notes for Ajera CRM, GovWin Capture Management (CM), and Vision. These release notes contain a summary of the following for the 1.7.6 release:

- Pre-Installation Information
- Software Issues Resolved
- Known Issues



The official name of the application is *Deltek Touch CRM*. This document only uses it at first mention. The succeeding instances of the application name display *Touch CRM*.

In addition, the application name in *Apple App Store*, *Google Play*, and *Windows Store* displays *Deltek Touch CRM*.

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This document has been updated to cover the updated Deltek Touch CRM native application version 1.7.6 and corresponding fixes.

## Pre-Installation Information

Before you begin the installation of Touch CRM, it is important to understand the information discussed in this section.

- Touch CRM requires that your Deltek CRM core product is accessible to your mobile device either over the Internet or via a private network to which your device is connected. For additional information about known issues, see Deltek Knowledge Base [#72783](#).
- Touch CRM works with Vision, GovWin Capture Management, or Ajera CRM 7.6 Cumulative Update #09 or higher.
- Starting with 1.7, Touch CRM requires Secure Sockets Layer (SSL)/Transport Layer Security (TLS) to access the Touch Server.
- You must install Touch CRM on an IIS server that is installed on Windows Server 2012, Windows Server 2012 R2, or Windows Server 2016.
- Touch CRM supports applications from *Apple App Store*, *Google Play*, and *Windows Store*.



For iOS, this version of Touch CRM only supports iOS 9.0 and higher. If you are on iOS 8.0 or lower, Touch CRM would not be available from *Apple App Store*. In this case, you would not be able to download or update it.

In addition, Touch Server 1.3 and lower are already incompatible because the Chrome browser does not work with these versions any more due to a major change on Chrome.

For more information, see *Deltek Touch CRM Technical Installation Guide*.



Touch CRM does not support two-factor authentication (2FA) and multifactor authentication (MFA).

- Touch CRM installer installs PHP 7.1.8 in this release.



### **Apple's iOS blocks connections to servers with deprecated secure transport layers.**





Starting with iOS 9, Apple's iOS mobile operating system started blocking deprecated transport layers. As of iOS version 10, iOS blocks connections to servers that have either TLS 1.0, SSL 3 (or lower) enabled or any older protocols. Only TLS 1.1 and/or TLS 1.2 may be enabled for connections to be successful. If you try to connect to IIS servers running Touch CRM, an error message displays, such as "invalid server URL" if any of the deprecated protocols are enabled.

To resolve this issue, the following must be performed to Touch Server:

- Deprecated transport layers disabled
- Supported transport layers enabled (if not already) – TLS 1.1 and/or TLS 1.2
- Restart the server

For more information on how to disable the deprecated transport layers, see the following support article from Microsoft: *How to disable PCT 1.0, SSL 2.0, SSL 3.0, or TLS 1.0 in Internet Information Services* at <https://support.microsoft.com/en-us/kb/187498>.

### Compatibility Mode Definitions

Compatibility Mode	Description
<b>Fully Compatible with Vision, GovWin Capture Management, or Ajera CRM</b> 	You must be on the latest version of each component (Touch CRM, Touch Server, and API). All features and functions in the application are available to you.
<b>Partially Compatible with Vision, GovWin Capture Management, or Ajera CRM</b> 	You can use Touch CRM in this environment, but new functionality will be hidden until Touch Server and your Vision/GovWin CM/Ajera CRM is updated.
<b>Potentially Compatible with Vision, GovWin Capture Management, or Ajera CRM</b> 	The Touch CRM application may be compatible with Vision/GovWin CM/Ajera CRM, but this combination is no longer tested or supported by Deltek.
<b>Incompatible</b> 	You cannot use both the Touch CRM application (native application) and its browser version.

### Touch CRM 1.7.6 (Native Application) Version Compatibility

Vision / GovWin CM / Ajera CRM	7.6 CU#09	7.6 CU#03	7.6	7.5	7.4 CU #06	7.4 CU #05 or Lower	7.3 CU #13 or Higher	7.3 CU #12 or Lower	7.2 CU#14 or Higher	7.2 CU#13 or Lower	7.1 CU #11 or Higher	7.1 CU #10 or Lower	7.0 SP1 HF#6 or Higher	7.0 SP1 HF#5 or Lower	6.2
Touch Server															
1.7.4-1.7.6															
1.7.2/1.7.3															
1.7															
1.6															
1.5															
1.4															
1.3															
1.2															

Vision / GovWin CM / Ajera CRM	7.6 CU#09	7.6 CU#03	7.6	7.5	7.4 CU#06	7.4 CU#05 or Lower	7.3 CU#13 or Higher	7.3 CU#12 or Lower	7.2 CU#14 or Higher	7.2 CU#13 or Lower	7.1 CU#11 or Higher	7.1 CU#10 or Lower	7.0 SP1 HF#6 or Higher	7.0 SP1 HF#5 or Lower	6.2
1.1	Yellow background													Red background	
1.0.X	Yellow background														



For Touch CRM 1.7.3 (or lower), see the Deltek Touch CRM Technical Installation Guide of that release.

### Mobile Device Requirements

The Touch CRM application supports mobile devices that run on the following operating systems:

- Apple iOS 9.0 and higher
- Android 4.4 and higher
- Windows Phone 8.1 and higher

## Software Issues Resolved

### Descriptions of Software Issues

You will notice that the descriptions of some software defects contain extra information, including ways to work around the defects. For the most part, these issues were addressed before this release through hot fixes, and the additional information was developed to help you decide whether or not you needed to install the hot fixes.

When you install this release, you must install all fixes in the release; you cannot choose to install some and not others. Nevertheless, this additional information has been included in case you instituted some of the workarounds and can now stop using them, or you simply want more background information about the defect repairs.

*The following issue has been fixed in 1.7.6:*

### Stuck on Loading Screen When Using Android O

#### Defect #838490

**Description:** If you tried to open Touch CRM, the application would be stuck on the loading screen and nothing else would happen.

**Customers Impacted:** This defect only affected Touch CRM users who were using devices running Android O.

**Additional Notes:** None.

*The following issue were fixed in 1.7.4:*

### Error in Opening a Calendar Containing Several Activities

#### Defect #700813

**Description:** If you tried to open a calendar containing several activities, an error message would display.

**Customers Affected:** This defect affected all Touch CRM users.

**Workaround Before Fix:** None.

### No Windows Authentication Toggle Button

#### Defect #780375

**Description:** If you tried to log on to Touch CRM and the first option in the **Database** drop-down list is an Azure-enabled database, the Windows Authentication toggle switch would not display.

**Customers Impacted:** This defect affected Touch CRM users who were using the native application and Windows Authentication method.

**Additional Notes:** None.



*The following issues were fixed in 1.7.2:*

## **Limited List of Contacts or Employees on Attendees Screen**

### **Defect #701164**

**Description:** The **Attendees** screen would only display the list of contacts or employees to which you only had access instead of all available contacts or employees.

**Customers Affected:** This defect only affected Touch CRM users who had limited access to the list of contacts or employees.

**Additional Notes:** None.

## **Attached Receipt Not Displaying Properly**

### **Defect #707041**

**Description:** If you attached a receipt from your device's camera or gallery, the uploaded receipt would not display properly.

**Customers Affected:** This defect affected Touch CRM users who uploaded receipts via the native application.

**Additional Notes:** None.

## **Cannot Add or Edit Activity for Users with Limited Access to Employees or Contacts in Roles**

### **Defect #721630**

**Description:** If you had limited access to Employees or Contacts in Roles in Vision core, you cannot add or edit an activity in Touch CRM.

**Customers Affected:** This defect affected Touch CRM users whose roles had limited access for Employees or Contacts in core.

**Additional Notes:** None.

## Known Issues

This section includes summaries of the issues that exist in Touch CRM and will be resolved in the future. You will notice that the descriptions of some software defects contain extra information, including ways to work around the defects. The additional information has been included in case you instituted some of the workarounds and can now stop using them, or you simply want more background information about the defect repairs.



This section does not contain a complete list of outstanding issues. Deltek only includes the high priority issue in Touch CRM for this release. Please contact Deltek Customer Care if these known issues present a significant impact on your business.

*The following issues were added in 1.7.2:*

### Cannot Save Activities on Calendar and Task and Other Activities Screens

#### Defect #721878

**Description:** If you add an activity on the **Add Activity** screen for Calendar or Task and Other Activities and tap **Save**, it does not proceed to the next screen to indicate that the activity has been added successfully.

**Customers Impacted:** This defect affects all Touch CRM users.

**Workaround Before Fix:** None.

**Additional Notes:** The issue does not occur in the browser version of Touch CRM.

*The following issue was added in 1.6:*

### Error When Saving Details with State Field Blank on Add Contact Screen

#### Defect #556375

**Description:** If you select a country but leave the **State** field blank, and tap **Save** on the **Add Contact** screen, and error message displays.

**Customers Impacted:** This defect affects all Touch CRM users.

**Workaround Before Fix:** None.

**Additional Notes:** None.

## Appendix: For Additional Information

### Customer Care Connect Site

The Deltek Customer Care Connect site is a support Web site for Deltek customers who purchase an Ongoing Support Plan (OSP).

The following are some of the many options that the Customer Care Connect site provides:

- Search for product documentation, such as release notes, install guides, technical information, online help topics, and white papers
- Ask questions, exchange ideas, and share knowledge with other Deltek customers through the Deltek Connect Customer Forums
- Access Cloud specific documents and forums
- Download the latest versions of your Deltek products
- Search Deltek's knowledge base
- Submit a support case and check on its progress
- Transfer requested files to a Customer Care analyst
- Subscribe to Deltek communications about your products and services
- Receive alerts of new Deltek releases and hot fixes
- Use Quick Chat to submit a question to a Customer Care analyst online



For more information regarding Deltek Customer Care Connect, refer to the online help available from the Web site.

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### Access Customer Care Connect

To access the Customer Care Connect site, complete the following steps:

1. Go to <http://support.deltek.com>.
2. Enter your Customer Care Connect **Username** and Password.
3. Click Log In.




If you forget your username or password, you can click the **Account Assistance** button on the login screen for help.

## Available Documentation for this Release

The following table lists the Deltek documentation available for this release. Except where noted, all the user guides and quick reference guides listed in this table are available for download from the Deltek Customer Care Connect site.

Document Name	Description
Deltek Touch CRM User Guide <i>The exact name of the user guide varies, depending on your Deltek CRM core product.</i>	This document contains detailed information and instructions on how to use various features of Touch CRM.
Deltek Touch CRM Installation Guide	This document provides instructions for the installation and configuration of application.



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