AvePoint®

Issue → Collect Information → Analyze Information → Identify Cause ...

Hotfix
- No → Provide Solution → Resolve Issue → CASE CLOSED
- Yes → Develop Solution → Deliver Solution → Resolve Issue → CASE CLOSED

Diagnostic Hotfix
- Yes → Develop Solution → Deliver Solution → Resolve Issue → CASE CLOSED

Hotfix: A single, cumulative package that includes one or more files that are used to address a problem in a product, and are cumulative at the binary and file level. A hotfix addresses a specific customer situation and may not be distributed outside the customer's organization.

Diagnostic Hotfix: A package that includes one or more files that are used to create deeper logging within a particular customer's environment. A diagnostic hotfix is made to address a specific customer situation and may not be distributed outside the customer's organization.