

## CCH CRM - KNOWN ISSUES (February 2017)

Below is a list of issues reported that potentially impact a significant number of users. Our aim is to rectify these issues within 12 months but ideally within the next two quarterly releases.

DATE RAISED	ITS	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/ FIXED
12/02/2018	259238	Currently, in the 2017.4 version of Central, when a user has set their CRM username and password credentials to an account that has access to multiple Workbooks databases, the sign on through Central does not take into account the database name in their employee record. The expected functionality is that the user is logged into the database that is stated in the employee record, however it auto logs you into the newest database you have access too.		<b>2018.1</b>
03/04/2017	239129	During one session, an extra field value did not populate Central when a prospect was being pushed from CRM for the first time	Populate the extra field within Central and updates will continue normally	<b>TBC</b>
03/04/2017	239134	During one session, when a prospect was being pushed from CRM to Central for the first time, a duplicate contact was created in Central	Identify which Central contact ID is allocated to both the Central and CRM record and then remove the duplicate not linked to the record	<b>TBC</b>
04/04/2017	239135	If an email address has a + sign in it, the item does not sync	To resolve the issue remove the + sign	<b>TBC</b>
26/10/2017	239182	Deletion and re-creation of relationships		<b>2018.1</b>