

# Costpoint 8.2 Maintenance Release Installation

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# Costpoint 8.2 Maintenance Release Installation

## MR 2025.3.0

If you are upgrading to MR 2025.3.0 from an older MR 8.2.x version (including 2025.1.0 or 2025.2.0) or an MR 8.1.x version, you must perform the following tasks in this order:

- Upgrade to WebLogic 14.1.2 (*Costpoint WebLogic 14.1.2 Upgrade Installation Guide*).
- Run `DeltekCostpointWebLogic_SPB_JDK_yyyymm.exe` to apply the latest WebLogic SPB for Oracle 14.1.2 and upgrade your JDK to the required jdk-21 version (*Deltek Costpoint WebLogic SPB JDK Installation*).
- Proceed with the steps in this document to apply the latest MR 8.2.x.

**Note:** For Microsoft SQL Server customers 2025.3.0 QR will consume up to 60 GB of an additional storage on the database server and may take extra 15-20 minutes to install. (Both size and time metrics are per each CPSYSTEM database). The time to completion can vary based on the IOPS and throughput configured on the storage subsystem. There are no space or time impacts for Oracle customers.

## MR Feature Change

Beginning with MR 8.2.5, the following Features have been removed from the MR:

Field Name	Action
JDK	Select this feature to install the latest JDK patch. If you already installed the latest JDK, this feature is cleared by default.
WebLogic Stack Patch Bundle	Select this feature to install the latest WebLogic security patches and updates.

The above features are now only part of the **Deltek Costpoint WebLogic SPB and JDK Installer**.

To get the quarterly WebLogic Service Pack Bundle and latest JDK updates you will need to use the `DeltekCostpointWebLogic_SPB_JDK_yyyymm.exe`, following the *Costpoint WebLogic SPB JDK Installation* guide.

These updates will be for your WebLogic Admin Server (Primary Tier) and all WebLogic Nodes (Secondary Tier).

## Installation Overview

This document provides instructions for installing the Deltek Costpoint 8.2 Maintenance Release software. During this installation, you perform the following tasks:

- Back up all schemas:
  - Costpoint Admin
  - Costpoint System
  - Costpoint Transaction
  - Time & Expense Transaction (if applicable)
  - Planning Transaction (if applicable)
- Stop Costpoint Windows Service(s).
- Upgrade to WebLogic 14.1.2.
- Upgrade to jdk-21.
- Run the MR Installer on your Primary application server:
  - Apply Costpoint Application Classes.
  - Apply Costpoint Web Tier files.
  - Apply Costpoint Help Files.
  - Apply Patches, Dynamic Data, and Stored Procedures.
  - Apply System Metadata.
  - Run Link Views and Rebuild User Menus.
- Run the MR Installer on any IIS web servers (if applicable):
  - Apply Costpoint Web Tier files.
- Reconfigure any non-standard InstallCPWeb Service CMDs.
- Reconfigure and start Costpoint 8.2 Windows Service(s).
- Update Costpoint Web Services (PMFG SFT/MES clients only).

**Note:** If you need help with this installation, please contact Deltek Costpoint Technical Support at 877.HLP.PROJ (877-457-7765).

### Installation Package Contents

The Costpoint 8.2.x installation package contains the following:

- Costpoint 2025.3.0 Maintenance Release installer or higher
- Deltek Costpoint 8.2 Maintenance Release Installation Guide

## Installation Prerequisites

Before you install Costpoint 2025.3.0 or higher, check that you meet the following version and access requirements.

### Versions

Ensure that your system meets the following version requirements.

Item	Required Version
Costpoint WebLogic	14.1.2 (MR 2025.3.0 and higher) 14.1.1 (MR 2025.2.0 and lower)
Costpoint databases	8.1.5 or later
Time & Expense databases (if applicable)	8.1.5 or later
Planning databases (if applicable)	8.1.5 or later
Oracle database	21c, 19c
SQL Server database	2022, 2019

### Administrative Access

Ensure that you have Administrative access to the following databases:

- Costpoint Transaction
- Costpoint System
- Costpoint Admin
- Time & Expense (if applicable)
- Planning Transaction (if applicable)

### Internet Access

The MR installer will also need Internet access to download the following files at runtime:

- DeltekCostpoint82RequirementsINI.exe
- DeltekCostpoint82MRSupportFiles.exe

## Deltek Software Manager (DSM)

You download software installations, installation instructions, technical guides, and release notes from Deltek Software Manager (DSM). You will also download future releases of Costpoint 8.2 from DSM.

DSM is the sole download source for hotfix files.

### DSM Requirements

You can run DSM from any desktop. You do not need to run DSM from Deltek application servers.

To run DSM, you must meet the following requirements:

- Windows XP or later
- Microsoft .NET Framework 3.5 SP1 (3.5.1)

The following Deltek Knowledge Base article contains prerequisites for installing the Deltek Software Manager (DSM):

[https://deltek.custhelp.com/app/answers/detail/a\\_id/63248/](https://deltek.custhelp.com/app/answers/detail/a_id/63248/)

**Tip:** To learn more about DSM and how it works, see the [DeltekSoftwareManager.pdf](#).

### DSM Documentation and Troubleshooting

For more information on Deltek Software Manager, use the following links:

- To view the online help for DSM, click [here](#).
- To view a tutorial on how to use DSM, click [here](#).
- To view information about troubleshooting DSM, click [here](#).  
This link works only when you are logged in to Deltek Customer Care Connect.

## Pre-Installation Instructions

This section provides instructions that you must complete to prepare your Costpoint system for installation of the Costpoint 8.2 Maintenance Release.

**Warning:** Ensure that you perform the steps in this section before you perform a test upgrade. Then complete these steps a second time before you upgrade your production environment. Changes that you make to your production environment after you upgrade your test copy could provide different results.

## Notify All Users

It is important that you coordinate the timing for the installation with all users. Users must not access Costpoint, Time & Expense, or Planning during the Maintenance Release installation.

## Back Up Costpoint, including WebLogic and Database Schemas

Before you install the latest Costpoint 8.2 Maintenance Release, Deltek strongly recommends that you make a backup of your existing Costpoint folder (C:\Deltek\Costpoint), Oracle WebLogic folder (C:\Oracle\Middleware14.1.1), and Costpoint IIS folder (C:\Deltek\_IIS) as well as your Costpoint database.

You also need to back up the following schemas:

- Transaction
- Admin
- System
- Time & Expense (if applicable)
- Planning Transaction (if applicable)

Use your preferred method for backing up these databases or employ the Oracle datapump export utility.

**Note:** Deltek strongly recommends that you regularly test and verify your database backups.

## Maintenance Release Installation

This section provides instructions and recommendations for installing the Deltek Costpoint 8.2 Maintenance Release.

**Note:** If you use a clustered environment, you must **repeat** all the steps in this section for each of your Costpoint 8.2 WebLogic Application nodes.

### Stop Costpoint WebLogic Server

This section provides instructions for stopping your Costpoint 8.2 WebLogic Server.

You must perform this step on your Costpoint 8.2.x WebLogic **application** server and **any** WebLogic server nodes.

To stop your Costpoint WebLogic Server(s):

1. Click **Start » Administrative Tools » Services**.
2. On the **Services** window, scroll down the **Services** list and **Stop** the **Costpoint 8.2/Costpoint 8.1** service.

**Note:** When upgrading from Costpoint 8.1.x to Costpoint 8.2, you also need to **Stop** the **Costpoint Exchange Server Connector** service if it exists.

3. Close the **Services** window.

## Upgrade Costpoint WebLogic Server to 14.1.2

This section provides instructions for upgrading your Costpoint WebLogic Server to version 14.1.2. Costpoint 2025.3.0 and higher only works with WebLogic 14.1.2.

**Note:** If you are already running an MR 2025.3.0 or higher version at WebLogic 14.1.2 you can skip this section.

You must perform this step on your Costpoint 8.2.x WebLogic **application** server and any **WebLogic** server nodes.

To upgrade your Costpoint WebLogic Server(s):

1. Complete the instructions in the *Costpoint WebLogic 14.1.2 Upgrade Installation Guide*.

## Upgrade JDK to 21

This section provides instructions for upgrading your JDK version to version 21. Costpoint 2025.3.0 and higher only works with JDK 21.

**Note:** If you are already running an MR 2025.3.0 or higher version at WebLogic 14.1.2/JDK 21 you can skip this section. However, this installer does **NOT** contain the latest quarterly WebLogic SPB and JDK version, so you should always make sure you are up to date.

You must perform this step on your Costpoint 8.2.x WebLogic **application** server and any **WebLogic** server nodes.

To upgrade your Costpoint WebLogic Server(s):

1. Complete the instructions in the *Costpoint WebLogic 14.1.2 SPB JDK Installation*.

## Install Maintenance Release Software

This section provides the steps to install the Costpoint 8.2.x Maintenance Release software.

You must perform this step on your **application** server.

You must have Internet access on the machine where the Costpoint 8.2 MR installer is invoked in order to download the latest DeltekCostpoint82MRSupportFiles.exe and DeltekCostpoint82RequirementsINI.exe files automatically.

The DeltekCostpoint82MRSupportFiles.exe contains the latest database patch rollback scripts that have been incorporated into the MR. The DeltekCostpoint82RequirementsINI.exe contains the latest OS platforms and database versions supported. These files are automatically downloaded when you launch the MR installation if your application/web server has Internet access.

**Note:** The Deltek MR installer contains functionality that enables it to dynamically download configuration files and patch rollback scripts from the Deltek Software Manager server when the MR installer executes. This connection requires communication over HTTPS.

If your application/web server does not have Internet access, you must perform the steps in the [Latest Installer Files Download Instructions](#) section of this document before you run DeltekCostpointMaintenanceRelease\_20yy.q.0.nnnn.exe.

To install the software:

1. Run the DeltekCostpointMaintenanceRelease\_20yy.q.0.nnnn.exe file to launch the Costpoint 8.2 Maintenance Release installation program.

**Note:** Due to enhanced security in Microsoft Windows Server, Deltek recommends that you use the **Run as Administrator** option when launching installation files, even if you are logged in as a user with local administrative rights. To do so, right-click the DeltekCostpointMaintenanceRelease\_8.2.x.nnnn.exe file in Windows Explorer and select **Run as Administrator**.

2. On the Welcome to the InstallShield Wizard for Costpoint Maintenance Release screen, click **Next >**.
3. On the Costpoint Tier Type screen, complete the following fields, and then click **Next >**.

Field Name	Action
Primary (Updates)	Select this setup type to install both the Oracle WebLogic and Deltek

Field Name	Action
Costpoint and WebLogic)	<p>Costpoint software.</p> <p>You must select this option if you are installing Costpoint in a non-clustered environment or if this is your Primary Application Server Tier in a clustered environment.</p> <p>Additional changes are required to configure a clustered environment.</p>
Web Tier (Updates local Web Tier only)	<p>Select this setup type on the IIS web server(s) to install the Deltek Costpoint software.</p> <p>You must run this option on all IIS web server(s) when first upgrading from Costpoint 8.1 to Costpoint 8.2 to change your Deltek Costpoint DEWebApp folder location from 81 to 82, if it contains an 81 folder location (that is, C:\Deltek_IIS\Costpoint\81\applications\DEProxy, C:\Deltek_IIS\Costpoint\81\applications\DEWebApp).</p> <p>After you are at Costpoint 8.2, as long as the Primary Application Server has access to the UNC path to your DEWebApp folder, all subsequent MR 8.2 installs will <u>not</u> require this option to be run on any IIS web server(s).</p> <p>If you are running your IIS web server(s) in a DMZ to which the Primary Application Server does not have access, you can run this option to update your DEWebApp folder with each MR release.</p>

- On the Costpoint Installation Directory screen, accept the default location (the installer reads toolconnection.properties) of your Costpoint installation location, or click **Change...** to navigate to the proper location, and then click **Next >**.
- On the Features screen, complete the following fields, and then click **Next >**.

**Note:** Deltek recommends that you select all of the following fields when you install the maintenance release.

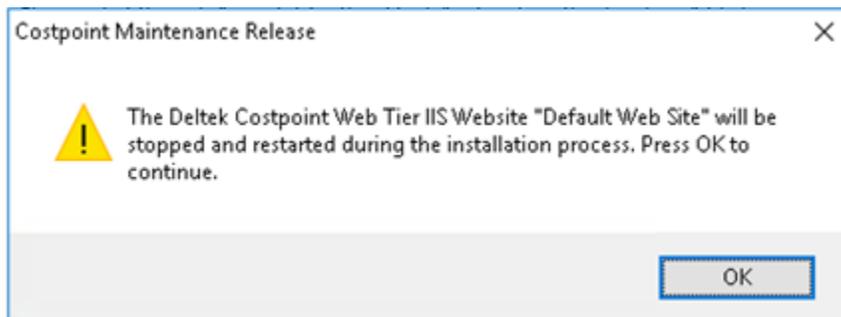
Field Name	Action
Costpoint Application Classes	Select this feature to install the Costpoint application classes.
Costpoint Web Tier	Select this feature to install Costpoint Web Tier files.
Help Files	<p>Select this feature to install the help files.</p> <p>If you are using Hosted Help, this feature is not available.</p>

Field Name	Action
Patches, Dynamic Data, Stored Procedures	Select this feature to install the database patches, dynamic data, and stored procedures.
System Metadata	Select this feature to install the system metadata.
Link Views (Rebuild User Menus included)	Select this feature to run link views and rebuild user menus.

- If you selected **Help Files** and you are currently using local help files, you are given the option to switch to using online help files:
  - Click **Yes** to switch to using online help files (hosted help).
  - Click **No** to continue using local help files.
- If the Deltek Costpoint Web Tier IIS Website screen is displayed, in the **Website Name** field, select the website where the Deltek Costpoint Virtual Directory (**CPWeb**) exists, and click **Next >**.

Typically, this is the **Default Web Site**.

- If your Application Server also contains your Web Server files and your IIS DEProxy files need to be updated, the following message displays:



The MR installer will automatically stop your CPWeb "Default Web Site" and restart it once the updated files have been copied. Click **OK** to proceed.

- On the Costpoint System Name(s) screen, select all the Costpoint systems that you want to update, and then click **Next >**.

By default, all systems are selected.

The MR installer reads all Costpoint systems selected. If a Time & Expense segment exists, the installer searches for the presence of a Time & Expense license in that Costpoint system and lists any systems for

which there is no Time & Expense license.

10. If the prompt displays, review the list and select the appropriate action:

- Apply (using DBWizard, Apply License) a Time & Expense license to the Costpoint system(s) in the list for which the connected TE segment is **not** for a stand-alone, external connection that should have a Time & Expense license applied to it.  
Any stand-alone, external Time & Expense segments for which a Time & Expense license was **not** present, or for which the Time & Expense segment is for a Time & Expense 901 system, will **not** have the MR Time & Expense patches, SPs, or Data Dictionary files applied to them. These Time & Expense segments are marked as External TESS segments.
- If all the systems listed are actual stand-alone, external (non-licensed) Time & Expense segments and you want them converted to external segments without applying the MR to them, click **OK** proceed.

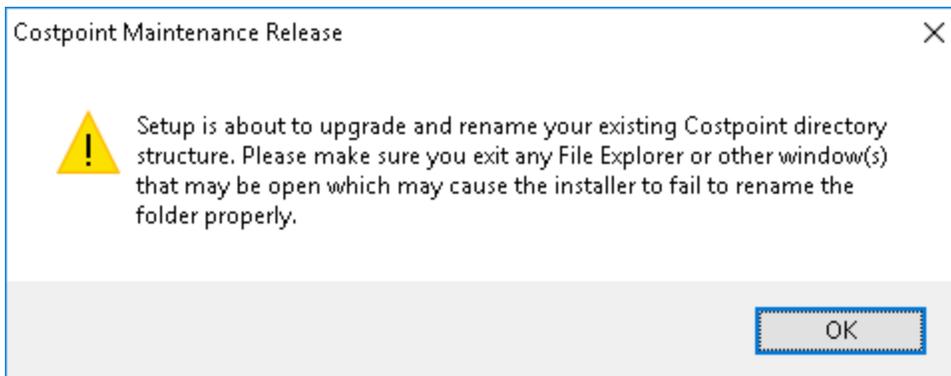
If you are unsure, please contact Deltek Costpoint Technical support.

11. On the Logon screen, for each unique database server instance/host, complete the following fields and click **Next >**.

Field Name	Action
<b>User Name</b>	Enter the Oracle SYSTEM/Microsoft SQL Server SA user, or any user with "sysadmin" privileges.  For the Oracle superuser (non-Costpoint user) entered on the installer screen to establish link views between Costpoint users, if you use a custom user (not the Oracle SYSTEM user), then the username is case-sensitive. If the case does not match, the installer fails in the link view step even though the connection validation on the initial screens is successful.
<b>Password</b>	Enter the password for the SYSTEM/SA user that you specified.

12. On the Pre-Installation Summary screen, review the installation parameters you selected:

- If you want to change any settings, click **< Back** and make the necessary changes.
- If you are satisfied with the settings, click **Install >** to begin the installation.  
The following message displays when you upgrade from Costpoint 8.1 to 8.2:



When you upgrade from Costpoint 8.1 to 8.2, the MR installer renames the C:\Deltek\Costpoint\81\ folder to C:\Deltek\Costpoint\82\.

For this process to succeed, there must not be any file locks under the 81 folder. You may need to close File Explorer windows, restart IIS, or stop IIS.

To make sure that there are no file locks, check via **Computer Management » Shared Folders » Open Files**. If you have completed the suggestions listed above and still see locked files, you can close them from here.

Once initiated, the installation process for Costpoint 8.2.x commences and you should not interrupt the process.

13. If the installer encounters errors, the process stops, and you should review the [Troubleshooting Instructions](#) section at the end of this document. If you require additional assistance, research the applicable log file(s) and report the errors to Deltek Costpoint Technical Support.

14. If the installation completes successfully, review the results on the Install Summary screen

For each feature that you selected to install, you should see a SUCCESS message or an indication that there were No Errors or Execution Not Needed.

15. Click **Next >**.

16. If the "Cluster Configuration detected. The Costpoint service has been renamed to version 8.2. Please review the Costpoint service configuration(s) in the Service Control Manager and configure as necessary." message displays, click **OK**.

If you receive this message, you need to manually uninstall all existing Costpoint Windows Services before reinstalling your Costpoint Windows Services in a subsequent step below.

17. On the Installation Summary Results screen, select the checkbox to launch the HTML page containing the installer log files and click **Finish** to exit the installation.

18. When the MR\_Setup\_SummaryResults.log file opens, showing you the same SUCCESS, No Errors, and Execution Not Needed messages as the Install Summary screen, review all log files for any errors or reported issues.

All errors are listed in the MR\_Setup\_ErrorSummaryResults.log.

When upgrading from Costpoint 8.1.x to Costpoint 8.2, the following errors will be addressed when you apply the MR 8.2.x to your IIS Server(s) in the next step.

```
WARNING: Could not rename COMMON.WEB_PROXY_HOME from \\web1\Deltek\Costpoint\81\applications to \\web1\Deltek\Costpoint\82\applications
Please run the MR installer on the IIS Web Server and choose the Web Tier Installation option on the Tier Type dialog.
WARNING: Could not rename COMMON.WEB_PROXY_HOME2 from \\web2\Deltek\Costpoint\81\applications to \\web2\Deltek\Costpoint\82\applications
Please run the MR installer on the IIS Web Server and choose the Web Tier Installation option on the Tier Type dialog.
Will not copy DEWebApp files because \\web1\Deltek\Costpoint\82\applications\DEWebApp directory could not be accessed.
Please Run installer on Web Tier Server to update the files.
Will not copy DEWebApp files because \\web2\Deltek\Costpoint\82\applications\DEWebApp directory could not be accessed.
Please Run installer on Web Tier Server to update the files.
Will not extract help files because \\web1\Deltek\Costpoint\82\applications\DEWebApp directory could not be accessed
Please Run installer on Web Tier Server to update the files.
Will not extract help files because \\web2\Deltek\Costpoint\82\applications\DEWebApp directory could not be accessed
Please Run installer on Web Tier Server to update the files.
```

When applying MR 8.2.x and your IIS DEProxy files need to be updated, the following errors indicate that you also must apply this MR 8.2.x on your IIS Server(s) in the next step.

```
Will not copy DEProxy files because \\web1\Deltek\Costpoint\82\applications\DEProxy directory could not be updated.
Please Run installer on Web Tier Server to update the files.
Will not copy DEProxy files because \\web2\Deltek\Costpoint\82\applications\DEProxy directory could not be updated.
Please Run installer on Web Tier Server to update the files.
```

When applying MR 8.2.0 or later and your IIS assetlinks.json file needs to be updated, you will see this message, telling you that you need to apply the MR 8.2.x to your IIS Server(s) in the next step.

```
WARNING: Could not update assetlinks.json on the IIS Web Server(s).
```

Please run the MR installer on each IIS Web Server and choose the Web Tier Installation option on the Tier Type dialog.

**Attention:** For information on the logs folder structure and contents, see the [Post Installation MR Installer Log Files](#) section.

## Install Maintenance Release Software on IIS Web Server(s)

This section provides the steps for installing the Costpoint 8.2.x Maintenance Release software on your IIS web server(s).

**Note:** You must run this option on all IIS web server(s) when first upgrading from Costpoint 8.1 to Costpoint 8.2 to change your Deltek Costpoint DEWebApp folder location from 81 to 82, if it contains an 81 folder location (that is, C:\Deltek\_IIS\Costpoint\81\applications\DEProxy, C:\Deltek\_IIS\Costpoint\81\applications\DEWebApp).

If any Costpoint MR 8.2.x contains updated IIS DEProxy files, you will be required to run that MR 8.2.x later, on your IIS Web server(s).

If any Costpoint MR 8.2.x contains an updated IIS assetlinks.json file, you will be required to run that MR 8.2.x later, on your IIS Web server(s).

After you are at Costpoint 8.2, if the Primary Application Server has access to the UNC path to your DEWebApp folder and your IIS DEProxy files have already been updated, subsequent MR 8.2 installs do not require this option to be run on IIS web server(s). Unless there are updates to the DEProxy or assetlinks.json files, in which case the MR\_Setup\_ErrorSummaryResults.log from your Primary Application Server install would indicate the MR needed to be run on your Web Server(s) as well.

If you are running your IIS web server(s) in a DMZ to which the Primary Application Server does not have access, this option can be run to update your DEWebApp folder with each MR release.

You must perform this step on your IIS web server(s).

### To install the software:

1. Run the `DeltekCostpointMaintenanceRelease_20yy.q.0.nnnn.exe` file to launch the Costpoint 8.2 Maintenance Release installation program.

**Note:** Due to enhanced security in Microsoft Windows Server, Deltek recommends that you use the **Run as Administrator** option when launching installation files, even if you are logged in as a user with local administrative rights. To do so, right-click the `DeltekCostpointMaintenanceRelease_20yy.q.0.nnnn.exe` file in Windows Explorer, and then select **Run as Administrator**.

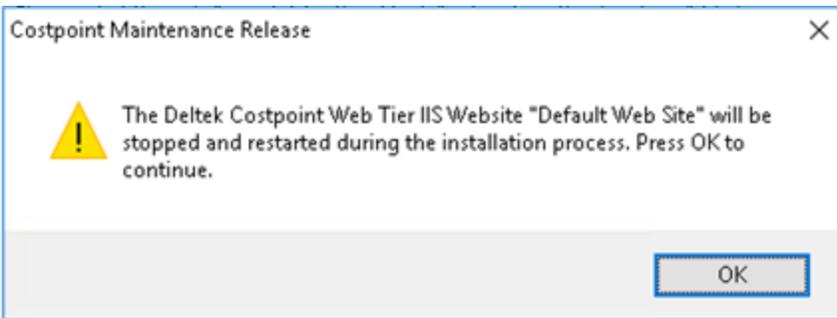
2. On the Welcome to the InstallShield Wizard for Costpoint Maintenance Release screen, click **Next >**.
3. On the Costpoint Tier Type screen, complete the following field, and then click **Next >**.

Field Name	Action
<b>Web Tier (Updates local Web Tier only)</b>	<p>Select this setup type on IIS web server(s) to install the Deltek Costpoint software.</p> <p>You must run this option on all IIS web server(s) when first upgrading from Costpoint 8.1 to Costpoint 8.2, to change your Deltek Costpoint DEWebApp folder location from 81 to 82, if it contains an 81 folder location (that is, C:\Deltek_IIS\Costpoint\81\applications\DEProxy, C:\Deltek_IIS\Costpoint\81\applications\DEWebApp).</p> <p>After you are at Costpoint 8.2, if the Primary Application Server has access to the UNC path to your DEWebApp folder, all subsequent MR 8.2 installs do not require this option to be run on IIS web server(s).</p> <p>If you are running your IIS web server(s) in a DMZ to which the Primary Application Server does not have access, you can run this option to update your DEWebApp folder with each MR release.</p>

4. On the Deltek Costpoint Web Tier IIS Website screen, in the **Website Name** field, select the website where the Deltek Costpoint Virtual Directory (**CPWeb**) exists, and then click **Next >**.

Typically, this is the **Default Web Site**.

5. If your IIS DEProxy files need to be updated, the following message displays:

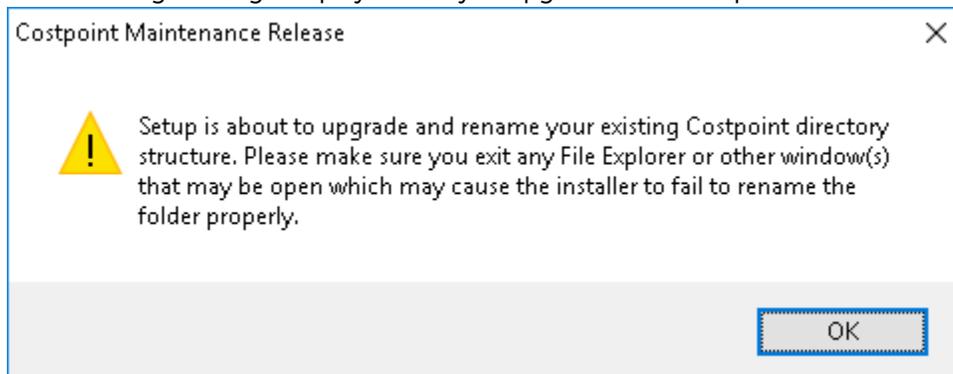


The MR installer will automatically stop your CPWeb "Default Web Site" and restart it once the updated files have been copied. Click OK to proceed.

6. On the Pre-Installation Summary screen, review the installation parameters that you selected:

- If you want to change any settings, click < **Back**, and then make the necessary changes.
- If you are satisfied with these settings, click **Install** > to begin the installation.

The following message displays when you upgrade from Costpoint 8.1 to 8.2:



When you upgrade from Costpoint 8.1 to 8.2, if your DEProxy and DEWebApp folders exist under a folder containing 81 (for example, C:\Deltek\_IIS\Costpoint\81\applications), the MR 8.2.x installer renames this folder to 82 (for example, C:\Deltek\_IIS\Costpoint\82\applications).

For this process to succeed, there must not be any file locks under the 81 folder. You may need to close File Explorer windows, restart IIS, or stop IIS.

To make sure that there are no file locks, check via **Computer Management** » **Shared Folders** » **Open Files**. If you have completed the suggestions listed above and still see locked files, you can close them from here.

Once initiated, the installation process for Costpoint 8.2.x will commence. Please do not interrupt the process.

7. If the installer encounters errors, the process stops, and you should review the [Troubleshooting Instructions](#) section of this document. If you require additional assistance, research the applicable log file(s) and report the errors to Deltek Costpoint Technical Support.

8. If the installation completes successfully, review the results on the Install Summary screen

For each feature that you selected to install, you should see a SUCCESS message or an indication that there were No Errors or Execution Not Needed.

9. Click **Next >**.

10. On the Installation Summary Results screen, select the checkbox to launch the HTML page containing the installer log files, and then click **Finish** to exit the installation.

11. When the MR\_Setup\_SummaryResults.log file opens, showing you the same SUCCESS, No Errors, and Execution Not Needed messages from the Install Summary screen, review all log files for errors or reported issues.

All Errors are listed in the MR\_Setup\_ErrorSummaryResults.log.

**Attention:** For information on the logs folder structure and contents, see the [Post Installation MR Installer Log Files](#) section.

**Note:** If you are running an IIS web cluster, you must repeat this step for all of your IIS web servers.

## Reconfigure Costpoint 8.2 InstallCPWeb Service CMDs

This section provides instructions for reconfiguring the Costpoint 8.2 InstallCPWeb Service CMD files for any that the MR installer has not updated.

**Note:** This step is only required after your initial 8.2.x MR installation, and only if you have InstallCPWebService CMD files different from those listed below.

You must perform this step on your Costpoint 8.2 WebLogic application server as well as any WebLogic server node(s).

The following are the Costpoint 8.2 InstallCPWeb Service CMD files that the MR installer updates:

- SET SERVICE\_NAME="Costpoint 8.1 xxx" becomes SET SERVICE\_NAME="Costpoint 8.2 xxx"
- InstallCPWebasService.cmd
- InstallCPWebNodeAsService.cmd
- InstallCPWebNodeAsServiceDEServer1.cmd

- InstallCPWebNodeAsServiceDEServer2.cmd
- InstallCPWebNodeAsServiceDEServer3.cmd
- InstallCPWebNodeAsServiceDEServer4.cmd
- InstallCPWebNodeAsServiceDEServer5.cmd

If you have any other InstallCPWebService CMD files, you must manually update them to the new SERVICE\_NAME.

This is a one-time update and is only required the first time that you install an 8.2 MR. For all future 8.2 MR installations, the SERVICE\_NAME will already be at Costpoint 8.2 and not require any further changes.

To reconfigure any Costpoint 8.2 Windows service CMD files:

1. Edit the InstallCPWebNodeAsServicexxx.cmd file.
2. Change SET SERVICE\_NAME="Costpoint 8.1 xxx" to SET SERVICE\_NAME="Costpoint 8.2 xxx"
3. Save and close the file.

## Reinstall Costpoint 8.2 Windows Service

This section provides instructions for reinstalling the Costpoint 8.2 Windows service on any WebLogic nodes. Successful completion of the MR installer should automatically uninstall your Costpoint 8.1 Windows service and install the Costpoint 8.2 Windows service.

**Note:** If you are running a WebLogic cluster, you must repeat this step for all your Costpoint Windows Services.

You must perform this step on your Costpoint 8.2 WebLogic application server for any WebLogic server nodes.

To reinstall Costpoint 8.2 nodes to run as a Windows service:

1. Use Windows Explorer to navigate to the directory in which the Costpoint 8.2 software was installed (C:\Deltek\Costpoint\82\bin).
2. Right-click InstallCPWebAsService.cmd/InstallCPWebNodeAsService.cmd, and then click Run as administrator on the shortcut menu.

## Reconfigure and Start the Costpoint 8.2 Windows Service

This section provides steps for configuring the Costpoint 8.2 Windows service. Successful completion of the MR installer should automatically uninstall your Costpoint 8.1 Windows service and install the Costpoint 8.2 Windows service.

You must perform these steps on your Costpoint 8.2 WebLogic application server as well as any WebLogic server nodes.

To configure the Costpoint 8.2 Windows service:

1. Click **Start » Administrative Tools » Services**.
2. On the Services window, scroll down the **Services** drop-down list, right-click the **Costpoint 8.2** service, and click **Properties** on the shortcut menu.
3. On the Costpoint 8.2 Properties screen, click the **Recovery** tab, complete the following fields, and then click **Apply**:

Field Name	Action
First failure	Change the selection from <b>Take No Action</b> to <b>Restart the Service</b> .
Second failure	Accept the default value, <b>Take No Action</b> .
Subsequent failures	Accept the default value, <b>Take No Action</b> .
Reset fail count after	Change the value from 0 to 1 days.
Restart service after	Accept the default value, 1 minute.

4. On the Costpoint 8.2 Properties screen, click the **Log On** tab, complete the following fields, and then click **Apply**:

Field Name	Action
Account	Enter the domain Account (for example, domain\useraccountname). If you are using a domain service login account instead of the "Local System Account," select <b>This Account</b> .
Password	Enter the password for the domain Account.
Confirm Password	Re-enter your password for the domain Account.

5. Make sure that the login account for the Costpoint Service is in the local Administrators group on the Application Tier server and is part of the local security group created by the original Costpoint Application Tier installer, CostpointToolsGroup.

You must give this login account full access permissions for any Alternate File locations set up (network shared directories). Alternate File locations are used by Costpoint users for uploading and downloading files from within Costpoint.

6. On the Costpoint 8.2 Properties screen, click the General tab, and then click **Start** to start the Costpoint 8.2 service.

The service immediately indicates that it is starting. However, it takes several minutes for the Costpoint 8.2 service to initialize fully. Therefore, after starting the service, you should wait several minutes before you attempt to connect to the software.

If you encounter problems, check the C:\Deltek\Costpoint\82\logs\DEServer.log file and report any errors to Deltek Costpoint Technical Support.

7. Click **OK** to close the Costpoint 8.2 Properties screen, and then close the Services window.

## Update Costpoint Web Services (PMFG SFT Clients)

Follow these steps to update the PMFG Web Services in Costpoint so that data can flow to and from Costpoint and SFT.

**Warning:** CP 8.2 only supports Costpoint SFT 2.1 and above. Costpoint SFT 2.0 and Costpoint MES are no longer supported.

You only need to reapply these Web Service files when they have changed in a new Costpoint MR. Check the Release Notes to see if any have changed. If you are upgrading from CP 8.1 to CP 8.2m then you should reapply.

You must perform these steps on your Costpoint WebLogic application server.

To update Costpoint Web Services:

1. Click **Start » All Programs » Administrative Tools » Services**.
2. In the Services window, scroll down the Services list and **Stop** the **Costpoint 8.2** service.

3. Close the Services window.
4. Click **Start » All Programs » Costpoint 8.2 » Start Costpoint 8.2 Integration Console**.

**Note:** Due to enhanced security in Windows Server, you should use the **Run as Administrator** option when launching this command, even if you have local administrative rights.

5. On the Costpoint Integration Login screen, configure the following options, and then click **Login**:

Option	Action
User	Enter CPSUPERUSER. This user must have access to the Integration Console.
Password	Enter the password for your CPSUPERUSER user.
System	Select your Costpoint system from the drop-down list (that is, DELTEKCP).

6. Under Available Options, select **Modify Integration Console Properties**, and click **Next**.
7. On the Advanced Properties tab, select **System** for **Show Web Services**.
8. When the "System web services are intended to be used internally by Costpoint. Modifying or invoking them directly can break the integration with Costpoint." Message displays, click **OK**.
9. Click **Save**.
10. Click **Close**.
11. Under Available Options, select **Import/Export Integration Modules**, and click **Next**.
12. Click **Import....**
13. On the Please select Web Service jar files you want to import screen, perform the following:
  - a. For **Mode**, select **Multiple**.
  - b. For **Web Service Folder**, click **...**, and navigate to your **C:\Deltek\Costpoint\82\cpupdates\wspmfg\**

SFTgeneric folder.

This folder was created and populated with the Costpoint MR installer.

c. Click **Select**.

14. Click **Import**.

The following Web Services will get deployed.

- LDMTIME\_GEN (Manage Timesheets)
- PCMCOMP\_GEN (MO Operation Completions)
- PCMINSP\_GEN (MO QC Inspection Results)

15. When the "Hot fixes have been applied without errors." message displays, click **OK**.

16. Click **Close**.

17. Under **Available Options**, select **Modify Integration Console Properties**, and click **Next**.

18. On the **Advanced Properties** tab, select **Regular** for **Show Web Services**.

19. Click **Save**.

20. Click **Close**.

21. Click **Exit**.

22. Click **Start » All Programs » Administrative Tools » Services**.

23. In the **Services** window, scroll down the **Services** list and **Start** the **Costpoint 8.2** service.

24. Close the **Services** window.

## Post-Installation

### MR Installer Log Files

MR Installation logs are written to C:\Program Files\Deltek\Costpoint\8.2\Logs\MR\_Installer.

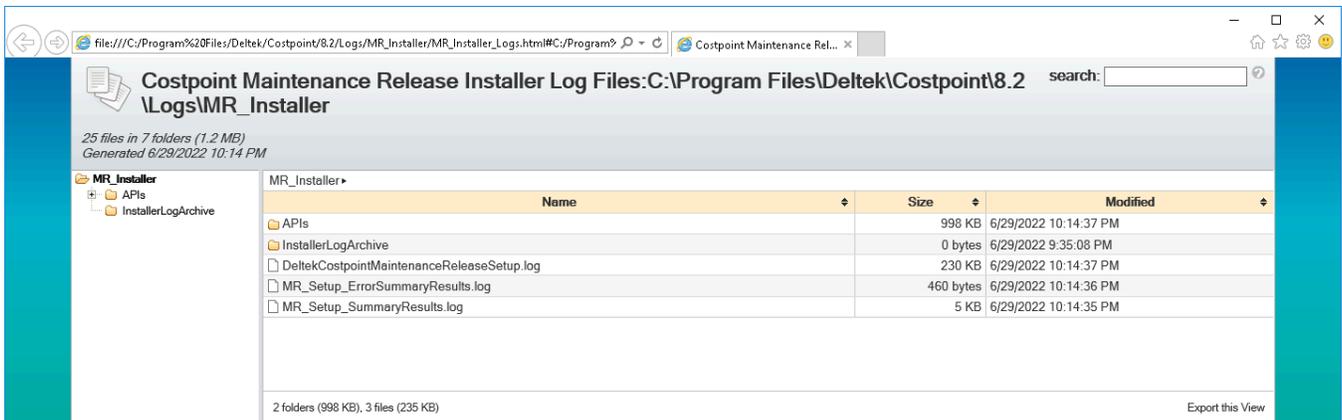
Each log file is detailed in the table below, but here is a look at the log folder/file structure:

```
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer
  DeltekCostpointMaintenanceReleaseSetup.log
  MR_Installer_Logs.html
  MR_Setup_ErrorSummaryResults.log
  MR_Setup_SummaryResults.log
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs
  CreateAESKeys.log
  RegisterRestFulWS.log
  RemoveSessionActuateApiEjb.log
  RenameExternalTe82Api.log
  Update2NewSecurityProvider.log
  UpdateDedicatedEjbsUrls.log
  UpdateTestTableForBpTePoolsApi.log
  UpgradeTo82ConfigFileApi.log
  <System>_LinkViews.log
  MRLinkViews_<System>.log
  <Database Server>_<Instance>_<System>_MSSQLInstallMetadata.log
  <Database Server>_<System>_OracleInstallMetadata.log
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\ApplyMREngi
e_DB
  apply_db_<System>_<Date>_<Time>.log
  apply_db_summary_<Date>_<Time>.log
  ApplyMREngineDB_result_xml.log
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\ApplyMREngi
e_RMENU
  ApplyMREngineRMENU_<System>_result_xml.log
  menu_n_ext_<System>_<Date>_<Time>.log
  menu_n_ext_summary_<Date>_<Time>.log
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\DSMScripts
  <Database Server>_<ORA Port>_<CPAdminDB/Service Name>_<MSS/Oracle>DBS
cripts.log
  <Database Server>_<ORA Port>_<CPSystemDB/Service Name >_<MSS/Oracle>D
BScripts.log
```

```

    <Database Server>_<ORA Port>_<CPTransDB/Service Name >_<MSS/Oracle>DB
Scripts.log
    <Database Server>_<ORA Port>_<PLTransDB/Service Name >_<MSS/Oracle>DB
Scripts.log
    <Database Server>_<ORA Port>_<TETransDB/Service Name >_<MSS/Oracle>Sc
ripts.log
    C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\Logins
CreatePLLinkUser_<System>_<BPTransDB>_<CPLinkUser>.log
CreatePLUserOnCPTransDB_<System>_<CPTransDB>_<BPUser>.log
CreatePLUserOnTEDB_<System>_<TETransDB>_<BPUser>.log
CreateTEUserOnCPTrans_<System>_<CPTransDB>_<TEUser>.log
CreateTELinkUser_<System>_<TETransDB>_<CPLinkUser>.log
    C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive
  
```

Select the Launch the HTML page containing the installer log files on the Installer Summary Results screen to launch the following page.



The following table provides the list of log files generated during the MR Installation, the folder they are under, a description of each, and what to look for when reviewing them.

Log Name	Description	What to Look For
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer		
MR_Installer_Logs.html	HTML Page showing all MR installer log files and locations (Chrome or Firefox recommended).	List of log files
DeltekCostpointMaintenanceReleaseSetup.log	Main MR installation Log File. Shows detailed results of all	Date and Build number at the Installation Success

Log Name	Description	What to Look For
	<p>processes executed in the installer.</p> <p>(Multiple log files for this, older ones from previous MR installer runs stored under InstallerLogArchive folder.)</p>	<p>or failed at the bottom. Install details, including metadata results. Error or Failed messages in between.</p>
MR_Setup_SummaryResults.log	<p>Installer Summary description Panel output written to a log file. Contains the results of the installation process.</p> <p>(Multiple log files for this, older ones from previous MR installer runs stored under InstallerLogArchive folder.)</p>	<p>SUCCESS items FAILED items v error messages or Warning messages.</p>
MR_Setup_ErrorSummaryResults.log	<p>MR installer error output written to a log file. Contains any ERROR results of the installation process.</p> <p>(Multiple log files for this, older ones from previous MR installer runs stored under InstallerLogArchive folder.)</p>	<p>Any errors during installation will be written to this log. This will then lead you to the other logs for more detailed description of errors.</p>
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs		
MRLinkViews_(SystemName).log	<p>Log file containing summary of Link Views process.</p>	<p>Will show start and end times of the view process for system.</p>
(SystemName)_LinkViews.log	<p>Log file containing details of Link Views process.</p>	<p>Will show error details if any at bottom.</p>
<p>(Database Server)_(Instance)_(System DB Name)_MSSQLInstallMetadata.log</p> <p>(Database Server)_(System DB Name)_(System Schema Name)_OracleInstallMetadata.log</p>	<p>MR installer only, shows results of MetaData process.</p>	<p>Will show error any.</p>

Log Name	Description	What to Look For
CreateAESKeys.log	Results of CreateAESKeys API execution when converting 3DES to AES encryption in toolconnection.properties file if needed.	Will show success or failure or nothing if no action is taken.
RegisterRestFulWS.log	Results of RegisterRestFulWS API execution. This will add restfulwsejb.jar entry to application.xml file if it does not already exist.	Will show results of the process, or nothing if no action is taken to do, and will show error messages at the bottom if any.
RemoveSessionActuateApiEjb.log	Results of RemoveSessionActuateApiEjb API execution. This will remove references of unused sessionactuateapiejb.jar file and references from xml files.	Will show results of the process, or nothing if no action is taken to do, and will show error messages at the bottom if any.
Update2NewSecurityProvider.log	Results of Update2NewSecurityProvider API execution. This API adds/removes security authenticator's support within our config.xml.	Will show results of authenticators that were added or removed, nothing if no action is taken to do, or error messages at the bottom if any.
UpdateDedicatedEjbsUrls.log	Results of UpdateDedicatedEjbsUrls API. This API reads/updates the enterprise.properties for dedicated server URLs and updates as needed.	Will show results of the process, nothing if no action is taken to do, or error messages at the bottom if any.
UpdateTestTableForBpTePoolsApi.log	Results of UpdateTestTableForBpTePoolsApi. This API updates test table for B&P and TE JDBC pools process.	Will show results of the process, nothing if no action is taken to do, or error messages at the bottom if any.
UpgradeTo82ConfigFileApi.log	Results of UpgradeTo82ConfigFileApi. This API renames Costpoint/82 folder	Will show results of the process, true or false that it has some

Log Name	Description	What to Look For
	to Costpoint/82 as well as all references of that folder in the Costpoint configuration files.	to update, or error messages at bottom if any.
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\ApplyMREngine_DB		
apply_db_(SystemName)_YYYY_MM_DD_TT_TT.log	Results of ApplyMREngine Database API. These logs will show the results of the execution of Patches, Stored Procedures, and Dynamic Data.  (Multiple log files for this, older ones from previous MR installer runs stored under InstallerLogArchive folder.)	Will show patches already applied, results of patches, SPs and DD that were applied during the MR install process. Will show success results with any error messages if any. Error messages about DROP procedure not existing can be ignored.
apply_db_summary_YYYY_MM_DD_TT_TT.log	A quick summary of the results of Patches, SPs, and DD applied on the date of the log file.  (Multiple log files for this, older ones from previous MR installer runs stored under InstallerLogArchive folder.)	Contains summary system name and time reference. DB application process, DB W version number, whether or not Parallel mode was used.
ApplyMREngineDB_result_xml.log	An XML summary used by the installer to determine success or failure of the different processes executed.	Will show a 1 for success or 0 for failure or nothing needed in the case of LinkViews.
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\ApplyMREngine_RMENU		
ApplyMREngineRMENU_(SystemName)_result_xml.log	An XML summary used by the installer to determine success or failure of the different processes	Will show a 1 for success or 0 for failure.

Log Name	Description	What to Look For
	executed.	
menu_n_ext_(SystemName)_YYYY_MM_DD_TT_TT.log	Summary of rebuilding User Menus and Reviewing/Refreshing Extensibility.  (Multiple log files for this, older ones from previous MR installer runs stored under InstallerLogArchive folder.)	Will shows start end of process error messages any.
menu_n_ext_summary_ YYYY_MM_DD_TT_TT.log	A quick summary of the results of Rebuild User Menus API applied on the date of the log file.	Will shows start end of process error messages any.
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\DSMScripts		
<Database Server>_<ORA Port/SQL Instance>_<System Name>_<CPAdminDB/Service Name>_<MSS/Oracle>DBScripts.log	Summary of any dynamic or rollback scripts that execute during MR installation.	Will show start end of process error messages any, as well as \$DBSUCCESS at the end.
<Database Server>_< ORA Port/SQL Instance >_<CPSystemDB/Service Name>_<MSS/Oracle>DBScripts.log	Summary of any dynamic or rollback scripts that execute during MR installation.	Will show start end of process error messages any, as well as \$DBSUCCESS at the end.
<Database Server>_< ORA Port/SQL Instance >_<CPTransDB/Service Name>_<MSS/Oracle>DBScripts.log	Summary of any dynamic or rollback scripts that execute during MR installation.	Will show start end of process error messages any, as well as \$DBSUCCESS at the end.
<Database Server>_< ORA Port/SQL Instance >_<PLTransDB/Service Name>_<MSS/Oracle>DBScripts.log	Summary of any dynamic or rollback scripts that execute during MR installation.	Will show start end of process error messages any, as well as \$DBSUCCESS

Log Name	Description	What to Look For
<Database Server>_< ORA Port/SQL Instance >_<TETransDB/Service Name>_<MSS/Oracle>DBScripts.log	Summary of any dynamic or rollback scripts that execute during MR installation.	at the end.  Will show start end of process error messages any, as well as \$DBSUCCESS at the end.
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\APIs\Logins		
CreatePLLinkUser_(SystemName)_(BPTransDB)_(CPLinkUser).log	Summary of Login User creation for Link Views among Costpoint, Time & Expense, and Planning.  This one is creating the Planning Link User.	Will show start end of process error messages any, or that the CPLINK_USER already exists in master database
CreatePLUserOnCPTransDB_(SystemName)_(CPTransDB)_(BPUser).log	Summary of Login User creation for Link Views among Costpoint, Time & Expense, and Planning.  This one is creating the PL User on the CP Trans DB.	Will show start end of process error messages any, or that the login already ex the master dat
CreatePLUserOnTEDB_(SystemName)_(TETransDB)_(BPUser).log	Summary of Login User creation for Link Views among Costpoint, Time & Expense, and Planning.  This one is creating the PL User on the TE Trans DB.	Will show start end of process error messages any, or that the login already ex the master dat
CreateTEUserOnCPTrans_(SystemName)_(CPTransDB)_(TEUser).log	Summary of Login User creation for Link Views among Costpoint, Time & Expense, and Planning.  This one is creating the TE User on the CP Trans DB.	Will show start end of process error messages any, or that the TC_0001 login already exists in master database
CreateTELinkUser_(SystemName)_(TETransDB)_(CPLinkUser).log	Summary of Login User creation for Link Views among Costpoint,	Will show start end of process error messages

Log Name	Description	What to Look For
	Time & Expense, and Planning. This one is creating the TE Link User.	any, or that the CPLINK_USER already exists in master database
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive		
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive\APIs\ApplyMREngine_DB		
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive\APIs\ApplyMREngine_RMENU		
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive\APIs\DSMScripts		
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive\APIs\Logins		
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive\APIs\Metadata		
C:\Program Files\Deltek\Costpoint\8.2\Logs\MR_Installer\InstallerLogArchive\APIs\MRLinkViews		
	Copies of current log files will be moved to these folders when you run future MRs.	

## MR Installer Silent Install Parameters

For those looking to integrate into automation or orchestration platforms, there are command line parameters that can be enabled to run the MR Installer without going through the GUI interface.

**Note:** If you have both Oracle and SQL Server RDBMS versions on the same Database Server (meaning they have same Database Server name), silent install will only work if you run each set of systems separately. Different RDBMS platforms cannot be run silently in the same run.

There are no issues running with the GUI interface. This is a silent install restriction only.

**Setup.iss** must be in the same folder as the MR Installer executable. This file was downloaded from DSM when you downloaded the DeltekCostpointMaintenanceRelease\_8.2.x.nnnn.exe installer. You can find it in the Documentation folder.

### Example for Silent Install with a SINGLE SYSTEM

```
start /wait DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /s /z"systemnames=DELTEKCP"
/z"instancestring=[[serverName=CPSQLPC1]][port=1433][instanceName=CPSYSTEM][saUserId=sa][saPass=Password1]]"
/z"primary=true" /f1"C:\Users\Administrator\Desktop\setup.iss"
```

### Example for Silent Install with MULTIPLE SYSTEMS

```
Start /wait DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /s /z"systemnames=DELTEKCP,DELTEKCP2"
/z"instancestring=[[serverName=CPSQLPC1][port=1433][instanceName=CPSYSTEM][saUserId=sa][saPass=Password1]][serverName=
SQL2019][port=1433][instanceName=CPSYSTEM_2019][saUserId=sa][saPass=Password1]]" /z"primary=true"
/f1"C:\Users\Administrator\Desktop\setup.iss"
```

### Example for Silent Install on Web Tier

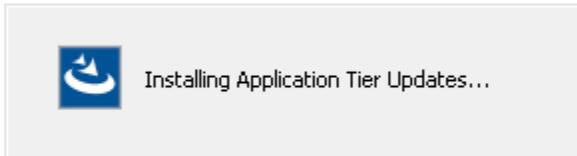
```
start /wait DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /s /z"webtier=true" /z"iiswebsite=Default Web
Site" /f1"C:\temp\setup.iss"
```

The following table provides the list of parameters along with a description for the use of each.

Parameter Name	Description
/s	Use this parameter to indicate Silent Mode.
/f1"<Path to>\setup.iss"	Use this parameter to indicate the location of the required setup.iss.
/z"systemnames="	<p>Use this parameter to indicate the System(s) to be updated with the MR. Single system name example:</p> <ul style="list-style-type: none"> <li>Single System example:  <code>DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /z"systemnames=DELTEKCP1"</code> </li> <li>Multiple Systems example:  <code>DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /z"systemnames=DELTEKCP1,DELTEKCP2"</code> </li> </ul>
/z"instancestring="	<p>Use this parameter to indicate the Database Instances used in your configuration. This is used for SQL Server and Oracle instance/host(s).</p> <p>Format is the same for SQL Server and Oracle. See examples below:  <code>[[serverName=(servername\non-default SQL Instance)][port=(portnumber)][instanceName=InstanceName]</code></p> <ul style="list-style-type: none"> <li>SQL Server Example (1 instance)  <code>/z"instancestring=[[serverName=CPSQLPC1][port=1433][instanceName=CPSYSTEM][saUserId=sa][saPass=Password1]]"</code> </li> <li>SQL Server Example (2 or more instances. There are no delimiters or spaces between multiple instances)  <code>/z"instancestring=[[serverName=CPSQLPC1\non-default SQL Instance][port=1433][instanceName=CPSYSTEM2][saUserId=sa][saPass=Password1]]"</code> </li> </ul>

Parameter Name	Description
	<ul style="list-style-type: none"> <li>Oracle Server Example (1 instance)  <code>/z"instancestring=[[serverName=ORADB][port=1521][instanceName=PDBORCL][saUse</code></li> <li>Oracle Server Example (2 or more instances). There are no delimiters or spaces between n  <code>/z"instancestring=[[serverName=ORADB][port=1521][instanceName=PDBORCL][saUse</code></li> </ul>
<code>/z"iiswebsite=Default Web Site"</code>	<p>Use this parameter when upgrading to Costpoint 8.2.</p> <ul style="list-style-type: none"> <li>If IIS is installed on your App server, you will need this parameter when running <code>/z"primary</code></li> <li>If IIS is on its own Web server, you will need this parameter when running <code>/z"webtier=true</code></li> </ul> <p>In any event, this is only required when upgrading from CP 8.1 to 8.2. Once you are on CP 8.2</p>
<code>/z"skipapp=true"</code>	Use this parameter to <b>not</b> extract files to the file system. This would include class files, EJBs,
<code>/z"skipdb=true"</code>	Use this parameter to <b>not</b> apply patches, dynamic data, or stored procedures.
<code>/z"skipweb=true"</code>	Use this parameter to <b>not</b> apply Costpoint DEWebApp or Costpoint Web Tier DEWebApp files.
<code>/z"skipmeta=true"</code>	Use this parameter to <b>not</b> import metadata into CP SYSTEM(s).
<code>/z"skiplinkviews=true"</code>	Use this parameter to <b>not</b> execute LinkViews, generate menu data, or validate extensibility.
<code>/z"skiptelicensecheck=true"</code>	Use this parameter to indicate all the external, stand-alone TE schemas are properly <b>not</b> licensed. If not, the installer will prompt you to review TE schemas without licenses for you to review.
<code>/z"startversion=""</code>	<p>Use this parameter to <b>not</b> re-apply previous MR database archives that have already been installed.</p> <p>Example: <code>/z "startversion=8.2.4"</code></p> <p>In this case, if you are installing the 8.2.5 MR, extract patches from the 8.2.4 archive, but skip</p>
<code>/z"primary=true"</code>	Use this parameter on primary Nodes. If set to true, force the installer to set the installer tier
<code>/z"webtier=true"</code>	Use this parameter on IIS Web server(s) to upgrade the Costpoint/81 folder to Costpoint/82
<code>/z"showcmdwindow=true"</code>	Use this parameter to display a command prompt window with progress during application o
<code>/z"showstatus=false"</code>	Use this parameter to <b>not</b> display the status message box shown below during silent install.
<code>/z"filedynamicdownload=true"</code>	Use this parameter to download the required parameter files (DeltekCostpoint82Requirements
<code>/z"skiponline=true"</code>	Use this parameter when your application or web server does not have Internet access to pr copied them to your application/web server in the same folder as the MR installer EXE.

Silent install displays a status message box similar to the following as it proceeds through each Feature:



## Troubleshooting Instructions

Troubleshooting instructions for problems with the Maintenance Release installation are detailed in this section.

### Costpoint 8.2 Windows Service Will Not Start

Try reinstalling and reconfiguring the Costpoint 8.2 Windows service by running `C:\Deltek\Costpoint\82\bin\InstallCPWebasService.cmd` (remember to Run as Administrator).

If running in a cluster you need to reinstall and reconfigure all nodes as well - `InstallCPWebNodeAsServiceDEServer1.cmd`, `InstallCPWebNodeAsServiceDEServer2.cmd`, etc.

### CPWeb DEWebApp Copy FAILED: Cannot Create a File When that File Already Exists

A lock might exist on a Costpoint DEWebApp IIS file. You may need to restart or stop IIS.

Make sure there are no file locks through **Computer Management » Shared Folders » Open Files**.

If you have tried all the suggestions listed above and still see locked files, you can select and close open files from there.

After there are no locked files, re-run the `DeltekCostpointMaintenanceRelease_8.2.x.nnnn.exe`, selecting the **Web Tier Feature** only.

### Latest Installer Files Download Instructions

The instructions to download the latest `DeltekCostpoint82MRSupportFiles.exe` and `DeltekCostpoint82RequirementsINI.exe` files are detailed in this section. Each installer will automatically download the applicable files if your servers have Internet access. If your servers do not have access, you will need to run this step.

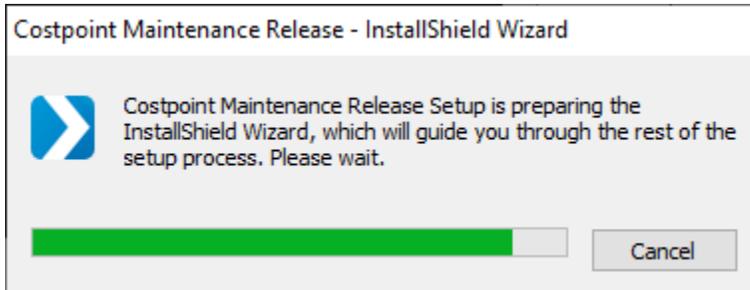
You must perform this step on any machine that has Internet access.

To download the required MR Installer files:

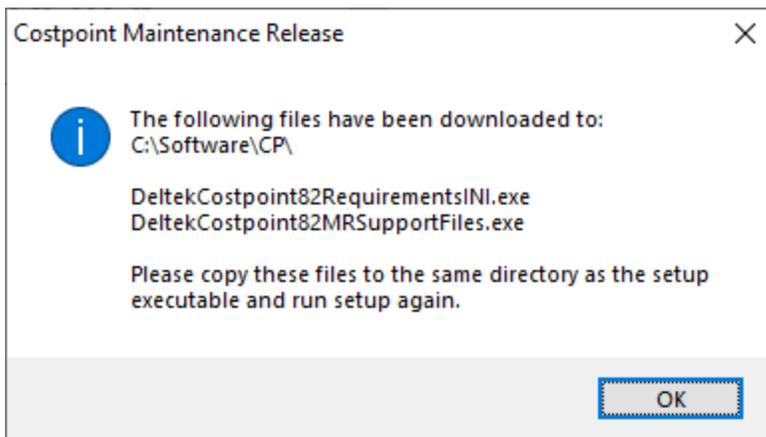
1. Run the applicable command to retrieve the files from DSM:

`DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /z"filedynamicdownload=true"`

You will see a screen similar to the following.



2. After the files download, click OK when a message similar to the following displays:



3. Copy the downloaded `DeltekCostpoint82MRSupportFiles.exe/ DeltekCostpoint82RequirementsINI.exe` files to your server, in the same folder as your MR .exe installer file.
4. When running the MR Installer on your application servers/nodes, invoke the following command:

`DeltekCostpointMaintenanceRelease_8.2.5.5003.exe /z"skiponline=true"`

## Appendix: If You Need Assistance

If you need assistance installing, implementing, or using Deltek Costpoint, Deltek makes a wealth of information and expertise readily available to you.

### Customer Services

For over 30 years, Deltek has maintained close relationships with client firms, helping with their problems,

listening to their needs, and getting to know their individual business environments. A full range of customer services has grown out of this close contact, including the following:

- Extensive self-support options through the Deltek Support Center.
- Phone and email support from Customer Care analysts
- Technical services
- Consulting services
- Custom programming
- Classroom, on-site, and Web-based training

**Attention:** Find out more about these and other services from the Deltek Support Center.

## Deltek Support Center

The Deltek Support Center 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 Deltek Support Center 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 Support Center Community
- 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
- Initiate a Chat to submit a question to a Customer Care analyst online

**Attention:** For more information regarding Deltek Support Center, refer to the online help available from the Web site.

## Access Deltek Support Center

To access the Deltek Support Center:

1. Go to <https://deltek.custhelp.com>.
2. Enter your Deltek Support Center Username and Password.
3. Click Login.

**Note:** If you forget your username or password, you can click the **Need Help?** button on the login screen for help.