

# FIMS

Release Notes v14.33 – CRM patch

## Upgrade for CRM Clients

This document contains a brief summary of the issue resolved in the FIMS 14.33 CRM patch.

**Host\*Net clients** are scheduled to be upgraded on December 21, 2016 at 8pm EST. No server downtime will be required.

[The MicroEdge Community Resources Library](#) will have the FIMS 14.33 CRM patch file available for download on December 21, 2016.

The patch file may be used by anyone currently on FIMS version 14.33 who uses FIMS CRM.

## FIMS Support

### Need Help or Have Questions?

If you have questions or need assistance in any way, please contact MicroEdge Technical Support.

**Support Hours:** M-F, 8:00 am – 8:00 pm ET.

**Phone:** (800)256-7772

**Email:** [fimssupport@microedge.com](mailto:fimssupport@microedge.com)

**Online:** Login to PowerME at [www.microedge.com](http://www.microedge.com). Click the **Case** tab at the top of the homepage and click 'Create New Case'.

## Resolved Issue

This patch resolves the following issue. The case number is provided for internal referencing along with a description of the issue.

ID	Module	Description
369433	CRM & Profiles	<p>The sync between CRM and FIMS was causing the <i>Title Code</i> and <i>Business Title</i> fields on the Profile 1 tab to be incorrectly changed or made blank.</p> <p>NOTE: This only impacts profiles where the <i>Title Code</i> did not match the <i>Title description</i>.</p> <p>Example: A <i>Title code</i> of "CEO" and a <i>Title description</i> of "President and CEO" may have been changed to blanks after syncing.</p>

A MicroEdge + Blackbaud support team member will be reaching out to you to help you determine your status.

## How to Install a Patch

Patch files must be installed using the FIMS Update and Patch Utility.

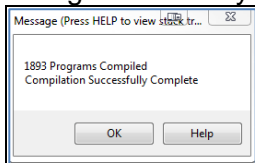
1. Download the patch file from the MicroEdge Resource Library.  
<https://community.blackbaud.com/products/microedge/resources>
2. Search for 'FIMS 14.33-CRM'.
3. Copy the FIMS Patch file to FIMS subfolder on the server or workstation on which the patch is being installed:
  - o **Server Location:** X:\npo\found\FIMS  
(X refers to the letter of the drive that you actually have FIMS installed.)
  - o **Workstation location:** N:\found\FIMS
4. Log in to FIMS.
5. Open **Tools > System Utilities > FIMS Update and Patch Utility**.
6. Click **Browse** and select the patch file named **CRMTitle.zip**.
7. Click **Open** to display the patch notes.
8. Begin the process by clicking **Install**.  
**NOTE:** If you see a 'single-user mode' error, please see Single-User Troubleshooting below.
9. When complete, a FIMS EMail prompt with Update Complete will pop-up, click **Send**.
10. Log in to FIMS and Select **Help> About FIMS**.
  - FIMS version should now be 14.33 dated 12/21/2016
  - Progress version should be 10.2B

### Single-User Troubleshooting

If you are configured single user mode, you may get an error during the installation that says something like "database found is in use in single-user mode" (your exact message may be different but single-user mode will be part of it).

To resolve this issue, follow the steps below:

1. Press **OK** and let the installation process complete.
2. Once it is completed, you will need to run the FIMS compiler before you use any of the patched programs. To do this, follow these steps.
  - a. From the main FIMS screen, select **Tools > System Utilities > Admin Utilities > FIMS Compiler**.
  - b. Press the **Compile** button.
  - c. You will see a scrolling area of programs being compiled. When it completes, you will get a dialog box that says something like this (number of programs may vary):



- d. Press **OK**.

Your upgrade is now complete.