

Deltek Touch CRM 1.7.6

Release Notes for Deltek CRM

September 2017

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Overview

Welcome to Deltek Touch CRM Release Notes for Deltek CRM. These release notes contain a summary of the following:

- Software Issues Resolved
- Known Issues

This release does not include any new features or enhancements.



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*.

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

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:

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.

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 have been 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 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, an 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.

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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